



Public Protection (food & safety)
Food Premises Inspection Report

Name of Business:	Castle Service Station
Address of food business:	Rose Lane, Norwich, NR1 1PN
Date of Inspection:	20 June 2012
Inspection Reference	12/00548/FOOD
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Type of Premises:	Small retailer
Areas Inspected:	All
Records Examined:	None
Details of Samples Procured:	None
Summary of Action Taken:	Informal

Introduction to the Report

The report has been divided into three sections representing the areas we score you against. Each section begins with a *summary* of what was observed. The score you have been given for each section is indicated. Details of how these scores relate to your overall food hygiene rating are shown in the table at the front of the report. You can use the table to see what factors have influenced your score; where you have done well and where improvements can still be made.

There may be an additional section covering health and safety concerns which fall outside the scope of the national food hygiene rating scheme.

Timescale for Compliance

All Notices must be complied with by the date on the Notice. If no Notice is served you must still deal with contraventions within a reasonable time. As a guide to compliance, contraventions to do with cleaning, temperature control and poor practice should be dealt with straight away. Those items which relate to structural repairs, training and the provision/review of your food safety management system should be completed with within the next 2 months. Health and safety contraventions should be dealt with within 3 months unless otherwise indicated. Urgent matters must be dealt with straight away.

The Law

The report relates to the following 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 applied by Regulation 17(1) of the Food Hygiene (England)

Regulations 2006.

Health and Safety at Work Etc. Act 1974 and related regulations.

This report may include matters which do not comply with the law (**Contravention**) matters which are not required by the law but which we recommend as good practice

(**Recommendation**) guidance on best practice (**Information**) and, to balance the report, observations of current practice (**Observation**).

You may carry out alternative works to those in the report, but only if they are equally effective in securing full compliance with the law. Before undertaking alternative works, you are strongly advised to discuss the matter with me.

Please Note

My inspection was not intended to identify every contravention of the law and only covers those areas, practices and procedures examined at the time. The report concentrates on the principle risks. If it fails to mention a particular item this does not mean you have necessarily complied with the law.

FOOD SAFETY

Please note that this is not a formal Hygiene Improvement Notice that requires you to do work. Nevertheless, if you do not comply with this informal request, formal action will be considered. Any contraventions should be given priority. It is in your interests to act now to secure compliance.

How we calculate your Food Hygiene Rating

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 and Control Systems	0	5	10		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
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Your Food Hygiene Rating is 4 – a good standard



Food Hygiene

Summary:

Food hygiene standards are generally satisfactory and being maintained. Some minor offences were seen and there is room for improvement. **(Score 10)**

Food Hygiene

Unfit Food

1. As you were unable to show that the following food past its best before date was safe it was seized or destroyed in my presence. **(Recommendation):**
 - Pistachio nuts dated best before Dec 2011.
 - Cashew nuts dated best before Feb 2012.

Had they been sold they would not have been the quality expected of the consumer

Hand Washing

2. The following are examples of poor personal hygiene or where it was difficult for food handlers to maintain high levels of personal cleanliness. **(Contravention):**
 - No paper towels in the staff toilets.

Structure and Cleaning

Summary:

The structure and facilities provided are of a good standard. Any offences are minor and easily rectified. **(Score 5)**

Cleaning

3. The following items were dirty and require more frequent and thorough cleaning **(Contravention):**
 - Nozzles on the coffee machine.
 - Edges and corners of the floor had a build-up of dirt.

Maintenance

4. The following items/areas had not been maintained in good repair and condition **(Contravention):**
 - Floor is worn in places.

Confidence in Management

Summary:

There is a written food safety management system which works well. Any omissions to your written system are minor and easily rectified. **(Score 5)**