



Public Protection (food & safety)
Food Premises Inspection Report

Name of Business:	Tenlu
Address of food business:	28 Earlham West Centre, Norwich, NR5 8AD
Date of Inspection:	18 December 2013
Risk Rating Reference	13/00921/FOOD
Inspection Reference	EH13/39075
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Type of Premises:	Takeaway
Areas Inspected:	All
Records Examined:	SFBB
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed with within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following 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 17(1) of the Food Hygiene (England) Regulations 2006.

Health and Safety at Work Etc. Act 1974 and related regulations.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice

(**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

FOOD SAFETY

How we calculate your Food Hygiene Rating:

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		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 4 – a good standard



This box is available for your Right of Reply

- You have a 'right to reply' in respect of this food hygiene rating.
- This allows you to explain what improvements you have made or to offer an explanation for the standards we found at the time of this inspection.
- Your right of reply will be displayed here.
- Full details and the form can be downloaded: www.norwich.gov.uk/foodhygieneratings

Food Hygiene

N.B. Takeaway premises that only trades via orders taken by telephone.

Summary:

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

Contamination Risks

1. 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
(Contravention):
 - Cardboard was widely used in the premises: on shelves, on the floors, in the cold store and to line a freezer.
2. I recommend that cardboard is not used in this way as it can not be kept clean, and harbours dirt and bacteria. **(Recommendation)**

Hand-washing

3. I recommend that you obtain antibacterial hand wash for use at the hand wash basins. **(Recommendation):**

Personal Hygiene

4. The following items were examples of poor personal hygiene or where it was made difficult for food handlers to maintain high levels of personal cleanliness
(Contravention):
 - There was toilet tissue wrapped around the pull cord light cord in the WC lobby. This should be removed to enable regular cleaning.

Temperature Control

5. I was pleased to see that all refrigerated and freezer units were at satisfactory temperatures, and that you were recording some chilled storage temperatures. However, there were several refrigerators, a cold store and several chest freezers. You must check the temperature of all units with an independent thermometer.
(Observation)

Practices

6. There was no food preparation taking place at the time of the inspection so I am unable to comment on food hygiene practices. **(Observation)**

Read this report on our website www.norwich.gov.uk/foodhygieneratings

7. I was pleased to see that all frozen down prepared food was stored in lidded containers, and there was a labelling and dating system to enable stock rotation. **(Observation)**

Structure and Cleaning

Summary:

The structure, facilities, 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

8. I was pleased to see that the premises was generally clean. **(Observation)**
9. I recommend that you remove the cardboard from food storage areas to enable cleaning. However, I do understand that many items were covered to protect them from dust e.g. chairs in the servery. **(Recommendation)**

Maintenance

10. It was difficult to assess the condition of the structure in many areas as it could not be seen behind the stock in the premises. **(Information)**

Confidence in Management

Summary:

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. There are some minor contraventions which require your attention. **(Score 5)**

Hazards to Food

11. The following matters demonstrated that you had not identified hazards to food or their methods of control at critical points in your operation **(Contravention):**
- Use of cardboard in the premises.

Documented Food Safety Management System

12. I was pleased to see that you have a Safer Food, Better Business pack which was completed in very neat Cantonese script, and that the diary section was up to date. **(Observation)**

Allergies

13. In 2014 new Food Information rules will require food businesses to provide allergy information on unpackaged food sold from all catering outlets including takeaways, deli counters, bakeries and sandwich bars etc. The potential for cross contamination by allergens must also be made known to consumers. There will also be changes to existing legislation on labelling allergy causing ingredients in pre-packed foods. You can obtain more information from the Food Standards Agency website.
<http://allergytraining.food.gov.uk/english/in-the-restaurant/>
It's best to be prepared. If you can, make these changes now. **(Information)**

HEALTH, SAFETY AND WELFARE

Uncontrolled Hazards

14. The following hazards had not been controlled and were of immediate concern. **(Contravention):**
- There was a wooden barrier at the bottom of the rear door which was a trip hazard.