



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Waffle House
Address of food business:	The Waffle House 39 St Giles Street Norwich NR2 1JN
Date of inspection:	31/08/2022
Risk rating reference:	22/00464/FOOD
Premises reference:	15480/0039/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant serving 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	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 4 - a good standard



1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

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:

- flies seen circulating in main kitchen.

Hand-washing

Observation I was pleased to see handwashing was well managed.

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

- mdf or chipboard shelves
- unsealed wooden structures
- cut ends of plastic coated shelving

Maintenance

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

- floor surfaces damaged
- coving loose at wall/floor junction

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. You are progressing towards a written food safety management system. You have a satisfactory track record. 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

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.

Proving Your Arrangements are Working Well

Contravention You had not completed the following Safe Methods or supporting documentation within your Safer Food Better Business (SFBB) pack:

- Staff training records
- Front sheet to SFBB pack not completed.
- Safe method completion sheet not completed. It was noted that the above documents were within your SFBB pack in a separate bundle possibly awaiting updating
- You need to regularly audit your SFBB pack and remove any non SFBB related paperwork so your food safety management system is easy for staff to follow and understand.

Observation/Information Following my inspection later that day I was informed that you have had a management re-structure at your business and new managers employed were only recently in their post. You are in the process of updating your SFBB pack and additional food hygiene training records which were not made available at the time of my inspection. To clarify, there still needs to be evidence that staff have been trained on the Safe Methods and your food safety procedures. If you are using Safer Food Better Business as part of your HACCP plan these must also be completed. I was pleased to note that you intend to prioritise this task and request a re-rating once completed shortly

Allergens

Observation You had clearly shown the presence of allergens in your food on your menu.