



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:	07/02/2024
Risk rating reference:	24/00092/FOOD
Premises reference:	20/00324/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	Temperature Control Records, SFBB, Training Certificates/records, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza preparation and sales - No frying involved all food cooked through pizza conveyor oven.

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: 21 March 2024

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.

Compliance Area	Re-Rating 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 Re-Rating is	5	4	3	2	1	0

Your revised Food Hygiene Rating is 4 – a good standard



Inspectors notes:

No contraventions found regarding Food Hygiene and Safety Practices or Structure and Cleaning but Confidence in Management scored 10 because still establishing good track record.

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

You were failing to apply your written food safety management system. **(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 split and cracked plastic drawer in the undercounter freezer, and the damage to the interior surface of the lid of the chest freezer presented risk of contamination of food with small pieces

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.

Information Containers storing food must kept in good condition and not present risk of contamination of food they are holding or may come into contact with.

Hand-washing

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

- The hot water was too hot for comfortable hand washing. The provision of a plug to the wash hand basin would allow hot and cold water to be mixed to suitable temperature

Personal Hygiene

Recommendation Keep a waste bin near the wash-hand basin for discarded paper towels.

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 upright freezer was heavily frosted and should be defrosted more frequently in order to ensure suitable temperatures can be maintained
- A plastic dough piercer had been left in contact with high risk cooked meat. Food handling implements should not be left in contact with food but after use should be washed and stored in a hygienic manner
- Cardboard was being used for absorbing grease from pizza baking trays. In rooms where food is prepared all surfaces of equipment should be smooth and non-absorbent

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Significant improvements are needed in the standard of structure and equipment cleaning and/or maintenance of the premises. There is evidence of pest activity or inadequate waste disposal provision. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(Score 15)**

Cleaning of Structure

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

- Interior side of the walk-in refrigerator
- Hand contact points on the small freezer in the servery and the upright freezer
- Seal to the door of the upright freezer
- Rear of the chest freezer
- Base of legs to the pizza oven and preparation tables

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

- Painted wooden shelves in the dry store area were deteriorated.
- The split seal to the upright freezer
- Damaged interior surface to the lid to chest freezer
- Wall surface where tiles are missing to the rear of the preparation table

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. It is also helpful in checking that standard of cleaning that staff are applying.

Maintenance

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

- Missing wall tiles to the wall in the serverry
- Damaged/deteriorating painted surface to shelving used for storing dry goods

Pest Control

Contravention There is evidence of pest activity on the premises:

- Rodent droppings were found in the cellar. Gnaw marks were also found on packaging in the cellar area. Although no damage was found to food or food containers any indication of rodent presence on the premises must be taken very seriously. I understand that you are arranging a visit from a local pest control contractor

Contravention Pest proofing is inadequate particularly in the following areas:

- Gaps and holes in the walls in the cellar

Contravention Your staff are unaware how to protect your premises from the threat of pests. Ensure that your staff are adequately trained so that evidence of pest access or presence is reported to you or your pest contractor so that preventative measures can be taken damaged/soiled stock is removed and discarded without delay.

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)**

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:

- cleaning and sanitation are poor and have allowed debris and dirt and damage caused by pests to remain in place
- Evidence of pest access was found in the cellar

Proving Your Arrangements are Working Well

Contravention The following matters are needed in order to demonstrate your food safety management system is working as it should include:

- a cleaning schedule that shows evidence of cleaning activity and supervision/satisfaction with standards achieved
- maintenance recording details checks carried out on equipment and the structure of the premises and action taken to deal with repairs improvements required

- pest control records to show the checks that have been carried out to assess access or harbourage and actions taken to ensure access and harbourage dealt with effectively

Recommendation Your SFBB pack could be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place. Diary entries and records of opening and closing checks and cleaning schedules would help to show the management controls you are applying to ensure food produced is safe and handling in a suitably hygienic manner.

Traceability

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

Allergens

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

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.