



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Donnellis Pizzeria
Address of food business:	17 Timberhill Norwich NR1 3JZ
Date of inspection:	31/07/2025
Risk rating reference:	25/00653/FOOD
Premises reference:	14/00327/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Yard, Main Kitchen, Back of House
Records examined:	Temperature Control Records, Cleaning Schedule, SFBB
Details of samples procured:	None
Summary of action taken:	Formal
General description of business:	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 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. 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. **(15)**

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:

- damaged ice cream container
- open tin of pears had been left inside the fridge

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.

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- cold foods in the saladette were being stored above 8°C
- food temperatures were not being monitored
- food products were not being stored at the temperature directed by the manufacturer

Information All food products should be stored in accordance with the manufacturer instructions.

Guidance All food products should be stored in accordance with the manufacturer instructions.

Guidance You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. You need an independent method that is clearly related to the actual food temperature.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- bag and a tub of spinach in the fridge past its use by date (29th July)

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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:

- sausage meat in the freezer not labelled
- olives, boscaiola, pears, caramelised onion, ricotta, capers, cream and tiramisu in the fridge not labelled
- defrosted sausage meat in the fridge not labelled
- bottles of water stored directly on the floor

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. **(10)**

Cleaning of Structure

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

- kitchen paper towel dispenser
- floor wall junctions
- electric fly killer and tray in the kitchen

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

- the fridge shelves are rusting
- flooring at the back of the house area

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- kitchen paper towel dispenser unit
- electric fly killer unit
- freezer and freezer shelves
- freezer requires defrosting
- fridge and freezer doors
- bottom of the fridge
- floor by the fridges
- wall underneath the kitchen sinks

Maintenance

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

- wall cladding at the back area not in place
- kitchen tiles are broken

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- kitchen window fly screen had not been used while kitchen window was wide open
- redundant equipment and overgrown weeds around the outside area

Guidance Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

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. **(10)**

Type of Food Safety Management System Required

Information The absence of complete documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Food Hazard Identification and Control

Guidance All food products should be stored in accordance with the manufacturer instructions.

- any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

Contravention The following Safer Food Better Business SAFE METHODS are incomplete:

- cleaning
- daily temperature checks
- 4 weekly reviews

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Proving Your Arrangements are Working Well

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

- cleaning schedule
- food allergies
- chilling / chilled storage / display of chilled food
- 4-weekly checks
- probe calibration
- maintenance / pest control
- training records / supplier lists

Information The absence of complete documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

Your documentation was also found in a disorganised manner.

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.

By using a normal diary you were failing to SIGN OFF at the end of each day; had nowhere to record that opening and closing checks had been done; were not reminded to record NON CONFORMATIES and to review your management system every 4-weeks.

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- close down checks not carried out thoroughly. Ensure food products do not go past their use by date
- train your staff on how to follow the 4 hour rule when food products fails to be stored below 8°C. When questioning a team member on how long they keep the food products in the saladette, they said the products will stay in the saladette until they close.

Recommendation ensure staff are following the SFBB pack as this mentions the 4 hour rule.

Implement a robust monitoring system to be put in place for food products that fails to be stored below 8°C

Allergens

Contravention You are failing to manage allergens properly:

- 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.