



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	China Express
Address of food business:	89 Cambridge Street Norwich NR2 2BD
Date of inspection:	02/07/2024
Risk rating reference:	24/00269/FOOD
Premises reference:	17/00100/FD_HS
Type of premises:	Food take away premises
Areas inspected:	Main Kitchen
Records examined:	Temperature Control Records, 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	<b>10</b>	15	20	25
Structure and Cleaning	0	5	<b>10</b>	15	20	25
Confidence in management & control systems	0	5	<b>10</b>	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 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.  
**(Score 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.:

- the underside of stacked containers in contact with open food below
- jugs stored in dried ingredients
- uncovered/open foods stored in fridges

**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.

## 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
- staff were not wearing suitable protective clothing
- evidence of smoking was noted in the lean-to

**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

**Legal Requirement** Food handlers must not smoke in any food handling areas as it presents a risk of contaminating food

## Temperature Control

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

- rice was being left to cool at ambient temperatures for 2 hours

**Legal requirement** Where food is to be held or served at chilled temperatures it must be cooled as quickly as possible following the heat-processing stage, or final preparation stage if no heat process is applied, to a temperature which does not result in a risk to health

**Recommendation** Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by decanting into several smaller shallow containers

**Recommendation** It is a government recommendation that eggs are stored in the fridge

## Unfit food

**Contravention** The following food was of a reduced quality and if used may not be of the standard demanded by the consumer:

- chinese lettuce was brown and limp

**Guidance** It is an offence to use food which is not of the nature, substance or quality demanded by the consumer. Food used passed it's 'best before' date could be of a reduced quality so you must check it is OK before you use it.

### 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:

- no dates on prepared foods of when prepared in fridges
- door to WC was left open. Keep closed at all times

**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 day or 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 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
- flooring behind and under equipment
- door
- pipework
- walls especially behind wok station

### Cleaning of Equipment and Food Contact Surfaces

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

- food storage containers

- seals to fridges/freezers
- lid to container storing cornflower

**Recommendation** Your cleaning schedule is there to remind you to clean before an item becomes visibly dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning. This way items will stay looking clean

### Maintenance

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

- split seals to fridges
- holes to wall

### **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)**

#### Type of Food Safety Management System Required

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

**Observation** You were monitoring (and recording) the temperatures of your fridges and freezers as well as the temperature of cooked/hot-held food and could demonstrate effective systems for controlling bacterial growth and survival.

**Contravention** You are not working to your Safer Food Better Business pack

- cleaning schedule

#### Training

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

- standard of cleaning was poor
- not wearing appropriate protective overclothing

#### 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.

## Allergens

**Observation** You had identified the presence of allergens in your non-prepacked food and had brought this to the attention of your customers.

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

- you have not adequately labelled the foods you are prepacking 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 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** Prepacked 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.

**Information** Prepacked for direct sale (PPDS) food can include the following:

- sandwiches and bakery products which are packed on site before a consumer selects or orders them
- fast food packed before it is ordered, where the food cannot be altered without opening the packaging
- products which are prepackaged on site ready for sale, such as pizzas, rotisserie chicken, salad and pasta pots
- burgers and sausages prepackaged by a butcher on the premises ready for sale to consumers
- food provided in schools, care homes or hospitals and other similar sittings will also require labelling
- pots served with takeaways such as garlic mayonnaise (egg, mustard), houmous (sesame), coleslaw (egg, mustard) mint yoghurt (milk), soy sauce (soy)
- bagged prawn crackers (crustacean)

**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