



Public Protection (food & safety)
Food Premises Inspection Report

Name of Business:	Shell UK Service Station
Address of food business:	Sweet Briar Road, Norwich, NR6 5AL
Date of Inspection:	2 July 2013
Inspection Reference	13/00501/FOOD
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Type of Premises:	Small Retailer
Areas Inspected:	Main retail kitchen, store room
Records Examined:	Food safety management system, delivery sheets
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 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 and No 853/2004 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 & 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

Your Food Hygiene Rating is 5 – a very good standard



Food Hygiene

Summary:

Very good standard of compliance with legal requirements. Safe food handling practices and procedures demonstrated. All necessary control measures in place to prevent cross-contamination. Some minor contraventions which require attention. **(Score 5)**

Temperature Control

1. I was pleased to see that you recorded temperatures of fridges and freezer in your daily sheet. **(Observation)**
2. I recommend that you purchase a probe thermometer **(Recommendation)**

Practices

3. The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration **(Observation)**:
 - Cardboard on shelves in store room which is stained with spillages. The use of cardboard is not recommended as it cannot be suitably cleaned.

Structure and Cleaning

Summary:

Very good standard of compliance with legal requirements. Structure and equipment clean and well maintained. Only minor repairs and/or improvements required. Evidence of adequate pest control and waste disposal provision. Some minor contraventions which require attention.

(Score 5)

Cleaning

4. The following items were dirty and require more frequent and thorough cleaning
(Contravention):

- Cobwebs seen in store room.
- Shelves in store room – evidence of spillage.
- Clean out holes in counter where old coffee machine removed as rubbish is being thrown down which can attract pests.
- Remove accumulated cardboard from floor of stockroom to facilitate cleaning.

Maintenance

5. The following items/areas had not been maintained in good repair and condition
(Contravention):

- Repair loose metal batten between back metal lintel and door to frame. This presents a gap through which pests can enter into storeroom.
- Rub down and paint/varnish shelves in store room
- Infill two holes in counter where old coffee machine removed.

Confidence in Management

Summary:

Very good standard of compliance with legal requirements. A food safety management system is in place. Records are appropriate and generally maintained. Managerial staff suitably supervised and trained. Some minor contraventions which require attention. **(Score 5)**

Documented Food Safety Management System

6. The following safe methods had not been written down in your SFBB pack / documented food safety management system. **(Contravention):**

- No cleaning schedule.
- No maintenance schedule.

7. I was pleased to see that you had a food safety management system. **(Observation)**

Training

8. I was pleased to see that staff undertake a written/online training programme.
(Observation)