



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Dim Sum Place
Address of food business:	Stalls 90 And 105 Market Place Norwich NR2 1ND
Date of inspection:	20/03/2019
Risk rating reference:	19/00255/FOOD
Premises reference:	18/00339/FOOD
Type of premises:	SOTD - in food hygiene rating scheme
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Dim sum and coffee stall

**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
----------------	---	---	---	---	---	---

Your Food Hygiene Rating is 1 - major 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)**

#### Hand-washing

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

- no hand soap was available
- no means for hygienically drying hands was available

**Legal Requirement** Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

**Information** View the video on good handwashing technique at <https://www.youtube.com/watch?v=Vylx2K2vhKI>

**Guidance** Proper hand-washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Handwashing should include the following steps:

- \* wet hands before applying soap
- \* good hand rubbing technique
- \* rinsing of hands
- \* hygienic drying

**Recommendation** For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

**Recommendation** After washing hands food handlers should turn off the taps using a paper towel to prevent them from re-contaminating their hands

## Temperature Control

**Contravention** The following evidence indicated there was a risk of bacteria growing on food:

- cold food temperatures were not being monitored
- hot held food temperatures were not being monitored
- re-heating food temperatures were not being monitored
- Dim sum defrosting in hot display cabinet rather than a fridge

**Legal Requirement** Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

**Information** Frozen foods were being defrosted at room temperature. There is a risk that bacteria will begin to grow in the food once it has defrosted. It is therefore recommended that frozen foods are placed in a fridge to defrost. You must ensure that any run-off liquid does not present a risk e.g. defrost foods in a container.

**Recommendation** In addition to the visual checks you undertake, use a probe thermometer to check the core temperature of cooked and reheated foods. The temperature should reach 75<sup>0</sup>C for 30 seconds or an equivalent time/temperature combination (e.g. 80<sup>0</sup>C for 10 seconds).

**Information** The temperature settings on the outside of your white under-counter fridge were not the actual temperatures in the fridge. You must have an independent means of checking the temperature of food inside the fridge such as a fridge or (ideally) a probe thermometer. Probe thermometers are also useful for checking the temperature of your reheated and hot-held food.

## **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 Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- food contact surfaces (the grey chopping board) was not being sanitised

**Recommendation** You were using a grey coloured cutting board for cooked meat. Use the proper colour convention for cooked meat i.e. a yellow board

#### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- you are not using the 2-stage cleaning technique
- you did not have appropriate cleaning chemicals available (not to BS EU 1276:1997 13697:2001 standards)

#### Facilities and Structural provision

**Contravention** The following facilities were inadequate and must be improved:

- inadequate counter-top space in which to cut and prepare cooked meat.

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

There is major non-compliance with legal requirements. Your food safety management system was not written down. The contraventions require your urgent attention. A revisit is planned and formal enforcement action is likely. **(Score 20)**

#### Type of Food Safety Management System Required

**Contravention** You do not have a food safety management system and so could not demonstrate an effective system for managing food safety hazards. Implement Safer Food Better Business or an equivalent food safety management system.

**Legal Requirement** Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

**Legal Requirement** Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

**Recommendation** Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

**Information** You can download a Safer Food Better Business pack and refill diary pages from the FSA website: [www.food.gov.uk/business-industry/caterers/sfbb](http://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](http://www.norwich.gov.uk)

**Information** The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

**Recommendation** You can buy a printed copy of Safer Food Better Business or a diary refill pack via our website [www.norwich.gov.uk/sfbb](http://www.norwich.gov.uk/sfbb)

### Food Hazard Identification and Control

**Contravention** You have not identified these food hazards or the methods of control at critical points in your operation:

- reheating food (bacterial survival)
- hot-holding food (bacterial growth)
- defrosting food (bacterial growth and cross-contamination)

### Training

**Recommendation** Catering staff should refresh their food hygiene knowledge every 3 years so that they stay up to date with current legislation and good practice. Booking details for this course are on our website: [www.norwich.gov.uk](http://www.norwich.gov.uk)

### Infection Control / Sickness / Exclusion Policy

**Contravention** There was no policy preventing food handlers known or suspected to be suffering from a food-borne disease or gastro-intestinal illness from contaminating food.

**Legal requirement** Ensure any food safety management system includes a 'fitness to work' policy covering these areas:

- a system to monitor and report staff illnesses
- staff that report food poisoning-like symptoms must not work with food until they

- are 48 hours symptom free
- staff trained to report gastro-intestinal diseases

## 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

**Observation** Although you had a sign asking customers to request allergen information you were mostly unaware of what the allergens were and which of your foods contained them.

**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. You can obtain more information from the Trading Standards website [www.norfolk.gov.uk/abc](http://www.norfolk.gov.uk/abc)

**Legal Requirement** Food manufacturers must label allergy causing ingredients on their pre-packed foods. If you use pre-packed foods as ingredients you need to include the allergens listed on them within your own list of allergens. For example, some pre-packed spices contain mustard which your customers will need to be made aware of.

**Information** The Food Standards Agency has produced a chart that you may find useful here [www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf](http://www.food.gov.uk/sites/default/files/media/document/allergen-chart.pdf)

**Information** There is a new Food Allergen safe method included in the Safer Food Better Business pack (when you obtain one) which will help you control allergens.

**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 is 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