

**Stroud District Council Environmental Health Service Request Summary**

<b>Complaint Ref:</b>	11/2194/HS03	<b>Date Job Sheet Printed:</b>	
<b>Date Received:</b>	06.06.2011	<b>Received by:</b>	Miss Maxine Pride
<b>Target Response:</b>	09.06.2011	<b>Allocated To:</b>	Miss Maxine Pride

**Subject Details**

**Details of Complaint**

<b>Name</b>	Welcome Break	<b>Type: H&amp;S Complaint</b> Employee, [REDACTED] who wishes her name to remain confidential rang to complain. She said that 3 weeks ago the company introduced hot food to be served in the forecourt premises. However, it is also the employees job to clean the toilets as and when they can during the shift. Thus they could be cleaning the toilets and immediately come out to serve a customer. Employee works on the night shift and is often working alone. The nearest employee is on the other side of the motorway. (Approximately 10 min walk). Concern also raised about lone working.
<b>Trading As</b>	Welcome Break Michaelwood Services M5 Southbound	
<b>Address</b>	Lower Wick Dursley Gloucestershire GL11 6DD	

**Customer (s)**

**Customer Details**

<b>Name</b>	[REDACTED]	<b>Phone</b>	[REDACTED]
<b>Address</b>			

**Visits/Actions:**

Date	Officer	Type	Notes
09.06.2011	Miss Maxine Pride	Correspondence Received	09/06/11 at 12:05 by pridem 09/06/11 at 12:05 by pridem  Faxed received in relation to new lone working procedure. Notice to all staff re enhanced procedure. New procedure suitable, copy put in file. HSE guidance given to manager.

Date	Officer	Type	Notes
09.06.2011	Miss Maxine Pride	Telephone Conversation	10/06/11 at 08:30 by pridem  Spoke with customer who complained. She is aware that lone working has been addressed and also change of clothing re job duties. NFA.

Date	Officer	Type	Notes
08.06.2011	Miss Maxine Pride	HS Complaint investigation or Rv	08/06/11 at 11:19 by pridem 08/06/11 at 11:15 by pridem 08/06/11 at 11:11 by pridem  Visited site and spoke with manager (Southbound). Discussed hygiene issue re cleaning toilets and then serving food and lone working. No procedures in place to address lone working if employee becomes ill/accident and cannot get to phone. Manager to address by having a checking in and escalating process. Will fax in new process. PIR issued.

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<b>Date</b>	<b>Officer</b>	<b>Type</b>	<b>Notes</b>
07.06.2011	Miss Maxine Pride	HS Complaint investigati on or Rv	07/06/11 at 11:56 by pridem  Visited site with colleague SD. No manager on site, two operatives in charge. Spoke to one CSA re food counter and toilet cleaning, also addressed lone working. CSA unsure about process and procedure as to whether he should be wearing different apron/s re cleaning and serving. CSA identified that they have a panic button but did not know anything else about lone working. Advised that would return next day to speak with manager re lone working.

<b>Date</b>	<b>Officer</b>	<b>Type</b>	<b>Notes</b>
06.06.2011	Miss Maxine Pride	Office - Investigato ry Work	06/06/11 at 10:47 by pridem  Spoke with colleague, SD, re complaint. Joint visit to take place later today re allegations.

<b>Date</b>	<b>Officer</b>	<b>Type</b>	<b>Notes</b>
06.06.2011	Miss Maxine Pride	Telephone Conversati on	06/06/11 at 10:46 by pridem  Discussed issue with customer and advised that this matter would be investigated.

**Notes:**

<b>Date</b>	<b>Officer</b>	<b>Notes</b>

**Stroud District Council Environmental Health Service Request Summary**

<b>Complaint Ref:</b>	09/3944/FC08	<b>Date Job Sheet Printed:</b>	
<b>Date Received:</b>	20.07.2009	<b>Received by:</b>	Steve Marshfield
<b>Target Response:</b>	23.07.2009	<b>Allocated To:</b>	Mrs Shona Darley

**Subject Details**

**Details of Complaint**

<b>Name</b>		<b>Type: Food Microbiologically Unsatis</b> bought coffee from Burger King Northbound Services on Friday. Tasted and smelt of chemicals.
<b>Trading As</b>	Burger King	
<b>Address</b>	Michaelwood Services M5 Southbound Lower Wick Dursley Gloucestershire GL11 6DD	

**Customer (s)**

**Customer Details**

<b>Name</b>	[REDACTED]	<b>Phone</b>	[REDACTED]
<b>Address</b>			

**Food Complaint Details**

<b>Food Type</b>		<b>Manufacturer</b>	
<b>Description</b>		<b>Address</b>	
<b>Purchased</b>		<b>Contact / Telephone</b>	/
<b>Useby Date</b>		<b>Defect Noticed</b>	

**Visits/Actions:**

Date	Officer	Type	Notes
28.07.2009	Mrs Shona Darley	Telephone Conversation	28/07/09 at 16:39 by darleys spoke with complainant and she was happy with investigation.

