

Date: 30 September 2020
Inspection reference: 20/00448/COMM
Direct Phone Number: [REDACTED]
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Please quote our reference in any correspondence

The Food Business Operator
Farsi Restaurant
87 Ballards lane
Finchley Central
London
N3 1XT

FOOD HYGIENE RATING

Dear [REDACTED]

Food Hygiene and Food Standards Inspection Report and Your Food Hygiene Rating
Food Safety Act 1990
European Communities Act 1972
Farsi Restaurant, 87 Ballards Lane, Finchley Central, London N3 1XT

I inspected your business Farsi Restaurant on 30th September 2020 to check compliance with food hygiene and food standards legislation.

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	50
Highest (this means poorest) individual score	20
Food hygiene rating	0

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 [REDACTED] or by email

Yours faithfully

[REDACTED]
Senior 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	At the time of the visit, raw meats were being stored above and next to open, uncovered cooked ready to eat foods in the walk in 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. <i>Regulation (EC) No 852/2004 Annex II Chapter IX para 3</i>	Immediate
2	The same surfaces throughout the kitchen and preparation areas were being used for preparing raw and ready to eat cooked foods. All surfaces and equipment were contaminated with raw meat juices. This creates a high 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
3	At the time of my visit the same knives were being used for preparing raw and ready to eat cooked foods. This is not acceptable and creates a high risk of cross contamination. You must use different equipment or ensure adequate cleaning and disinfection between uses. You must ensure that your kitchen staff prepare raw meat/poultry and other foods in different areas. If this is not possible, separate by preparing them at different times and clean thoroughly between tasks. Never use the same chopping board or knives for preparing raw meat/poultry and for ready-to-eat food (unless they have been thoroughly cleaned and disinfected in between). This helps to prevent harmful bacteria spreading from one food to another. Harmful bacteria from raw meat/poultry can spread from chopping boards and knives to other foods. <i>Regulation (EC) No 852/2004 Annex II Chapter IX para 3</i>	Immediate

4	<p>The current use of dual use containers, ie containers that are indistinguishable and used for both the storage of marinating raw meats and also salad, vegetables, onion etc which are to be eaten raw possesses a cross contamination risk if this equipment is not capable of being heat disinfected. As discussed at the time heat disinfection requires a temperature of 80°C for a minimum of 15 seconds. As you do not have a commercial pot wash machine this cannot be done.</p> <p>In order to reduce the risk of cross contamination you must either use colour coded containers or containers that are clearly marked or distinguishable for storage of raw meats and other raw products, from those used for processed ready to eat foods.</p> <p>When cleaning within your sink, equipment which has been in contact with raw foods must be washed separately from equipment that has been in contact with ready to eat foods.</p> <p>Between washing the raw and ready to eat equipment the sink must be thoroughly disinfected with a sanitiser, separate sponges and the cleaning equipment should be used to clean these two different types of food contact equipment to reduce the risk of cross contamination.</p> <p>At all stages of production, processing and distribution, food is to be protected against any contamination likely to render the food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter 9 Para 3</i></p>	Immediate
5	<p>Two large containers of rice were being stacked with the underside in direct contact with the food, several items in the large double upright fridge were also found with food being stacked on top. To prevent cross contamination food containers must not be stacked with the underside of one container in contact with open food in the container below.</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter IX para 3</i></p>	immediate
6	<p>Various quantities of cooked rice were found throughout the kitchen being left out at room temperature for more than 2 hours. 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.</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter IX paras 3 & 6</i></p> <p><i>It is recommended that hot food is cooled within 90 mins to 8°C or below before being placed into the refrigerator</i></p>	Immediate
7	<p>During the inspection it was noted that a container of yogurt dip and a tub of hummus were being stored on a plastic container on the floor in the corner of the kitchen at room temperature. The yogurt dip was a 22.7°C and the hummus was found to be 19.3°C. These foods are high risk and will support the growth of food poisoning bacteria and must be kept at or below 8°C.</p> <p><i>The Food Safety & Hygiene (England) Regulations 2013, Schedule 4, para 2</i></p>	Immediate
8	<p>Food which is being cooked or reheated and is intended to be sold hot, must be held at or above 63°C. As discussed at the time of inspection the hot held rice must be kept at or above 63°C.</p> <p><i>The Food Safety & Hygiene (England) Regulations 2013, Schedule 4, para 6</i></p>	Immediate

