

Food Hygiene / Food Standards / Health & Safety Inspection Report

This inspection report covers only the areas inspected at the time of the inspection. It does not indicate compliance with any provision of the relevant food safety or health and safety law. It is not a notice requiring works to be carried out. All items marked 'C' are legal requirements and 'R' recommendations for best practice. Please note this schedule of works is NOT exhaustive but list those items which are obvious at the time of the visit. You are reminded the obligation rests with the business to ensure compliance with all legal requirements.

Ref: CP/00501	Date: 23/01/19	Time In:	Time Out:
Full/Partial Inspection	Revisit	Complaint	Other:
Name of Business: Olympus Food Ltd			
Address: 140-144 Rellards Lane			
Telephone / mobile number / Email: 0208 331 2666			
Registered Address (if different):			
Business Operator: Mammell Ltd		Business Type: Restaurant / Takeaway	
Person(s) seen/interviewed: [Redacted]		Position: Manager	

Documents / Records Examined

Food Safety Documents		Health & Safety Documents	
<input checked="" type="checkbox"/> HACCP/FSMS/SFBB	<input type="checkbox"/> Training Records	<input type="checkbox"/> Induction & Training	<input type="checkbox"/> Maintenance Records
<input type="checkbox"/> Pest control reports	<input type="checkbox"/> Suppliers invoices	<input type="checkbox"/> Risk Assessment	<input type="checkbox"/> Fork Lift Trucks
<input type="checkbox"/> Cleaning Schedule	<input type="checkbox"/> Import documents	<input type="checkbox"/> COSHH assessments	<input type="checkbox"/> Accident Records
<input type="checkbox"/> Temperature records	<input type="checkbox"/> Documents	<input type="checkbox"/> Gas/Electrical certification	
<input checked="" type="checkbox"/> Waste transfer notes e.g. Oil / Animal by products	<input type="checkbox"/> Allergen Information		
	<input type="checkbox"/> Other Documents		
Areas Inspected: Kitchen & All Areas		Samples Taken:	
Inspection Outcome	<input checked="" type="checkbox"/> Advice - verbal/written	<input type="checkbox"/> Service of Detention/Seizure Notice	
	<input checked="" type="checkbox"/> Inspection report & schedule - (left on site)	<input type="checkbox"/> Service of Improvement Notice/s	
	<input type="checkbox"/> Written Warning letter and schedule - (to follow)	<input type="checkbox"/> Premises closure formal/voluntary	
		<input type="checkbox"/> Consideration of legal action	

FOOD HYGIENING

Food Hygiene Rating - Criteria Assessed	Annex 5 Score
Compliance with food hygiene and safety procedures	15
Compliance with structural requirements	15
Confidence in management/control procedures	20
Total Score	50
Food Hygiene Rating	1

N.B If your Total Score is greater than 0 please refer to the Inspection Report Schedule of Works

Has the officer clearly explained to you the outcome of this inspection so that you understand what you need to do (if anything) and by when? Yes ☒ No ☐

Inspecting Officer (print): [Redacted]

Inspecting Officer (Signature): [Redacted]

Person seen (print): [Redacted]

(signature): [Redacted]

Position: EHSCD

Officer email: [Redacted]@barnet.gov.uk

Officer telephone: 020 8359

Position: Manager

NOTES FOR COMMERCIAL BUSINESSES

If you wish to discuss any items relating to this inspection report, please contact the inspecting officer. If your concerns remain unresolved or you should like to discuss other matters regarding the visit, please contact the Team Leader on: 020 8359 7453. The Council's 'Complaints Procedure and Enforcement Policy' is available at: www.barnet.gov.uk

FOOD HYGIENE RATING

This authority operates the national Food Hygiene Rating Scheme. This is designed to help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in food outlets at the time they are inspected. Your rating has been calculated on the basis of the standards found at the time of inspection. Your inspection report outlines the inspector's findings and highlights the priority actions and improvements that are needed to ensure that you are complying with the Food Safety & Hygiene (England) Regulations 2013.

A sticker showing your rating following your recent inspection will be given at the time of the inspection or sent in due course. You can tell your customers how good your hygiene standards are by placing the sticker in the window/door. If you do not have a suitable glass surface, you can request a wall sticker. You must remove and destroy the sticker/certificate showing your previous rating. Only one rating – the most recent rating – should be displayed. To continue to display a previous rating may constitute an offence under the Consumer Protection from Unfair Trading Regulations 2008. Your Food Hygiene Rating will also be published on the Food Standards Agency's website at: www.food.gov.uk/ratings within three and five weeks from receiving this letter.

