Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	7 Surrey Street Ltd
Address of food business:	7 Surrey Street Norwich,NR1 3NX
Date of inspection:	02/11/2026
Risk rating reference:	26/00816/FOOD
Premises reference:	16290/0007/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Servery, Back of House
Records examined:	SFBB, Temperature Control Records, Cleaning Schedule, FSMS, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe around 70-80 seating

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 high. You demonstrated a very good standard of compliance with legal requirements. You have safe food handling practices and procedures and all the necessary control measures to prevent cross-contamination are in place. Some minor contraventions require your attention. **(5)**

Cross-contamination

Observation I was pleased to see you were able to demonstrate effective controls to prevent cross-contamination.

Hand washing

Legal Requirement Wash hand basins must be provided with hot and cold running water and suitable drainage; soap and a hygienic way to dry hands.

Guidance Proper hand washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:
* wet hands before applying soap
* good hand rubbing technique
* rinsing of hands

* hygienic drying

Recommendation Keep a waste bin near the wash-hand basin

Pest Control

Contravention One of the bulk waste bins was overloaded such that the lid could not be effectively closed so was not effectively preventing potential access by pests.

Personal Hygiene

Legal Requirement You must ensure that any member of staff that you know or suspect has (or is a carrier of) a food-borne disease or infection (including vomiting, diarrhoea, skin infection, sores and open wounds) is excluded from working in any food handling area until they have been symptom free for 48 hours or until medical clearance has been obtained.

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

Temperature Control

Recommendation The upright freezer by the rear door was heavily frosted. Freezers should be regularly defrosted as a build-up of frost while adversely effect the operating temperature of the freezer leading to food spoilage.

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 of Structure

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

- the painted surface to the frame of the doorway to the dry store was deteriorating and damaged and bare wood surface was exposed.

Observation The kitchen had been well generally maintained and the standard of cleaning of structural items was good.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned more frequently and thoroughly:

- hand contact surfaces to light switches and equipment such as the microwave ovens
- fridge and freezer seals

Maintenance

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

- paint work worn or peeling and woodwork damaged

Observation You are generally maintaining the premises in good condition.

Facilities and Structural provision

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

Pest Control

Observation I was pleased to see that the premises was proofed against the entry of pests and that pest control procedures were in place.

3. Confidence in Management

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. You have a good track record. There are some minor contraventions which require your attention. **(5)**

Type of Food Safety Management System Required

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.

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.

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

Food Hazard Identification and Control

Observation – Hazards are identified through you completion of the Safer Food Better Business Pack and appropriate controls in place (bacterial growth, survival and cross-contamination)

Proving Your Arrangements are Working Well

Recommendation The following are recommended as a means of demonstrating that your food safety management system is working:

- record the temperature at the start and end of the cooling period for batches of food such as lasagne, chilli, pie fillings and cottage pies prior to freezing for reheating and service at a later date.

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

Observation I was pleased to see that food handlers had been trained to an appropriate level and evidence of their training was made available.

Allergens

Observation You had clearly shown the presence of allergens in your food on your menu.

Observation You had devised a chart listing all the food you provide with the allergens present in each and had brought this to the attention of your staff and customers.