



**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:	03/12/2025
Risk rating reference:	25/00885/FOOD
Premises reference:	20/00345/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Back of House, Servery, Main Kitchen
Records examined:	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
<b>Your Total score</b>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	10	10	15	20	-
<b>Your Rating is</b>	5	4	3	2	1	0

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.  
**(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:

- Jug of ice cubes in the fridge and saucepan in the freezer had not been covered or stored safely in the units
- Tin of open pineapple had been left in the fridge, ensure open tins of products are decanted into plastic containers and labelled
- Chopping boards badly scored and worn
- Cooked chicken in the fridge not covered
- Raw chicken in the fridge had been stored above and next to the tub of garlic and cooked noodles

**Legal Requirement** At all stages of production & processing of the 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.

### Temperature Control

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

- The hot display cabinet was not holding foods above 63°C

### 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:

- Tubs of cooked chicken in the fridges and freezers not labelled
- 3 bags of caramel flavoured powder past their best before dates
- 2 bags of coconut powder past their best before dates
- Box of mango topping past its best before date

**Guidance** It is permitted to sell food after its BEST BEFORE date, but becomes an offence if it is not of the nature, substance or quality demanded by the consumer. You must check the food and make sure your customers are aware that it is past the BEST BEFORE date.

## **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 of Structure

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

- Downstairs flooring dirty
- Extraction canopy
- Behind and underneath the equipment

**Recommendation** Improve your housekeeping .

**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.

## 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

### **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. **(10)**

## Food Hazard Identification and Control

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

- Cross-contamination

**Contravention** The following Safer Food Better Business SAFE METHODS are incomplete:

- Cross-contamination
- Cooking
- Cleaning
- Chilling

## Proving Your Arrangements are Working Well

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

- Food allergies
- Daily diary
- Cleaning schedule
- Cleaning / clear and clean as you go
- Chilling down hot food / freezing / defrosting
- Chilling / chilled storage / display of chilled food
- 4-weekly checks

**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.

## Allergens

**Contravention** You are failing to manage allergens properly:

- Bags of prawn crackers available on site did not display any allergen information on their packaging.
- 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
- You have not identified the allergens present in the food you prepare
- You do not have a system for informing customers about the presence of allergens in the food you prepare

**Legal Requirement** Any business that produces PPDS food is required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list. [www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds](http://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** Add allergy information to your menu

**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.