Safeguards

If you think that the rating is wrong or unfair – in other words it does not reflect the hygiene standards at the time of your inspection – you have 21 days in which you can **appeal** against this. You should appeal in writing to the Lead Officer for Food at Environmental Health, 9th Floor Barnet House, 1255 High Road, London, N20 0EJ but I would recommend that you get in touch with me first so that I can help you to understand how your rating was worked out.

If you have improved hygiene standards since your inspection, or if there were unusual circumstances at the time of the inspection that might have affected your food hygiene rating, you have a '**right to reply**' so that you can explain this to potential customers that look up your rating online.

If you make the improvements to hygiene standards that are highlighted in your inspection report, you can **request a re-visit** with a view to giving you a new and higher food hygiene rating. There will be a charge of £190 for each re-visit carried out at your request. The re-visit will be carried out within three months of receipt of your application and payment. Payment can be made card by telephoning 020 8359 7995 or by cheque made payable to London Borough of Barnet.

More information about these safeguards and the form to be completed to request a re-visit can be found on the FSA's website at: <http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf>

How is your food hygiene rating calculated?

Total Score	0 – 15	20	25 – 30	35 – 40	45 – 50	>50
Highest Permitted Individual score	5	10	10	15	20	

Rating	FOOD HYGIENE RATING 0 1 2 3 4 5 VERY GOOD	FOOD HYGIENE RATING 0 1 2 3 4 5 GOOD	FOOD HYGIENE RATING 0 1 2 3 4 5 GENERALLY SATISFACTORY	FOOD HYGIENE RATING 0 1 2 3 4 5 IMPROVEMENT NECESSARY	FOOD HYGIENE RATING 0 1 2 3 4 5 MAJOR IMPROVEMENT NECESSARY	FOOD HYGIENE RATING 0 1 2 3 4 5 URGENT IMPROVEMENT NECESSARY
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NOTICE OF OUR POWERS

Under the following legislation, Food safety Act 1990, Food Safety & Hygiene Regulations 2013, Health & Safety at Work etc Act 1974 and Regulation EC No. 178/2002 an authorised Officer may at all reasonable (when open to trade) times on production of his/her identification, enter any business premises under the legislation listed below for the purpose of inspection and/or enforcement. Admissions to a private dwelling (home) shall not be demanded unless 24 hour notice of the intended entry is given to the occupier.

SUMMARY OF YOUR RIGHTS

For further details, please refer to the following:

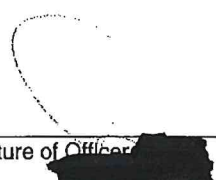
1. Food law inspections and your businesses (Food Standards Agency)
2. What to expect when a health and safety Inspector calls (Health and Safety Executive)
3. London Borough of Barnet Enforcement Policy

These rights, which are taken from Code B of the Police and Criminal Evidence Act 1984 (Code of Practice for the Search of Premises and the Seizure of Property Found on Persons or Premises) (the 'Code'), provides a mechanism whereby you may be entitled to compensation for any damage caused as a result of the inspection.

BUSINESS TRADING NAME & ADDRESS:-		
SCHEDULE OF WORKS REQUIRED		TIME SCALE(S) FOR COMPLIANCE
C= CONTRAVENTION R= RECOMMENDATION		
<u>Food Safety</u> ① Inadequate handwashing as no wash hand basins available. ② Food is not being hot held at the correct temperatures above 63°C. ③ Risk of cross contamination due to raw food being stored above and beside ready to eat foods. ④ Dual use surfaces and equipment including floor personal hygiene increases the risk of cross contamination.		immediate & ongoing
<u>Structure</u> ⑤ Peeling paint to ceiling throughout the kitchen needs to be repaired. to paint ⑥ Wash hand basin in fryer area not operational and no wash hand basin available in preparation kitchen. provide a wash hand basin in preparation kitchen and repair the one beside the fryer. ensure that they are fully stocked with antibacterial soap and paper towel. ⑦ No antibacterial available or in use at the time of inspection ensure you have an adequate supply of BSEN 1276 & or 13697 approved sanitizer. ⑧ Remove and replace any damaged food container and equipment to prevent any risk of contamination to food.		3 weeks 2 weeks immediate & ongoing 2 weeks
Signature of person seen:-		Signature of Officer Revisit

