



**Public Protection (food & safety)**

**Food Premises Inspection Report**

Name of business:	Castle Service Station
Address of food business:	Castle Service Station Rose Lane Norwich NR1 1PN
Date of inspection:	11/03/2019
Risk rating reference:	19/00205/FOOD
Premises reference:	14060/4000/0/000
Type of premises:	Petrol Station
Areas inspected:	Storeroom, Shop floor
Records examined:	FSMS
Details of samples procured:	None
Summary of action taken:	Informal
General description of business:	Garage 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
<b>Your Total score</b>	<b>0 - 15</b>	20	25 - 30	35 - 40	45 - 50	> 50
<b>Your Worst score</b>	<b>5</b>	10	10	15	20	-
<b>Your Rating is</b>	<b>5</b>	4	3	2	1	0

Your Food Hygiene Rating is 5 - a very 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)**

#### Hand-washing

**Observation** I was pleased to see handwashing was well managed.

#### Poor Practices

**Contravention** The following matters represented poor practice and if allowed to continue may cause food to become contaminated or lead to its deterioration:

- eggs were on sale that were past their display date and on the date of their best before date

**Legal Requirement** Eggs, whether loose or packed, must be marked with a best-before date. They must also be sold within 21 days of laying.

There is no legal requirement to have a sell-by date on eggs but it may help you to ensure eggs are sold within the 21 days. Where no sell-by date is shown, you should remove eggs from sale seven days before their best-before date.

## **2. Structure and Cleaning**

The structure facilities and standard of cleaning and maintenance are all of a good standard and only minor repairs and/or improvements are required. Pest control and waste disposal provisions are adequate. The minor contraventions require your attention. **(Score 5)**

**Observation** The premises was generally clean.

## **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)**

### Proving Your Arrangements are Working Well

- **Contravention** There was a bit of confusion with your daily records for your food safety management system. While initially it looked as if the records had been completed for the week in advance we later found a sheet dated 4/2/19 which I now believe was the sheet you were using for this week. Please review your systems so that this mistake cannot happen in the future.

### Training

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

- were not sufficiently aware of the food safety management system