



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Zaza's Fried Chicken
Address of food business:	71 Magdalen Street Norwich NR3 1AA
Date of inspection:	29/07/2024
Risk rating reference:	24/00311/FOOD
Premises reference:	24/00169/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Servery, Prep Room
Records examined:	Training Certificates/records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Fried Chicken Restaurant/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	5	<b>10</b>	15	20	25
Structure and Cleaning	0	5	<b>10</b>	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)**

#### Hand-washing

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

- no hot water to the wash hand basin. However hot water was available at the washing up sink

**Legal requirement** Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

**Recommendation** Checking that you have hot water should be made one of your opening checks

## 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 not seen washing hands during my visit

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

**Information** Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- After using the toilet;
- After handling rubbish;
- After smoking;
- After taking a break;
- After handling raw food

## Temperature Control

**Recommendation** The core temperature of cooked and reheated foods should reach 75°C for 30 seconds or an equivalent time and temperature combination.

## Unfit food

**Contravention** The following food was unfit (and was thrown away in my presence) because it was past its USE BY date.:

- raw chicken was being stored beyond its 'Use by' date of 25/7

**Contravention** Cooked rice was being kept for longer than 24 hours. Cooked rice must be refrigerated to below 8°C and used or thrown away after 24 hours.

## Poor Practices

**Legal requirement** Absorbent containers e.g cardboard boxes, must not be used for the storage of foods in refrigeration units as they are not capable of being effectively cleaned.

**Recommendation** I recommend that you label your own food i.e staff lunches in the fridge. There is a presumption in food law that all foods stored on a food business are part of that business and need to be stored and labelled accordingly to satisfy the inspecting officer it complies with legal requirements

## **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:

- flooring around equipment feet
- flooring behind and under equipment
- floor/wall junctions
- skirting boards
- bottom to door
- step to rear door
- wash hand basin
- pan to WC

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

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

- food storage containers
- hand contact surfaces
- microwave
- seals to fridges/freezers
- grill to chest freezer
- interior bottom to upright fridge
- wheels to equipment
- legs to equipment
- shelving to equipment
- sides to equipment
- bin
- electric socket to wall

### **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 sanitisers are not to BS EN 1276:1997 13697:2001 Standards
- there was a mixture of cleaning chemicals from different manufacturers and no clear instructions about how to use each one
- you did not have appropriate cleaning chemicals available

**Information** Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

**Information** Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

### Maintenance

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

- shelving to fridges
- holes to walls
- it took a long time for the water to drain from the wash hand basin
- water heater faulty

### Facilities and Structural provision

**Contravention** The following facilities were inadequate or absent and must be provided or improved:

- the drainage is deficient
- the hot water supply is insufficient

### Pest Control

**Recommendation** provide fly screens to openable windows and external doors in rooms in which food is prepared and handled

## **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)**

### 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:

- cleaning and sanitation are poor
- staff hygiene and training is inadequate
- waste management is poor

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- bacteria growing on food

**Contravention** The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- Chilling
- Cleaning
- Cooking
- Cross-contamination

### Proving Your Arrangements are Working Well

**Contravention** You are not working to the following safe methods in your SFBB pack:

- cleaning / clear and clean as you go
- cleaning schedule
- training records / supplier lists. All staff need to be added to staff training lists
- contacts list not filled in
- it states in your pack that aprons are worn when preparing and serving food

### Traceability

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

### Waste Food and other Refuse

**Legal requirement** There was an excessive accumulation of refuse to the rear of the premises. This must be cleared immediately and arrangements made to prevent refuse accumulating in the future

### Training

**Contravention** The following evidence indicated there was a staff training need:

- standard of cleaning was poor
- not wearing protective over-clothing

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

### 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 devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.