



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Eric's Pizza Norwich @ Yalm
Address of food business:	23 - 24 Royal Arcade Norwich NR2 1NQ
Date of inspection:	08/05/2024
Risk rating reference:	24/00214/FOOD
Premises reference:	22/00253/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	SFBB, Cleaning Schedule, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza kitchen and preparation and storage areas serving a shared food court

**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
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Your Food Hygiene Rating is 5 - a very good standard



### 1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of 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. Some minor contraventions require your attention. **(Score 5)**

#### 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:

- Raw mushrooms stored on top of lidded flour bins in the dough room
- Cleaned utensils and equipment had been placed on a teatowel next to the wash hands basin in the kitchen. Splashes from hand washing may contaminate the equipment which then comes into direct contact with food

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

### Hand-washing

**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.

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

**Recommendation** The sink in the dough room is the only means of hand washing in the room. It is thus very important to ensure that it is always available for hand washing while open food is being prepared or handled. As discussed at the time of the visit you may wish to provide a spare bowl or container for used and soiled equipment to be placed in until the preparation of food is finished and there is no more open food being handled so that the sink can then be safely used for washing utensils and equipment.

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

### Personal Hygiene

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

### Temperature Control

**Recommendation** It was noted that batches of ragu sauce, chicken and sausage are cooked and cooled in the kitchen prior to cold storage and reheating at a later date. High risk foods that are between 63°C & 8°C can allow the multiplication of harmful bacteria. Bearing in mind the warm temperature and the presence of the pizza oven in the kitchen it was not clear how long these large batches may be passing through this 'danger zone temperature range' prior to being placed in cold storage. Rapid cooling can be achieved by reducing the portion size by decanting into several smaller shallow containers. It is recommended that the cooling time be no more than 90 minutes. As discussed at the time of the visit you should investigate and establish procure/working practice that ensures that 90 minutes is not being exceeded.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### Cleaning of Structure

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

- The surface of the painted wall to the rear of the preparation bench and sink in the dough room

#### Cleaning of Equipment and Food Contact Surfaces

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

- Hand contact points on the undercounter freezer in the kitchen by the serving counter. fridge and freezer handles
- The hardboard clipboard was stained from hand contact and could not be effectively cleaned as it was absorbent. Plastic or metal alternatives are available

#### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces::

- The plastic coating to the sweeping brush in the kitchen had deteriorated and was peeling and could not be effectively cleaned

#### Maintenance

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

- The painted surface of the wall to the rear of the preparation bench and sink in the dough room had deteriorated and could not be effectively cleaned

#### Facilities and Structural provision

**Legal Requirement** An adequate number of wash-hand basins 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.

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

#### 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**

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

#### Type of Food Safety Management System Required

**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 in those processes.

#### Food Hazard Identification and Control

**Contravention** The following Safer Food Better Business – Safe Methods are not consistent with the practices taking place or the equipment being used in the kitchen:

- Chilling – You have answered questions relating to chilling of food that refer to the use of ovens with a ‘cool’ setting and cutting joints in half smaller pieces

#### Proving Your Arrangements are Working Well

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

- chilling down hot food
- Safe method stated not accurate with actual practices or equipment in use

**Recommendation** Your SFBB pack should 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. If your food safety management system is not accurate and consistent with actual practices/equipment in use then you cannot demonstrate that you are effectively managing food safety in your business.

#### 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.

#### Training

**Observation** I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

#### 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.