

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	P Dang Thai
Address of food business:	1 Beckham Place Edward Street Norwich NR3 3DZ
Date of inspection:	10 and 14/09/2026
Risk rating reference:	26/00687/FOOD
Premises reference:	23/00280/FD_HS
Type of premises:	Retail shop and online sales
Areas inspected:	All
Records examined:	Some invoices and pest control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Retailer mostly on line

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 1 - major 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

Observation I was pleased to see you were able to demonstrate effective controls to prevent contamination. You do not re-package any food.

Hand washing

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

- the only wash hand basin available in in the single WC. With the amount of products being handled from delivery receipt through to assembling orders for online sales another accessible basin for hand washing should be provided. (Such as in the packing area)

Personal Hygiene

Recommendation 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. Even though no open food is handled it is recommended staff wear overclothing only worn at work.

Temperature Control

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

- you did not know the critical temperatures of fridges and freezers and had not been monitoring these.
- foods were not being stored at the temperature directed by the manufacturer. Packed vegetables stated they should be kept below 7 degrees C and these were stored unrefrigerated at ambient temperature.
- food temperatures of deliveries were not being monitored
- deliveries were not being refrigerated immediately on arrival
- you did not know what temperature your own online sales deliveries were likely to be at during transportation. Some goods require refrigeration.
- the fridges in use were of insufficient size. They were crammed full.

Please action these matters.

Guidance All food products should be stored in accordance with the manufacturer instructions.

Guidance You cannot rely on taking chilled food temperatures by reading the temperature display on the refrigeration unit. You need an independent method that is clearly related to the actual food temperature.

Guidance Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was not produced, prepared or processed in accordance with the regulations:

- 16x 300g of Hucgui pigs blood Tofu, approval number 3700/03355. You had bought this locally from another retailer, and did not have evidence of who had supplied this. The product is not allowed to be imported into the UK for retail sale. I confirm that you voluntarily surrendered these to us for destruction.
- One product taken to check that it was allowed on the UK market was a **Thai Tea Drink** with the following details:

Company: V. Thai Food Product Co., Ltd.

Approval number: 3063

Approval status shown: Approved for fishery products, but not dairy products.

This product has been found to be non compliant for the UK market and this has been confirmed by the Food Standards Agency. You have currently removed these from sale and have agreed to voluntarily surrender the products. We will be revisiting to remove these.

We will be contacting the supplier/considering the wider market regarding this item.

Observation A number of other products were taken and then returned after checking they were satisfactory imports for the UK market.

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:

- floor wall junctions
- behind and under equipment

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

- carpeting

Maintenance

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

- paint work worn or peeling

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- the layout of the premises is poor and does not allow staff to adequately clean or pack orders in sufficient space
- insufficient refrigerated storage
- insufficient or poorly sited wash hand basins
- lighting missing in some areas

Pest Control

Contravention Pest proofing/control is inadequate particularly in the following areas:

- external door open and unscreened
- the premises was so full of stock that it was not possible for us to check for pests, and you would therefore not be able to undertake this task.

Observation You have a pest control contract in place. However I would be grateful if you can send me the latest reports.

3. Confidence in Management

There is major non-compliance with legal requirements. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(20)**

Type of Food Safety Management System Required

Contravention You do not have a food safety management system.

At the second visit you had found your Safer Food Better Business pack. However this was not completed at all and not being used. You had been told previously about this. Please commence completing this and using it.

This pack -the Retail pack, will not cover on line sales. Please therefore prepare a simple document to show the critical steps needing control for on line sales, such as temperature control.

You must commence using the SFBB pack, if this is your chosen system, or implement another written system suitable for the business.

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:

- the premises structure is unsuitable - the business has outgrown the premises with the amount of current stock
- premises dirty
- flooring not washable

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

- bacteria growing on food as temperatures of chillers and freezers not adequately checked
- no knowledge of temperatures that your food delivered to customers is kept at
- vegetables requiring temperature control kept at room temperature

Traceability

Contravention You could not reliably demonstrate the origin of the following foods because your records and/or labels were inadequate:

- pigs blood tofu

You have advised that generally you do not import any Thai products directly. A few items such as biscuits had been imported and had no English label and no ingredients or allergens. This is unsatisfactory and will be looked at by Trading Standards. I have referred the information to them.

If you decide to import items yourself you must tell us, so we can offer further advice.

Your suppliers must provide you with detailed invoices and receipts so that you can show full traceability. If items are found on sale at your premises that are not legally permitted to be imported into the UK, you may be able to show a due diligence defence if you have these documents.

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 not cleaning properly
- were not aware of the food safety management system
- did not appreciate allergen risks
- were not monitoring critical temperatures and keeping foods needing to be kept under temperature control at ambient temperature.

Allergens

Contravention You are failing to manage allergens properly:

- you had for sale inadequately labelled foods. The label must include the name of the food and an ingredients list with the 14 allergens emphasised and be in English.

HEALTH & SAFETY

Matters of evident concern

- I was concerned by the build up of cardboard, the over stocking of the premises generally, making gangways inaccessible, and gas cylinders in use. I referred the matter to the Fire Officer, who I understand has now visited. They have updated me with their concerns, and are due to revisit. Please ensure you action their requirements.
- As an employer you have many duties towards your employees. These range from basic matters like maintaining an accident book and being aware of how to report certain injuries if sustained at work. I recommend you find information at:
<https://www.hse.gov.uk/simple-health-safety/>
- Two areas to concentrate on are a health and safety risk assessment and to look at manual handling activities.