



Public Protection (food & safety)
Food Premises Inspection Report

Name of Business:	Murco Filling Station
Address of food business:	174A Aylsham Road NorwicNR3 2HJ
Date of Inspection:	31/05/2016
Risk Rating Reference	16/00344/FOOD
Inspection Reference	14/00315/FD_HS
<hr/>	
Type of Premises:	Petrol Station
Areas Inspected:	Storeroom, Shop floor
Records Examined:	FSMS, Temperature control records
Details of Samples Procured:	None
Summary of Action Taken:	

Introduction

The report has been divided into the three areas which you are scored against: food hygiene and safety procedures, structural requirements and 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 on the next page. You can use the table to see where you have done well and where improvements can be made.

Sections identifying health and safety and public health concerns may be included at the end of the report, these do not form part of your food hygiene rating.

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

What you must do to comply with the law

The report may include contraventions - matters which do not comply with the law **(Contraventions)**. 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 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 **(Observation)**, useful information **(Information)** and recommend good practice **(Recommendation)**.

Disclaimer

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:

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



Appealing your rating

- Discuss the rating with the inspector
- Enter your appeal within 14 days of this notification
- For full details and the form visit www.norwich.gov.uk/foodhygieneratings

This space is reserved for your Right of Reply

- You have a 'right to reply'. This allows you to explain what improvements you have made or to explain the standards we found at the time of this inspection.
- For full details and the form visit www.norwich.gov.uk/foodhygieneratings

This space is reserved for the results of your Re-rating Inspection:

- You can request a re-visit to re-rate your business if you have rectified the contraventions identified in this letter.
- You can make one request for a re-visit per statutory inspection period. If we are satisfied with the evidence you provide we will make an unannounced revisit and give you a new food hygiene rating based on the level of compliance that is found at the time of the re-visit
- Your rating could go up, down or remain the same.

- For full details and the form visit www.norwich.gov.uk/foodhygieneratings

General description of the business

Service station with a convenience store and a coffee machine serving the local community

FOOD SAFETY

1. Food Hygiene

Summary:

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)**

Hand-washing

The following evidence indicated hand-washing was not suitably managed.

(Contravention)

- No towels to towel dispenser in the W.C or the towel dispenser to the washing up sink

Wash hand basins must be provided with soap and hygienic hand drying facilities such as disposable towels. For extra protection against cross contamination we recommend you use a liquid soap with disinfectant properties conforming to the European standard BS EN 1499: 1997. This information should be available on the product label or may be obtained from the supplier or manufacturer. **(Information)**

Poor Practices

The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration. **(Observation)**

- raw meat ie bacon was being stored next to ready-to-eat food ie cheese in the display fridge, although these foods are wrapped this could be a possible cause of cross-contamination

Good Practice

I was pleased to see that. **(Observation):**

- fridges were running at correct temperatures

2. Structure and Cleaning

Summary:

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 Equipment and Food Contact Surfaces

The following surfaces and equipment in contact with food were dirty and/or could not be cleaned and require cleaning or discarding **(Contravention)**

- interior of Tefcold milk fridge
- interior shelf of display fridge where milk is displayed
- shelf where cereals are displayed

Maintenance

The following items had not been suitably maintained and must be repaired (or replaced). **(Contravention)**

- tiles were missing behind the washing up sink
- tiles were missing to the ceiling above the washing up sink

Recommendations

To further improve standards I recommend the following **(Recommendation):**

- more attention to the cleaning of the premises

3. Confidence in Management

Summary:

A food safety management system is in place and you demonstrate a very good standard of compliance with the law. Your records are appropriate and generally maintained. Your staff are suitably supervised and trained. You have a good track record. There are some minor contraventions which require your attention. **(Score 5)**

Infection Control / Sickness / Exclusion Policy

Public Health England recommends that food handlers known or suspected to be suffering from a food-borne infection or gastro-intestinal illness stay away from work until symptom-free for 48 hours

Good Practice

I was pleased to see that. **(Observation):**

- you had a Food Safety Management System which was up to date