



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:	16/12/2024
Risk rating reference:	24/00591/FOOD
Premises reference:	18/00228/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Basement, Main Kitchen
Records examined:	Temperature Control Records, Training Certificates/records, SFBB
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 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 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:

- raw meat i.e chicken was being stored next to ready-to-eat prepared foods i.e sushi in the upright fridge
- cutting boards were badly scored and need replacing
- jug stored in dried ingredients

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.

Hand-washing

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

- there was no hot water to the wash hand basin

Legal requirement Washbasins must be available, suitably located and designated for cleaning hands. Wash-hand basins must be provided with hot and cold (or mixed) running water. Soap and hand drying facilities must be located nearby.

Temperature Control

Information If you decide to carry out sous vide cooking you should use specialist equipment including a water bath, calibrated sous vide thermometer and food grade pouches. You must ensure that when vacuum packing you follow the manufacturer's instruction for using the machine and avoid air bubbles in the pouch. It is recommended that sealed packs should be stored below 3°C, labelled and used within 2 days. The water bath should be preheated and the temperature set to 2.5°C above the target temperature of the food to achieve the correct core temperature. Sealed packs should be completely submerged and the water bath should not be overloaded or run dry. Time/temperatures must be monitored and should achieve at least 60°C for 45 minutes, 65°C for 10 minutes or an equivalent time temperature combination. If cooking to below 60°C you must verify your safe methods, this can be achieved by microbiological predictive modelling and/or product testing; the Institute of Food Research can assist you with this www.ifr.ac.uk.

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

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

Guidance If you freeze high risk foods you must ensure that you freeze them before the USE BY date has passed. You must also have a good system to manage the food when you have defrosted it to ensure it is used before the USE BY date and when defrosted labelled with a date so that it is used within 2 days

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 labels on foods of when opened or prepared

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 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. **(Score 5)**

Cleaning of Structure

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

- flooring underneath equipment
- floor/wall junctions
- bottom to walls
- walls
- area next to the fridge
- skirting boards
- bottom to door and surround
- pipework

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- food storage containers
- interior bottom to fridge
- interior bottom to upright freezer
- hinge to upright freezer
- bin
- legs to equipment
- dustpan and brush
- around interior top to chest freezer

Cleaning Chemicals / Materials / Equipment and Methods

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

Maintenance

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

- plastic jug
- holes to wall

Facilities and Structural provision

Contravention The following facilities were inadequate or absent and must be provided or improved:

- the hot water supply is insufficient

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

Contravention The food safety management system you have in place is not suitable given the food risks associated with your business. Implement a bespoke HACCP system covering higher risk activities not covered in simpler systems such as Safer Food Better Business i.e sous vide, vac packing and your procedures for sushi

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.

Proving Your Arrangements are Working Well

Contravention The Management sections in your Safer food Better Business (SFBB) pack are intended to demonstrate you are in day-to-day control of the hazards to food. The following Management sections were either missing, incomplete or not up-to-date:

- cleaning schedule
- contacts list
- all food handlers must be added to the training lists

Infection Control / Sickness / Exclusion Policy

Observation Policies were in place to prevent any infected food handler from contaminating food.

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.