Date	Officer	Type	Notes
21.07.2009	Mrs Shona Darley	Visit to Subject	28/07/09 at 16:37 by darleys visited premies and there were no problems with the cleaning of the unit - showed to me and its automatic so no problems there. No other problems identified. NFA.

Date	Officer	Type	Notes
20.07.2009	Mrs Shona Darley	Telephone Conversation	20/07/09 at 11:48 by darleys spoke with complainant she said that the coffee was bought at 6:30pm and drank it in car - it smelled of chemicals and tasted of chemicals. Advised that I would visit premies today.

**Notes:**

Date	Officer	Notes

**Stroud District Council Environmental Health Service Request Summary**

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**Stroud District Council Environmental Health Service Request Summary**

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<b>Complaint Ref:</b>	09/3377/DR01	<b>Date Job Sheet Printed:</b>	
<b>Date Received:</b>	28.06.2009	<b>Received by:</b>	Mrs Shona Darley
<b>Target Response:</b>	01.07.2009	<b>Allocated To:</b>	Mrs Shona Darley

**Subject Details**

**Details of Complaint**

<b>Name</b>		<b>Type: Blocked Public Sewer</b> out of hours call on Sunday Dot from Michaelwood stated that drains were blocked on slip road and wanted some help with clearing problem.
<b>Trading As</b>		
<b>Address</b>	Michaelwood Services M5 Southbound Lower Wick Dursley Gloucestershire GL11 6DD	

**Customer (s)**

**Customer Details**

<b>Name</b>			
<b>Address</b>			

**Visits/Actions:**

Date	Officer	Type	Notes
30.06.2009	Mrs Shona Darley	Telephone Conversation	30/06/09 at 10:06 by darleys  contacted Wessex Water to find out if the drain is public sewer or rivate drain. They said they would phone back ref 14074098001.

Date	Officer	Type	Notes
29.06.2009	Mrs Shona Darley	Telephone Conversation	30/06/09 at 10:05 by darleys  spoke with Dot problem still not resolved. Advised her that we do not have maps for the drains in that area but advised her to contact Wessex Water again.

Date	Officer	Type	Notes
28.06.2009	Mrs Shona Darley	Telephone Conversation	30/06/09 at 10:04 by darleys  advised Dot that it would either be her responsibility or Severn Trent / Wessex Water. Advised that she would have to contact a drainage company. She wanted me to contact ours and then charge her but advised that we would not do this as it was nor surcharging and not deemed public health risk. Gave her the numbers for Godwin Jetting and 3 Counties drainage.

**Notes:**

Date	Officer	Notes

**Stroud District Council** Environmental Health Service Request Summary

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**Stroud District Council Environmental Health Service Request Summary**

<b>Complaint Ref:</b>	11/1531/FH05	<b>Date Job Sheet Printed:</b>	
<b>Date Received:</b>	19.04.2011	<b>Received by:</b>	Mitchell Moore
<b>Target Response:</b>	22.04.2011	<b>Allocated To:</b>	Mrs Shona Darley

**Subject Details**

**Details of Complaint**

<b>Name</b>	Welcome Break	<b>Type: Food Hygiene Complaint</b> Dear Michaelwood services complaints dept. and Gloucestershire council (please forward to building Control and your public health dept.  My family and I used your northbound services yesterday lunchtime, 17/04/2011 Unfortunately, after we had eaten, we used you toilet facility. The mens facility urinals started spitting from the sewage, noxious gas and fluid, one by one and caught me on my cloths. My son also used the facility and was nearly sick with the smell. It is surely the rankest smell way beyond anything I have ever experienced.  This ruin my lunch and I stank of you toilet for the rest of the day, including another 6 hours driving nasty.  I am a builder and understand that this kind of thing can only happen if the toilet system is not properly ventilated through a stack system.  I think it would be correct for you respond to this complaint. There was also no telephone numbers to ring or toilet staff to report this to, very poor show.  Mr J Mansell
<b>Trading As</b>	Welcome Break Michaelwood Services M5 Northbound	
<b>Address</b>	Mule Street Woodford Berkeley Gloucestershire GL13 9JS	

**Customer (s)**

**Customer Details**

<b>Name</b>	[REDACTED]	<b>EMAIL</b>	[REDACTED]
<b>Address</b>	[REDACTED]		

**Food Complaint Details**

<b>Food Type</b>		<b>Manufacturer</b>	
<b>Description</b>		<b>Address</b>	
<b>Purchased</b>		<b>Contact / Telephone</b>	/
<b>Useby Date</b>		<b>Defect Noticed</b>	

**Visits/Actions:**

<b>Date</b>	<b>Officer</b>	<b>Type</b>	<b>Notes</b>
21.04.2011	Mrs Shona Darley	Telephone Conversation	10/05/11 at 08:43 by darleys  no problems identified with toilets.

