Date: 19 December 2019
Inspection reference: 17/00238/COMM
Direct Phone Number: 0208 3597280
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
Asoo's
828 High Road
London
N12 9RA

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
Asoo's, 828 High Road, London N12 9RA

I inspected your business Asoo's on 19 December 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 0 "Urgent 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	20
Compliance with structural requirements	15
Confidence in management and control procedures	20
Total score	55
Highest (this means poorest) individual score	20
Food hygiene rating	1

A sticker showing your rating is enclosed. You can tell your customers how good your hygiene standards are by displaying it. 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 02083587453 or by email at [redacted]@barnet.gov.uk

Yours faithfully

[redacted]
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	When cooking raw meat products in the tandoori oven, make sure they do not touch or drip onto the food already cooking. Bacteria could spread from the raw meat to the other food and stop it being safe to eat. If you think that ready-to-eat food has not been kept separate from raw meat/poultry, cook or reheat it, if appropriate. If this is not possible, throw away the food. It is also essential that cloths surfaces and utensils being used by the tandoori chef have not been in contact or touched by raw meat or poultry, to prevent cross contamination and harmful bacteria from spreading. ***Regulation (EC) No 852/2004 Annex II Chapter IX para 3***	Immediate
2	The same surface on the tandoori oven was 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. ***Regulation (EC) No 852/2004 Annex II Chapter IX para 3***	Immediate
3	The same red cutting board was being used for raw and cooked ready to eat foods without adequate cleaning and disinfection between uses. This exposes the food to a risk of contamination. You must either use separate cutting boards or make sure the board is thoroughly cleaned and disinfected between uses. ***Regulation (EC) No 852/2004 Annex II Chapter IX para 3***	Immediate
4	At the time of the visit, raw meats were being stored above and next to open 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 should 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. ***Regulation (EC) No 852/2004 Annex II Chapter IX para 3***	Immediate
5	Various food items including cooked meats were found scattered throughout the kitchen which had been left to cool at room temperature. This slows down the cooling process and presents ideal conditions for food poisoning bacteria to grow. Hot food which is to be cooled before storage or sale must be cooled as quickly as possible before being placed in the refrigerator. ***The Food Safety & Hygiene (England) Regulations 2013, Schedule 4, para 2*** ***It is recommended that hot food is cooled within 90 mins to 8°C or below before being placed into the refrigerator***	Immediate

6	A quantity of cooked rice was left out at room temperature. To prevent toxins forming in the cooked rice, you should either keep it hot above 63°C or cool it as quickly as possible and store it in the refrigerator at or below 8°C prior to being reheated for sale. ***Regulation (EC) No 852/2004 Annex II Chapter IX paras 3 & 6***	Immediate
7	Foods must not be left out overnight at ambient to defrost, all foods should be kept cool during defrosting to minimise the growth of harmful micro-organisms. ***Regulation (EC) No 852/2004 Annex II Chapter IX para 7***	Immediate
8	Clothing worn by staff working in the kitchen was dirty. You must ensure that all persons working in food handling areas wear suitable, clean and appropriate protective clothing. ***Regulation (EC) No 852/2004 Annex II Chapter VIII Para. 1***	Immediate
10	It was noted that the wash hand basin was not in regular use. 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: • After using the toilet; • After handling rubbish; • After smoking; • After taking a break; • After handling raw food. ***Regulation (EC) No 852/2004 Annex II Chapter VIII Para***	Immediate
	Structural requirements	
11	The wash hand basin was not near enough to food handlers working in the cooking and preparation areas to easily use at busy times. You need to provide a wash hand basin in the tandoori cooking area with adequate supplies of hot and cold, or appropriately mixed, running water, soap and hygienic means of drying hands. Staff should understand that it is for hand washing only. ***Regulation (EC) No 852/2004 Annex II Chapter I Para.4***	2 Weeks
12	There was no hot water to the wash hand basin in the kitchen due to a faulty tap. Ensure there is a supply of hot and cold, or appropriately mixed, running water to the wash hand basin. ***Regulation (EC) No 852/2004 Annex II Chapter I Para.4***	2 Weeks
13	Frequently touched items, such as handles/switches/buttons/taps etc must be frequently cleaned and disinfected. Dirty contact points posse a route for indirect cross-contamination which posse a food safety risk. Ensure you clean and disinfect contact points and maintain in a clean and disinfected condition. ***Regulation (EC) No 852/2004 Annex II Chapter 9 Para 3***	Immediate
14	The condition of the mastic seal to the sink in the 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. ***Regulation (EC) No 852/2004 Annex II Chapter V Para 1(c)***	2 Weeks

15	There was inadequate cleaning and disinfection at the premises. The food preparation surfaces in the kitchen were not being disinfected regularly. Food preparation surfaces must be cleaned with a detergent and disinfectant (anti-bacterial agent), or a sanitiser. Ensure a food safe anti-bacterial spray is available on site which should be **BS EN 1276 and/or BS EN 13697** compliant and ideally have a contact time of two minutes or less The use of hot water and detergent will help to remove grease and dirt however the temperature of the hot water on the surface will not be hot enough to kill bacteria (if it was hot enough to kill bacteria it would also be hot enough to cause burns to staff). All surfaces and equipment which come into contact with high risk foods must be cleaned and disinfected regularly. ***Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a)***	Immediate
	Confidence in management and control procedures	
16	I note from our records that you have been previously advised of the need to carry out a Food Safety Management Procedure. However, during the inspection, little evidence was available that critical points had been identified, or control and monitoring procedures introduced. In order to comply with this new requirement from 2006, I suggest that you follow the guidance issued by the Food Standards Agency Safer Food Better Business which will guide you through how to comply and provide the necessary documentation. I am very 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 be carried out as a priority, and controls must be put in place to ensure there is no risk to public safety. You are strongly advised to seek the assistance of a food safety consultant. ***Regulation (EC) 852/2004 Article 5 paras 1 & 4***	3 Weeks
17	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. ***Regulation (EC) 852/2004 Article 5 para 2 (e)***	3 Weeks

18	At the time of inspection your food allergen charts were inaccurate and several foods being purchased from your suppliers had no labelling or allergen information on the packaging. From 13 December 2014, all food businesses now 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. http://www.food.gov.uk/business-industry/allergy-guide 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 ***The EU Food Information for Consumers Regulation (No. 1169/2011)***	2 Weeks
19	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 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. 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. ***Regulation (EC) No 852/2004 Annex II Chapter XII Para 1***	6 Weeks
20	The requirements of the new hygiene regulations say that those responsible for the development and maintenance of the food safety management system in your business should have received adequate training in the application of HACCP principles. As discussed at the time of the visit if your food safety management system is working and maintained adequately, this would show that the relevant training requirement had been satisfied. If on the other hand there are remaining problems, and on my next visit the matters outlined in the letter has not been properly addressed, then some further training may be necessary. ***Regulation (EC) No 852/2004 Annex II Chapter XII para 2***	6 Weeks

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 **£195** 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 £195 rescore fee by calling 020 83597995 or by cheque made payable to London Borough of Barnet.
- Email the filled in rescore form to [redacted]@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.