

Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Family Shopper Colman's Store
Address of food business:	141 Colman Road Norwich NR4 7HA
Date of inspection:	13/03/2026
Risk rating reference:	26/00259/FOOD
Premises reference:	13/00035/FD_HS
Type of premises:	Retail shop
Areas inspected:	Prep Room, Storeroom
Records examined:	Pest Control Report, Temperature Control Records
Details of samples procured:	None
Summary of action taken:	Formal
General description of business:	Convenience store with bakery

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 2 - improvement is necessary



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. **(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:

- cleaning chemicals next to utensils
- open puff pastry in dirty refrigerator
- utensils kept in prepared filling containers
- miscellaneous clutter due to poor housekeeping
- food was not covered
- cleaning chemicals were stored next to food

Handwashing

Contravention The following indicated that handwashing was not suitably managed:

- wash hand basins were dirty
- the hot water was too hot for comfortable hand washing
- no soap was available
- no means for hygienically drying hands was available

Temperature Control

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

- foods were not being stored at the temperature directed by the manufacturer - open garlic sauce was not refrigerated

Unfit food

Contravention The following food was of a reduced quality and if sold may not be of the standard demanded by the consumer:

- 4 packs of wraps over 4 weeks past their best before date

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 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 less than satisfactory and you are failing to comply with the law in many respects. Contraventions require your immediate attention as some are critical to food safety. We may revisit your business and if standards have not improved take formal enforcement action. **(15)**

Cleaning of Structure

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

- wash hand basin
- high level cleaning
- hand contact surfaces such as light switches and door handles
- behind and under equipment

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

- floor to storage area
- unsealed wooden structures
- rawl plugs and drill holes in wall

- mdf or chipboard shelves

Recommendation Improve your housekeeping.

Cleaning of Equipment and Food Contact Surfaces

Contravention The following items are dirty and must be cleaned:

- interior to refrigerator containing open foods
- refrigerator and freezer handles
- serving tongs/spoons
- hand contact surfaces
- fridge shelving
- fridge and freezer seals

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:

- cleaning equipment is stored in areas near open food
- touch points were dirty (light switches, door handles etc)
- cardboard cannot be cleaned adequately. Do not use it to line shelves

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- the structure is unsuitable for food cooking and preparation

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- storage area completely open on one side
- large gaps around the external doors to the storage area

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

Contravention You do not have a food safety management system. Implement Safer Food Better Business or an equivalent food safety management system.

Recommendation Choose Safer Food Better Business as your food safety management system. It is simple to implement and requires a minimum amount of record keeping.

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:

- the premises structure is unsuitable
- maintenance is poor
- cleaning and sanitation are poor

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

- cross-contamination

Proving Your Arrangements are Working Well

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

- some daily records available but lapsed
- temperature records lapsed