



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Piccolos
Address of food business:	74 Prince Of Wales Road Norwich NR1 1NJ
Date of inspection:	11/03/2024
Risk rating reference:	24/00137/FOOD
Premises reference:	20/00377/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Basement
Records examined:	SFBB
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: 11 June 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.

Your revised Food Hygiene Rating is 4 – a good standard



Observation I was pleased to see that:

- most of the contraventions outlined in your food hygiene inspection report had been addressed

Contravention the following items require attention:

- cooked chicken in the hot display unit was being held at 46°C
- staff were not wearing suitable protective clothing
- scourers were badly worn
- interior to microwave was dirty

Legal requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health

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 or discarded

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

Recommendation Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised

Observation I was pleased to see that your 'Safer Food Better Business' pack was filled in and the dairy pages were up to date

However you need to add all staff to the staff training pages and you need to fill in the cleaning schedule to include all items of equipment

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 You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging.:

- green cutting board was badly scored and needs replacing
- cutting boards were stored too close together on work surface
- loose fibers to cloths

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

Recommendation Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised

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

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 Structure

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

- flooring around equipment feet
- behind and under equipment
- floor/wall junctions
- hand contact surfaces such as light switches and door handles
- doors
- basement in need of a deep clean

Recommendation Remove plants and flowers from the food room as they present a risk of contamination from soil and attract flying insects

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

- wooden block under hot cabinet

- floorboards underneath washing up sink

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned::

- can opener
- hand contact surfaces
- bottom to fridge door
- can opener
- interior to microwave

Maintenance

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

- damage to flooring
- damage to plastic door to hot cabinet

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved::

- the grease filters were missing from the canopy

Pest Control

Contravention There is evidence of pest activity and you have no pest control contract.:

- rat droppings seen behind fridge in rear room

Legal Requirement Thoroughly clean and disinfect all articles and equipment that may have come into contact with pests.

Legal Requirement Engage the services of a pest controller.

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

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 Safer Food Better Business SAFE METHODS are incomplete:

- Chilling
- Cleaning
- Cooking
- Cross-contamination

Legal requirement You have a Safer Food Better Business pack. However this needs to be filled in to demonstrate that you are following procedures outlined in the pack This was mentioned in your last report

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

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- Cleaning

Infection Control / Sickness / Exclusion Policy

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

Training

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 A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH 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.

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

Allergens

Contravention You are failing to manage allergens properly:

- 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

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. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Legal Requirement Any business that produces PPDS food is required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list. www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds

Information Prepacked for direct sale (PPDS) food, is food that is packaged at the same place it is offered or sold to consumers, and is in this packaging before it is ordered or selected by your customers. The new PPDS allergen labelling will help protect consumers by providing potentially life-saving allergen information on the packaging

Information Prepacked for direct sale (PPDS) food can include the following:

- sandwiches and bakery products which are packed on site before a consumer selects or orders them
- fast food packed before it is ordered, where the food cannot be altered without opening the packaging
- products which are prepackaged on site ready for sale, such as pizzas, rotisserie chicken, salad and pasta pots
- burgers and sausages prepackaged by a butcher on the premises ready for sale to consumers
- food provided in schools, care homes or hospitals and other similar sittings will also require labelling
- pots served with takeaways such as garlic mayonnaise (egg, mustard), houmous (sesame), coleslaw (egg, mustard) mint yoghurt (milk), soy sauce (soy)

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

