Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Yuan Feng
Address of food business:	117B Ipswich Road Norwich NR4 6LD
Date of inspection:	06/05/2026
Risk rating reference:	26/00373/FOOD
Premises reference:	22/00147/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB, Pest Control Report
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 SAFETY

Food Hygiene Rating Re-Scoring Visit

Date: 23.07.2026

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.

Compliance Area	Re-Rating 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 Re-Rating is	5	4	**3**	2	1	0

Your revised Food Hygiene Rating is 3 – a generally satisfactory standard



Notes:

Food Hygiene and Safety:

Observations/Improvements:

- New procedures have been introduced to ensure raw meat is no longer prepared in the wash-up area during service. This is now carried out outside opening hours, followed by a two-stage clean. A suitable sanitiser was available on site to support this process.

Issues to be addressed:

- Contamination risks were identified from jugs being stored within dry ingredients, knives being stored in a manner that could lead to contamination and damaged equipment remaining in use with the potential to shed particles.
- Bowls and colanders were stored near a disused grease trap and beneath the sink area also used for raw meat preparation. These items should be moved to a more suitable location to prevent contamination.

Structure and Cleaning

Observations/Improvements:

- Several freezer door seals had been replaced.
- Parts of the ceiling and shelving had been repainted.
- Pest control checks were being carried out with no issues noted at the most recent visit.

Issues to be addressed:

- Chopping boards were worn and should be replaced to ensure they can be effectively cleaned and disinfected.
- Fridge door seals were dirty and split and should be replaced.
- One light was not working and requires repair.
- More thorough cleaning was required in the wash-up area.
- The wash hand basins required more thorough cleaning.
- Additional cleaning was needed to floors and beneath equipment.

Confidence in Management

Observations/Improvements:

- A new Safer Food Better Business (SFBB) pack had been completed and was available on site.
- The daily diary was up to date, and fridge temperature monitoring records were being maintained.
- Staff had completed Level 2 HACCP training, and a certificate was provided as evidence.

Issues to be addressed:

- Food safety management procedures were not being fully implemented or monitored effectively, as evidenced by the remaining issues identified during the re-visit.
- Staff training and supervision require improvement to ensure the new sanitiser is used correctly, including following the manufacturer's recommended contact time to achieve effective disinfection.
- Allergen management procedures require improvement. Although the 14 regulated allergens were listed on the menu, no allergen matrix was available for dishes and staff knowledge appeared limited.

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. You are failing to apply some of the controls needed to prevent cross-contamination. 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:

- jugs stored in dried ingredients
- uncovered food stored on shelving and on the floor
- knives stored where they can easily be contaminated
- personal items (such as mobile phones) close to food in food areas
- miscellaneous clutter due to poor housekeeping
- the underside of stacked containers in contact with open food below
- damaged equipment is in use that could shed broken particles (badly scored chopping boards and broken food containers)
- raw meat being handled in the wash up area during service

Contravention You could not demonstrate effective heat disinfection of the food equipment and utensils you use for handling both raw and ready-to-eat foods:

- mixing bowls
- chopping boards

Contravention You had not protected the articles and/or the equipment you use for ready-to-eat food from the contamination risk posed by raw food or its packaging:

- colour-coded equipment not used in the standard recognised way (e.g. yellow for cooked meat and red for raw meat)
- protective clothing is not changed after preparing raw meat
- equipment/crockery stored on open shelves under worktop where raw food is handled

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.

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 hand-washing
•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.

Guidance If equipment and utensils (for example chopping boards, containers and tongs) are to be used for raw and RTE foods, they should be disinfected by heat or an adequate dishwasher cycle (able to reach 82° for 15 seconds) between uses.

Guidance Equipment, utensils, dishes and wrapping materials used for ready-to-eat foods must not to be stored in open storage where there is a risk of contamination (i.e. underneath a worktop where raw foods are prepared).

Recommendation Regularly check equipment for deterioration. For example, the plastic coating on food tongs splits and cracks over time and risks plastic contaminating food and makes cleaning difficult.

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and stored and washed separately.

Handwashing

Contravention The following indicated that handwashing was not suitably managed:

- using gloves without suitable procedures to ensure they remain hygienic (gloves used to mix spices with rice were dirty and being re-used)
- wash hand basins were dirty
- there was food debris in one of the wash hand basins
- one wash hand basin was obstructed and used for storing a colander containing raw meat

- staff were not seen washing their hands when I visited

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

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. Handwashing should include the following steps:
* wet hands before applying soap
* good hand rubbing technique
* rinsing of hands
* hygienic drying

Recommendation For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

Information If not used properly gloves are likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

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:
- food handlers were wearing dirty shoes
- food handlers were not using the wash-hand basin regularly

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:
- prepared foods were being stored at ambient temperatures for long periods of time
- high risk food was not being defrosted in the fridge
- foods were not being stored at the temperature directed by the manufacturer

- food was not being kept cold as long as possible during production
- cooked rice was left out at room temperature without a proper system to identify how long it was there for

Legal Requirement The cold chain is not to be interrupted. However, limited periods outside temperature control are allowed for handling during preparation; transport; storage; display and service of food provided that it does not result in a risk to health.

