



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Happy View
Address of food business:	69A Ketts Hill Norwich NR1 4EX
Date of inspection:	15/03/2019
Risk rating reference:	19/00240/FOOD
Premises reference:	09400/0069/A/000
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen, Dry store, Back of house, Preparation room
Records examined:	SFBB, Cleaning schedule, Pest control report, Training certificates / 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 4 - a good standard



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, foreign objects or chemicals:

- the underside of food containers in contact with open food stacked below
- open boxes of cleaning powder next to washing machine
- spilt cleaning powder on surfaces adjacent to washing machine
- raw uncovered meat in chest freezer
- open noodles left to cool in area designated for clothes washing and vegetable storage

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:

- move the cutlery tray away from the surface used for preparing raw meat

Hand-washing

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

- no means for hygienically drying hands was available in the staff toilet

Information Toilet paper is not a suitable material with which to dry hands.

Personal Hygiene

Observation I was pleased to see food handlers wearing clean protective clothing and hats.

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.

Unfit food

Contravention The following food was unfit because its origin could not be determined:

- unwrapped frozen chicken in freezer (intended for staff use)

Guidance Ensure all food is wrapped when frozen and that information about its origin is not disposed of with any packaging.

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:

- knives stored against the wall at the end of the worktop
- underside of containers in contact with open food stacked below

Guidance Consider using a wall-mounted magnetic knife holder to store knives.

Guidance When stacking food containers ensure all the food is suitably covered.

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

Observation I was pleased to see the standard of cleaning was generally good.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals

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

- the ceiling in the dry store needed repair where there had been a previous leak
- mould and mildew in the dry store needs cleaning off and surfaces redecorated
- cover the open drain and repaint the wall behind
- replace or cover the rusted manhole cover next to the drain
- replace the mastic seal at the rear of sinks and wash hand basin
- the edging to shelves above the sink were rusted and peeling

3. Confidence in Management

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. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Your Food Safety Documentation

Observation Safer Food Better Business food safety management system was in place and working reasonably well. I was confident you had effective control over hazards to food.

Observation You were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

Proving Your Arrangements are Working Well

Contravention The following records in your SFBB pack were either missing or incomplete:

- 4-weekly checks
- the daily diary was not up to date

Guidance always fill in the daily dairy at the time the check is made and not retrospectively (a few days late). We need to be confident that your food safety management system is in daily use.

Training

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

Allergens

Contravention You are failing to manage allergens properly:

- 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

Information Advise your customers how to get allergen information and warn them about the potential for cross-contamination with food allergens. Put up a sign in a prominent place saying where allergen information can be found:

Ask our staff if you have a food allergy

We try our best but we cannot guarantee
our food will be free of food allergens