



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Queen Waffle
Address of food business:	288A Aylsham Road Norwich NR3 2RG
Date of inspection:	08/08/2019
Risk rating reference:	19/00604/FOOD
Premises reference:	19/00236/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe serving waffles and crepes to the local community

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		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

Recommendation Provide separate equipment and utensils designated for use with gluten free foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

Hand-washing

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

- equipment was seen draining in the wash hand basin

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:

- food handlers were not tying their hair back
- food handlers were wearing jewellery (ring containing a stone)
- food handlers were wearing watches
- food handlers were wearing nail varnish

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:

- Paninis on display in the chiller had not been labelled with date of production or allergen information

Information The filled panini rolls should be properly labelled with ingredients allergen information and dated. This should be done by the supplier.

2. Structure and Cleaning

The structure, facilities, cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are satisfactory. The minor contraventions require your attention. **(Score 5)**

Cleaning of Structure

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

- wall covering in sink area is not easy to clean (soft foam decorative brick wall covering)
- wooden bench unit

Cleaning Chemicals / Materials / Equipment and Methods

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 (CONTACT TIME). Always follow the instructions on the product label.

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Recommendation Disinfect equipment and utensils after cleaning with a suitable sanitiser.

Observation Staff were not aware of the 2 stage cleaning process for effective cleaning. Blue roll being used to clean the bench during service. No sanitiser being used even though it was available.

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Some minor issues were identified relating to staff supervision and training. 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

Contravention You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.:

Proving Your Arrangements are Working Well

Information You need to have a written document explaining how you ensure the food you serve is safe to eat This should cover the following:

- how you prevent contamination (physical/chemical/bacterial)
- safe cooking
- safe chilling
- cleaning and maintenance

Observation You have a book entitled "Essential Food safety Management 2019 year Book" in which you keep relevant records.

Recommendation Staff currently tick boxes on the 'weekly cleaning' chart to state that the cleaning has been done. It is recommended that they use their initials instead. This will enable you to identify who carried out the cleaning so if it is not done to the standard expected you can retrain them.

Training

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

- were wearing jewelry/watches and nail varnish
- staff did not have long hair tied back
- staff not using sanitiser to clean work benches

Infection Control / Sickness / Exclusion Policy

Guidance Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastro-intestinal illness stay away from work until symptom-free for 48 hours.

Allergens

Contravention You are failing to manage allergens properly:

- You have not identified all the allergens present in the food you prepare

Observation: You have produced a chart to show the allergens present in the food you serve but have not identified the gluten present in panini/ciabata rolls