

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	The Lions Den City
Address of food business:	17A White Lion Street Norwich NR2 1PX
Date of inspection:	23/03/2026
Risk rating reference:	26/00281/FOOD
Premises reference:	25/00364/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	All
Records examined:	FSMS, Cleaning Schedule, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Cafe restaurant with sauna treatment rooms and exercise studio

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)**

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:

- In the dry store area spillages were found around open sacks of flour. Keeping flour in lidded containers will reduce risk of contamination from debris and other items falling into the container and reduce risk of spillage when taking flour from the container.

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 you were able to demonstrate effective controls to prevent cross-contamination.

Handwashing

Legal Requirement An adequate number of wash hand basins must be available for use, they must be suitably located and designated for cleaning hands.

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.

Recommendation For extra protection against cross contamination use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer.

Recommendation Hand sanitising gels conforming to standard BS EN 1500 can provide additional protection.

Observation I was pleased to see hand-washing was well managed.

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.

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

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

Temperature Control

Legal Requirement Where cooked food is to be held or served at chilled temperatures (eg sandwich fillings and sausage rolls) it must be cooled as quickly as possible after cooking to a temperature which does not result in a risk to health

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

Legal Requirement Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins must not be kept at temperatures that might result in a risk to health.

Guidance It is essential to know that your probe thermometer is working properly. If the reading is outside these ranges, you should replace your probe or return it to the manufacturer to be calibrated. A simple way to check a digital probe is to put it in iced water and boiling water:

- The readings in iced water (between the pieces of ice) should be between -1_° and 1°.
- The readings in boiling water should be between 99° and 101°.

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:

- Sealing around service pipes entrances through walls/ceiling
- The painted surface of the wall around the waste bin was becoming badly stained

Recommendation You should take time to reconsider if areas of painted wall surface which are liable to more frequent staining or physical impact should be replaced with a surface covering that is robust enough to cope with the high level of commercial cleaning products and/or such physical impact.

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

Cleaning of Equipment and Food Contact Surfaces

Observation You had colour-coded equipment on which to prepare food.

Cleaning Chemicals / Materials / Equipment and Methods

Recommendation It was noted that your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- Please confirm if sanitiser in use complies with BS EN 1276:1997
- Also recommended that contact time no more than 60s in commercial catering setting

Information A surface sanitiser may be rendered ineffective if you are not following the correct dilutions or allowing a sufficient time for the product to work (CONTACT TIME). Always follow the instructions on the product label.

Information You must ensure that the sanitisers you use are effective against bacteria. Ensure that they meet the following standards BS EN 1276:1997 and 13697:2001.

Guidance Even when using a surface sanitiser you should be following the TWO STAGE cleaning method. Apply the sanitiser once to remove visible dirt and food debris and then a second time to ensure effective disinfection. Make sure you follow the correct contact time for the product.

Observation I was pleased to see that the premises was generally kept clean

Maintenance

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

- Screw holes were found in wall surfaces in the kitchen. This can hinder effective cleaning. In rooms where food is processed or prepared wall surfaces must be smooth, non-absorbent and be capable of being readily cleaned

Observation You are generally maintaining the premises in good condition.

Facilities and Structural provision

Legal Requirement All food preparation and storage areas must have adequate ventilation either by natural or mechanical means. This is to reduce high humidity, room temperature, cooking odours and airborne particles.

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

Pest Control

Recommendation There is minor, but persistent, presence of small flying insects was in the kitchen. I would recommend that you investigate thorough and clean any awkward to reach areas that may be allow dirt and food spills to accumulate potentially providing harbourage and breeding areas. Spills of coffee grindings from the coffee machine are also a strong attractant to fruit flies.

Legal Requirement The layout, design, construction, siting and size of food premises must permit good food hygiene practices, including protection against pests.

Recommendation Provide fly screens to openable windows and external doors in rooms in which food is prepared and handled

Recommendation Install the Electric Fly Killer in a suitable position away from natural light sources and food and food preparation surfaces and keep it clean. The bulb to the electric fly killer must be changed regularly because as they age the amount of UV light they emit can reduce without the bulb appearing different visually

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 Food business operators must put in place, implement and maintain a permanent procedure or procedures based on HACCP principles:

- Identify hazards to food.
- Identify the critical limits (what is acceptable and unacceptable).
- Monitor critical control points to ensure critical limits are met.
- Keep appropriate records to demonstrate control measures are effective.

Recommendation Recording the cook/service temperature of sausage rolls and the cooling profile of high-risk foods (such as sandwich fillings and poached eggs) that are to be used in other menu items will help you to demonstrate that you are safely managing the cooling period for such items.

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.

Food Hazard Identification and Control

Contravention The documented food safety management system you operate is not fully effective as:

- Need to consider the cook temperature and cooling period of high-risk food as a critical control point

Proving Your Arrangements are Working Well

Contravention The following are needed in order to demonstrate your food safety management system is working:

- Cook temp and cooling profiles
- Temperature records

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

Legal Requirement The Environmental Protection Act 1990 requires all commercial waste to be disposed of properly by authorised persons. Records should be available to show compliance.

Legal Requirement If you have waste, you have a duty of care to:

- Ensure that the person who takes control of your waste is licensed to do so.
- Take steps to prevent it from escaping from your control.
- Store it safely and securely.
- Prevent it from causing environmental pollution or harming anyone.
- Describe the waste in writing and prepare a transfer note if you intend to pass the waste on to someone else.

Information Fats, oils, and grease (FOG) cause problems in drains and sewers. When disposed of down kitchen sinks, toilets or drains, FOG congeals to form blockages which can encourage rats and cause flooding and pollution.

Observation You had measures in place to dispose of waste food appropriately and were employing the services of an approved waste contractor.

Training

Legal Requirement Food business operators must ensure that food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level for the work they do.

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 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.