



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	SI5 Spy Missions Ltd
Address of food business:	28 Castle Quarter Norwich NR1 3DD
Date of inspection:	02/12/2025
Risk rating reference:	25/00883/FOOD
Premises reference:	21/00340/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	Temperature Control Records, Training Certificates/records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Catering at entertainment venue

**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.

<b>Compliance Area</b>		<b>You Score</b>					
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
<b>Your Total score</b>		<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>		<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>		<b>5</b>	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)

#### **Contamination risks**

**Contravention** The following exposed food to the general risk of physical contamination with dirt, foreign objects or chemicals:

- damaged equipment is in use that could shed broken particles (worn pizza cutter)

**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** I recommend you store your cleaning chemicals away from food preparation area.

**Legal Requirement** Cleaning chemicals should be stored in an area separate from food so that they cannot contaminate the food. They should be stored in sealed containers with clear use instructions.

**Observation** I was pleased to see you were generally able to demonstrate effective controls to prevent the contamination of food.

#### Hand washing

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

- the drainage to the wash hand basin was inadequate (the wash hand basin was very slow draining at the time of my visit)

**Recommendation** Keep a waste bin near the wash-hand basin.

#### Personal Hygiene

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

#### Temperature Control

**Observation** I was pleased to see you were able to limit bacterial growth and 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 food removed from its outer packaging needs to be used by or discarded, to ensure the food is fit for consumption. I recommend you introduce date coding for your frozen pizzas to ensure stock rotation is taking place as required.

## **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 were dirty and require more frequent and thorough cleaning:

- wash hand basin
- shelving unit used for storing baking trays

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

- the fridge shelves are rusting in places
- some of the oven shelves are showing spots of rust

- cut ends of plastic coated shelving
- drill holes in wall and the chest freezer

**Recommendation** Remove redundant items and equipment from food rooms. You are not using your hot holding unit and I recommend you remove this from the food preparation area.

**Recommendation** Re-coat the shelving unit in a finish that is easier to clean. This is currently painted, but the finish is rough making it more difficult to clean.

**Observation** The kitchen had been maintained to a satisfactory standard and the standard of cleaning was generally good.

#### 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:

- work tops are showing wear
- floor covering slightly peeling at the seam
- the wash hand basin was slow draining

#### Facilities and Structural provision

**Observation** I was pleased to see 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. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. (5)

#### Type of Food Safety Management System Required

**Contravention** Your Safer Food Better Business pack (SFBB) was not available for inspection. You have your own monitoring records based on your SFBB pack and these were comprehensive, on site and up to date. However, your SFBB book was not available at the time of my inspection.

**Legal Requirement** Ensure that your SFBB book is available on site so your staff can refer to your procedures.

**Recommendation** Review your SFBB pack and update this if required. Ensure this is available on site at all times.

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

### 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:

- maintenance requires improvement

### Proving Your Arrangements are Working Well

**Observation** You keep your own monitoring records in addition to the SFBB daily diary, all were up to date.

### 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 arranged through Castle Quarter.

### Training

**Observation** I was pleased to see that food handlers had been trained to an appropriate level (all food handlers trained to Level 2 standard) and evidence of their training was made available.

### Allergens

**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.