



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Siciliano
Address of food business:	43 Prince Of Wales Road Norwich NR1 1BL
Date of inspection:	23/08/2022
Risk rating reference:	22/00452/FOOD
Premises reference:	06/00432/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Basement
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fast food takeaway

Relevant Legislation

Food Safety Act 1990 (as amended)

Regulation (EC) No 178/2002 applied by The General Food Regulations 2004 (as amended)

Regulation (EC) No 852/2004 and No 853/2004 applied by Regulation 19 (1) of the Food Safety and Hygiene (England) Regulations 2013

Health and Safety at Work etc. Act 1974 and related regulations

Food Information Regulations 2014

What you must do to comply with the law

The report may include **Contraventions** - matters which do not comply with the law . You must address all of the contraventions identified; failure to do so could result in legal action being taken against you.

As a guide, contraventions relating to cleaning, temperature control and poor practice, should be dealt with straight away.

Contraventions relating to structural repairs, your food safety management system and staff training, should be completed within the next 2 months.

Health and safety contraventions should be dealt with within 3 months unless otherwise stated.

To assist you the report may also include **Observations** of current practice, useful **Information, Recommendations** of good practice and reminders of **Legal Requirements** .

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

Food Hygiene Rating Re-Scoring Visit

Date: 19th October 2022

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 3 – a generally satisfactory standard



Inspectors notes:

Observation I was pleased to see that a lot of the contraventions had been complied with

- Interior to microwave
- Separate containers for raw and ready-to-it foods were being used
- Raw foods were being stored below ready-to-eat foods
- Foods were covered in the fridge
- Cutting boards had been replaced
- Broken steps had been repaired
- Wall downstairs had been repaired
- The chest freezer had been repaired
- Cobwebs had been cleaned away
- Seals to the chest freezer had been cleaned
- Seals to the fridges had been cleaned
- Flooring was cleaner
- Your Safer Food Better Business pack was on site

Contravention The following items require attention

- The lid to the small chest freezer is broken and needs repair
- The extension leads need cleaning
- Around interior top to chest freezer storing ice cream
- Interior to large chest freezer downstairs needs cleaning
- Chest freezer storing kebabs needs cleaning
- W C needs cleaning
- Electric plug to pizza dough roller needs cleaning
- Cracked food storage containers need replacing
- Split seals to fridge needs replacing
- Baffle filters to the extraction canopy were broken and need replacing
- Same tongs were being used for raw and ready-to-eat foods on the griddle
I recommend that you purchase different coloured tongs for use with raw meat, preferably red
- Your Safer Food Better Business pack diary entry had not been filled in on the day of the re-rating visit and the dates were unclear of which year it was
Training section needs to be filled in, and you need to train your staff in the pack

FOOD SAFETY

How we calculate your Food Hygiene Rating:

The food safety section has been divided into the three areas which you are scored against for the hygiene rating: 1. food hygiene and safety procedures, 2. structural requirements and 3. confidence in management/control procedures. Each section begins with a summary of what was observed and the score you have been given. Details of how these scores combine to produce your overall food hygiene rating are shown in the table.

Compliance Area	You Score					
Food Hygiene and Safety	0	5	10	15	20	25
Structure and Cleaning	0	5	10	15	20	25
Confidence in management & control systems	0	5	10	15	20	30
Your Total score	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Your Worst score	5	10	10	15	20	-
Your Rating is	5	4	3	2	1	0

Your Food Hygiene Rating is 1 - major improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are generally satisfactory and maintained. There is evidence of some non-compliance with legal requirements. Some lapses are evident however generally you have satisfactory food handling practices and procedures and adequate control measures to prevent cross-contamination are in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

Contamination risks

Contravention The following exposed ready-to-eat food and/or its packaging to the risk of cross-contamination with E.coli 0157 and/or other pathogenic bacteria from raw meat or unwashed raw vegetables:

- raw foods i.e eggs were being stored above ready-to-eat foods i.e milk in the fridge
- cutting boards were badly scored
- the same containers were being used for raw and ready-to-eat foods
- the same tongs were being used for raw and ready-to-eat foods

Legal requirement At all stages of production, processing and distribution, food must be protected from any contamination likely to render it unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Contravention You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.:

- you do not have a dishwasher and you are not using an adequate heat disinfection step after washing up equipment and utensils
- you are not using an adequate chemical disinfection step after washing up equipment and utensils

Recommendation Provide separate equipment and utensils for raw and ready to eat foods, which can be easily identified (colour coded) and stored and washed separately.