Legal Requirement Frozen foods should be defrosted in such a way as to minimise the risk of growth of pathogenic micro-organisms or the formation of toxins in the food. Care should also be taken to ensure any liquid released does not contaminate other foods.

Information Frozen foods were being defrosted at room temperature. There is a risk that bacteria will begin to grow in the food once it has defrosted. I recommend that frozen foods are placed in a fridge to defrost. You must ensure that any run-off liquid does not present a risk. I recommend that you defrost the food in a container.

Information All food products should be stored in accordance with the manufacturer instructions. For example, I found sauces were being stored at room temperature when the manufacturer instruction is that they should be refrigerated once open.

Information Please make yourself aware of the dangers posed by E.coli 0157 particularly to the young and the elderly. Infection with E.coli 0157 can be fatal or result in kidney failure requiring lifelong dialysis.

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges, you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water should be between -1°C and 1°C.
- The readings in boiling water should be between 99°C and 101°C.

Recommendation Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

Unfit food

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- pak choi and coriander showing signs of spoilage

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

Legal Requirement High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

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 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).

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:

- large quantity of raw meat was being handled in the only wash-up area during service
- no hand-washing after handling raw meat - a staff member was seen touching their phone immediately after handling raw chicken
- no system in place for date coding of food
- raw meat was partially defrosted and subsequently re-frozen contrary to safe food handling practices and increasing the risk of bacterial growth and contamination

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. **(10)**

Cleaning of Structure

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

- wash hand basin
- walls particularly behind food preparation surfaces
- mastic joints behind sinks
- floor wall junctions
- ceiling
- behind and under equipment
- around equipment feet

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

- cut ends of plastic-coated shelving
- rawl plugs and drill holes in wall
- chipped dented wooden architrave

Recommendation Remove redundant items and equipment from food rooms.

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- knives
- hand contact surfaces
- fridge and freezer seals
- chopping boards
- can opener

Information personal items such as phones radios in the kitchen must be kept clean and stored so that they do not contaminate the food.

Observation You had dedicated containers and a dedicated fridge for storing raw and prepared food.

Cleaning Chemicals / Materials / Equipment and Methods

Observation Sanitiser was available at the time of inspection.

Recommendation Disinfect equipment and utensils after cleaning with a suitable sanitiser.

Information Different sanitisers require different CONTACT TIMES to be effective. Ensure that you know what the contact time is and that all your staff are trained to use the sanitiser effectively.

Guidance Even when using a surface sanitiser you should be following the TWO STAGE cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Recommendation Use disposable paper wipes for cleaning and for mopping up spillages.

Maintenance

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

- missing drain cover
- split seals to fridge
- paintwork worn or peeling
- wall surfaces damaged
- tiles are broken, holed, chipped, un-grouted or missing

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- the number of sinks and available worktop space was insufficient to support safe raw meat preparation alongside cooking and service activities

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- the external doors

Recommendation Fill gaps around external doors.

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

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

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

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

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.

Recommendation The Safer Food Better Business (SFBB) pack was available; however, it was not fully reviewed during the inspection due to being in Cantonese. Observed staff practices were inconsistent with safe procedures and may not reflect the documented system. Ensure the pack is reviewed, updated (last completed 2022), and effectively implemented.

Information You can download a Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

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 requires improvement
- cleaning and sanitation require improvement

Contravention The control methods you have put in place at the following critical control points are not sufficient:

- cross-contamination
- bacteria surviving in cooked food

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Proving Your Arrangements are Working Well

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

- cross contamination
- cleaning schedule

Recommendation Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

Traceability

Recommendation Labelling all perishable food with a USE BY date will help you rotate your stock and demonstrates you have effective controls in place.

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 as food handlers:

- were using poor cross contamination practices
- were not washing their hands often enough

- were not cleaning properly
- did not appreciate allergen risks

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Recommendation Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: www.norwich.gov.uk

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: www.norwich.gov.uk

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

Allergens

Contravention You are failing to manage allergens properly:

- You have not adequately labelled the foods you are pre-packing for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised.
- You do not have a system for informing customers about the presence of allergens in the food you prepare.
- You are not informing customers about the risk of cross contamination with allergens.

Legal Requirement Caterers must provide allergy information on all unpackaged food they sell. Catering businesses include restaurants, takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross-contamination by allergens must also be made known to consumers. In addition, food manufacturers must now label allergy causing ingredients on their pre-packed foods. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

Legal Requirement Any business that produces PPDS food is required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list. www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds

Guidance Prepacked for direct sale or PPDS is food that is packaged at the same place it is offered or sold to consumers and is in this packaging before it is ordered or selected. It can include food that consumers select themselves, as well as products kept behind a counter and some food sold at mobile or temporary outlets.

Information Advise your customers how to get allergen information. You can display a sign along the lines of ASK OUR STAFF ABOUT ALLERGENS

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

Information The 14 allergens are:

- cereals containing gluten
- crustaceans, for example prawns, crabs, lobster and crayfish
- eggs
- fish
- peanuts
- soybeans
- milk
- nuts, such as almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew and macadamia (Queensland) nuts
- celery (and celeriac)
- mustard
- sesame
- sulphur dioxide, which is a preservative found in some dried fruit
- lupin
- molluscs, for example clams, mussels, whelks, oysters, snails and squid

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf