



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Wagamama
Address of food business:	408 Chapelfield Plain Chapelfield Norwich NR2 1SZ
Date of inspection:	11/01/2024
Risk rating reference:	24/00020/FOOD
Premises reference:	05/00236/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Cleaning Schedule, FSMS, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant with takeaway

**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	<b>5</b>	10	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	<b>5</b>	10	15	20	30
<b>Your Total score</b>	0 - 15	<b>20</b>	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	<b>10</b>	10	15	20	-
<b>Your Rating is</b>	5	<b>4</b>	3	2	1	0

Your Food Hygiene Rating is 4 - a good standard



### **1. Food Hygiene and Safety**

You have a good track record. There are some minor contraventions which require your attention. Your records are appropriate and generally maintained. **(Score 5)**

#### Contamination risks

**Observation** You have separate storage facilities and preparation rooms for ready to eat and non-ready to eat foods and dedicated staff to work in these areas.

#### Temperature Control

**Observation** You were monitoring and recording fridge, freezer, cooking and hot holding temperatures.

#### Hand-washing

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

- there was food debris in the wash hand basin in the kitchen.

#### 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 wearing dirty clothing.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are of a generally satisfactory standard but there are some repairs and/or improvements which are required in order for you to comply with the law. Pest control and waste disposal provisions are adequate. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

### **Cleaning of Structure**

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

- around equipment feet
- behind and under equipment
- hand contact surfaces such as light switches and door handles
- mastic joints at low level and behind sinks
- taps
- areas of tiling and painted wall surfaces throughout
- flooring especially around pest monitoring boxes.

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

- painted wall behind the food preparation surface
- raw plugs and drill holes in wall surfaces.

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

**Contravention** The following pieces of equipment were dirty and require more frequent and thorough cleaning:

- equipment wheels
- can opener.

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

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- the cleaning equipment was dirty.

### **Maintenance**

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

- paintwork worn or peeling on wall surfaces, doors and woodwork
- silicon sealant damaged and stained
- significant build up of ice in the walk-in freezer.

During our visit we noted the goods lift was out of order and goods were transported up and down the stairs. We understand this matter has been reported and the lift is awaiting repair. We also discussed evidence of a possible water leak around the new glass washer with the manager.

#### Facilities and Structural provision

**Observation** I was pleased to see that adequate facilities had been provided.

#### 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.

**Observation** You have a pest control contract in place and there is no evidence of pest activity on the premises.

### **3. Confidence in Management**

A food safety management system is in place 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. Your records are appropriate and generally maintained. **(Score 5)**

The general manager had produced her own list of matters to be addressed which identified some of the issues raised in this report.

#### Type of Food Safety Management System Required

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

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

**Observation** You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

**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.

#### Food Hazard Identification and Control

**Contravention** The following pre-requisites have not been met and this means that your food safety management system will be ineffective:

- maintenance is poor.

#### 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.

**Recommendation** Provide a lid for the small kitchen waste bin to prevent access by pests whilst awaiting disposal outside in the dedicated wheelie bin.

#### Allergens

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

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