FOOD SAFETY ACT 1990 - PREMISES RISK RATING FORM

Food Type	Manufacture, repack or import high risk	40				
	Prepare more than 20 high meals per day/cooking or handling open high risk food	30				
	Prep, cook or handle open high risk (< 20 meals/day)	10				
	Handle prepacked high risk	10				
	Wholesalers and distributors not in above	10				
	Manufacture or packing low risk	10				
	Filleting/salting fish for retail sale to final consumer	10				
	Retail low risk or any not included in above	5				
Processing	Canning or other aseptic packing of low-acid foods; Vacuum and sous-vide packing;	20				
	Manufacture of cook/chill food, Fermentation of meats; Air drying (dried hams, biltong, jerky);	20				
	Freeze drying; Addition of salt and/ or other preserving agents; cooking and cooling of meat products prior to service e.g. production of hams by retailers, including butchers;					
	Establishments that manufacture/prepare/serve high risk uncooked or lightly cooked ready to eat food of animal origin caterers/manufacturers producing raw meat dishes, fish and meat Carpaccio, types of sushi or sashimi, ceviche, and burgers intended to be eaten rare or undercooked through controlled procedures					
		Any other case not included in above	0			
Consumers at Risk	Manufacture for national or international	15				
	Serves substantial number	10				
	Serves local area	5				
	Businesses supplying less than 20 consumers each day	0				
Vulnerable Customers	Yes	22				
	No	0				
Compliance – Hygiene (food hygiene rating factor)	Almost total non compliance	25				
	General failure – standards low	20				
	Some non compliance, stds falling	15				
	Some non compliance, in top 50%	10				
	High standard compliance, minor only	5				
	High standard compliance, good practice	0				
Compliance – Structural (food hygiene rating factor)	Almost total non compliance	25				
	General failure – standards low	20				
	Some non compliance, standard falling	15				
	Some non compliance, in top 50%	10				
	High standard compliance, minor only	5				
	High standard compliance, good practice	0				
Management System (Confidence) (food hygiene rating factor)	None	30				
	Poor	20				
	Satisfactory	10				
	Moderate	5				
	Good	0				
	Significance of Risk	Significant	20			
	None	0				
Total risk rating score						
Total score	50+	45 - 50	35 - 40	25 - 30	20	0 – 15
Additional scoring factor		No individual score > 20	No individual score > 15	No individual score > 10	No individual score > 10	No individual score > 5
Food hygiene rating	0	1	2	3	4	5
Descriptor	Urgent Improvement necessary	Major Improvement necessary	Improvement necessary	Generally satisfactory	Good	Very good

BUSINESS TRADING NAME & ADDRESS:- <u>Olympus fish Bar/restaurant.</u>		
SCHEDULE OF WORKS REQUIRED		TIME SCALE(S) FOR COMPLIANCE
C= CONTRAVENTION R= RECOMMENDATION		
Cont..... (9) Extreme deep cleaning of all hard Contact points and equipment, including surfaces to remove the build up of grease and grime.		Ongoing.
<hr/> Confidence in management.		
(10) No Controls in place or being implemented at the time of inspection. HACCP not being followed.		Immediate & Ongoing
(11) No monitoring or verification checks in place or up to date as per HACCP.		Ongoing
(12) No evidence of staff training ensure all staff have up to date training where necessary.		Ongoing
(13) No Allergen Signposting or Knowledge of allergens. Strongly recommend completing a allergen Matrix. poor staff knowledge.		Immediate & Ongoing.
Signature of person seen:-		Signature of Officer: 
		Revisit

