



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Yuan Feng
Address of food business:	117B Ipswich Road Norwich NR4 6LD
Date of inspection:	08/03/2019
Risk rating reference:	19/00202/FOOD
Premises reference:	07/00303/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Storeroom
Records examined:	SFBB, Temperature control records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese takeaway

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
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Your Food Hygiene Rating is 2 - 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. There are significant lapses in safe food handling practices and procedures. You are failing to apply some of the controls needed to prevent cross-contamination. 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)**

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:

- worn and flaking protective film on rear of fridge doors
- dirty and frayed cleaning cloths
- placing hot liquids in plastic containers
- large amount of open food ingredients on worktops during cooking

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:

- plastic containers used for raw meat stored next to containers used for ready to eat food
- lids to the raw meat containers mixed with the lids to ready to eat food containers (you have no dishwasher to adequately disinfect these containers)
- containers used for raw meat difficult to distinguish from containers for ready to eat food (RTE)
- raw and cooked cutting boards stored next to each other (you have no dishwasher to adequately disinfect these boards)

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.

Recommendation Provide separate equipment and utensils designated for use with either raw or ready-to-eat foods, which can be easily identified (e.g. colour coded) and which are stored and washed separately.

Personal Hygiene

Recommendation To further improve personal hygiene I suggest:

- wearing hats to cover the hair when preparing food

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 monitoring temperatures.

Poor Practices

Contravention The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration::

- no date labelling of food
- large amount of open food in refrigerators
- placing hot liquids in plastic containers

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. **(Score 10)**

Cleaning of Structure

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

- around equipment feet
- ceiling
- mastic joints behind sinks
- fly screens
- ceiling was yellow with grease

Recommendation Improve your housekeeping.

Recommendation Remove redundant items and equipment from food rooms.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- food storage containers
- shelf runners
- wheels to movable units

Recommendation Remove the protective film from the inside of refrigerator doors so they can be cleaned easily and so the film does not pose a contamination risk to open food inside.

Maintenance

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

- wall surfaces
- broken doors
- broken wall plaster by rear door
- edging strips to shelving
- detached fly screen to rear door

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. 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)**

Your Food Safety Management System

Contravention Although you had chosen Safer Food Better Business as your documented food safety management system it was quite apparent it was not in regular use. The pack was disorganised and pages were missing. Daily diary entries were not up to date.

Information You can download the Safer Food Better Business pack and refill diary pages from the FSA website: www.food.gov.uk/business-industry/caterers/sfbb

Information Contact us for details of our Safer Food Better Business workshops on 01603 212747 or visit our webpage www.norwich.gov.uk

Food Hazard Identification and Control

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

- plant and/or equipment is poor
- poor maintenance had given rise to contamination concerns
- poor maintenance had compromised pest proofing measures

Contravention Frayed cleaning cloths were not disposed of promptly.

Contravention The risk of foreign body contamination of food left uncovered during cooking and service had not been addressed or controlled.

Observation I note from our records there have been complaints regarding alleged foreign bodies in the food you sell.

Proving Your Arrangements are Working Well

Contravention You are not working to the following safe methods in your SFBB pack:

- daily diary entries had not been completed in the last few days.
- 4-weekly reviews were absent
- training records / supplier lists were missing
- policy on cleaning cloths and preventing cross contamination not adhered to

Requirement Always complete the diary each day and at the time opening and closing checks are made. Never complete the SFBB pack retrospectively.

Observation You were not date coding food and I was uncertain when high risk food had been prepared.

Recommendation Use a coloured day dot system for ensuring that high risk food is used up within safe limits.

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 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 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.

Legal Requirement Food manufacturers must now show food allergens on product labels. If you are using ingredients which contain allergens (look on the label) you must also include these allergens in the list of allergens present in your food. You can obtain more information from the Trading Standards website www.norfolk.gov.uk/abc

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. Consider adding allergy information to your menu.

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

Information There are Level 2 Awards in Food Allergen Awareness available in Dereham. If you are interested contact 0800 689 3512

Information The Food Standards Agency has produced a chart that you may find useful www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf