



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Signature
Address of food business:	33 Orford Place Norwich NR1 3QA
Date of inspection:	09/12/2024
Risk rating reference:	24/00560/FOOD
Premises reference:	20/00345/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	None
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Chinese Restaurant/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.

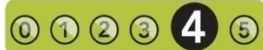
Food Hygiene Rating Re-Scoring Visit

Date: 4.2.2025

Following the previous inspection a re-rating visit was requested. The revised score is indicated here. The results of the original inspection are listed below.

Compliance Area	Re-Rating 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 Re-Rating is	5	4	3	2	1	0

Your revised Food Hygiene Rating is 4 – a good standard



Inspectors notes:

Food Hygiene and Safety – Most items had been attended to from the previous inspection. Most foods were now stored covered.

Care must be taken with gloves as staff were wearing them and handling money. They must not be used instead of hand washing.

You now monitor hot food temperatures in the hot display. It is recommended you record these.

Obtain probe wipes for use with the probe thermometer.

I was pleased that date coding was much improved.

Structure and Cleaning – The premises and equipment were very clean and well maintained. A few areas of worn paint were seen to woodwork. Also some small areas of damaged floor near the entrance to the ground floor kitchen.

Three different sanitisers were in use. None of these met the recommended BS. It is recommended you use one type only that meets the British Standard and ensure all staff are aware of the contact time.

Confidence in management and control systems -Some staff are still waiting to be trained in Food Hygiene, Level 2.

You have SFBB Catering pack in both Chinese and English and have completed these and are using them well.

You have completed an allergen matrix, but still need to display a sign to make customers aware to ask about allergies,

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. 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.:

- uncovered open foods
- food i.e potato starch stored on the floor
- scoops stored in dried ingredients
- cooked food i.e chicken stored in cardboard boxes

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.

Legal Requirement Cleaning chemicals should be stored in an area separate from food in sealed containers with clear instructions for use. This is to minimise the risk of contamination of food.

Recommendation Chopping/cutting boards were held stable with tea towels/cloths and could contaminate the board. Use silicone board mats to stabilise your cutting boards. These can be placed in the dishwasher and /or can be sterilised.

Contravention You had not protected articles and/or equipment used for ready-to-eat (RTE) food) from the contamination risk posed by raw food or its packing:

- protective clothing is not changed after preparing raw meat

Hand-washing

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

- staff were not seen washing their hands when I visited

Information Proper hand-washing is essential in preventing the spread of E. coli 0157 and other harmful bacteria onto food and food contact surfaces. Proper hand washing must include the following steps:

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

Legal Requirement The way gloves are used in your premises was unhygienic and likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

Personal Hygiene

Contravention The following are examples of poor personal hygiene or where it was made difficult for food handlers to maintain sufficiently high standards of personal cleanliness:

- protective clothing was insufficient to cover everyday clothes

Legal Requirement All persons in food handling areas must wear suitable, clean, and where appropriate protective clothing.

Legal Requirement Regular hand washing is important for personal cleanliness. Remind all food handlers of the need to wash their hands before starting or returning to work, and specifically:

- * After using the toilet;
- * After handling rubbish;
- * After smoking;
- * After taking a break;
- * After handling raw food

Temperature Control

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

- cold foods were being stored above 8°C
- food temperatures were not being monitored
- hot food was not being cooled to under 8°C quickly enough – cool within 1.5 hours.
- high risk food was not being defrosted in the 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.

Unfit food

Recommendation You should have a system to identify when open or prepared foods need to be used by or discarded, to ensure the food is fit for consumption. I recommend you apply labels which give a date that is 2 days after the day of production e.g. if food is opened on Monday it should be used by the end of Wednesday (an exception is cooked rice which should not be kept longer than 24 hours)

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. 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 Structure

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

- food debris seen to wash hand basin
- flooring

- floor/wall junctions
- flooring underneath equipment
- walls
- pipework
- shelving
- stairs

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

- bare wooden/mdf structure

Recommendation Do not use cardboard on floor surfaces, as the floor cannot be kept clean. (If floor surfaces are slippery then action should be taken to improve the non-slip property of the floor surface and the type of shoes worn by staff should be reviewed)

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- underneath towel dispenser
- seals to fridges/freezers
- pasta machine
- food storage containers
- handles to food storage containers
- around interior top to chest freezer
- chair
- interior to fridges
- shelving to fridges
- top to fridge door
- dirty water to mop buckets

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
- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards
- there was a mixture of cleaning chemicals from different manufacturers
- touch points were dirty (light switches, door handles etc)
- you are not using the 2-stage cleaning technique
- you did not have appropriate cleaning chemicals available
- you are not cleaning often enough

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Recommendation Store items such as mops, buckets and rags in an area, room or cupboard separate from food areas.

Maintenance

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

- floor coving to stairs
- flooring
- tape to fridge shelving
- flaking paint to door surround

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- fill gaps to walls in basement area

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises. However you were advised to keep the premises clean by your pest controller as activity had been found previously in the suspended ceiling and cellar areas.

3. Confidence in Management

There is major non-compliance with legal requirements. 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. Implement Safer Food Better Business or an equivalent food safety management system.:

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.:

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.

Information As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

Information The absence of complete 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.

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 are poor
- staff hygiene is inadequate

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

- bacteria surviving in cooked food
- cross-contamination

Infection Control / Sickness / Exclusion Policy

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

Training

Contravention The following evidence indicated there was a staff training need:

- food handlers were not wearing sufficient protective clothing
- there were no records to indicate food handlers had been trained to an appropriate level
- standard of cleaning was poor

Recommendation A Level 2 Award in Food Safety in Catering or its equivalent (a 6-hour course leading to the award of a recognised certificate in food hygiene) would be

appropriate for your food handlers. Booking details for the equivalent CIEH course are on our website: www.norwich.gov.uk

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

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

Allergens

Contravention You are failing to manage allergens properly:

- you are not informing customers about the risks of cross contamination with allergens
- you do not have a system for informing customers about the presence of allergens
- staff had not been properly informed about the allergens in your food and could not give reliable advice

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

Information Loose (also called non pre-packed) foods are

- foods served at restaurants and canteens
- takeaway foods that are placed into containers and sold at the same premises
- any foods sold loose, e.g. meat or cheese at a deli counter, unpackaged bread or pick and mix sweets (including individually wrapped sweets)

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.

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 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