## Stroud District Council Environmental Health Service Request Summary

Date	Officer	Type	Notes
20.04.2011	Mrs Shona Darley	Telephone Conversation	20/04/11 at 09:28 by darleys  spoke with Ricardo the manager of site. He was not aware of a problem with the toilets and nothing had been reported to him. He said that he would investigate and come back to me.

Date	Officer	Type	Notes
19.04.2011	Mrs Shona Darley	Initial Advice to Reporter	19/04/11 at 16:04 by darleys  emailed to say that I would investigate.

### Notes:

Date	Officer	Notes

**Stroud District Council Environmental Health Service Request Summary**

<b>Complaint Ref:</b>	09/5187/HS03	<b>Date Job Sheet Printed:</b>	
<b>Date Received:</b>	18.09.2009	<b>Received by:</b>	Rob Weaver
<b>Target Response:</b>	23.09.2009	<b>Allocated To:</b>	Mrs Shona Darley

**Subject Details**

**Details of Complaint**

<b>Name</b>		<b>Type: H&amp;S Complaint</b>
<b>Trading As</b>	Michaelwood Services	Complaint about food safety and health and safety at both premises from former facilities manager (wishes to remain anon'). see notes from Rob W.
<b>Address</b>	Michaelwood Services M5 Northbound Mule Street Woodford Berkeley Gloucestershire GL13 9JS	

**Customer (s)**

**Customer Details**

<b>Name</b>	[REDACTED]	<b>Phone</b>	[REDACTED]
<b>Address</b>	[REDACTED] [REDACTED] [REDACTED] T		

**Visits/Actions:**

Date	Officer	Type	Notes
23.07.2010	Phil Park	Checked and Closed	

Date	Officer	Type	Notes
30.09.2009	Mrs Shona Darley	Site Visit	06/10/09 at 10:08 by darleys  visited site with Steve Marshfield went through risk assessments for legionella and RIDDOR forms.

Date	Officer	Type	Notes
18.09.2009	Phil Park	Initial Advice to Reporter	18/09/09 at 15:16 by parkptg  Rob told reporter that we would inspect.

Date	Officer	Type	Notes
18.09.2009	Phil Park	Comment Added to Job	18/09/09 at 15:18 by parkptg  Shona. John did last inspection and I followed up some comments re temperature control. In view of the wide ranging issues I think it would be a good idea if you and Steve go together and do a thorough job on FS and H_S on both sides of the M5.

**Notes:**

Date	Officer	Notes

**Stroud District Council Environmental Health Service Request Summary**

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**Stroud District Council Environmental Health Service Request Summary**

<b>Complaint Ref:</b>	09/5084/HS03	<b>Date Job Sheet Printed:</b>	
<b>Date Received:</b>	14.09.2009	<b>Received by:</b>	Diane Powell
<b>Target Response:</b>	17.09.2009	<b>Allocated To:</b>	Mrs Shona Darley

**Subject Details**

**Details of Complaint**

<b>Name</b>		<b>Type: H&amp;S Complaint</b>
<b>Trading As</b>	Michaelwood Services M5 Northbound	Lady and her family stopped at Michealwood on 12th September 2009 at 11:25 to use the facilities. Toilets had the followinging problems: Doors hanging off there hinges, Floors running with water, urine etc wet and dried on on toilet seats, sinks blocked and surrounds filthy (so unable to wash hands properly), smell could only be described as a stench which made you gag, huge queues as you could only use certain cubicles. Impression was that had been this dirty for quite a while, not just in last couple of hours. Spoke to Duty manager eventually (he had to be found), who informed her that the cleaner had fallen off a ladder, but that cleaning should now be taking place. Several people were complaining as well. Son has emailed Welcome Break head office about this.  Lady is on holiday, so please either email or phone home number when she returns, she will not be stopping at Michealwood again
<b>Address</b>	Mule Street Woodford Berkeley Gloucestershire GL13 9JS	

**Customer (s)**

**Customer Details**

<b>Name</b>	[REDACTED]	<b>EMAIL</b>	[REDACTED].uk
<b>Address</b>	[REDACTED]	<b>Phone</b>	[REDACTED]

**Visits/Actions:**

Date	Officer	Type	Notes
21.09.2009	Mrs Shona Darley	Office Activity General	21/09/09 at 17:12 by darleys  another complaint come in about whole site. Will investigate all problems identified next week.

Date	Officer	Type	Notes
21.09.2009	Mrs Shona Darley	Telephone Conversation	21/09/09 at 17:12 by darleys  spoke with complainant advised that there are other problems on site which we are looking into and her complaint will be investigated.

Date	Officer	Type	Notes
15.09.2009	Mrs Shona Darley	Telephone Conversation	15/09/09 at 10:16 by darleys  advised complaint that we would investigate.

**Notes:**

**Stroud District Council Environmental Health Service Request Summary**

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Date	Officer	Notes

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<b>Complaint Ref:</b>	09/2529/GN21	<b>Date Job Sheet Printed:</b>	
<b>Date Received:</b>	11.05.2009	<b>Received by:</b>	Gabrielle Smith
<b>Target Response:</b>	14.05.2009	<b>Allocated To:</b>	Roger Porter

**Subject Details**

**Details of Complaint**

<b>Name</b>		<b>Type: Gen Enquiry Pest Control</b> Anonymous complaint. Whilst having a cup of coffee at Michaelwood service station on the north side I saw a number of rats round the waist bins. I think you should investigate as this is a health hazard with food.
<b>Trading As</b>		
<b>Address</b>	Michaelwood Services M5 Northbound Mule Street Woodford Berkeley Gloucestershire GL13 9JS	

**Customer (s)**

**Customer Details**

<b>Name</b>			
<b>Address</b>			

**Visits/Actions:**

Date	Officer	Type	Notes
12.05.2009	Roger Porter	Visit to Subject	22/05/09 at 09:42 by porterm  Visited subject premises and discussed complaint with General Manager M [REDACTED]. The whole site both northbound and southbound is covered by a pest control contract with Pestokil. Examination of pest control records showed that there had been some recent rodent activity at the northbound site however controls are in place and treatment is ongoing. Walked the site with [REDACTED]. No obvious signs of rodent activity however several bags of rubbish were found outside of the northbound restaraunt and Mr Harris was advised to ensure that housekeeping was improved in order to avoid any sources of attraction for vermin.

Date	Officer	Type	Notes
12.05.2009	Roger Porter	Close Job	

**Notes:**

Date	Officer	Notes



**Stroud District Council Environmental Health Service Request Summary**

<b>Complaint Ref:</b>	09/0352/FH05	<b>Date Job Sheet Printed:</b>	
<b>Date Received:</b>	16.01.2009	<b>Received by:</b>	Lisa Wilkes
<b>Target Response:</b>	21.01.2009	<b>Allocated To:</b>	Mrs Shona Darley

**Subject Details**

**Details of Complaint**

<b>Name</b>		<b>Type: Food Hygiene Complaint</b>
<b>Trading As</b>	Michaelwood Services M5 Northbound	toilet cubicles were covered in faeces in gents, the 1st cubicle was filled to the rim of the seat and 2nd,3rd and 4th were also bad. 5th cubicle only just useable. He complained to a member of staff in the restaurant, who agreed they were in a bad state but due to cutbacks, the services no longer have cleaners in the evenings. He took photo's and will send them on shortly.
<b>Address</b>	Mule Street Woodford Berkeley Gloucestershire GL13 9JS	

**Customer (s)**

**Customer Details**

<b>Name</b>	[REDACTED]	<b>Phone</b>	01242 228686
<b>Address</b>	[REDACTED]		

**Food Complaint Details**

<b>Food Type</b>		<b>Manufacturer</b>	
<b>Description</b>		<b>Address</b>	
<b>Purchased</b>		<b>Contact / Telephone</b>	/
<b>Useby Date</b>		<b>Defect Noticed</b>	

**Visits/Actions:**

Date	Officer	Type	Notes
27.01.2009	Mrs Shona Darley	Visit to Subject	27/01/09 at 14:06 by darleys  visited the site. Spoke with manager. They have cleaners on site in the evenings til 10:30pm and then have a night porter. One the day of complaint they had a problem with water pressure and their drains which has now been resolved. NFA.

Date	Officer	Type	Notes
27.01.2009	Mrs Shona Darley	Telephone Conversation	27/01/09 at 14:07 by darleys  spoke with Neil explained situation. He was happy. NFA.

Date	Officer	Type	Notes
25.01.2009	Lisa Wilkes	Correspondence Received	26/01/09 at 09:39 by wilkesl 26/01/09 at 09:38 by wilkesl  received pictures of toilet cubicles. see correspondence. From: Neil Vedmore [mailto:neil.vedmore@blueyonder.co.uk] Sent: 25 January 2009 18:20 To: Wilkes, Lisa Subject: michael wood services northbound

**Stroud District Council Environmental Health Service Request Summary**

			<p>Dear Lisa,</p> <p>Two apologies to make. Firstly for taking so long to get these pictures to you and secondly for putting you in the position of having to look at them.</p> <p>They were taken at approx 8.00p.m om the 15th of january 2009. Three other cubicles were in Use (?) at the time.</p> <p>It isn't very often I complain about anything let alone take photos of toilets but these were so utterly disgusting I felt sick and compelled to do so.</p> <p>I stopped at the services to use the toilets and to grab a bite to eat after a long day. Neither of these were achieved!!</p> <p>It may be of interest to you that I was informed that no cleaners are on site after 5.00p.m. Is this legal for such an establishment serving food and drink?</p> <p style="text-align: right;">Yours sincerley</p> <p>N W Vedmore</p>
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Date	Officer	Type	Notes
19.01.2009	Mrs Shona Darley	Telephone Conversation	19/01/09 at 15:26 by darleys no answer

**Notes:**

Date	Officer	Notes



# STROUD DISTRICT COUNCIL

Environmental Health Service Ebley Mill Stroud Gloucestershire GL5 4UB

Phone (01453) 766321 Fax (01453) 754963 www.stroud.gov.uk

Ref no  
CP12

## Premises Inspection Report

Date of inspection  
19/11/06

Type of inspection: Food Safety  Health and Safety at Work

Specific Law under which inspection conducted Health & Safety at Work etc Act 1974

Business name Days Inn Welcome Break Northbound Name of food business operator \_\_\_\_\_

Address Michaelwood Services, Lower Wick, Deerstep Registered address (if different) \_\_\_\_\_  
Postcode GL11 6DD Tel No 11454260631

Areas inspected Whole of Area

Documents examined Safety Policy, Risk Assessments, manual Handling

Samples taken None

Key points discussed  
Removal of asbestos in boiler room.

Action required (specify whether legal requirement [LR] or advisory [A])  
Removal asbestos from boiler room.  
Date for compliance 19/12/09

Further action to be taken by the food authority Letter to follow

Officer name JOHN STAFFORD Signature J Stafford

Designation PHIO Direct line tel no 01453 754476

Person interviewed BRIAN THRASHER-JACKSON Signature BT Thrasher-Jackson

Date (if different from above) 1/1

In the event of any dispute please contact:

Philip Park Commercial Services Manager (01453) 754471 or Jon Beckett Head of Environmental Health (01453) 754443

General guidance information appears overleaf





# STROUD DISTRICT COUNCIL

Environmental Health Service Ebley Mill Stroud Gloucestershire GL8 4UB

Phone (01453) 766321 Fax (01453) 754963 www.stroud.gov.uk

Ref no  
CP12

## Premises Inspection Report

Date of inspection  
21/11/08

Type of inspection: Food Safety  Health and Safety at Work

Specific Law under which inspection conducted Health & Safety at work etc Act 1974

Business name Days Inn Welcome Break Northbound Name of proprietor \_\_\_\_\_

Address Michaelwood Services  
Lower Wick,  
Dunstons, Stroud  
GL11 6DD.

Registered address (if different)

Areas inspected Inside of Area

Documents examined Safety Policy, Risk Assessments, manual handling

Samples taken None

Key points discussed  
Health & Safety

Action required (specify whether legal requirement (LR) or advisory (A))  
No problems, premises good  
Date for compliance / /

Further action to be taken by the food authority None

Officer name JOHN STAFFORD

Signature J Stafford

Designation PEHO

Direct line tel no 01453 754476

Person interviewed BRIAN THRASHER-JACKSON

Signature B. Thrasher-Jackson

Date (if different from above) 21/11/2008

In the event of any dispute please contact:  
Philip Park Principal Environmental Health Officer (01453) 754471 or Jon Beckett Head of Environmental Health (01453) 754443

General guidance information appears overleaf





# STROUD DISTRICT COUNCIL

Environmental Health Service Ebley Mill Stroud Gloucestershire GL5 4UB

Phone (01453) 766321 Fax (01453) 754963 www.stroud.gov.uk

Ref no  
CP11, CP12

## Premises Inspection Report

Date of inspection  
1 12 11

Type of inspection: Food Safety  Health and Safety at Work

Specific Law under which inspection conducted legionella + risk assessments

Business name Welcome Break MS Services

Name Bernardo Goncalves  
Proprietor/operator/employer

Address ms  
Lower Wick  
Dursley  
Postcode GL11 6DD Tel No

Registered address (if different)

Areas inspected All food units north & south, Days Inn Hotel

Documents examined HACCP plans, daily record books

Samples taken None

Key points discussed  
HACCP, legionella risk assessment  
Temperature monitoring  
staff training

Action required (specify whether legal requirement [LR] or advisory [A])  
Good standards noted      General: complete risk assessment  
letter to follow:      for legionella - main building  
Southbound  
1. Days Inn: Renew chopping boards  
Recommend soap letters added to daily probed records  
Recommend guards over open cakes  
Northbound  
1. Days Inn: 1. No hot water to whb in servery.  
2. Wall in chiller floor banking  
2. Starbucks: Chiller running too high      Date for compliance 1 1

Further action to be taken by the food authority letter to follow

Officer name K. Rummels Designation FSO Tel (01453) 75 ..... Signature [Signature]

Person interviewed Bernardo Signature [Signature] Date 01/10/11

*It is your responsibility to ensure food safety (where applicable) and the health and safety of employees and others (such as volunteer workers and members of the public) who may be affected by the way you run your undertaking. My inspection sampled how you are complying with your legal responsibilities and did not examine all aspects of your undertaking.*

In the event of any dispute please contact:  
**Philip Park** Commercial Services Manager  
(01453) 754471 or  
**Jon Beckett** Head of Environmental Health  
(01453) 754443



## Food Premises Inspection/Audit Record Form

Premises name: Welcome Break

Ref No: CP0011 + CP0012

Premises Details:	Published Tele Number: <u>@250 staff max.</u>	Contact Tele Number: <u>AU</u>
Opening hours _____	No of food handlers _____	No of trained food handlers _____ No of covers _____
First language (if not English): <u>N/A</u>	Interpreter required: Yes ___ No <input checked="" type="checkbox"/>	

Type of intervention:	Full Inspection	<input checked="" type="checkbox"/> Partial Inspection	Spot Check Insp'n	Revisit
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Description of business: Burger King, KFC, eat In, Wt Smith Days Inn - north + south bound.

