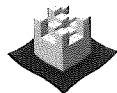


# INTERVENTION REPORT



**Exeter**  
City Council

Environmental Health & Community Safety, Exeter City Council, Civic Centre, Paris Street, Exeter, EX1 1RQ

Telephone No: 01392 265147 Fax: 01392 265844

Email: [environmental.health@exeter.gov.uk](mailto:environmental.health@exeter.gov.uk) Web: [www.exeter.gov.uk](http://www.exeter.gov.uk)

Name & Address of Premises: Pizza La Vita, 30 Chive Street, Heavitree, Exeter EX1 2AL	Telephone No: 07771 919526 / 07717755163 Email: rahmat_ib@hotmail.com
Date & Time of Inspection: 10 March 2026 AM.	Person Seen: Rahmatullah / Rina / Assad.
Number of Employees: 4.	Designation: Owner / Secretary / Staff.

Intervention Type	Legislation	Records Examined
<input checked="" type="checkbox"/> Inspection <input type="checkbox"/> Revisit <input type="checkbox"/> Complaint <input type="checkbox"/> Accident investigation <input type="checkbox"/> Sampling <input type="checkbox"/> Education/Advice/Coaching <input type="checkbox"/> Other:	<input checked="" type="checkbox"/> Food Safety and Hygiene (England) Regulations 2013 <input type="checkbox"/> Health and Safety at Work etc. Act 1974 <input type="checkbox"/> Other: <div style="text-align: center; border: 1px solid black; padding: 5px;"> <b>Areas Inspected</b>                      Kitchen and store.                 </div>	<input checked="" type="checkbox"/> HACCP / SFBB <input type="checkbox"/> Temperature Records <input type="checkbox"/> Pest Contract <input type="checkbox"/> Training Records <input type="checkbox"/> Risk Assessment <input type="checkbox"/> Safety Policy <input type="checkbox"/> Trade Waste Transfer Note <input type="checkbox"/> Other:

Advisory leaflets and guidance left: none.

Summary of action to be taken by the Local Authority	Level of Compliance (Food Inspections Only)					
		Fully Compliant	Broadly	Non-compliant		
<input type="checkbox"/> No further action necessary at the time of inspection.	0	5	10	15	20	25
<input checked="" type="checkbox"/> Consideration should be given to the recommendations set out below. (R)	0	5	10	15	20	25
<input checked="" type="checkbox"/> Listed below are those works which are statutory requirements and must be carried out in order to comply with current legislation. (L)	0	5	10	20	30	
<input type="checkbox"/> A report will be forwarded detailing those works which are statutory requirements. The report may also include a number of recommendations which are not statutorily enforceable but are considered good practice.	<b>Food Hygiene Rating (where applicable)</b>					
<input type="checkbox"/> The service of an Improvement or Prohibition Notice in order to ensure compliance with statutory requirements.	<input type="checkbox"/> 5 Very Good <input checked="" type="checkbox"/> 4 Good <input type="checkbox"/> 3 Satisfactory <input type="checkbox"/> 2 Improvement necessary <input type="checkbox"/> 1 Major improvement necessary <input type="checkbox"/> 0 Urgent					
<input type="checkbox"/> Other:	If you disagree with the decision the appeal procedure is listed overleaf.					

Name of Inspector: NICOLA POOLE Telephone No: 01392 26 5793

nicola.poole@exeter.gov.uk.

Please also refer to my email sent to you 13.3.26.

This report only covers the areas inspected at the time of the visit. The absence of comment does not indicate compliance with any Act or any Regulations. This is not a Formal Notice. Further written confirmation will be forwarded if indicated.

Signature of Inspecting Officer: 	Signature of Proprietor or Proprietor's Representative:
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**This sheet explains our role, what to expect when we visit and what to do if you feel you have been treated unfairly.**

### **Who will inspect your business?**

Environmental Health Officers and Technical Officers have the right to enter and inspect premises and do not usually give advance notice. They carry out routine inspections and may also visit as a result of a complaint or accident. How often they visit depends on the potential risk posed by the type of business and its history. Inspectors will look at the way you operate your business to identify potential hazards and to make sure it complies with the law. They will discuss problems with you and advise on possible solutions.

### **What are you entitled to expect from an inspector?**

- A courteous manner.
- To be shown some form of identification.
- Feedback from any inspection, such as information about hazards which have been identified and guidance on how they can be avoided.
- A clear distinction between what is recommended because it is good practice and what you must do to comply with the law.
- To be given details in writing of any action that you are required to take.
- Reasonable time to meet statutory requirements except where there is an immediate risk to public health.
- To be told the procedure for appealing against local authority action.

