Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Dessert Lounge Norwich
Address of food business:	6 Aylsham Crescent Norwich, NR3 2RZ
Date of inspection:	09/03/2026
Risk rating reference:	26/00212/FOOD
Premises reference:	22/00167/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Storeroom, Servery, Main Kitchen
Records examined:	SFBB, Temperature Control Records, Pest Control Report, Cleaning Schedule
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	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 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 Food was not protected from general sources of contamination:

- spatula stored in ice cream
- bowl 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.

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

Temperature Control

Contravention The following evidence indicated there was a risk of bacteria growing on food:

- high risk food i.e burgers were not being defrosted in the fridge
- open can of olives were being stored at ambient temperatures

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

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:

- uncovered food i.e chocolate eggs stored in storeroom

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. **(10)**

Cleaning of Structure

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

- flooring underneath equipment
- flooring
- bottom to walls behind equipment
- pipework
- pooled water underneath equipment
- walls
- skirting boards

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

- untreated wooden structure to servery

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- fire extinguisher station
- cutlery tray
- flooring to walk-in freezer
- cling film dispenser
- interior ceiling to microwave

- around interior top to chest freezers
- ice cream freezer needs defrosting
- seals to fridges/freezers
- container storing coating for chicken
- top to tabletop fridge
- food storage containers dirty
- equipment dirty

Cleaning Chemicals / Materials / Equipment and Methods

- tea towels stored dirty
- dirty water to mop bucket

Observation I was pleased to see that the premises was kept clean and 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:

- wash hand basin in kitchen leaking
- lighting in washing up room not working
- lid to tabletop fridge
- damage to door surround
- damage to flooring

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- no lighting to rear area
- no water to food preparation area

Legal requirement All areas where food is stored or handled must have lighting of sufficient intensity to allow safe food preparation and thorough cleaning.

Pest Control

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

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

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.

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

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

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
- services and facilities are inadequate

Contravention You have not identified these food hazards or the methods of control at critical points in your operation:

- cross-contamination
- bacteria growing on food

Safer Food Better Business that works

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:

- contacts
- training records/supplier lists add all staff to the training lists
- maintenance/pest control

Proving Your Arrangements are Working Well

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

- cleaning schedule as more attention is needed to cleaning
- cross contamination/ physical or chemical contamination

Traceability

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

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

Recommendation A Level 3 Award for Supervising Food Safety in Catering would be appropriate for your supervisory staff and those with managerial responsibility.

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

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.