Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Canton Chinese Takeaway
Address of food business:	129 Thorpe Road, Norwich, NR1 1TR
Date of inspection:	14/01/2026
Risk rating reference:	26/00020/FOOD
Premises reference:	20/00082/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Basement, Storeroom
Records examined:	Pest Control Report, Training Certificates/records, Temperature Control Records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese 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 Hygiene Rating Re-Scoring Visit

Date: **7 October 2026**

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Your revised Food Hygiene Rating is 5 – a very good standard



Observation I was pleased to see that:

- all of the contraventions outlined in your inspection has been addressed
- cleaning was up to a good standard
- maintenance issues had been addressed
- staff had been trained in food hygiene

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 2 - improvement is necessary



1. Food Hygiene and Safety

Food hygiene standards are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(15)**

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:

- raw foods i.e eggs were being stored above ready-to-eat foods i.e rice
- raw foods i.e meat was being stored next to ready-to-eat foods i.e tomatoes
- the underside of stacked containers in contact with open food below
- jugs stored in dried ingredients
- uncovered foods stored in chest freezers
- uncovered foods stored in fridges

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.

Hand washing

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

- staff were not seen washing their hands when I visited

Information Hand washing is required:
* before handling ready-to-eat food
* after touching raw food and its packaging, including unwashed fruit and vegetables
* after a break/smoking
* after going to the toilet
* after cleaning
* after removing waste
* after blowing your nose

Guidance Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:
* wet hands before applying soap
* good hand rubbing technique
* rinsing of hands
* hygienic drying

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:

- best hand-washing practices were not observed
- staff were not wearing suitable protective clothing
- staffs clothing was dirty

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

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- hot food was not being cooled to under 8°C quickly enough – cool within 1.5 hours.

Legal requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

Recommendation It is a government recommendation that eggs are stored in the fridge

Unfit food

Contravention Unfit food was found on your premises:

- lettuce was being stored uncovered, limp and browning in the fridge

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- food was being stored beyond its 'Best before' date of 28/12/25
- food i.e lettuce was being stored beyond its 'Best before' date of 5/1/26
- uncovered food was being stored in fridges
- food was being stored in open cans in the fridges

Legal requirement Once opened, canned food which is to be stored should be transferred to plastic covered containers, designed for the storage of food, to prevent chemical contamination of the food

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 day or 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 cooked rice which should not be kept longer than 24 hours)

Guidance It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed it's 'best before' date could be of a reduced quality so you must check it is OK before you use it.

Recommendation The best before date is the date until which the manufacturer of the food guarantees the quality of that product. I recommend you do not use food that is beyond the best before date and you check your stock regularly to ensure efficient stock rotation

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(15)**

Cleaning of Structure

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

- flooring
- flooring underneath equipment
- floor/wall junctions
- skirting boards
- bottom to doors
- wall behind wok station
- pipework
- flooring in between equipment
- light switches
- stairs
- wall to stairs

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean.

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

- door
- exposed area(s) of bare and unfinished plaster on walls and/or ceilings
- wooden shelving

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- around interior top to chest freezer
- interior shelving to fridges
- interior cabinets to fridges
- interior doors to fridges
- seals to fridges/freezers
- lids to food storage containers
- interior to food storage containers
- runners to hot cupboard
- surface underneath microwave
- side to deep fat fryers
- air vent to door

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see 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:

- food storage containers
- loose electric wall socket
- holes to walls
- flaking paint to door
- bare plaster to walls

Facilities and Structural provision

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

Pest Control

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

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. **(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.

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:

- staff hygiene is inadequate
- maintenance is poor
- cleaning and sanitation are poor

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

- cross-contamination
- bacteria growing on food

Proving Your Arrangements are Working Well

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

- personal hygiene / hand washing
- maintenance
- cross contamination/ physical or chemical contamination
- cleaning schedule
- cleaning / clear and clean as you go
- chilling down hot food / freezing / defrosting

Traceability

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

Infection Control / Sickness / Exclusion Policy

Guidance UK Health Security Agency 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.

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

Contravention The following evidence indicates there is a staff training need for food handlers:

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

Allergens

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