Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Ciscoes Pan Asian and Sushi
Address of food business:	25 Ber Street Norwich NR1 3EU
Date of inspection:	22/01/2026
Risk rating reference:	26/00043/FOOD
Premises reference:	18/00228/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Basement, Servery, Main Kitchen
Records examined:	Cleaning Schedule, Temperature Control Records, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Sushi Restaurant

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: 23 April 2026

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.

Your revised Food Hygiene Rating is 5 – a very good standard



Observation I was pleased to see that most of the contraventions outlined in your food hygiene inspection had been addressed particular in relation to the following matters: -

- Containers not stored in dried ingredients
- Cutting boards were now stored separately in racks and not touching
- Badly scored cutting boards had been replaced with new
- Food was now in date
- Food storage containers had been cleaned
- Equipment had been cleaned
- The premises had been cleaned to a good standard

Contravention However the following issues need addressing: -

- Rear door to kitchen was dirty
- Underneath the towel dispenser was dirty
- Shelving to fridge needs replacing
- Trim to stairs leading down to storeroom needs repairing
- You need to fill in the training section to your Safer Food Better Business pack to include all staff
- You need to fill in the suppliers list
- Add all equipment to your cleaning schedule
- Ensure that opening and closing checks are completed daily and signed as done

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 2 - improvement is necessary 

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 ready-to-eat food and or its packaging to the risk of cross-contamination with foodborne bacteria from raw meat or unwashed fruits and vegetables:

- scoops/jugs stored in dried ingredients
- blue cutting boards badly scored and need replacing
- badly worn scourer

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 were being stored directly touching. Chopping/cutting boards must be stored in a rack properly divided to stop cross-contamination and to allow aeration

Hand washing

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

- staff were not seen washing their hands when I visited

Information Hand washing is required:

- before handling ready-to-eat food
- after touching raw food and its packaging, including unwashed fruit and vegetables
- after a break/smoking
- after going to the toilet
- after cleaning
- after removing was
- after blowing your nose

Information Proper hand washing is essential in preventing the spread of E. coli 0157 and other harmful bacteria onto food and food contact surfaces. Proper hand washing must include the following steps:

- wet hands before applying soap
- good hand rubbing technique
- rinsing of hands
- hygienic drying

Information If not used properly gloves are likely to give rise to a risk of cross contamination. Ensure that hands are always washed thoroughly before putting gloves on and after taking them off. Gloves should be disposable and should always be changed between the handling of raw and ready-to-eat foods. Gloves should also be changed before handling ready-to-eat food if they have come in contact with any surface or objects not designated as clean (e.g. money), and also at every break.

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

Information Taps can re-contaminate hands after washing. First dry your hands with a clean paper towel and then use the towel to turn the tap off

Information There is a method for effective hand washing in your Safer Food Better Business pack

Guidance 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

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.

Unfit food

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:

- 3 x little gem lettuce were being stored beyond the 'Best before' date of 11/1
- an aubergine was being stored beyond its 'Best before' date of 20/1

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.

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. **(15)**

Cleaning of Structure

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

- flooring underneath equipment
- floor/wall junctions
- bottom to door
- stairs leading down to storeroom
- flooring to downstairs storeroom
- pipe work
- windowsill

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fridge and freezer handles
- fridge and freezer seals
- microwave
- food storage containers
- underneath towel dispensers
- interior bottom to fridge
- cling film dispenser
- stainless steel shelving
- handles to bin
- bin
- food storage containers
- legs to equipment
- old electric wall terminal

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 cleaning chemicals in use have no bactericidal properties and food contact surfaces are not disinfected

Information Proper cleaning and disinfection is essential in preventing the spread of E.coli 0157 and other harmful bacteria onto food and food contact surfaces.

Information Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

Maintenance

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

- shelving to fridge in bad repair
- trim to stairs leading down to storeroom
- food storage containers

Facilities and Structural provision

Observation I was pleased to see the premises had been well maintained and that adequate facilities had been provided.

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)**

Type of Food Safety Management System Required

Contravention Your documented Food Safety Management System or Safer Food Better Business pack was not available for inspection. As a consequence you could not demonstrate an effective system for managing food safety hazards.: Implement a bespoke HACCP system covering higher risk activities not covered in simpler systems such as Safer Food Better Business.

Legal Requirement Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Observation You were monitoring (and recording) the temperatures of your fridges and freezers as well as the pH of the sushi rice and could demonstrate effective systems for controlling bacterial growth and survival.

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

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:

- staff training is inadequate
- staff hygiene is inadequate
- cleaning and sanitation are poor

Proving Your Arrangements are Working Well

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 just the diary sheets 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

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

Infection Control / Sickness / Exclusion Policy

Guidance UK Health Security Agency recommends that food handlers known or suspected to be suffering from a food-borne infection or gastrointestinal illness stay away from work until symptom-free for 48 hours.

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 indicated there was a staff training need:

- standard of cleaning was poor
- there were no records to indicate food handlers had been trained to an appropriate level
- food handlers did not exhibit a high enough standard of personal cleanliness

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

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