FOOD SAFETY ACT 1990 - PREMISES RISK RATING FORM

Food Type	Manufacture, repack or import high risk	40				
	Prepare more than 20 high meals per day/cooking or handling open high risk food	30				
	Prep, cook or handle open high risk (< 20 meals/day)	10				
	Handle prepacked high risk	10				
	Wholesalers and distributors not in above	10				
	Manufacture or packing low risk	10				
	Filleting/salting fish for retail sale to final consumer	10				
	Retail low risk or any not included in above	5				
Processing	Canning or other aseptic packing of low-acid foods; Vacuum and sous-vide packing;	20				
	Manufacture of cook/chill food, Fermentation of meats; Air drying (dried hams, biltong, jerky);					
	Freeze drying; Addition of salt and/ or other preserving agents; cooking and cooling of meat products prior to service e.g. production of hams by retailers, including butchers;	20				
	Establishments that manufacture/prepare/serve high risk uncooked or lightly cooked ready to eat food of animal origin caterers/manufacturers producing raw meat dishes, fish and meat Carpaccio, types of sushi or sashimi, ceviche, and burgers intended to be eaten rare or undercooked through controlled procedures					
	Any other case not included in above	0				
Consumers at Risk	Manufacture for national or international	15				
	Serves substantial number	10				
	Serves local area	5				
	Businesses supplying less than 20 consumers each day	0				
Vulnerable Customers	Yes	22				
	No	0				
Compliance – Hygiene (food hygiene rating factor)	Almost total non compliance	25				
	General failure – standards low	20				
	Some non compliance, stds falling	15				
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	High standard compliance, minor only	5				
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Compliance – Structural (food hygiene rating factor)	Almost total non compliance	25				
	General failure – standards low	20				
	Some non compliance, standard falling	15				
	Some non compliance, in top 50%	10				
	High standard compliance, minor only	5				
	High standard compliance, good practice	0				
Management System (Confidence) (food hygiene rating factor)	None	30				
	Poor	20				
	Satisfactory	10				
	Moderate	5				
	Good	0				
Significance of Risk	Significant	20				
	None	0				
Total risk rating score						
Total score	50+	45 - 50	35 - 40	25 - 30	20	0 - 15
Additional scoring factor		No individual score > 20	No individual score > 15	No individual score > 10	No individual score > 10	No individual score > 5
Food hygiene rating	0	1	2	3	4	5
Descriptor	Urgent improvement necessary	Major Improvement necessary	Improvement necessary	Generally satisfactory	Good	Very good

Date: 23 January 2019
Inspection reference: CP/00501
Direct Phone Number: 02083597280
Contact: [REDACTED]
E-mail: [REDACTED]@barnet.gov.uk



Environmental Health
Department
Development & Regulatory
Services
London Borough of Barnet
9th Floor, Barnet House
1255 High Road
Whetstone
London N20 0EJ

Phone: 020 83597995

www.barnet.gov.uk

Please quote our reference in any correspondence

The Food Business Operator
Olympus Fried Fish
140 – 144 Ballards Lane
London
N3 2PA

FOOD HYGIENE RATING

Dear Sir/Madam

Food Hygiene and Food Standards Inspection Report and Your Food Hygiene Rating
Food Safety Act 1990
European Communities Act 1972
Olympus Fried Fish, 140-144 Ballards Lane, London N3 2PA

I inspected your business Olympus Fried Fish on 23 January 2019 to check compliance with food hygiene and food standards laws.

Inspection report

Your inspection report is enclosed. This lists the main improvements you need to make to comply with the law. These are listed under three areas:

- Food hygiene and safety procedures
- Structural requirements
- Confidence in management and control procedures

Schedule A lists items that you **must** comply with to meet the law. There may be other ways that you can comply and you can use these if they are of equivalent effect. If you are not sure if they will be, please contact me.

You must carry out the work within the timescale I have given next to each item. If you don't, then we may take enforcement action against you.

Schedule B lists items that are not legal requirements but are considered good practice, and you should use them to develop safe and hygienic practices.

If you are unclear about anything in this letter, please contact me - my details are given above.

Your food hygiene rating

Barnet operates the national Food Hygiene Rating Scheme. This helps consumers choose where to eat out or shop for food by giving them information about your hygiene standards. Details of how ratings are calculated are enclosed.

Based on the standards found at your inspection, I can tell you that you have a food hygiene rating of 1 "Major improvement necessary". Your inspection report lists the improvements you need to make and the timescales in which they need to be done, and this should also help you to get a better food hygiene rating.

Your food hygiene rating was calculated as follows:

Compliance with food hygiene and safety procedures	15
Compliance with structural requirements	15
Confidence in management and control procedures	20
Total score	50
Highest (this means poorest) individual score	20
Food hygiene rating	1

Please remove any sticker showing your previous rating.

Your rating will be published on the Food Standards Agency's website <http://ratings.food.gov.uk/> in approximately four weeks' time.