### **What powers do inspectors have?**

- They can take samples and photographs and inspect records. You must not obstruct inspectors.
- They may write to you informally asking you to put right any problems they find. Where breaches of the law are found which must be put right they may serve you with an Improvement Notice.
- Under food and health and safety legislation there are prohibition powers which can stop the use of the premises or equipment.
- In serious cases they may recommend prosecution.
- They can detain and seize items.
- Exeter City Council's enforcement policy is available on our website or from the address overleaf.

### **What can you do if you feel the outcome is unfair?**

- If you are unhappy with the way we dealt with you, we want to know. Suggestions on how to improve our service are always welcome.
- If you don't agree with action taken by your inspector, you should first contact the Principal Environmental Health Officer on the number overleaf to see if the problem can be resolved.
- Exeter City Council has a complaints procedure available from the address overleaf.
- This does not affect any statutory rights of appeal that you may have or your rights to complain to your Councillor or Local Government Ombudsman.

### **The National Food Hygiene Rating Scheme (where applicable)**

- If you disagree with the rating given, you have the right of appeal to the Council's Principal Food Officer.
- If no appeal is received within **21 days**, the rating will be posted on the Food Standards Agency's website ([www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)). You have the right to include a statement explaining any actions taken since the inspection to put things right or why conditions found were not a typical reflection of your business operations.
- You can request a revisit to re-rate your business. Unannounced revisits will take place within 3 months of receipt of your request, provided that you have given us enough information to show that the matters required during the initial inspection have been put right. There is no limit to the number of revisit requests that you can make but each one must be accompanied by the appropriate fee - see our website for details.
- You can download appeal, right to reply and request to revisit forms from [www.exeter.gov.uk/fhrs](http://www.exeter.gov.uk/fhrs) or contact this office for printed copies.

### **Freedom of Information**

The Freedom of Information Act 2000 and Environmental Information Regulations 2004 allows citizens to have the right to access information held by the council (subject to certain exemptions). It is understood to be in the public interest to release inspection reports and you need to be aware that copies of inspection reports and other related documents might be released if requested. Please do not hesitate to speak to the Environmental Health Manager for further advice.

### **Data Protection**

For information on how the council uses your personal information, please go to [www.exeter.gov.uk/DataProtection](http://www.exeter.gov.uk/DataProtection) or contact our Data Protection Officer on [data.protection@exeter.gov.uk](mailto:data.protection@exeter.gov.uk) or 01392 265257.

# INTERVENTION REPORT – FOOD HYGIENE RATING SCHEME



Environmental Health and Licensing, Exeter City Council, Civic Centre, Paris Street, Exeter, EX1 1RQ

Telephone No: 01392 265147 Fax: 01392 265844

Email: [environmental.health@exeter.gov.uk](mailto:environmental.health@exeter.gov.uk) Web: [www.exeter.gov.uk](http://www.exeter.gov.uk)

10.3.26

Name of Premises: <i>Pizza La Vita, 30 C Fore Street, Heavitree.</i>	
Food Hygiene & Safety	Compliance Date
<p>1. On one of your food safety monitoring sheet, it was noted that rice was being cooled from 5pm to 7.40pm (2.3°C). To prevent toxins forming in the cooked rice, you should either keep it hot (above 63°C) or cool it as quickly as possible and store it in the refrigerator at or below 8°C prior to being reheated for sale. This is also applicable to other food items being cooled eg lasagna, as hot food which is to be cooled before storage or sale must be cooled as quickly as possible before being placed in the refrigerator. If food is left to cool at room temperature this slows down the cooling process and presents ideal conditions for food poisoning bacteria to grow. (L) *</p>	Ongoing
Structure	
<p>2. Remove plastic tie on pizza dough machine as unable to be cleaned. (L)</p> <p>3. I would recommend using smaller containers of probe wipes so used before "<del>best</del> expiry dates (R)</p> <p>4. In the rear lean to area, ensure lids are securely fitted to tubs of old fat so not attraction for pests. (L)</p> <p>5. Thoroughly clean the taps, at wash hand basin of kitchen, remove mould growth at sealant (or replace sealant) and clean the dirty waste pipes under the wash hand basin, leave and maintain in a clean condition (L).</p>	<p>Immediate</p> <p>Ongoing</p> <p>Immediate</p> <p>Medicby</p>
Confidence in Management	
<p>6. Your food safety management system is the Food Standards Agency (FSA) Safer food Better Business (SFBB). Ensure all this document is completed and where not relevant, mark accordingly. Also this SFBB needs to be routinely reviewed or when systems have <del>changed</del> or a new process introduced. (L)</p> <p>7. I recommend you note the calibration of your probe thermometers. (R)</p>	<p>one month</p>
Signature of Proprietor or Proprietor's Representative:	

