



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Pizza Go Go
Address of food business:	19 Wensum Street Norwich NR3 1LA
Date of inspection:	04/02/2023
Risk rating reference:	23/00128/FOOD
Premises reference:	20/00324/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Prep Room, Storeroom, Basement
Records examined:	Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hot food takeaway (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 3 - a generally satisfactory standard



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:

- Pizza dough was left to prove on a stainless-steel table and covered with a black bag.
- Chopping boards were placed together. I recommend that you place the chopping boards on the chopping board rack which was available at the time of my visit.
- Some baking tins were heavily encrusted in black matter/carbon and exposed food to foreign matter which could become encrusted in food.

Recommendation I recommend that you prove dough in a pizza dough proving container rather than on the stainless-steel table as there is the risk of contamination from physical, chemical and foreign particles.

Hand-washing

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

- There was no hot water supply to the wash hand basin.
- The wastewater pipe to the wash hand basin was not in place.
- The wash hand basin was used for other purposes.

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

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 using the wash-hand basin regularly.
- Staff were not wearing suitable protective clothing.

Legal Requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or suitably mixed) running water. Soap and hand drying facilities must be located nearby.

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

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

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:

- The continued practice of proving dough on the stainless-steel table and leaving it wrapped in black refuse bags is poor practice and presents a risk of foreign contamination. In order to reduce the risk of contamination, I suggest you use dough proving plastic containers.

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:

- around equipment feet
- behind and under equipment
- electric fly killer and tray
- floor wall junctions
- hand contact surfaces such as light switches and door handles

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- food storage containers
- fridge and freezer seals
- hand contact surfaces
- fridge and freezer handles
- doors and door frames

Recommendation Some of your baking tins were heavily encrusted in black matter/carbon. Where you are unable to clean and keep them clean, it is recommended that you replace the baking tins.

Maintenance

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

- Bottom panel of fridge held together by duct tape.
- Damaged door to undercounter stainless steel fridge.
- Mastic sealant to stainless steel fridge.
- Damaged seal to chest freezer.
- Non-working light unit to walk-in-fridge.

Recommendation Defrost the white standing freezer.

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- The lighting was insufficient for safe food preparation and cleaning. Only 1 of 3 light in the cellar was working.

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 are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

Type of Food Safety Management System Required

Contravention You currently do not have a food safety management system. Implement a bespoke HACCP system covering the higher risk activities not covered in Safer Food Better Business (SFBB).

- You had a brand-new copy of a Pizza Go Go procedure manual. However, during the inspection, there was little evidence that you had identified or monitored critical points as you were yet to complete your manual. I recommend you complete your procedure manual including daily checks carried out within your food business.

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.

Information You must act on this now as your hygiene rating score will be reduced to a maximum of 1 if there is a similar situational at the next visit.

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.
- 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.

Contravention Your food safety management system is not adequate in its scope and/or is not sufficiently detailed. Ensure your food safety management system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- Fill in and complete all sections of your procedure manual including your daily records.

Proving Your Arrangements are Working Well

Contravention The following are needed in order to demonstrate your food safety management system is working:

- cleaning schedule.
- daily records.
- maintenance recording.
- pest control records.
- probe calibration records.
- staff training records.
- suppliers lists.

- temperature records.

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 cleaning properly.
- were not washing their hands often enough.
- were using poor cross contamination practices.

Allergens

Contravention You are failing to manage allergens properly:

- You are not informing customers about the risk of cross contamination with allergens.
- You do not have a system for informing customers about the presence of allergens in the food you prepare
- You have not identified the allergens present in the food you prepare.

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.

Recommendation Add allergy information to your menu.