



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Ken Tong
Address of food business:	67 Borrowdale Drive Norwich NR1 4NS
Date of inspection:	21/03/2018
Risk rating reference:	18/00373/FOOD
Premises reference:	15/00201/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Storeroom, Dry store, Front of house
Records examined:	Cleaning schedule, SFBB, Training certificates / records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese take away and delivery service

**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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

Your Food Hygiene Rating is 4 - a good standard



### 1. Food Hygiene and Safety

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

**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:

- open foods sited near the dedicated wash hand basin. Dirty water from staff washing their hands may splash and contaminate food and surfaces nearby. This was raised in the previous inspector's report.
- open uncovered foods awaiting further processing in main kitchen

#### Hand-washing

**Contravention** The following evidence indicated hand-washing was not suitably managed:

- toilet roll was used to dry hands in the staff. Toilet paper is not suitable to dry wet hands. I was pleased to note you replaced the paper with a fresh paper roll when I brought this to your attention.

- I noted a metal scourer and food debris in the dedicated wash hand basin. You must ensure staff use this sink solely for hand washing. The large double sinks are for washing equipment and utensils.

### Personal Hygiene

**Observation** I was pleased to see that standards of personal hygiene were high.

### Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were diligently monitoring temperatures.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

### Cleaning of Structure

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

- bare untreated wood in dry store. You need to seal/treat the wood to leave a smooth non-absorbent surface that is easy to keep clean.

**Observation** The kitchen had been well maintained and the standard of cleaning was high.

### Cleaning of Equipment and Food Contact Surfaces

**Observation** You had dedicated equipment for the preparation of raw and ready-to-eat foods.

### Cleaning Chemicals / Materials / Equipment and Methods

**Observation** I was pleased to see that the premises was kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

### Maintenance

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

- damaged/missing handles to bulk freezers in rear store area.
- cracks to ceiling in rear store room

### **3. Confidence in Management**

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. All the significant food hazards are understood and controls are in place. Your records are appropriate and generally maintained but some deficiencies were identified. You are progressing towards a written food safety management system. The contraventions require your attention; although not critical to food safety they may become so if not addressed. **(Score 10)**

#### **Type of Food Safety Management System Required**

**Observation** I was pleased to note that you had implemented Safer Food Better Business in Cantonese as your written food safety management system.

#### **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:

- staff training records

**Contravention** The following matters are needed in order to demonstrate your Food Safety management system is working as it should:

- you had not attended to matters raised in previous inspector's report

#### **Traceability**

**Observation** Your records were such that food could easily be traced back to its supplier.

#### **Training**

**Observation** I was pleased to see that food handlers and/or managers had been trained to an appropriate level and evidence of their training was made available.

#### **Infection Control / Sickness / Exclusion Policy**

**Observation** Policies were in place to prevent any infected food handler from contaminating food.

#### **Allergens**

**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.

**Recommendation** Add allergy information to your menu

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.