



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Zaks Waterside Grill And Bar
Address of food business:	Waterside Barrack Street Norwich NR3 1TS
Date of inspection:	17/10/2022
Risk rating reference:	22/00539/FOOD
Premises reference:	01090/2004/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Training Certificates/records, Pest Control Report, FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant serving local area

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 5 - a very 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::

- Remove outer cardboard boxes for food in the chiller-other ready to eat food is stored here too.
- Risks associated with the preparation sink and wash up area being shared and in close proximity are being addressed by new sink being installed in another area.

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.

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

Hand-washing

Information We have a hand washing demonstration kit which you might like to borrow in order to demonstrate the principles of correct handwashing to your staff. Contact the Duty Officer on 01603 989600 for more information.

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

Observation I was pleased to see hand washing was well managed.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

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.

Your monitoring document was comprehensive. You have a blast chiller.
It was noted that burgers are not sold rare.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all excellent and you demonstrated full compliance with the law. There is evidence of effective pest control and procedures are in place to rectify any problems as they arise. There is good provision for waste disposal. **(Score 0)**

Cleaning of Structure

Observation The kitchen had been well maintained and the standard of cleaning was good. Minor cleaning was needed to a less accessible floor area.

Cleaning of Equipment and Food Contact Surfaces

Information Please refer to www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance

Observation You had dedicated equipment for the preparation of raw and for ready-to-eat foods.

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.

Guidance Disinfectants and sanitisers must at least meet the requirements of one of the following standards: BS EN 1276 or BS EN 13697.

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

Observation I was pleased to see the kitchen was well maintained.

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

Guidance Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

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

A food safety management system is in place (your own policy and associated monitoring) and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Type of Food Safety Management System Required

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

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

Traceability

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

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

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

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

Observation Most staff attain Level 2 and Managers Level 3.

Allergens

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