

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

Name of business:	Happy View
Address of food business:	173 Earlham Green Lane Norwich NR5 8RF
Date of inspection:	23/05/2025
Risk rating reference:	25/00459/FOOD
Premises reference:	17/00144/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Yard, Basement, Back of House, Storeroom, Main Kitchen
Records examined:	SFBB
Details of samples procured:	None
Summary of action taken:	Formal
General description of business:	Chinese take away

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: 8.8.2025

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
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Your revised Food Hygiene Rating is 4 – a good standard



Inspector's notes:

I was pleased to see that most of the issues identified at your previous inspection had been rectified with only some minor contraventions noted.

Food Hygiene and Safety

Contraventions:

- Frozen food products not labelled
- Fresh food which is being frozen is not labelled. Ensure a better labelling system is in place.

Structure and Cleaning

Contraventions:

- Freezer door handle broken

Confidence in Management

Contraventions:

- Ensure your staff can follow and understand the SFBB pack that you had filled in.

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:

- food products in the walk in fridge, freezer and other refrigeration units not covered and had not been stored properly
- miscellaneous clutter due to poor housekeeping
- kitchen bins not foot operated
- raw food had been stored next to cooked food in the fridge
- food products on top of the counter and underneath the counter left uncovered
- cleaning gloves stored on top of food products
- chopping boards badly scored, worn and damaged
- oven unit had been placed in the outside area stored next to redundant wood and other items which are not food related. Ensure the oven is located in a suitable food room

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.

Recommendation Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Recommendation Put lids on the containers of dried food to prevent contamination.

Hand washing

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

- kitchen hand wash basin was obstructed

Recommendation After washing hands food handlers should turn the taps off using 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 foods were being stored above 8°C
- food temperatures were not being monitored
- food was not being kept cold as long as possible during production
- foods were not being stored at the temperature directed by the manufacturer
- high risk food was not being defrosted in the fridge
- food products in the walk in freezer were not fully frozen due to a broken door broken. Build up of ice was found around the door frame. Ensure the door fixed as soon as possible

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

- cooking and reheating temperatures were not being checked or recorded

Information All food products should be stored in accordance with the manufacturer instructions.

Guidance Where unsatisfactory temperatures are observed checks then should be made with a probe thermometer to see the actual temperature of the interior of the food.

Guidance All food products should be stored in accordance with the manufacturer instructions.

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°C for 30 seconds or an equivalent time/temperature combination, for example 80°C for 10 seconds.

Recommendation Put a fridge thermometer in each of your fridges or chillers. These will give you an independent reading of the air temperature inside the unit.

Unfit food

Contravention The following food was unfit (and was seized or destroyed in my presence) because it was past its USE BY date:

- celery past its use by date (15 May)

Legal Requirement Any food which is found at your food premises is presumed to be intended for sale and must comply with the law.

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)

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:

- food products in the fridges and freezers not labelled
- food products in the walk in fridge stored directly on the floor

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:

- behind and under equipment
- ceiling
- high level cleaning
- shelving units
- walk in freezer floor

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

- the fridge shelves in the walk in fridge are rusting

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Recommendation Improve your housekeeping.

Recommendation Remove redundant items and equipment from food rooms.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer seals
- fridge shelving

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:

- the sanitisers are not to BS EN 1276:1997 13697:2001 Standards
- you are not cleaning often enough
- freezers require defrosting

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.

Maintenance

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

- walk in freezer door

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- 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:

- the external door at the back of the kitchen was left open

Guidance Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

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

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
- walk in freezer door broken

Contravention The control methods you have put in place at the following critical control points are not sufficient:

- methods of control at critical points

Contravention The following SAFE METHODS are missing from your Safer Food Better Business pack:

- cleaning
- cooking and reheating
- cross-contamination

Information Before implementing a food safety management system such as Safer Food Better Business, basic good hygiene conditions and practices called prerequisites must be in place. Only then will your food safety management system be effective in ensuring the preparation of safe food.

Proving Your Arrangements are Working Well

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

- 4-weekly checks
- chilling / chilled storage / display of chilled food
- cleaning / clear and clean as you go
- cleaning schedule
- cloths / cross contamination
- cross contamination/ physical or chemical contamination
- food allergies
- personal hygiene / hand washing
- training records / supplier lists
- you are not using and following the correct SFBB pack. Ensure you have a chinese cuisine version of the SFBB pack

Contravention The following are needed in order to demonstrate your food safety management system is working:

- cleaning schedule
- probe calibration records
- shelf life stability records
- suppliers lists
- temperature records
- food safety issues not adequately recorded

- 4-weekly checks
- You are not working to the correct SFBB pack. Ensure you purchase the Chinese cuisine pack.

Recommendation Your SFBB pack should be used as intended so as to guarantee you are fully complying with your legal obligation to have a documented food safety management system in place.

By using a normal diary you were failing to SIGN OFF at the end of each day; had nowhere to record that opening and closing checks had been done; were not reminded to record NON CONFORMATIES and to review your management system every 4-weeks.

Traceability

Recommendation Labelling all perishable food with a USE BY date will help you rotate your stock and demonstrates you have effective controls in place.

Training

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

- did not appreciate allergen risks
- were not aware of the food safety management system
- were not cleaning properly
- were not washing their hands often enough
- were using food that was passed its USE BY date
- were using poor food storage practices

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

Legal Requirement Those responsible for the development and maintenance of food safety management procedures (or for the operation of relevant guides) must receive adequate training in the application of HACCP principles.

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 have not identified the allergens present in the food you prepare
- you have not adequately labelled the foods you are pre-packing for direct sale to your customers. The label must include the name of the food and an ingredients list with the 14 allergens emphasised

Legal Requirement Any business that produces pre-packed for direct sale is required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list. Bags on prawn crackers and tubs of sauces had not been labelled to identify what allergies are present.

www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds

Guidance Pre-packed for direct sale, or PPDS, is food that is packaged at the same place it is offered or sold to consumers and is in this packaging before it is ordered or selected. It can include food that consumers select themselves, as well as products kept behind a counter and some food sold at mobile or temporary outlets.

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.