



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Vittos And Firezza Pizza
Address of food business:	349A Aylsham Road Norwich NR3 2RX
Date of inspection:	29/01/2025
Risk rating reference:	25/00106/FOOD
Premises reference:	24/00289/FD_HS
Type of premises:	Food takeaway premises
Areas inspected:	All
Records examined:	Temperature Control Records, Training Certificates/records, SFBB, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Pizza and burger 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

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:

- outdoor coat hanging in food room
- bicycle in food room
- open dry goods, which should be sealed or stored in a tub once open
- colour coded green and red chopping boards stored touching at back of sink
- food in opened cans in fridge
- no separate tongs or spatula for raw and cooked burgers
- no date coding to identify when perishable and other items have been opened

Guidance The FSA (visit 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 Equipment, utensils, dishes and wrapping materials used for ready-to-eat foods must not to be stored in open storage where there is a risk of contamination (i.e. underneath a worktop where raw foods are prepared).

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.

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.

Recommendation Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Hand-washing

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

- no means for hygienically drying hands was available at preparation area WHB
- no soap or means of hygienic drying at the WC WHB, although you claimed the WC was out of use.

Information Hand washing is required:

- * before handling ready-to-eat food
- * after touching raw food and its packaging, including unwashed fruit and vegetables
- * after a break/smoking
- * after going to the toilet
- * after cleaning
- * after removing waste
- * after blowing your nose

Information If not used properly gloves are likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

Guidance Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:

- * wet hands before applying soap
- * good hand rubbing technique
- * rinsing of hands
- * hygienic drying

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re contaminating their hands

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 any suitable protective clothing. Please ensure this is rectified

Temperature Control

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

Guidance All food products should be stored in accordance with the manufacturer instructions. I noted several large tubs of Cook'd sauces. Several had no labels indicating how they should be stored, and despite emailing Cook'd I have had no reply. Based on the labels that were present on some products, I would suggest you treat these in the same manner, and keep refrigerated after opening.

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.

Guidance Serving less than thoroughly cooked (LTTC) burgers carries a greater risk of harmful bacteria not all being killed during the lower-temperature cooking (if, for instance, a burger meat patty were to become contaminated with harmful bacteria or if bacteria were allowed to grow on it).

Recommendation The core temperature of cooked and reheated foods should reach 75°C for 30 seconds or an equivalent time and temperature combination.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it did not conform to food safety requirements:

- unopened cheese sauce use by 7.1.25
- baby spinach use by 12.1.25

Legal Requirement High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

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

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday (an exception is cooked rice which should not be kept longer than 24 hours)

Poor Practices

Recommendation The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- chest freezer needs defrosting
- remove dirty loose board to left of grill

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

- unsealed wooden structures to front counter

Recommendation Remove redundant items and equipment from food rooms.

Observation The kitchen had been well maintained and the standard of cleaning was good.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- Microwave inside.

Observation You had colour-coded equipment on which to prepare food.

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:

- you did not have appropriate cleaning chemicals available
- you thought you had a sanitiser and were aware about contact time, but this could not be found. Products were degreasers and cleaners. Please ensure you have a appropriate sanitiser on site.

Maintenance

Observation You are maintaining the premises in good condition.

Facilities and Structural provision

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

Pest Control

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. You are progressing towards a written food safety management system. 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

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 As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

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:

- staff hygiene is inadequate
- wash hand basins are not adequately equipped

- no adequate cleaning materials
- inadequate training

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

- bacteria growing on 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:

- 4-weekly checks
- Daily Diary
- personal hygiene / hand washing

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

Legal Requirement If you have 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

Information There are a number of companies that collect waste oil either at no charge or indeed pay you for it. When you find a company ensure that they are registered as a waste carrier and that they provide you with a waste transfer note

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

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

- did not understand the opening and closing checks
- were not cleaning properly
- were using food that was passed its USE BY date

Information You can obtain a list of the training courses we provide on our website www.norwich.gov.uk

Observation Staff had attended a Level 2 course, but poor practices were seen.

Allergens

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.

Observation You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.