Further information

If you have any questions or concerns about your inspection report or about your food hygiene rating, please contact me by telephone on 02083597280 or by email at [\[REDACTED\]@barnet.gov.uk](mailto:[REDACTED]@barnet.gov.uk)

Yours faithfully


Food Safety Officer

Inspection Report**Schedule A – Legal Requirements**

You must carry out the work within the timescale I have given next to each item. If it isn't then we may take enforcement action against you.

Food Safety

The following were contraventions under the Food Safety and Hygiene (England) Regulations 2016, unless otherwise stated. These give the basic principles that all food business must follow. They focus on identifying and controlling food safety hazards to make sure that food produced is wholesome and safe for consumption.

	Work required	Time period to comply
	Food hygiene and safety procedures	
1	The same surfaces were being used for preparing raw and ready to eat/cooked foods. This creates a risk of cross contamination. You must either use separate work surfaces or you must prepare these foods at different times with adequate cleaning and disinfection of the work surfaces between uses. <i>Regulation (EC) No 852/2004 Annex II Chapter IX para 3</i>	Immediate & Ongoing
2	At the time of the visit, raw food such as meat and fish was stored above and next to cooked ready to eat foods in the refrigerator. Any raw foods that may drip or fall into items below can result in cross contamination that could lead to food poisoning. You must reorganise your refrigerator to ensure that food is kept covered and cooked ready to eat foods are always stored separately and above any hazardous raw food items. <i>Regulation (EC) No 852/2004 Annex II Chapter IX para 3</i>	Immediate & Ongoing
3	No wash hand basin was available for staff to wash their hands. Regular hand washing is important for personal cleanliness. All staff should be reminded of the need for this prior to starting or returning to work, and specifically: <ul style="list-style-type: none"> • After using the toilet; • After handling rubbish; • After smoking; • After taking a break; • After handling raw food. <i>Regulation (EC) No 852/2004 Annex II Chapter VIII Para 1</i>	Immediate & Ongoing
4	Dirty wiping cloths were used to clean down and mop up spillages. Cloths must be kept clean, disinfected and replaced regularly. <i>Regulation (EC) No 852/2004 Annex II Chapter IX para 3</i>	Immediate & Ongoing

5	<p>At the time of inspection the foods in the hot hold cabinet were found to be below 46°C. Food which is being cooked or reheated and is intended to be sold hot, must be held at or above 63°C.</p> <p>Hot food can be kept for service, or on display for sale, for a single period of up to 2 hours at a temperature below 63°C. After 2 hours food must be restored to a suitable temperature (below 8°C or above 63°C) and then kept at that temperature until it can be used safely or thrown away.</p> <p>If you decide to use time as a means of controlling ready-to-eat food on the hot display the system you use must be transparent in that it enables you to prove how much time the food has been displayed. I therefore recommend that a system such as time stamping each product on display is used to ensure that food is not left out for periods of time that exceeds the critical limit of 2hrs</p> <p><i>The Food Safety & Hygiene (England) Regulations 2013, Schedule 4, para 7, sub para (2) (a) and (b)</i> <i>The Food Safety & Hygiene (England) Regulations 2013, Schedule 4, para 6</i></p>	Immediate & Ongoing
	Structural requirements	
4	<p>There was no wash hand basin provided for food handlers working in the rear preparation kitchen and the one in the front of the shop was not working. Provide a wash hand basin with adequate supplies of hot and cold, or appropriately mixed, running water, soap and hygienic means of drying hands. Properly connect the wash hand basin to the drainage system and ensure that everyone understands that it is for hand washing only.</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter I Para.4</i></p>	2 Weeks
5	<p>The paint to the ceiling throughout the kitchen and food preparation areas was in poor decorative condition. Remove all the peeling loose paint to a sound base and redecorate ensuring the finished surface will prevent the accumulation of dirt and reduce condensation, mould growth and flaking paint.</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(c)</i></p>	3 Weeks
6	<p>The work surfaces, shelving and food containers at the premises were not clean. Thoroughly clean the shelving, food equipment and shelving to minimise any risk of contamination of food</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a)</i></p>	Ongoing
7	<p>The extractor canopy filters in the were in a dirty condition. They must be thoroughly cleaned and maintained in a clean condition.</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter I Para 1</i></p>	Ongoing
8	<p>Equipment, namely the plastic food containers were damaged such that pieces could break off and contaminate food. Replace the defective equipment to prevent contamination of food. Equipment which comes into contact with food must be in such good order and repair as to minimise any risk of contamination of food.</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter V Para 1(b)</i></p>	2 Weeks
9	<p>The chest freezer lid is damaged and cannot be adequately cleaned. Repair or renew the chest freezer lid to allow it to be thoroughly cleaned and where necessary disinfected.</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter V Para 1(c)</i></p>	3 Weeks