## Food Safety Assessment Scoring Guide

*(These are examples of what the scores look like in practice. Any of the following matters may influence your overall score)*

Score	Hygiene	Structure	Confidence in Management (CIM)
0	Good practices seen. Controls in place to prevent cross-contamination observed. Safe methods demonstrated for food preparation, cooking, re-heating, cooling and storage of food.	No repairs required and no potential improvements identified, or robust procedures in place for on-going rectification of minor repairs. Premises and equipment clean and in good condition. Evidence of effective pest control and waste disposal provision.	Appropriate food safety management procedures and records in place and maintained. Staff suitably supervised, instructed and/or trained with good general staff knowledge and new staff receiving induction training. Food hazards understood, properly controlled, managed and reviewed. Very good track record.
5	Some minor lapses in food hygiene and safety procedures. Controls in place to prevent cross-contamination identified. Safe food preparation, cooking, re-heating, cooling and storage of food demonstrated.	Some minor repairs required to non-food contact surfaces. Evidence of adequate pest control and waste disposal provision.	Appropriate food safety management procedures and records in place and maintained. Ongoing reviews may have not been undertaken. Staff suitably supervised, instructed and/or trained with good general staff knowledge and new staff receiving induction training. Food hazards understood, properly controlled, managed and reviewed. Good track record.
10	Some lapses in food hygiene and safety procedures. However, standards are improving. Potential risk of cross-contamination identified but no evidence of actual contamination. Generally satisfactory food preparation, cooking, re-heating, cooling and storage of food demonstrated but some lapses may be evident over short periods.	Generally satisfactory standard of structural and equipment cleaning. Facilities fairly well maintained and in reasonable repair. Appropriate facilities provided with some issues of non-compliance. Evidence that standards are improving. Some repairs may be required. Evidence of satisfactory pest control and waste disposal provision.	Appropriate food safety management procedures and records in place and are generally maintained but some deficiencies/gaps identified. Generally satisfactory food safety controls in place. All significant hazards understood and controls in place. Staff generally suitably supervised, instructed and/or trained but there may be some minor issues. Satisfactory track record.
15	There may be evidence of actual contamination identified or the potential risk is considered significant. Some major non-compliance with requirements for safe food preparation, cooking, re-heating, cooling or storage of food identified.	Significant improvements needed in standard of structure and equipment cleaning, maintenance and repair, and in hand and equipment washing facilities. Major non-compliance with structural requirements (e.g. damaged work surfaces, significant build-up of dirt/debris/ grease.) Evidence of pest infestation/activity or inadequate waste disposal provision.	Not applicable.
20	Poor standard of hygienic food handling, temperature control and staff personal hygiene and major improvements required. Evidence of actual cross-contamination identified. Major and widespread non-compliance with requirements for safe food preparation, cooking, re-heating, cooling or storage of food identified.	Major and widespread improvement needed in standards of structure and equipment cleaning, maintenance and repair and hand and equipment washing facilities. Major and widespread non-compliance with structural requirements. Evidence of pest infestation/activity or inadequate waste disposal provision.	Inappropriate or inadequate food safety management procedures and records in place. Significant hazards not fully understood and not all controls in place. Significant improvements in food safety procedures/implementation of controls required. Some staff not suitably supervised, instructed and/or trained. Varying track record.
25 (CIM =30)	Very poor food hygiene practices, serious food contamination risks, inadequate temperature control for high-risk foods and major improvement needed in all areas. Serious cross-contamination identified. Almost total non-compliance with requirements for safe food preparation, cooking, re-heating, cooling or storage of food identified.	Almost total non-compliance with requirements for safe food preparation, cooking, re-heating, cooling or storage of food. Almost total non-compliance with structural requirements. Evidence of widespread pest infestation or totally unsatisfactory waste disposal provision.	No evidence of food safety management documented procedures. Significant hazards not understood and no effective controls in place. Staff not suitably supervised, instructed and/or trained and no appreciation of food hazards or controls. Poor track record.

