

Public Protection (food & safety)**Food Premises Inspection Report**

Name of business:	Vietnam Pho
Address of food business:	67 Dereham Road Norwich, NR2 4HU
Date of inspection:	10/08/2026
Risk rating reference:	26/00735/FOOD
Premises reference:	18/00129/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Temperature Control Records, SFBB
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Restaurant/Cafe & Takeaway - seating for around 35 customers

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 2 - improvement is necessary



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.
(10)

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:

- open food stored close to the floor by an open external door
- personal items (such as mobile phones) close to food in food areas
- miscellaneous clutter due to poor housekeeping

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:

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

Recommendation When you are storing bags of dried foods in a container keep the container clean to prevent the harbourage of dried food pests.

Recommendation Put lids on the containers of dried food to prevent contamination.

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.

Hand washing

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

- the hot water was too hot for comfortable hand washing

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

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

Recommendation After washing hands food handlers should turn the taps off using paper towel to prevent them from re-contaminating their hands

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

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

Guidance 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

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

- high risk food was being defrosted at room temperature

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

Unfit food

Contravention Prepared food was not clearly labelled with a shelf life in the fridges and it was not possible to establish how long it had been stored in the fridge. This presents a risk of food becoming unfit for sale.

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)

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:

- the floor was dirty in the rear storage area
- wall tiles behind the wash hand basin were badly stained.
- floor tiles were cracked by the equipment store in the kitchen
- debris and staining was found under the main cooker
- hand contact points on flour and sugar bins in rear storage area were badly stained
- hand contact points were stained on the rear door and fly screen.
- the extract duct from the overhead extraction ventilation canopy was leaking grease into the kitchen.

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

- rawl plugs and drill holes were found at various points in the wall coverings
- floors
- the carpet mat to the rear door was dirty and cannot be effectively cleaned and must be removed or replaced with a non-absorbent mat.
- weather damage to the ceiling of the rear storage area must be repaired so that weather penetration is prevented and the area can be effectively cleaned.

Recommendation Remove redundant items and equipment from food rooms as this appears to be hindering effective cleaning.

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:

- Seals to the door of the undercounter freezer were badly stained
- The door to the fridge was badly stained

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:

- freezers require defrosting
- touch points were dirty (light switches, door handles etc)
- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Maintenance

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

- wall surfaces damaged
- floor surfaces damaged
- tiles are broken, holed, chipped un-grouted or missing

Facilities and Structural provision

Legal Requirement All areas where food is stored or handled must have lighting of sufficient intensity to allow safe food preparation and thorough cleaning.

Pest Control

Contravention There is evidence of pest activity on the premises:

- Minor but persistent presence of flies in rear storage area
- Spillages of food in the rear bulk waste storage area are attracting flying insects

Legal Requirement The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

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

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. Your records are appropriate and generally maintained but some deficiencies were identified. Some minor issues were identified relating to staff supervision and training. 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

Information The absence of complete documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

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

Proving Your Arrangements are Working Well

Contravention The following are needed in order to demonstrate your food safety management system is working:

- four-weekly reviews

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.

By using a normal diary you were failing to SIGN OFF at the end of each day; had nowhere to record that opening and closing checks had been done; were not reminded to record NON CONFORMATIES and to review your management system every 4-weeks.

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.

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

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.

Allergens

Contravention You are failing to manage allergens properly:

- You have not identified the allergens present in the food you prepare
- You do not have a system for fully 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 un-packaged 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

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

Recommendation Make a chart listing all your meals together with the 14 allergens (if present). Bring the chart to the attention of your customers and your staff.