10	<p>The condition of the mastic seal to the sinks in the rear preparation kitchen has deteriorated and can no longer be adequately cleaned or disinfected. Rake out the old mastic seal and replace leaving a surface that can be adequately cleaned and where necessary disinfected.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter V Para 1(c)</p>	2 Weeks
11	<p>The wooden shelving in the cooking and service area of the kitchen had exposed chipboard edges and is unsealed. This is inappropriate for use areas with high risk foods. Repair or replace the unsealed wooden shelving and exposed chipboard edges to minimise any risk of contamination of food and allow adequate cleaning.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter V Para 1(b)</p>	3 Weeks
12	<p>The standard of cleaning to the structure of the kitchen including the work surfaces was generally poor. A thorough deep clean and disinfection is required. All areas must be maintained in a clean condition. At the time of inspection there was no antibacterial sanitiser available onsite or in use at the premise. Food preparation surfaces and equipment need to be properly disinfected after each main service period, and sanitiser also needs to be used on a clean-as-you-go basis throughout the day. Ensure a food friendly anti-bacterial spray is available on site (should be BS EN 1276 and/or 13697 compliant and ideally have a contact time of two minutes or less). Additionally, it is important that common contact surfaces are cleaned thoroughly (this includes handles, taps, switches, buttons, knobs, edges of doors/tables etc.) and then sanitised regularly throughout each day to avoid food deposit formation and cross contamination of food handler hands (and therefore the contamination of food then prepared afterwards).</p> <p>Regulation (EC) 852/2004, Annex II, Chapter II, Para 1 Regulation (EC) 852/2004, Annex II, Chapter V, Para 1 Regulation (EC) 852/2004, Annex II, Chapter IX, Para 3</p> <p>For a disinfectant to be effective in destroying bacteria, the correct dilution and contact time must be followed according to the manufacturer's instructions.</p> <p>There are two officially recognised laboratory standards for assessing the effectiveness of disinfectants against a range of microorganisms, these are: BS EN 1276:1997 BS EN 13697:2001</p> <p>These standards demonstrate that a disinfectant is capable of reducing the levels of a range of bacteria, including <i>E. coli</i> under a set of specified conditions (e.g. at a particular temperature, dilution and contact time).</p>	Ongoing
13	<p>Remove all cardboard from the floors and shelving as it cannot be kept clean and harbours dirt and bacteria.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter II Para 1 (a)</p>	Immediate & Ongoing
Confidence in management and control procedures		

9	<p>Although you have a documented HACCP it has failed to identify the hazards present at each stage of your operation, you have not put procedures in place to control these hazards at critical points. You need to provide some evidence that your business is following procedures that include steps where all the significant hazards are controlled - for many businesses it may be appropriate to follow standard advice.</p> <p>I am concerned that the practices seen during my inspection, together with the lack of staff awareness of food safety systems, indicate a lack of management controls over food operations in your business. As discussed you must review your practices and procedures and controls must be put in place to ensure there is no risk to public safety.</p> <p>Regulation (EC) 852/2004 Article 5 para 2 (b)</p>	3 Weeks
10	<p>You need to monitor important things which ensure the food you produce is safe, for example the temperatures of high-risk perishable foods, and foods which have just been cooked to make them ready to eat. As discussed for monitoring temperatures this won't always need a thermometer (for example where foods clearly change colour when cooked). The important thing is that you can show that the food is at or has reached the right temperature, and these checks are recorded by writing a temperature down each time they are checked, or by recording in some other way that on a particular day everything was satisfactory.</p> <p>Regulation (EC) 852/2004 Article 5 para 2 (e)</p>	3 Weeks
11	<p>From 13 December 2014, all food businesses will need to provide allergen information on the foods they sell or provide. Food allergens pose a significant risk to consumers with allergic conditions, which may even be life threatening. It is your responsibility to ensure that you have allergen information to provide for the food you serve and that this is accurate, consistent and verifiable. Remember to check the ingredients list of foods you use to make sure allergen information is correct, to avoid triggering an allergic reaction. The provision of allergen information concerns any foods bought from a shop and non-pre packed foods including home-cooked meals. This allergen information should be easily accessible and readily available to customers.</p> <p>http://www.food.gov.uk/business-industry/allergy-guide</p> <p>You must declare accurate and consistent allergen ingredients information to your customers. You must make sure the information of the 14 identified allergens, for the food you serve or prepare, is accurate and verifiable. - See more at: http://www.food.gov.uk/enforcement/regulation/fir/non-prepacked-loose-foods-allergen-information#sthash.QVUB6c3o.dpuf</p> <p>The EU Food Information for Consumers Regulation (No. 1169/2011)</p>	2 Weeks

