

**Public Protection (food & safety)****Food Premises Inspection Report**

Name of business:	Planet Wok
Address of food business:	24 Eaton Street Norwich NR4 7LD
Date of inspection:	09/05/2025
Risk rating reference:	25/00402/FOOD
Premises reference:	21/00011/FD_HS
Type of premises:	Food take away premises
Areas inspected:	All
Records examined:	SFBB
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					
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
<b>Your Total score</b>	0 - 15	20	<b>25 - 30</b>	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	<b>10</b>	15	20	-
<b>Your Rating is</b>	5	4	<b>3</b>	2	1	0

Your Food Hygiene Rating is 3 - a generally satisfactory standard



### 1. Food Hygiene and Safety

Food hygiene standards are high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(Score 5)**

#### 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:

- damaged equipment is in use that could shed broken particles
- miscellaneous clutter due to poor housekeeping

#### Hand washing

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

- staff were not seen washing their hands when I visited

## 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:

- staff were not using the wash-hand basin regularly

## Temperature Control

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

- food temperatures were not being monitored
- Insufficient to rely on knowledge and experience instead of taking temperatures on hot held high risk food

**Contravention** The following evidence indicated there was a risk of harmful bacteria remaining in cooked food or reheated food:

- Cooking temperatures were not being checked

## 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:

- Open dried food and frozen food in freezers

## **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
- behind and under equipment
- hand contact surfaces such as light switches and door handles
- walls particularly behind food preparation surfaces

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

- ceiling
- chipped dented wooden architrave

- floors
- mdf or chipboard shelves
- the fridge shelves are rusting

#### Cleaning of Equipment and Food Contact Surfaces

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

- can opener
- chopping boards
- food storage containers
- fridge and freezer seals
- fridge shelving
- hand contact surfaces
- knives
- thermometer

#### 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 cleaning equipment was dirty
- touch points were dirty (light switches, door handles etc)
- you are not cleaning often enough
- freezers require defrosting

#### Maintenance

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

- wall cladding damaged
- floor surfaces damaged
- wall surfaces damaged
- paint work worn or peeling
- work tops damaged or worn
- freezer lids

#### Facilities and Structural provision

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

- insufficient storage space
- the layout of the premises is poor and does not allow staff to prepare food safely or clean adequately

#### Pest Control

**Contravention** Pest proofing is inadequate particularly in the following areas:

- damaged fly screens

### **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)**

#### **Proving Your Arrangements are Working Well**

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

- 4-weekly checks
- daily Diary
- food allergies
- only ticking OCs CCs but not know where they are in the pack

#### **Traceability**

**Observation** Your records were such that food could easily be traced back to its supplier.

#### **Infection Control / Sickness / Exclusion Policy**

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

#### **Waste Food and other Refuse**

**Observation** You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

#### **Training**

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

- did not understand the opening and closing checks
- were not cleaning properly
- were not washing their hands often enough
- were using poor food storage practices

#### **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 have not identified the allergens present in the food you prepare