

Public Protection (food & safety)

Food Premises Inspection Report

| | |
|----------------------------------|----------------------------------|
| Name of business: | Furama |
| Address of food business: | 101 Dereham Road Norwich NR2 4HT |
| Date of inspection: | 22/10/2025 |
| Risk rating reference: | 25/00787/FOOD |
| Premises reference: | 17/00133/FD_HS |
| Type of premises: | Cuisine - Chinese Takeaway |
| Areas inspected: | Storeroom, Main Kitchen |
| Records examined: | Cleaning Schedule, SFBB |
| Details of samples procured: | None |
| Summary of action taken: | Informal |
| General description of business: | Chinese 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 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 5 - a very good standard



1. Food Hygiene and Safety

Food Hygiene standards are good. (5)

Contamination risks

Contravention - pre-packed bags of prawn crackers were available for sale without any allergen labelling.

Prawn crackers are classified as pre-packed food and typically contain prawns, which fall under the category of crustaceans—one of the 14 allergens identified by UK law.

Therefore:

- The packaging must include a full ingredients list.
- All allergens present, including crustaceans, must be clearly declared and emphasised (e.g., in bold type) each time they appear in the ingredients list.
- The allergen declaration must be legible, indelible, and easily visible to the consumer prior to purchase.

Handwashing

Observation I was pleased to see hand washing was well managed.

Personal Hygiene

Observation I was pleased to see that standards of personal hygiene were high.

Temperature Control

Observation I was pleased to see you were able to limit bacterial growth and/or survival by applying appropriate temperature controls at points critical to food safety and that you were monitoring temperatures.

2. Structure and Cleaning

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(5)**

Cleaning Chemicals / Materials / Equipment and Methods

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

Maintenance

Contravention - The door seal of the refrigerator in the kitchen and the walk-in refrigerator in the outdoor store was defective. Renew the defective door seals as required.

Contravention - The brown chopping board is heavily scored and may contaminate food. Replace the board to minimise the risk of contamination.

Recommendation - The chest freezers in the outdoor store were badly iced up. I recommend you defrost them and remove the ice completely before reuse.

3. Confidence in Management

A food safety management system is in place. Hazards to food are understood properly controlled managed and reviewed. Your records are appropriate and being maintained. All your staff are suitably supervised and trained. You have a very good track record. **(5)**

Type of Food Safety Management System Required

Observation You had colour-coded equipment and effective separation between raw and ready-to-eat food at all stages in your operation.

Observation Your SFBB/food safety management system was in place and working well. I was confident you had effective control over hazards to food.

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.

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

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