

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of Business:	Voodoo Daddy's Pizza
Address of food business:	43 Cowgate, Norwich, NR3 1SZ
Date of Inspection:	30/03/2017
Risk Rating Reference	17/00164/FOOD
Premises Reference	14/00189/FD_HS
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Type of Premises:	Food take away premises
Areas Inspected:	All
Records Examined:	FSMS, Cleaning schedule, Temperature control records
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Pizza take-away in public house

**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

**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 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** The following exposed food to the general risk of cross-contamination with bacteria or allergens or its physical contamination with dirt or foreign objects:

- blu-tak adhering to shelving above a food preparation table.

**Observation** I was pleased to note you had a rack for storing chopping boards.

#### Hand-washing

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

- a staff member was seen washing hands in the washing up sink. The sink contained dirty pots and pans waiting to be cleaned. The staff member should have used

the dedicated wash hand basin.

**Observation** I was pleased to see the staff member later used the dedicated wash hand basin throughout my inspection.

### 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 wearing outdoor clothing to prepare foods.

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

**Recommendation** To further improve personal hygiene I suggest staff wear hats

### Temperature Control

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

- cooked chicken was temperature probed with my probe thermometer in the cold well/pizza make up chiller. It was shown to be at 12 degree celsius. I was informed this was due to it still cooling down from being cooked earlier. It did later cool down to below 8 degree's celsius. Hot food which is to be cooled before storage or sale must be cooled as quickly as possible before being placed in a refrigerator.

### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- packaged tomatoes were found passed the indicated 'Display Until ' date.
- a loaf of bread was found heavily contaminated with mould growth in a wood cabinet. This was thrown away when I brought it to your staff's attention. I was informed the out of date and mouldy food was not part of your business. However under food law all food on your premises is deemed part of your business unless clearly indicated otherwise.
- I was unable to locate any date coding or a 'Use by' date for pre-packaged coriander and rocket in your fridge

## **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 structural items were dirty and require more frequent and thorough cleaning:

- wall/floor joints.
- behind kitchen units.
- flooring around grease trap in main kitchen.
- grey duct tape securing a plastic covering over the grease trap
- wheels to moveable equipment.

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

- chipboard shelving near exit door to rear yard.
- chipboard shelving under pizza oven

### 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 such as E.coli 0157 between surfaces:

- staff were not aware of the contact time of your sanitizer.

### Maintenance

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

- damaged dial to pizza cold well/make up table.
- doors missing to sink base.
- rust to in built shelving under fridges
- missing tiles to wall behind cheese fridges
- chipped/dented architrave to door frames.
- gap at top of wall where it meets ceiling in some parts of the Kitchen.

## **3. Confidence in Management**

There is major non-compliance with legal requirements. Your food safety management system was not written down. You were failing to apply your written food safety management system. Some staff not suitably supervised instructed and/or trained in food hygiene. You have a varying track record. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

### Type of Food Safety Management System Required

**Contravention** You currently do not have a sufficient food safety management system or what you have in place is not suitable given the food risks associated with your business. Implement Safer Food Better Business (SFBB) or an equivalent food safety management system. I note you had an un-completed copy of Safer Food Better Business (SFBB) at the last inspection. However, staff did not know where it was and were referring to some written tasks they were required to complete. These were not adequate and lacked detail.

**Contravention** If you are using Safer Food Better Business ensure it is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://www.food.gov.uk/business-industry/caterers/sfbb)

**Information** Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our webpage [www.norwich.gov.uk](http://www.norwich.gov.uk)

**Information** The absence of any proper HACCP 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

**Contravention** Your Food safety management (FSM) system is not adequate in its scope and/or is not sufficiently detailed. Ensure your FSM system is regularly reviewed, covers all of your food handling operations and that the controls in place at points critical to food safety are fully documented, monitored and verifiable. In particular address the following matters:

- no critical limit for chilled foods i.e. fridge temps. Staff were unsure what the maximum fridge temperature should be. They were unable to show me a temperature at which foods must be stored at or below in your fridges i.e. less than 8 degree's celsius. Ideally chilled foods should be stored between 1 and 5 degree's celsius.

#### Proving Your Arrangements are Working Well

**Contravention** The following matters are needed in order to demonstrate you Food Safety management system is working as it should:

- the daily check sheet had not been signed off for Tuesday 28th March 2017. You must have written records or evidence that your food safety procedures are being followed. I was informed a new staff member should have completed this form. After checking numerous recording sheets it did not stipulate a day/week/year. It was therefore difficult to clarify or confirm when the sheets were completed.
- staff informed me that they are required to use a coloured day sticker system to aid stock rotation. They were to use set time scales as specified in a folder and use an appropriate sticker. However I found pre-cooked foods in containers with no stickers, with out of date stickers and some with two daily stickers. This shows your stock rotation system is not working properly or being followed.

**Observation** Cooking. I was pleased to note staff were aware that cooked foods must reach a core temperature above 75 degree's celsius. Staff were diligently recording temperatures on log sheets as evidence this temperature had been achieved. However, after checking your written procedures I could not locate a specified critical limit/temperature written down.

**Observation** I was pleased to note that you have a probe thermometer to check foods are adequately cooked.

**Recommendation** that you purchase probe wipes to properly disinfect the probe before and after use.

### Training

**Contravention** The following evidence indicated there was a staff training need:

- staff not using 'day stickers' stock rotation system.
- staff not using the dedicated wash hand basin

**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. Staff had no recognised food hygiene training.

**Legal Requirement** Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.

**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 this course are on our website: [www.norwich.gov.uk](http://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. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

### Infection Control / Sickness / Exclusion Policy

**Contravention** The following evidence suggested there was insufficient control over the contamination of food from food handlers known or suspected to be suffering from a food-borne disease or gastro-intestinal illness:

- staff were unsure how long to stay off work if they were suffering from any gastro-intestinal illness. However, I was given a period longer than 48 hours symptom free which is the usual guidance given by the Health Protection Agency (HPA)

### Allergens

**Contravention** You have not properly informed your customers about the presence of allergens in the food you prepare.

**Contravention** You have not warned your customers about the potential for cross-contamination with allergens.

**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](http://www.norfolk.gov.uk/abc)

**Information** Loose (also called non pre-packed) foods are:

- foods served at restaurants and canteens.
- take-away foods that are placed into containers and sold at the same premises.

**Information** Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up front, clear sign posting to where this information could be obtained must be provided.

**Information** The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen.

**Information** I was pleased to see that you had a copy of the Food Standards Agency leaflet/poster detailing the specific 14 allergens you must control.