

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Mr Pizza
Address of food business:	47 Portersfield Road Norwich NR2 3JU
Date of inspection:	07/06/2024
Risk rating reference:	24/00244/FOOD
Premises reference:	22/00148/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza, Kebab, Fried chicken and Burgers

**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**.

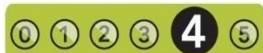
My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time of the inspection. If the report fails to mention a particular matter this does not mean you have necessarily complied with the law.

## **Food Hygiene Rating Re-Scoring Visit**

Date: 14 November 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 had been addressed

**Contravention** the following items require attention:

- Cardboard was being used to cover shelving under the pizza oven
- Cooked chicken was found above 8°C in the servery chilled preparation unit
- Seals to the doors of the walk-in refrigerator and to the doors of the undercounter fridge in the servery were damaged.
- Minor amounts of rust were found on the shelving in the walk-in refrigerator
- The thermometer used to check temperature of chilled high risk food was not working reliably.

**Recommendation** - You should consider having a spare thermometer and batteries available so that a means of checking temperatures of high risk food is always available when necessary.

## **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	-

<b>Your Rating is</b>	5	4	3	2	<b>1</b>	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** Food was not protected from general sources of contamination:

- Food was found stored on the floor in the walk-in fridge and walk-in freezer
- Flaking paint was found on the ceiling over preparation area in the rear room
- Poor maintenance of the premises and poor cleaning of the structure was found during the inspection
- Miscellaneous clutter resulting from poor housekeeping
- Open food was found in the walk-in fridge. Food should be wrapped or stored in lidded or sealed containers in refrigerators and freezers in order to prevent deterioration making it unfit for sale for consumption

**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.

### 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.

### 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:

- Open food was found in chilled storage in the servery area unlabelled and with no indication of shelf life or the date by which it should be discarded

**Guidance** It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed its 'best before' date could be of a reduced quality so you must check it is OK before you use it.

## **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. 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 structural items could not be effectively cleaned:

- Rusted shelves in the walk-in fridge
- Split rubber seals to the doors of the walk-in refrigerator walk-in freezer
- Painted surface of ceiling in rear preparation area was deteriorated and flaking over preparation area
- Holes in wall to rear preparation room where extract ducting was previously located
- Wall surfaces to the side of the rear door the rear preparation area were damaged and deteriorating and were not smooth and so could not be effectively cleaned
- Open sections of electrical conduit allowing potential pest harbourage and hindering effective cleaning
- Bare brick work exposed over the door to the serving area from the rear preparation area
- The plastic film applied to stainless steel equipment during storage and transport prior to sale and installation had not been removed from wall cladding and items of electrical equipment and was hindering effective cleaning

**Observation** The cluttered nature of the items stored under the staircase was also hindering effective cleaning in that area

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

- Surfaces on doors and door frames in the rear preparation area
- Mould staining and staining on door seals to walk-in fridge and walk-in freezer

- The areas behind and under equipment in the servery
- Ceiling in the rear preparation area
- Wall surfaces were badly stained in the servery and cleaning was also being hindered by redundant electrical conduit and the protective film that has not been removed from the stainless steel cladding
- The wall area around that wash hand basin and the hand contact points on the wash hand basin had not been kept clean
- Adhesive tape holding wall stickers in place had deteriorated and could not be effectively cleaned and had attracted dirt. Adhesive tape should not be used for attaching notices to walls in rooms where food is prepared because as it deteriorates it will attract and accumulate food debris and dirt and becomes difficult to keep clean
- Hand contact surfaces such as light switches and door handles and electric plugs

**Observation** Dirty oven dishes were found under cooking equipment in the servery. Dirty equipment should be cleaned and waste food removed from rooms where food is present without delay.

**Recommendation** Housekeeping could be greatly improved. Remove redundant items and equipment from food rooms, tidy away miscellaneous objects into drawers and boxes and keep work surfaces and the floor clear for ease of cleaning.

**Information** Different sanitisers require different specific contact times to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

**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.

### Cleaning of Equipment and Food Contact Surfaces

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

- Chopping boards and the rack used for holding chopping boards
- Seals split on the doors to undercounter fridges in the servery. Split seals allow food debris to accumulate and cannot be effectively cleaned
- Rusted corroded legs and frame to the preparation table in the rear preparation room
- The interior surfaces of the small undercounter freezer in the servery were rusty and could not be effectively cleaned
- Hand contact surfaces – including on the door to the side of the wash hand basin in the rear preparation room and around the wash hand basin
- Fridge and freezer handles

## 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:

- Cardboard used was found being used as a shelf liner to absorb grease spills in the rear preparation room and also in the servery. All surfaces in rooms where open food is handled must be smooth and non-absorbent and easy to clean. Cardboard cannot be cleaned adequately. Do not use it to line shelves
- There was only a small amount of sanitiser in the hand-held bottle but it was not possible to establish what sanitiser was being used and there was no stock bottle available to replenish the hand held spray bottle. Adequate supplies of cleaning materials and substances must be available while open food is being prepared or handled. It was noted that the opening checks in the SFBB pack include a check that there is sufficient cleaning supplies. However the opening checks have been ticked as completed even though on the day of the visit there was insufficient cleaning chemicals available
- The cleaning equipment was dirty
- Touch points were dirty (light switches, door handles etc)
- You did not have appropriate cleaning chemicals available

**Information** A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work. Always follow the instructions on the product label.

