



Public Protection (food & safety)

Food Premises Inspection Report

Name of Business:	The Dragon Chinese Take Away
Adresss of food business:	12 Hall Road, Norwich, NR1 3HQ
Date of Inspection:	27/04/2017
Risk Rating Reference	17/00247/FOOD
Premises Reference	13/00270/FD_HS
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Type of Premises:	Food take away premises
Areas Inspected:	All
Records Examined:	SFBB
Details of Samples Procured:	None
Summary of Action Taken:	Informal
General Description of business	Chinese take away. Serving local community

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

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
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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.
(Score 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 or foreign objects:

- uncovered cooked noodles on preparation tables.
- uncovered cooked rice on preparation tables.
- chopping boards badly scored and need replacing.

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 evidence indicated hand-washing was not suitably managed:

- I was unable to get a regular flow of hot water from the dedicated wash hand basin. You informed me that there was an issue with the hot water boiler and that a plumber was to fix a faulty part the following day.

Legal Requirement: There was no hot water to the wash hand basin in the main kitchen. Ensure there is a supply of hot and cold, or appropriately mixed, running water to the wash hand basin.

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 wearing outdoor clothing
- staff wearing baggy jumpers under apron

Legal requirement: You must ensure that all persons working in food handling areas wear suitable, clean, and where appropriate, protective clothing.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was either; past its use by date; did not conform to food safety requirements; was not produced, prepared or processed in accordance with the regulations; or, in the case of fresh meat, its origin could not be determined:

- an open bottle of tomato sauce was found stored at ambient. This should be refrigerated after opening in accordance the manufacturers instructions on the label

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. Improvements are needed in hand and/or equipment washing facilities. 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. **(Score 15)**

Cleaning of Structure

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

- waste pipe to wash hand basin.
- wall/floor joints.
- floor to rear corridor.
- walls, floor, ceiling in staff WC.

- shelving above large sink wash up.
- cobwebs on windowsill in main kitchen.
- fly screens need cleaning.
- electrical sockets and light switches.
- electrical cabling to equipment in main kitchen.
- behind fridge's and freezers.
- floor under fridge.
- floor around exterior door in kitchen.

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

- cardboard on floor
- untreated wood shelf in main kitchen.

Observation I was pleased to see the premises was a lot cleaner on my visit the following day.

Cleaning Chemicals / Materials / Equipment and Methods

Information Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Maintenance

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

- ill fitting metal cladding in main kitchen creating dirt traps.

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- there was no hot water to the wash hand basin in the main kitchen. Ensure there is a supply of hot and cold, or appropriately mixed, running water to the wash hand basin.

Information: I returned the following day and pleased to note that your plumber had attended to the faulty boiler and there was a regular supply of hot water to the wash hand basin.

Observation I was pleased to see you had an operating insectocutor in the main kitchen.

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. You have a satisfactory track record. The contraventions require your attention; although not critical to food safety they may become so if not addressed.
(Score 10)

Food Hazard Identification and Control

Contravention The following pre-requisites have not been met and prove your food safety management system is ineffective:

- services and/or facilities are inadequate as there was no proper supply of hot water to the dedicated wash hand basin

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- the cleaning schedule
- your suppliers and/or Contacts lists
- staff training records

Training

Contravention The following evidence indicated there was a staff training need:

- wearing of appropriate protective clothing.

Allergens

Contravention You have not yet identified the allergens present in the food you prepare.:

Contravention You have not properly informed your customers about the presence of allergens in the food you prepare.:

Contravention You have not warned your customers about the potential for 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

Information Allergen information could be written down on a chalk board or chart, or provided orally by a member of staff. Where the specific allergen information is not provided up-front, clear sign-posting to where this information could be obtained must be provided.

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