



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Britannia Kebab And Pizza House
Address of food business:	78 Cadge Road Norwich NR5 8DG
Date of inspection:	20/01/2023
Risk rating reference:	23/00074/FOOD
Premises reference:	03/00017/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Dry Store, Servery, Storeroom, Prep Room
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hot food takeaway (kebab and pizza)

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 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



Food Hygiene Rating Re-Scoring Visit

Date: 19/05/2023

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



Inspector's notes:

I was pleased to see the Safer Food Better Business pack had been completed and the daily diary was up-to-date. I was able to give you a much better 'confidence in management' score. You had also cleaned the can opener blade and your countertop chiller was able to hold foods at below 8°C. However, a number of issues remain outstanding from the original inspection and will need to be addressed in order to improve your rating score further:

- The hot holding cabinet above the fryer was still recording a temperature below 63°C.
- You had still to identify all the allergens in the food you sell and had failed to bring this information to the attention of your customers.
- The light in the walk-in freezer was still not working

In addition the following new matters were noted:

- The floor of the walk in freezer was strewn with food debris and had a build up of ice on the floor by the door.
- A polystyrene takeaway container of donna meat had been placed on top of ready to eat food in the countertop chiller thereby exposing food to any contamination on the underside of the container.

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 food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt, foreign objects or chemicals:

- The blade to the can opener was encrusted with food, which would cause contamination of the food in the next tin opened. This part of the can opener must be cleaned and sanitised regularly.

Hand-washing

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

- staff were not seen washing their hands when I visited.

Information Handwashing is required:

- * before handling ready-to-eat food
- * after touching raw food and its packaging, including unwashed fruit and vegetables
- * after a break/smoking
- * after going to the toilet
- * after cleaning
- * after removing waste
- * after blowing your nose

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- staff were not wearing suitable protective clothing.

Legal Requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

Temperature Control

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

- cold foods were being stored above 8°C.
- cold foods, for service, were being kept above 8°C for over 4 hours.
- pizza toppings in the pizza make table counter chilled unit were stored above 8°C. e.g., salami (8.4°C), chicken (9.3°C).
- chicken was being held hot in the hot display unit at 57.5°C.
- kebab was being held hot in the Bain Marie at 60.1°C.

Legal Requirement Food which has been cooked or reheated and is intended to be kept hot until it is sold, must either be held at or above 63°C or it can be kept for service or on display for sale for a single period of less than 2 hours; at the end of the 2 hour period the food should be cooled as quickly as possible and kept at or below 8°C until it is sold or it should be discarded.

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:

- food handlers were not carrying out handwashing while handling and preparing food.

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:

- hand contact surfaces to the walk-in-freezer.

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

- unsealed wood in the rear preparation room.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- can opener
- chopping boards
- fridge and freezer seals

Maintenance

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

- the light unit in the walk-in-freezer which was not working.
- the chest freezer had heavy build-up of ice. I recommend you defrost.

Pest Control

Observation I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. Some staff not suitably supervised instructed and/or trained in food hygiene. Some staff not suitably supervised instructed and/or trained in food hygiene. 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 You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.

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 Food business operators must put in place, implement, and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

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.

Recommendation Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

Observation I note from records that you have previously been advised of the need have a Food Safety Management System available on site. However, during this inspection, you were still unable to present a Food Safety Management System. This has therefore had a negative impact on your food hygiene rating score.

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:

- staff hygiene is inadequate.
- staff training is inadequate.

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food.
- bacteria surviving in cooked food.
- cross-contamination

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

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 indicates there is a staff training need as food handlers:

- were not washing their hands often enough.
- did not know the critical temperature for chilled and hot held foods.

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

Allergens

Contravention You are failing to manage allergens properly:

- you have not identified the allergens present in the food you prepare.