**Food Hygiene and Safety Procedures** (inc' food handling practices, procedures and temperature control)

evidence of practices in line with company HACCP well run, Starbucks: 1 unit > 8°C - needs repair. separation of raw / cooked - storage + service eg tongs, colour coded boards, date labelling; temp. probing - cooking + hot hold stages.

score

**Structure of the Establishment** (including cleanliness, layout, condition, lighting, ventilation, facilities etc)

V. good. Starbucks 6 units dd, new units. cleaning good, rotas complete, sanitiser made up by facilities team

score

**Food Safety Management** HACCP - welcome Break + Burger King + KFC's co. policies

Type of FSM system	SFBB	Other	FSM not applicable
Safe methods: Are there safe documented methods/procedures for all of the 4 C's?	<u>Yes</u>		
Reflective Practice: Do the safe methods and corrective actions reflect actual business practice and been validated?	<u>Yes</u>		
Practice: Are safe methods being followed in practice?	<u>Yes</u>		
Monitoring Checks: Are management's monitoring checks adequate/appropriate?	<u>Yes</u>		
Records: Are management's checks carried out (including corrective actions) and recorded?	<u>Yes</u>		
Review: Are records regularly reviewed and details recorded?	<u>Yes</u>		
Staff Trained: staff and management trained in FSM and competent to carry out checks?	<u>Yes - all staff have bfm, managers - intermediate</u>		
Are standards likely to be maintained/improved?	<u>Yes</u>		

**Confidence in management** (having regard to above):

Well run operation - highly confident in unit managers overseen by Mr Goncalves - Facilities manager. ~~At risk~~

score

Scores of the Doors, star rating	Total of "compliance" scores
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Type of food & method of handling	Method of processing	Consumers at risk
Vulnerable groups	Significant risk	Total score
Previous risk category	If changed from A to lower category senior officer signature	

Officer signature: [Signature]

Date of inspection: 1/2/11





# STROUD DISTRICT COUNCIL

Environmental Health Service Ebley Mill Stroud Gloucestershire GL5 4UB

Phone (01453) 766321 Fax (01453) 754963 www.stroud.gov.uk

Ref no  
11

## Premises Inspection Report

Date of inspection  
5/6/09

Type of inspection: Food Safety  Health and Safety at Work

Specific Law under which inspection conducted Food Hygiene England Regulations 2006

Business name Burger King

Name of food business operator \_\_\_\_\_

Address Welcome Break, Ltd,  
Southbound,  
Michaelwood Services,  
Locks Wick.  
Postcode GL11 6DD Tel No 01454 260631

Registered address (if different)

Areas inspected Whole of Premises

Documents examined Food Safety System

Samples taken None

Key points discussed  
Food Safety

Action required (specify whether legal requirement [LR] or advisory [A])  
Satisfactory  
Date for compliance / /

Further action to be taken by the food authority None

Officer name JOHN STAFFORD

Signature J Stafford

Designation PEHO

Direct line tel no 01453 754476

Person interviewed [Signature]

Signature [Signature]

Date (if different from above) 5/6/09

In the event of any dispute please contact:

Philip Park Commercial Services Manager (01453) 754471 or Jon Beckett Head of Environmental Health (01453) 754443

General guidance information appears overleaf





# STROUD DISTRICT COUNCIL

Environmental Health Service Ebley Mill Stroud Gloucestershire GL5 4UB

Phone (01453) 766321 Fax (01453) 754963 www.stroud.gov.uk

Ref no  
11

## Premises Inspection Report

Date of inspection  
5, 6, 09

Type of inspection: Food Safety  Health and Safety at Work

Specific Law under which inspection conducted Food Hygiene England Regulations 2006

Business name Welcome Break Ltd Name of food business operator Welcome Break Ltd  
Southbound,

Address Michaelwood Services,  
Lower Wick,  
Dursley, Glos,  
Postcode GL11 6DD Tel No 01454 260631

Registered address (if different)  
166 High Holborn,  
London,  
WC1V 6TT

Areas inspected Whole of premises

Documents examined Food Safety documents

Samples taken None

Key points discussed  
Food Safety

Action required (specify whether legal requirement [LR] or advisory [A])  
Coffee Panna 1/. The sandwiches were too high the temperature was 20°C.  
Eat In 2/. The sandwiches were too high the temperature was 12°C.  
Date for compliance 31/7/09

