



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:	13/03/2025
Risk rating reference:	25/00244/FOOD
Premises reference:	16290/0007/0/000
Type of premises:	Restaurant or cafe
Areas inspected:	Servery, External Store, Dry Store, Storeroom
Records examined:	SFBB, Temperature Control Records, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe around 40 seated capacity

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 4 - a 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. **(Score 5)**

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:

- There were several open packets of dried foods in the side room to the kitchen. Transferring the contents of opened packets of dried foods such as flour and sugars to lidded containers would reduce risk of contamination by general debris and crawling insects
- The brush with a metal scourer was deteriorating and presented risk of contamination of food with small pieces of wire

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

Hand-washing

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

Recommendation The core temperature of cooked and reheated foods should reach 75°C for 30 seconds or an equivalent time and temperature combination.

Recommendation You are recording cook/service temperatures of high risk food items but not the actual item that was checked. As discussed at the time of the visit recording the type of food probed as well as its temperature and the time the temperature was taken would enable you to demonstrate that your hot food menu items are being cooked to a suitable temperature.

Recommendation Rapid cooling can be achieved by reducing the portion size, either by cutting food into smaller pieces or by dividing into several smaller shallow containers. Cooling of cooked high risk food should be no more than 90 minutes. While cooling batches of lasagne prior to portioning, as discussed you could use the kitchen timer on the side of the oven to alert you when the cooling period is approaching 90 minutes.

Unfit food

Legal Requirement High risk items have a use by date. After this date you must not sell, use or intend to these foods. Make sure you have regular checks in place to remove out of date items

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)

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 could not be effectively cleaned and must be covered, made non-absorbent or replaced:

- Chipped dented wooden architrave on doorway to dry store area of the kitchen
- Mdf base to shelving in the kitchen
- Painted wall surfaces are beginning to show signs of deterioration that will hinder effective cleaning
- Rawl plugs and drill holes are present at points on the kitchen walls and must be sealed

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- hand contact points on under counter fridge handles
- The seal to the upright freezer door was badly split and could not be effectively cleaned.

Cleaning Chemicals / Materials / Equipment and Methods

Observation I was pleased to see that the premises was generally kept clean and that your cleaning materials, methods and equipment were able to minimise the spread of harmful bacteria between surfaces.

Maintenance

Observation You are maintaining the premises in good condition.

Facilities and Structural provision

Observation I was pleased to see the premises had been generally 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.

Observation You have a pest control contract in place and there is no evidence of pest activity on the premises.

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. **(Score 5)**

Type of Food Safety Management System Required

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

Recommendation Recording type of food along with its temperature at points of cook or service would enable you demonstrate that safe cooking temperatures are being achieved.

Proving Your Arrangements are Working Well

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

- As discussed, if you decide to use the timer on the side of the oven to alert you to batches of food that are being cold when they have reached 90minutes you should put the details of the procedure/rules in your SFBB pack in the section that covers cooling of foods.

Traceability

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

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

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

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.

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.