**Guidance** Even when using a surface sanitiser you should be following the two-stage cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

## Maintenance

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

- Wall surfaces had not been repaired after relocation of extract ducting
- Paintwork worn or peeling on the ceiling in the rear preparation area
- The doors to the walk-in fridge and walk-in freezer were not closing correctly and could not guarantee safe temperatures for the food were being maintained
- Cold storage equipment must be in an effective working order when used for storing food
- Polythene coating to stainless steel cladding had not been removed
- Holes require filling where wall fixtures have been removed

## Facilities and Structural provision

**Recommendation** Do not use cardboard on floor surfaces. (If floor surfaces are slippery then action should be taken to improve the non-slip property of the floor surface and the type of shoes worn by staff should be reviewed).

## Pest Control

**Legal Requirement** Adequate provision must be made for the storage and disposal of food waste, non-edible by-products and other refuse. Refuse stores are to be designed and managed in such a way as to enable them to be kept clean and, where necessary, free of animals and pests.

**Legal Requirement** The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

**Contravention** Pest proofing is inadequate particularly in the following areas:

- Overgrown vegetation and inert waste items of equipment and advertising material and waste cooking oil in the rear yard are providing potential harbourage and attraction for pests.

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

**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. You were failing to apply your written food safety management system. 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

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food
- Identify the critical limits (what is acceptable and unacceptable)
- Monitor critical control points to ensure critical limits are met
- Keep appropriate records to demonstrate control measures are effective

**Legal Requirement** Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

**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.

**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)
- Hot /cook temperature record sheets can be downloaded from [Safe Catering - your guide to making food safely](http://www.food.gov.uk/sites/default/files/media/document/safe-catering-recording-forms_0.pdf) or [https://www.food.gov.uk/sites/default/files/media/document/safe-catering-recording-forms\\_0.pdf](https://www.food.gov.uk/sites/default/files/media/document/safe-catering-recording-forms_0.pdf)

### 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
- maintenance is poor
- pest control measures are inadequate
- waste management is poor

**Recommendation** Advised to record cook temperature of at least one different cooked meat item each day in order to be able to show that safe cooking temperatures are being achieved.

**Contravention** The following Safer Food Better Business 'Safe Methods' are incomplete:

- Opening checks include noting cleaning materials and equipment are sufficient. There was insufficient cleaning materials on the premises.

**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

**Observation** General level of cleanliness is very poor which undermines the application of the cleaning schedule into the working practices – the frequency of cleaning of items indicated on the cleaning schedule will have to be reviewed/increased to prevent levels of staining and dirt becoming as poor as at the time of the inspection.

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

- Cleaning schedule
- Daily records



**Recommendation** I would also recommend that a supervisor is allocated to assess the satisfactory completion of cleaning of items of structure such as walls and door frames as well as equipment and hand contact points

### Waste Food and other Refuse

**Contravention** The following evidence suggested you were failing to dispose of fats, oils and grease appropriately:

- The arrangements for storing waste oil are inadequate
- The waste oil container was being left open outdoors

**Legal Requirement** If you handle food waste you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.
- Take steps to prevent it from escaping from your control
- Store it safely and securely
- Prevent it from causing environmental pollution or harming anyone
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else

**Legal Requirement** The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

### Training

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

- Did not appreciate allergen risks
- Did not understand the opening and closing checks
- Were not cleaning properly
- Were unaware of the contact time for the sanitiser

**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.

**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.

**Information** You can obtain a list of the training courses we provide on our website [www.norwich.gov.uk](http://www.norwich.gov.uk)

### Allergens

**Observation** It was not possible to indicate the allergen content of food served or ingredients used in the business. Opening checks and closing checks had been ticked despite allergen information not being available. Which indicates that opening checks are not being adequately carried out or understood.

**Contravention** You are failing to manage the risk from allergens properly:

- You are not informing customers about the risks of cross contamination with allergens
- You do not have a system to reliably identify allergens in the foods that you prepare
- You do not have a system for informing customers about the presence of allergens
- Staff had not been properly informed about the allergens in your food and could not give reliable advice

**Information** The Food Standards Agency has produced a chart that you may find useful [www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Information** The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

**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:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

**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

## **HEALTH, SAFETY AND WELFARE**

### **Electrical safety**

**Contravention** The outer sheath of the electric cable to the commercial food mixer (used for dough mixing) was not effectively secured to the plug.

**Legal requirement** Every employer or self-employed person must ensure that all electrical appliances or electrical installations are at all times constructed and/or maintained so as to prevent, as far as reasonably practicable, danger.

**Information** It is important to get your appliances regularly serviced to make sure they are working efficiently and safely. You need to look at your portable appliances regularly for signs of wear and tear, for example exposed inner cables, loose wires and broken sockets. You may wish to have additional assurance from a portable appliance test by a qualified person who can tell you if the parts you can't see have become faulty.