12	<p>It was apparent from discussions and poor practices observed during my inspection that the level of food hygiene awareness and understanding of staff was inadequate. In particular cooking temperatures, cross contamination, storage of food, temperature control, chilling, cleaning of work surfaces, equipment and food safety risks</p> <p>You must ensure that all food handlers engaged in your business are supervised, instructed and/or trained in food hygiene matters to a level appropriate to their work activity.</p> <p>Review the training needs of your staff and ensure that they receive the necessary training where necessary. The CIEH (Chartered Institute of Environmental Health) recommend that refresher training is carried out every 3 years.</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter XII Para 1</i></p>	6 Weeks
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Food Hygiene Rating Scheme

How your rating is calculated

At an inspection, the food safety officer checks how well you follow food hygiene laws so that the food is safe to eat. They check the following three elements and use national guidance to give your business a score for each

- how hygienically food is handled – how it is prepared, cooked, re-heated, cooled and stored
- the structure of the business including cleanliness, layout, lighting, ventilation, pest control and other facilities
- how you manage and record what you do to make sure that food is safe using a documented system such as Safer food, better business

Your food hygiene rating

Your rating depends on how well your business does overall – the Total score. It also depends on the area(s) that need improving the most (the Highest permitted individual score) - the business may do better in some areas and less well in others. To get the top rating, you must do well in all three elements. You will automatically get a new rating at each programmed (routine) inspection and if you ask us to rescore you.

Total score	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
Highest permitted individual score	5	10	10	15	20	-
Food Hygiene Rating	5	4	3	2	1	0
Descriptor	Very good	Good	Generally satisfactory	Improvement necessary	Major improvement necessary	Urgent improvement necessary

Improving your food hygiene rating

The Food Standards Agency toolkit <https://www.food.gov.uk/business-guidance/making-the-most-of-your-business-rating> can help you. It includes resources you can download such as the Safer Food, Better Business pack to help you manage food hygiene. There are also ideas on how to promote hygiene standards.

To get the best possible rating, look at your last food hygiene inspection report to check that you've taken all of the actions needed to meet legal requirements. If you can't find your last report, contact us and we will send you a copy.

Safeguards

<https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses> gives information on the safeguards and the forms you need to Appeal, send a Right to Reply, or ask for a Rescore.

If you think that the rating is **wrong or unfair** and it does not reflect the hygiene standards at the time of your inspection, you can **appeal**. Before you appeal, you should first contact me on or by email so I can help you understand why your rating was given. You have **21 days** to appeal from the date you were given your rating. You should appeal in writing to the Lead Officer for Food, Alison Patmore at alison.patmore@barnet.gov.uk or 020 83597453.

A **right to reply** lets you tell customers how you have improved hygiene standards or if there were unusual circumstances at the time of the inspection. Your response will be published online with the rating. Please send your right to reply to alison.patmore@barnet.gov.uk

You can ask us to **revisit (re-rate or re-score)** your business with the aim of getting a new and higher (better) food hygiene rating when all the necessary hygiene improvements have been made. Barnet charges **£190** for every rescore request. You can ask us to rescore you as many times as you want but you must pay every time.

Please note that any rescore you ask us to do is separate to any revisit we may do to check that work has been done, and to our programmed (routine) inspections.

To apply for a re-score

- Pay the £190 rescore fee by calling 020 83597995 or by cheque made payable to London Borough of Barnet.
- Email the filled in rescore form to alison.patmore@barnet.gov.uk . You can ask us to send you a blank form or get one from <https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses> . You should include proof such as invoices and photographs to show that the work has been done. If you do not complete the rescore form or make the necessary payment, we cannot accept your rescore.
- Once we accept your request, we have 3 months to carry out an inspection and give you a new rating.