### National Food Hygiene Rating Scoring

Combined Score	0 – 15	20	25 - 30	35 - 40	45 - 50	> 50
Additional scoring factor	No score > 5	No score > 10	No score > 10	No score > 15	No score > 20	n/a
Rating	5	4	3	2	1	0
Descriptor	Very Good	Good	Generally Satisfactory	Improvement necessary	Major Improvement necessary	Urgent improvement necessary

# INTERVENTION REPORT – FOOD HYGIENE RATING SCHEME



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10.3.26

Name of Premises: <i>Pizza La Vita, 30C Fore Street, Heavitree</i>	
Food Hygiene & Safety	Compliance Date
<p>* Please refer to your Safe Method, chilling down hot food in your SFBB.</p> <p>8. There was a pack of Serrano ham and pepperoni with no dates of opening. I recommend you introduce a system of date coding for high-risk foods. Check manufacturer's instructions for storage and use by dates once opened. (R)</p> <p>9. Rodent poison was being stored in the store area, adjacent to food products. Hazardous substances are to be stored in separate and secure containers (L) This was relocated at time of visit. (L).</p>	<p>Immediate</p>
Structure	
<p>10. Using suitable product, remove mould growth or sealant or replace sealant at deep sink at rear of kitchen. Thoroughly clean and maintain in a clean condition. (L)</p> <p>11. The legs of the deep sink unit were in poor condition and unable to be cleaned effectively. Thoroughly clean and repair so able to be easily cleaned. (L)</p> <p>12. The shelf <sup>under</sup> of the deep sink was dirty at edges and clean and seal the exposed edge of the shelf (wood). Thoroughly clean and maintain in a clean condition (L)</p>	<p>} One month</p>
Confidence in Management	
Signature of Proprietor or Proprietor's Representative:	

# INTERVENTION REPORT – FOOD HYGIENE RATING SCHEME

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**Exeter**  
City Council

10.3.26

Name of Premises:

Pizza La Vita, 30 C Fore Street, Heavitree

**Food Hygiene & Safety**

Compliance Date

- 3. Please check your hot water supply, you need to have an adequate supply of hot and cold water to the food premises (L) Immediate
- 4. Ensure food is hot before put into your hot holding equipment, as the hot holding equipment does not "heat" the food, it maintains it hot. (L) ongoing
- 5. In white top freezer raw chicken legs were being stored adjacent to ready to eat lam. In the stainless steel top freezer New York cheesecake and pitta bread was being stored adjacent to doner kebabs. Raw food must be kept away from ready to eat products to avoid cross-contamination. Rearrange so raw meat, poultry and fish are separate to ready to eat foods (L) Immediate

**Structure**

- 16. The internal ceiling of the microwave was dirty, thoroughly clean and maintain in a clean condition (L) Immediate
- 17. The pizza dough mixer had not be cleaned from previous use. Thoroughly clean and ensure cleaned after use. (L) Immediate
- 18. In the ceiling of the store were holes, for possible pipes. Ensure these are sealed or the pipes are sealed off so no access for pest allowed (L) one week.
- 19. Some of the shelves, in the stainless steel double fridge were missing the plastic coating and now rusting. They are unable to be effectively cleaned. Thoroughly clean, and repainted to ensure left in good repair able to be easily cleaned and ~~at~~ disinfected if necessary. Or you could replace these shelves. (L) one month

**Repairs/Management**

- 20. Behind the service counter, kitchen side, the flooring was splitting. Repair where necessary so the ~~the~~ flooring is in a sound condition and easy to clean. (L) three months.
- 21. As in previous inspection, peeling paint was observed on the ceiling at customer waiting area and on the kitchen side.

Signature of Proprietor or Proprietor's Representative:

# INTERVENTION REPORT – FOOD HYGIENE RATING SCHEME

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City Council

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10.3.26

Name of Premises:

Pizza La Vita 30C Fore Street, Heavitree.

**Food Hygiene & Safety**

Compliance Date

22. Two food containers were covered ~~with~~ with their food contents, thoroughly clean and maintain in clean condition. (4)

Immediate

23. On the food products you make eg. hot wings and lasagna, there were no dates. I recommend you introduce a system of date coding to ensure stock is rotated and used on a first in/first out basis (R).

**Structure**

21. cont. I understand that <sup>these been</sup> have repainted ~~press~~ ~~areas~~, but since have peeled again. I note you propose to install a false ceiling in this area. Could you confirm the timescale of this being completed? Ceilings need to be kept in good repair and in kitchens, finished so that no shedding of particles.

Ongoing.

24. Ensure when cleaning to include walls and skirting boards below the work benches. (R)

**Confidence in Management**

Signature of Proprietor or Proprietor's Representative: