



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Candy Galore
Address of food business:	47 Castle Quarter Norwich NR1 3DD
Date of inspection:	01/05/2025
Risk rating reference:	25/00360/FOOD
Premises reference:	24/00146/FD_HS
Type of premises:	Confectionary/Sweets/Snacks
Areas inspected:	All
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Retail sweet shop with wrapped and loose sweets. Drinks via slush puppy machines.

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 4 - a 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. **(Score 5)**

Contamination risks

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.

Hand washing

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

- there was no suitably designated/easily available wash hand basin. However, there was a wash hand basin within disabled toilets in the unit.

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.

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

Information A dedicated hand wash basin with a hot water supply, soap and means to dry hands was located at allocated mall tenants toilets nearby.

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. **(Score 10)**

Cleaning of Structure

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

- carpeting in store rooms
- mdf or chipboard shelves

Facilities and Structural provision

Contravention The following facilities were inadequate and must be improved:

- insufficient number of sinks
 - no mains cold water supply to the the washing up sink in kitchen.
 - suitable facilities to wash equipment and a proper hot water supply to the unit.
- Re-instate the kitchen from its current use as a store room. You can then use the large sink to wash any dirty equipment/utensils. Hot water could also be available to wash hands in a dedicated bowl within this sink.

Legal Requirement An adequate number of wash-hand basins 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.

Information I acknowledge that you only store and sell wrapped packaged sweets, loose confectionary from dedicated bespoke display units and sealed slush puppy style drink machines. However, you still require a proper hot water supply to the unit. You currently use a kettle/microwave to produce hot water. You also use 'Milton' and anti bacterial spray to clean utensils when necessary.

Recommendation Discuss hot water facilities with your landlord. This could be a simple stand alone hot water boiler sited on a work top in the kitchen or a wall mounted hot water boiler above the sink in the kitchen.

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. **(Score 5)**

Type of Food Safety Management System Required

Contravention You are a low risk business and do not have a food safety management system or what you have in place is not suitable given the food risks associated with your business. You still require a minimum amount of documentation. This might include your hygiene rules, pest control reports, a staff illness and exclusion policy, a cleaning schedule, date coding, temperature checks of display chillers, and handover diary etc.

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

Legal Requirement Ensure that your food safety management system is available on site so your staff can refer to your procedures and so that daily records of checks can be completed.

Information As you are a new business you are permitted the flexibility of extra time to get your food safety management system up to the minimum legal requirements. You must act on this now as your food hygiene rating score may be reduced to a maximum of 1 if the food safety management system does not fully meet the legal standard by the time of the next statutory inspection.

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

Recommendation MyHACCP is a free web tool that will guide you through the process of developing a food safety management system based on Hazard Analysis and Critical Control Point (HACCP) www.myhaccp.food.gov.uk

Observation I acknowledge you had some HACCP related document onsite. However it was not suitable for the low risk foods you handle. (A semi-completed copy of Safer Food Better Business catering pack) You also had some written instructions on cleaning and operating the slush puppy style drinks machines.

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:

- services and facilities are inadequate

Traceability

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