

**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Urban Lounge
Address of food business:	31 Magdalen Road Norwich NR3 4LQ
Date of inspection:	20/01/2026
Risk rating reference:	26/00034/FOOD
Premises reference:	24/00144/FD_HS
Type of premises:	Restaurant or cafe
Areas inspected:	Main Kitchen, Storeroom, Servery
Records examined:	SFBB
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
<b>Your Total score</b>	0 - 15	<b>20</b>	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	5	<b>10</b>	10	15	20	-
<b>Your Rating is</b>	5	<b>4</b>	3	2	1	0

Your Food Hygiene Rating is 4 - a good standard



### 1. Food Hygiene and Safety

Food Hygiene standards are excellent. You demonstrated full 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. **(0)**

#### Contamination risks

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

#### Hand washing

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

- staff were not seen washing their hands when I visited

**Information** Hand washing is required:

- \* before handling ready-to-eat food
- \* after touching raw food and its packaging, including un-washed fruit and vegetables
- \* after a break/smoking
- \* after going to the toilet
- \* after cleaning
- \* after removing waste

\* after blowing your nose

**Guidance** Proper hand washing is essential to prevent cross-contamination of E.coli 0157 and other harmful bacteria onto food and food contact surfaces. Hand washing should include the following steps:

- \* wet hands before applying soap
- \* good hand rubbing technique
- \* rinsing of hands
- \* hygienic drying

### Personal Hygiene

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

### Temperature Control

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

## **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
- floor/wall junctions
- ceiling
- cover to drain

### Cleaning of Equipment and Food Contact Surfaces

**Contravention** The following items are dirty and must be cleaned:

- underneath towel dispenser
- seals to fridges/freezers
- soap dispenser
- taps to wash hand basin
- sides to equipment
- interior bottom to fridges
- handles to fridges
- electric fly killer
- oven door

- washing up stacked in sink
- runners to hot cupboard
- framework to equipment
- wheels to equipment
- chest freezer cabinets

### Cleaning Chemicals / Materials / Equipment and Methods

**Contravention** The following evidence demonstrated your cleaning materials, equipment and methods were not sufficient to control the spread of harmful bacteria between surfaces:

- surface sanitisers do not conform to British Standards EN 1276:1997 or BS EN 13697:2001

**Information** Ensure you use a surface sanitiser that conforms to BS EN 1276:1997 or BS EN 13697:2001. This information should be available on the label or by contacting the manufacturer.

**Recommendation** I recommend that items such as mops, buckets and brooms are stored in an area, room or cupboard separate from a food preparation or storage area so that the risk of food contamination is minimised

### Maintenance

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

- holes to walls
- split seals to fridges
- flaking paint to walls to cellar

### Facilities and Structural provision

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

- filters were missing from their position in the canopy.

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

**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 were date labelling perishable foods appropriately and could demonstrate effective control over food spoilage organisms.

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

- training records / supplier lists

## Proving Your Arrangements are Working Well

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

- there were gaps to the daily diary
- cleaning schedule add ceiling and floor to your cleaning schedule
- it states in your pack to keep washing up maintained and not stacked up

## 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.

## Allergens

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