



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Caesars
Address of food business:	81 Dereham Road Norwich NR2 4HT
Date of inspection:	13/08/2024
Risk rating reference:	24/00336/FOOD
Premises reference:	24/00116/FD_HS
Type of premises:	Cuisine - Pizza Delivery & Takeaway
Areas inspected:	Servery, 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 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 3 - a generally satisfactory standard



### 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, foreign objects or chemicals:

- raw food i.e chicken was being stored on top of ready-to-eat food i.e grated cheese in the fridge
- blu-tac used for holding food orders above open foods
- drinks were being stored on the floor in the downstairs storeroom

**Contravention** You could not demonstrate effective disinfection of equipment and utensils used for both raw and ready-to-eat foods, either by heat or an adequate dishwasher cycle. Separate equipment and utensils must be provided. Such

equipment should be easily identifiable (e.g. colour coded) and must be stored and washed separately.:

- the same containers were being used for raw and ready-to-eat food

**Contravention** You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods.:

- storage containers

**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.

**Guidance** The FSA (visit [www.food.gov.uk](http://www.food.gov.uk) for more information) has issued guidance on controlling E.coli 0157 through:

- the complete separation of raw and ready-to-eat food
- the correct use of wash-hand basins and thorough handwashing
- having dedicated equipment (including complex equipment) for raw and ready-to-eat foods
- thorough 2-stage cleaning and the correct use of sanitisers
- and by controlling the risks posed by soily vegetables.

**Guidance** If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82°C for 15 seconds) between uses.

**Guidance** If adequate heat disinfection (such as a dishwasher or plunge sink) is not possible, separate equipment and utensils should be used for handling raw and RTE foods. Such equipment should be easily identifiable (colour coded) and must be stored and washed separately.

**Recommendation** Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

## Hand-washing

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

## 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:

- protective clothing was insufficient to cover everyday clothes
- food handlers were wearing jewellery

## Temperature Control

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

- the bench-top service chiller was not keeping the food below 8°C

**Legal Requirement** If you rely on selling cold food (displayed over 8°C) within four hours you must be able to demonstrate your system for ensuring food is either sold, placed under refrigeration, or discarded, before the four hours have elapsed.

## **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
- flooring behind and under equipment
- floor/wall junctions
- electric fly killer and tray
- stairs leading down to storeroom
- hand contact surfaces such as light switches and door handles
- door frame
- pipework
- pan to WC
- dead insects to window sills

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

- bare edges to the servery counter

### Cleaning of Equipment and Food Contact Surfaces

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

- legs to equipment
- interior bottom to upright fridge badly marked

- food storage containers
- can opener
- base to can opener rusty
- exterior bottom to fridge
- fridge cabinet
- top to fridge door

### 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:

- surface sanitisers do not conform to British Standards EN 1276:1997 or BS EN 13697:2001

**Information** Cardboard cannot be properly cleaned. Do not use it to cover the floor/shelves of work surfaces in food rooms

### Maintenance

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

- pooled water to interior bottom to pizza topping fidge
- taps loose to washing up sink
- split seals to fridges/freezers
- drawer to undercounter freezer
- interior to chest freezers
- handles to chest freezers
- red tongs
- covering to stairs
- flooring

### Facilities and Structural provision

**Contravention** The following facilities were inadequate or absent and must be provided or improved:

- the provision for storing waste is inadequate – either increase your storage or increase the collection frequency

**Recommendation** A plastic diffuser cover is recommended on all fluorescent strip lighting. These can be removed for cleaning and will help contain glass fragments in the event of a breakage

**Recommendation** Do not use cardboard on floor surfaces, as the floor cannot be kept clean. (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

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

- no pest proof door screen (required if you leave the external door open)
- the electric fly killer was not attracting flies as flies were seen in the kitchen.  
Replace the bulbs to the electric fly killer or replace electric fly killer.

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

## **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. **(Score 10)**

### Type of Food Safety Management System Required

**Observation** I was pleased to see that you have a Safer Food Better Business pack. However this belonged to the previous food business owner. You need to purchase your own copy of the pack

**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.

**Observation** You were monitoring the temperatures of your fridges and freezers

## 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:

- maintenance is poor

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria surviving in cooked food
- cross-contamination

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

- Chilling
- Cleaning
- Cooking
- Cross-contamination

### Proving Your Arrangements are Working Well

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

- cleaning schedule

### Traceability

**Observation** Your records were such that food could easily be traced back to its supplier.

### Infection Control / Sickness / Exclusion Policy

**Guidance** UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

### 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

**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](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.

**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](http://www.norwich.gov.uk)

### Allergens

**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.