Further action to be taken by the food authority Letter to follow

Officer name JOHN STAFFORD Signature J Stafford

Designation PETO Direct line tel no 01453 754476

Person interviewed J HARRIS Signature [Signature]

Date (if different from above) 1/1

In the event of any dispute please contact:  
Philip Park Commercial Services Manager (01453) 754471 or Jon Beckett Head of Environmental Health (01453) 754443

General guidance information appears overleaf





# STROUD DISTRICT COUNCIL

Environmental Health Service Ebley Mill Stroud Gloucestershire GL5 4UB

Phone (01453) 766321 Fax (01453) 754963 www.stroud.gov.uk

Ref no  
11

## Premises Inspection Report

Date of inspection  
5/6/09

Type of inspection: Food Safety  Health and Safety at Work

Specific Law under which inspection conducted Food Hygiene England Regulations 2006

Business name KFC Takeaway Name of food business operator \_\_\_\_\_

Address Welcome Break Ltd.  
Southbound,  
Michael Wood Services,  
Dursley, Glos,  
Postcode GL11 6DD. Tel No 01454 260631

Registered address (if different)

Areas inspected Whole of premises

Documents examined Food Safety System

Samples taken None

Key points discussed  
Food Safety

Action required (specify whether legal requirement [LR] or advisory [A])  
Satisfactory  
Date for compliance / /

Further action to be taken by the food authority None

Officer name John Giffard Signature J. Giffard

Designation PEHO Direct line tel no 01453 754476

Person interviewed J HARRIS Signature [Signature]

Date (if different from above) 5/6/09

In the event of any dispute please contact:

Philip Park Commercial Services Manager (01453) 754471 or Jon Beckett Head of Environmental Health (01453) 754447

General guidance information appears overleaf





# STROUD DISTRICT COUNCIL

Environmental Health Service Ebley Mill Stroud Gloucestershire GL5 4UB

Phone (01453) 766321 Fax (01453) 754963 www.stroud.gov.uk

Ref no  
CPO1

## Premises Inspection Report

Date of inspection  
8/6/11

Type of inspection: Food Safety  Health and Safety at Work

Specific Law under which inspection conducted HEALTH & SAFETY AT WORK 74

Business name BP CONNECT

Name SANDRA HYETT  
Proprietor/operator/employer

Address BP MICHAEL WOOD  
MS MOTORWAY 5/BOUND  
LAWERWICK DURSLEY  
GL5  
Postcode GL11 6DD Tel No 01454 262900

Registered address (if different)

Areas inspected -

Documents examined LONE WORKING PROCESS

Samples taken NONE

### Key points discussed

HYGIENE IN RELATION TO STAFF CLEANING TOILETS  
& THEN SERVING FOOD.  
LONE WORKING (NIGHT SHIFT DISCUSSED)

### Action required (specify whether legal requirement [LR] or advisory [A])

REVIEW LONE WORKING POLICY/PROCEDURE TO  
ENSURE IT IS SUITABLE & SUFFICIENT TO ADDRESS  
BOTH HEALTH & SAFETY OF EMPLOYEE.

ENSURE STAFF ARE AWARE OF PROCEDURE.

Date for compliance 8/8/11

Further action to be taken by the food authority -

Officer name M PRIDE Designation ISO OFFICER Tel (01453) 75 4476 Signature [Signature]

Person interviewed [Signature] Signature SHYETT Date 8/6/11

*It is your responsibility to ensure food safety (where applicable) and the health and safety of employees and others (such as volunteer workers and members of the public) who may be affected by the way you run your undertaking. My inspection sampled how you are complying with your legal responsibilities and did not examine all aspects of your undertaking.*

In the event of any dispute please contact:  
**Philip Park** Commercial Services Manager  
(01453) 754471 or  
**Jon Beckett** Head of Environmental Health  
(01453) 754443



# STROUD DISTRICT COUNCIL

Environmental Health Service Ebley Mill Stroud Gloucestershire GL5 4UB

Phone (01453) 766321 Fax (01453) 754963 www.stroud.gov.uk

Ref no  
CP011

## Premises Inspection Report

Date of inspection  
8/8/11

Type of inspection: Food Safety  Health and Safety at Work

Specific Law under which inspection conducted HEALTH & SAFETY AT WORK 74

Business name BP CONNECT

Name SANDRA HMETT  
Proprietor/operator/employer

Address BP MICHAEL WOOD  
M5 MOTORWAY S/BAND  
LOWE WICK DURSLEY  
GL5  
Postcode GL11 6DD Tel No 01454 262900

Registered address (if different)

Areas inspected -

Documents examined LONE WORKING PROCESS

Samples taken NONE

**Key points discussed**  
HYGIENE IN RELATION TO STAFF CLEANING TOILETS  
& THEN SERVING FOOD.  
LONE WORKING (NIGHT SHIFT DISCUSSED)