Information The FSA has issued guidance on controlling *E.coli* 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soil contaminated vegetables.

Visit: www.food.gov.uk for more information

Hand-washing

Contravention The following evidence indicated hand-washing was not suitably managed:

- the wash hand basin was obstructed
- best hand-washing practices were not observed

Information Proper hand-washing is essential in preventing the spread of *E.coli* 0157 and other harmful bacteria onto food and food contact surfaces. Please refer to the enclosed catering and retail guide '*E.coli* - What you must do to keep your hands clean' for practical advice on keeping you and your customers safe

Information Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- After using the toilet;
- After handling rubbish;
- After smoking;
- After taking a break;
- After handling raw food

Information There is a method for effective hand washing in your Safer Food Better Business pack

Information Taps can recontaminate hands after washing. First dry your hands with a clean paper towel and then use the towel to turn the tap off

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- chest freezer not keeping temperature of food. The temperature of the food in the freezer was -4.3°C . Freezers should operate at -18°C . I was pleased to see the food was moved to another freezer
- prepared foods stored in the bench-top chiller temperature was 23°C

Legal Requirement If you rely on selling cold food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- using same food containers
- uncovered foods stored in fridges

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Cleaning of Structure

Contravention The following items were dirty and require more frequent and thorough cleaning:

- floor/wall junctions
- steps leading to downstairs storeroom
- WC
- cobwebs seen to area where flour is stored

Contravention The following structural items could not be effectively cleaned and must be covered or made non-absorbent:

- exposed area of bare and unfinished plaster on wall to downstairs storeroom

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- hand contact surfaces (such as fridge handles, cooker knobs, light switches and sink taps)
- microwave
- extension leads and plugs
- bin
- interior top to ice cream/dessert freezer
- interior to chest freezers
- cabinets to chest freezers

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Information Cardboard cannot be properly cleaned. Do not use it to cover the floor/shelves of work surfaces in food rooms

Recommendation I recommend that items such as mops, buckets and brooms are stored in an area, room or cupboard separate from a food preparation or storage area so that the risk of food contamination is minimised

Maintenance

Contravention The following had not been suitably maintained and must be repaired or replaced:

- cracked food storage container
- split seals to fridges
- control panel to chest freezer storing kebab meat
- damaged lid to small chest freezer
- baffle filter to extraction canopy
- bottom step to stairs leading to downstairs storeroom
- wall in downstairs storeroom

3. Confidence in Management

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

Type of Food Safety Management System Required

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Information The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- maintenance is poor
- cleaning and sanitation are poor
- staff hygiene and training is inadequate

Contravention The control methods you have put in place at the following critical control points are not sufficient:

- methods of control at critical points
- cross-contamination

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

Waste Food and other Refuse

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

Contravention The following evidence indicated there was a staff training need:

- standard of cleaning was poor

- using poor food storage practices, same food containers used for raw and ready-to-eat foods
- food handlers were not sufficiently knowledgeable about your food safety procedures
- there were no records to indicate food handlers had been trained to an appropriate level

Allergens

Contravention you are failing to manage allergens properly:

- you do not have a system to reliably identify allergens in the foods that you prepare
- you do not have a system for informing customers about the presence of allergens
- staff had not been properly informed about the allergens in your food and could not give reliable advice

Legal requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. You can obtain more information from the Trading Standards website: www.norfolk.gov.uk/abc

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

HEALTH, SAFETY AND WELFARE

Slips, Trips and Falls (SLIPS)

Contravention The following matters exposed staff and/or the public to the risk of injury as a consequence of a slip, trip or fall:

- broken bottom step to the stairs leading down to the downstairs storeroom