



Public Protection (food & safety)

Food Premises Inspection Report

Name of business:	Lincolnshopper
Address of food business:	105 Portersfield Road Norwich NR2 3JX
Date of inspection:	05/12/2025
Risk rating reference:	25/00893/FOOD
Premises reference:	21/00260/FD_HS
Type of premises:	Convenience Store
Areas inspected:	All
Records examined:	Supplier documents
Details of samples procured:	None
Summary of action taken:	Formal
General description of business:	Convenience store

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
Your Worst score		5	10	10	15	20	-
Your Rating is		5	4	3	2	1	0

Your Food Hygiene Rating is 1 - major 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 adequate control measures in place. The contraventions require your attention; although not critical to food safety they may become so if not addressed. (10)

Contamination risks

Observation Food sold at the business was mostly wrapped reducing contamination risks.

Handwashing

Contravention The following indicated that handwashing was not suitably managed:

- there was no hot water to the wash hand basin
- no soap was available
- no means for hygienically drying hands was available

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.

Information Handwashing is required:

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

Observation You explained the landlord has been making some changes which may be related to the hot water not working and you will get this resolved.

Personal Hygiene

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

Temperature Control

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

- deliveries were not being refrigerated immediately on arrival
- foods were not being stored at the temperature directed by the manufacturer
- cold foods were being stored above 8°C

Legal Requirement The cold chain is not to be interrupted. However, limited periods outside temperature control are allowed for handling during preparation; transport; storage; display and service of food provided that it does not result in a risk to health.

Information All food products should be stored in accordance with the manufacturer instructions.

Observation I was pleased to hear you are monitoring fridge and freezer temperatures.

Unfit food

Contravention The following food was unfit (and was discarded in my presence) because it did not conform to food safety requirements:

- mouldy and spoilt vegetables (cauliflower, cabbage, leeks, spring onions and chillies)

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:

- wash hand basin near the WC
- high level cleaning
- floor/wall junctions
- behind and under shelving throughout the shop and the storeroom
- floor throughout the shop and in particular the storeroom

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

- the fridge shelves are rusting
- exposed areas of bare and unfinished plaster on walls
- unsealed wooden structures

Recommendation Your cleaning schedule is there to remind you to clean before an item becomes dirty. If an item is dirty when you go to clean it, increase the frequency of cleaning.

Recommendation Improve your housekeeping.

Pest Control

Contravention Pest proofing is inadequate particularly in the following areas:

- hole in the wall in the storeroom

Guidance Keep the outside of the building clear of anything that might attract pests or provide shelter such as rubbish and overgrown vegetation.

Recommendation Ensure staff are trained to recognise the signs of pests and that they undertake regular checks of the premises

3. Confidence in Management

There is major non-compliance with legal requirements. Your food safety management system was not written down. You have a varying track record. The contraventions require your urgent attention. A revisit is planned, and formal enforcement action is likely. **(20)**

Type of Food Safety Management System Required

Contravention You are a low-risk business and do not have a food safety management system. 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, stock rotation procedures, temperature checks 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 The absence of any documentation has resulted in a poor score for confidence in management and this, in turn, has had an adverse effect on your Food Hygiene Rating.

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.

Information You can download a Safer Food Better Business pack for retailers and refill diary pages from the FSA website: <https://www.food.gov.uk/business-guidance/safer-food-better-business-for-retailers>

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:

- cleaning and sanitation are poor
- pest control requires improvement

Proving Your Arrangements are Working Well

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

- opening and closing checks
- temperature records
- pest control records
- cleaning schedule

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.

Waste Food and other Refuse

Contravention The following evidence indicated that waste food was not being disposed of appropriately:

- food waste was not stored in bins

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.

Training

Contravention The following evidence indicates there is a staff training need as food handlers:

- were using poor food storage practices

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.

Allergens

Observation All pre-packed and wrapped containing allergen information.