**Action required** (specify whether legal requirement [LR] or advisory [A])  
REVIEW LONE WORKING POLICY/PROCEDURE TO  
ENSURE IT IS SUITABLE & SUFFICIENT TO ADDRESS  
BOTH HEALTH & SAFETY OF EMPLOYEE.  
ENSURE STAFF ARE AWARE OF PROCEDURE.  
Date for compliance 8/8/11

Further action to be taken by the food authority -

Officer name M PRIDE Designation ISOFFICER Tel (01453) 75 4476 Signature [Signature]

Person interviewed [Signature] Signature S HMETT Date 8/8/11

*It is your responsibility to ensure food safety (where applicable) and the health and safety of employees and others (such as volunteer workers and members of the public) who may be affected by the way you run your undertaking. My inspection sampled how you are complying with your legal responsibilities and did not examine all aspects of your undertaking.*

In the event of any dispute please contact:  
**Philip Park** Commercial Services Manager  
(01453) 754471 or  
**Jon Beckett** Head of Environmental Health  
(01453) 754443

# SCHEDULE 1 FOOD HYGIENE

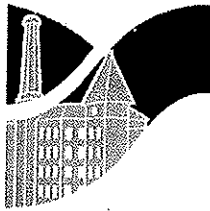
Reference No: CP0011/09/03737/FHCOP  
Date of Inspection: 3rd July 2009  
Premises Inspected: Michaelwood Services M5 Southbound, Lower Wick, Dursley,  
Gloucestershire, GL11 6DD.  
Legislation: Food Hygiene (England) Regulations 2006

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The following items are legal requirements and must be attended to by 31<sup>st</sup> July 2009

## Coffee Primo and Eat In

1. The temperature of the food stored in the refrigerator was too high (12 and 20 degrees). These foods are likely to support the growth of food poisoning bacteria or the formation of toxins and must not be stored above 8°C. You must either adjust or service the refrigerator. If the refrigerator is not able to hold high-risk foods at or below 8°C, it must be replaced.  
*Food Hygiene (England) Regulations 2006 Schedule 4 para 2 (1).*
2. If you display food at room temperature, you must introduce a system which will identify how long foods have been on display for sale.  
*Food Hygiene (England) Regulations 2006 Schedule 4 para 5 (1)*



# STROUD DISTRICT COUNCIL

Council Offices Ebley Mill Stroud Gloucestershire GL5 4UB

Telephone 01453 766321

Facsimile 01453 750932

[www.stroud.gov.uk](http://www.stroud.gov.uk)

Your New Food Hygiene Star Rating is



Welcome Break Ltd  
Michaelwood Services M5 Southbound  
Lower Wick  
Dursley  
Gloucestershire  
GL11 6DD

**Your Contact:** John Stafford  
**Telephone:** 01453 754476  
**Email:** [john.stafford@stroud.gov.uk](mailto:john.stafford@stroud.gov.uk)  
**Our Ref:** CP0011/09/03737/FHCOP

**Date:** 7th July 2009

Dear Sir/Madam,

## Food Hygiene (England) Regulations 2006

## Health and Safety at Work etc. Act 1974

## Michaelwood Services M5 Southbound, Lower Wick, Dursley, Gloucestershire, GL11 6DD, .

During a recent inspection of the above premises I noted certain matters, which should be dealt with in order to comply with the law and good practice. These matters are referred to in the enclosed schedules.

Schedule 1 - contains a list of items, which must be dealt with in order to comply with food hygiene regulations. These problems should be put right by the specified date otherwise legal action may follow.

Some of these items may appear to be very specific but if you prefer to carry out other measures which will achieve the same effect you are entitled to do so, but please discuss your proposals with me first. Similarly, if you have real difficulty in complying with any legal requirement by the specified date please let me know as soon as possible on 01453 754476.

If you believe that any of the above measures are not justified you may make representations to Mr Jon Beckett, Head of Environmental Health on 01453 754443. Such representations may be made at any time but it would be helpful if you would do so within 14 days of receipt of this letter.

I enclose a copy of a "Guide to Environmental Health Enforcement and Prosecution by Environmental Health Services throughout Gloucestershire". If you would like to view our enforcement policy in full it is available on the Stroud District Council web-site at [http://www.stroud.gov.uk/info/EH\\_enforcement\\_policy.pdf](http://www.stroud.gov.uk/info/EH_enforcement_policy.pdf)

I have now re-calculated your food hygiene star rating and the number of stars awarded in respect of your business is **4 stars**. If your star rating has changed since the last inspection a new window sticker is enclosed.

Your premises details can be viewed on the internet at [www.scoresonthedoors.org.uk](http://www.scoresonthedoors.org.uk) or by using the link on the Stroud District Council web-site. An information sheet relating to the "Scores on the Doors" food hygiene star rating scheme can be downloaded from the web-site. Please note that it can take up to 4 weeks, from the date of inspection, for the premises details on the web-site to be up-dated.

Yours sincerely

**Principal Environmental Health Officer**

Encs.



David Hagg: Chief Executive

