



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	New Island
Address of food business:	60 Sandy Lane Norwich NR1 2NR
Date of inspection:	22/03/2024
Risk rating reference:	24/00171/FOOD
Premises reference:	19/00080/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB, Temperature Control Records, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Hot food take-away - Chinese

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					
	0	5	10	15	20	25
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 3 - a generally satisfactory 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:

- Debris around the sacks in the base of bulk dried ingredients bins forming potential harbourage for dried food pests
- Cooked noodles in contact with waste pipe under sink in preparation area

Hand-washing

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

- In the main kitchen a single sink was being used for hand washing and the washing of utensils and food handling equipment because the chef did not know that the hot water tap to the wash hand basin was very stiff. This appeared to have been loosened by the second stage of the inspection.

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

Temperature Control

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

- Meat defrosting at room temperature allowing potential growth of spoilage and harmful bacteria
- Cooked meat and rice being stored at room temperature allowing potential growth of harmful bacteria
- Cooked food temperatures were not being monitored
- Food was not being kept cold as long as possible during production

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:

- Dried food in base of bulk storage bins
- Stagnant water collected under the base of an upright fridge

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:

- Food debris found on shelves in storage cupboards
- Debris and grease on the floor under the cooking line
- Painted surface of wooden shelving was deteriorating and hindering effective cleaning
- Fly screens badly stained and damaged.
- There were spillages and debris on shelves inside fridges/freezers

- Plastic coated shelving was stained
- There was debris grease under cookers

Contravention The following items/areas could not be effectively cleaned and must be covered, made non-absorbent or replaced:

- Exposed chipboard on shelving in the main kitchen
- Adhesive tape repair to joint in metal panels on wall in preparation area
- Plastic coating on storage shelves deteriorating.
- Adhesive tape on shelf edge deteriorated and cannot be effectively cleaned
- Cardboard was being used to absorb grease splashes
- The wooden frame to the fly screen was stained and damaged and could not be effectively cleaned.
- Cluttered and disorganised storage in the dry store and debris and cardboard stored behind chest freezers were hindering effective cleaning in those areas.
- Damaged fly screen
- Cluttered and disorganised storage in the dry store and debris and cardboard stored behind chest freezers were hindering effective cleaning in those areas

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- Bare wood was exposed on wooden crates holding vegetables. Bare wood cannot be effectively cleaned
- Exterior and interior of upright fridges stained with food debris
- Soiled hand contact points on dried foods bins
- Burnt-on grease stain on main cooker and deep fryers
- Stained hand contact points on curry sauce containers
- Rusty surface to fridge door hindering effective cleaning

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:

- Cardboard cannot be cleaned adequately. Do not use it to line shelves
- Rouch points were dirty (light switches, door handles etc)
- You are not cleaning often enough

Maintenance

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

- Plastic scoop in bulk dried ingredients bin damaged and split
- Paintwork worn or peeling
- Worktops damaged or worn

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- Fly screen damaged and badly stained
- Spilled dried rice and flour around bulk bins likely to attract pests

3. Confidence in Management

There are generally satisfactory food safety controls in place although there is evidence of some non-compliance with the law. 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 this means that your food safety management system will be ineffective:

- Cleaning and sanitation is poor at the points and areas indicated above
- Pest control is inadequate – See points above regarding spillage of food and damaged fly screens
- staff training is inadequate – Staff were washing hands in the same sink as dirty equipment was being cleaned

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

- Risk of bacteria growing on food when defrosting or being kept at room temperature
- Risk of contamination of food by bacteria or physical material as indicated above
- Cooked food temperatures were not being monitored

Proving Your Arrangements are Working Well

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

- Chilling down hot food / freezing / defrosting – No date coding found on numerous pre-cooked menu items stored in the upright refrigerator at time of initial visit
- No record of cooling times or temperatures for cooked that is to be re-heated at a later date
- Cleaning / clear and clean as you go
- Maintenance / pest control
- Personal hygiene / handwashing

Recommendation Record at least one service temperature of a menu item at the start and end of each service session so that you can show that safe food temperatures are being achieved.

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- were not cleaning equipment or structure properly
- were not washing their hands in a suitable location/facility
- were using poor food storage practices

Allergens

Contravention You are failing to manage allergens properly:

- You have not identified the allergens present in the food you prepare and serve

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

Information The Food Information Regulations require that you know what allergens are in the food you provide. You can no longer claim you don't know what allergens are present. Neither can you simply state that all the foods you serve might contain an allergen:

- Be sure you know exactly what your allergens are
- Convey this information to your customers accurately and consistently

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