



**Public Protection (food & safety)**

**Food Premises Inspection Report**

|                                      |  |
|--------------------------------------|--|
| Name of business:                    | Pizza Express  |
| Address of food business:            | Ground Floor And First Floor The Forum Millennium Plain<br>Norwich NR2 1TF |
| <b>Date of re-rating inspection:</b> | <b>17/10/2023</b>  |
| Risk rating reference:               | 23/00464/FOOD  |
| Premises reference:                  | 20800/2000/3/002   |
| Type of premises:                    | Restaurant or cafe   |
| Areas inspected:                     | All  |
| Records examined:                    | FSMS, Temperature Control Records  |
| Details of samples procured:         | None   |
| Summary of action taken:             | Informal   |
| General description of business:     | Restaurant   |

**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   |
| <b>Your Total score</b>                    | <b>0 - 15</b> | 20 | 25 - 30 | 35 - 40 | 45 - 50 | > 50 |
| <b>Your Worst score</b>                    | 5             | 10 | 10      | 15      | 20      | -    |
| <b>Your Rating is</b>                      | 5             | 4  | 3       | 2       | 1       | 0    |

Date: 17<sup>th</sup> October 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 5 – a very good standard



Inspectors notes:

Structure and Cleaning-new score 5.

Literally all matters from the inspection had been attended to. Cleaning was very good and equipment repairs had been undertaken.

Your Food Hygiene Rating is 4 - a good standard



## **1. Food Hygiene and Safety**

Food Hygiene standards are excellent. You demonstrated full compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. **(Score 0)**

### Contamination risks

**Observation** I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

### Hand-washing

**Observation** I was pleased to see handwashing was well managed.

### Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were high.

### 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.

## **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 Equipment and Food Contact Surfaces

**Observation** You had dedicated equipment for the preparation of raw and for ready-to-eat foods.

### Cleaning Chemicals / Materials / Equipment and Methods

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

**Contravention** The switch and wall beside the salad counter were dirty.

**Contravention** The sink in the drink service area was heavily scaled up.

**Contravention** The wall/floor junctions at the entrance to the cooking area were very dirty. These were cleaned during my visit.

#### Maintenance

**Contravention** The sink unit in the cooking area was in a bad state of repair at the joining edge to the unit beside, and the sealant was mouldy behind. Repair so that it can be easily cleaned.

**Contravention** The wall below the chiller door was damaged and cannot be effectively cleaned.

**Contravention** The hand wash basin opposite the chiller was coming away from the wall.

#### Facilities and Structural provision

**Observation** I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

#### Pest Control

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

### **3. Confidence in Management**

A food safety management system is in place and you comply fully with the law. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(Score 0)**

#### Type of Food Safety Management System Required

**Observation** You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

#### Traceability

**Observation** Your records were such that food could easily be traced back to its supplier.

#### 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.

#### Allergens

**Observation** You had clearly shown the presence of allergens in your food on your menu.