



**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:	13/07/2021
Risk rating reference:	21/00158/FOOD
Premises reference:	19/00236/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Servery
Records examined:	Temperature Control Records, SFBB, Cleaning Schedule, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe

**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	<b>10</b>	15	20	25
Structure and Cleaning	0	<b>5</b>	10	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	15	20	30
<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	4	<b>3</b>	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 ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- raw foods i.e eggs were being stored above ready-to-eat foods i.e cheese in the fridge
- raw foods i.e bacon was being stored next to ready-to-eat foods i.e sliced cheese in the fridge

**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.:

- tongs were being used for the use of raw and ready-to-eat foods

- Using the same utensils ie tongs for raw and ready to eat

**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.

**Recommendation** Provide separate equipment and utensils for raw and ready to eat foods, which can be easily identified (colour coded) and stored and washed separately.

### Hand-washing

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

- the wash hand basin was obstructed

**Legal requirement** wash hand basins must be available and kept clear and designated for cleaning hands at all times

### 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
- food handlers were wearing jewellery
- food handlers were wearing nail varnish

**Legal requirement** All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing

### Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

### Unfit food

**Contravention** The following food was unfit (and was seized or destroyed in my presence) because it was past its use by date and did not conform to food safety requirements

- Brie was being stored beyond it's 'Use By' date of 8/7

**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 rice which should not be kept longer than 24 hours)

## **2. Structure and Cleaning**

The structure facilities and standard of 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 adequate. The minor contraventions require your attention. **(Score 5)**

### **Cleaning of Structure**

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

- floor/wall junctions
- flooring behind and under equipment
- shelving to counter
- runner to display cabinet

### **Cleaning of Equipment and Food Contact Surfaces**

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

- underneath towel dispenser

### **Cleaning Chemicals / Materials / Equipment and Methods**

**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.

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

### **Maintenance**

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

- split seals to glass door fridge
- green cutting board was badly scored and needs replacing
- wall was badly marked

**Observation** You are maintaining the premises in good condition.

#### Pest Control

**Observation** I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

### **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** Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

#### Safer Food Better Business/Food Safety Management System that works

**Contravention** The following are examples of where the documented Safe Methods in your SFBB pack said one thing but you were doing another. Follow your plan or change it - but ensure hazards are adequately controlled if you do:

- it states in your pack that you do not use raw meat you are now offering bacon rolls/paninis
- It states in your pack that pink tops and black aprons are worn
- It states in your pack that staff take off jewellery

#### Traceability

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

#### 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** 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)

## 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 gastrointestinal illness stay away from work until symptom-free for 48 hours.

## Allergens

**Contravention** You are failing to manage allergens properly:

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

**Legal Requirement** Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Information** Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided upfront, clear signposting to where this information could be obtained must be provided.

**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

**Information** There are Level 2 Awards in Food Allergen Awareness on offer in Dereham. If you are interested contact 0800 689 3512

**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.