9	<p>Rice was not being adequately reheated and it was noted that some of the rice was being reheated more than once. Reheating should raise the centre temperature of the food to a minimum of 75°C. At the time of my visit the saffron rice was being heated to 46.6°C.</p> <p>Regulation EC 852 2004 Article 5</p> <p>Your HACCP procedures require a minimum core temperature for reheated foods to reach 82°C.</p>	Immediate
10	<p>It was noted that the wash hand basin was not being used by staff 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:</p> <ul style="list-style-type: none"> • After using the toilet; • After handling rubbish; • After smoking; • After taking a break; • After handling raw food. <p>Regulation (EC) No 852/2004 Annex II Chapter VIII Para 1</p>	Immediate
Structural requirements		
11	<p>Dirty wiping cloths were used to clean down and mop up spillages. These were also seen in direct contact with cooked foods. Cloths must be kept clean, disinfected and replaced regularly.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter IX para 3</p>	Immediate
12	<p>The condition of some colour coded chopping boards in the kitchen has deteriorated and can no longer be thoroughly cleaned or disinfected. Replace the heavily scored and stained chopping boards to minimise the risk of contamination.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter V Para 1(c)</p>	2 Weeks
13	<p>The wall in the rear preparation room has been boarded over with wood. The wood must be painted or replaced with a suitable material to provide a surface which is smooth and non-absorbent and easy to clean.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(c)</p>	3 Weeks
14	<p>There was no soap or hygienic hand drying facilities for example paper towels at the wash hand basin. Wash hand basins must be provided with soap and hygienic hand drying facilities.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter I Para.4</p>	Immediate
15	<p>There were an insufficient number of wash hand basins provided in the premises considering the number of food handlers and the size of premises along with the nature of food being handled. Additional wash hand basins must be provided in the meat preparation areas. These must be properly connected to the drainage system, and supplied with hot and cold, or appropriately mixed, running water, soap and hygienic means of drying hands.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter I Para.4</p>	3 Weeks

16	<p>The flooring throughout the kitchen was dirty with raw meat juices and food debris. The manager informed me that you have only been open two weeks however there was accumulation of food debris, dirt, grease and grime at floor to wall junctions, behind and below equipment which signifies inadequate cleaning is being carried. Thoroughly clean the floor and maintain in a clean condition.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter I Para 1</p>	1 Week
17	<p>All work surfaces seen throughout the kitchen were in a filthy, dirty condition. They must be thoroughly cleaned and maintained in clean condition.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter I Para 1</p>	Immediate
18	<p>The sinks being used for food preparation were also dirty. As discussed the sinks must be thoroughly cleaned and maintained in a clean condition.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter II Para.3</p>	Immediate
19	<p>The filters were missing from their position in the canopy. Appropriate filters must be installed immediately to reduce nuisance from odours and avoid grease accumulating in inaccessible parts of the ducting.</p> <p>Regulation (EC) 852/2004 Annex II Chapter I para.5</p>	Immediate
20	<p>The extractor canopy in the kitchen was in a dirty, greasy condition. It must be thoroughly cleaned and maintained in a clean condition.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter I Para 1</p>	1 Week
21	<p>The time of inspection, poor ice handling practices were noted. You should ensure that the ice scoop must not be stored inside the ice machine and that it is cleaned at regular intervals.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter VII Para 4</p>	Immediate

22	Cleaning	Immediate
	<p>Food Premises are to be kept clean and maintained in good repair and condition.</p> <p>Equipment is to be kept clean and maintained so as not to pose a contamination risk to food.</p> <p>The cleanliness throughout the premises was generally poor. The following areas of the kitchen require attention to remove the excessive build up grease grime and food debris:</p> <ul style="list-style-type: none"> • Hand contact points such as the fridge and freezer door handles, microwave door handle and equipment were generally greasy and dirty. • A thorough deep clean beneath and behind all fixed equipment is required to remove the accumulation of grease, dirt and grime. • Some of the plastic containers were stained and dirty. • The floor beneath and behind fixed equipment needs to be cleaned to remove the excessive accumulation of dirt, grease, food debris and grime. • The surfaces including the sinks were littered with food spillages, food waste, grease and grime. <p>There was inadequate cleaning and disinfection at the premises. The food preparation surfaces in the kitchen were not being disinfected regularly. All surfaces and equipment which come into contact with high risk foods must be cleaned and disinfected regularly.</p> <p><i>Regulation (EC) 852/2004, Annex II, Chapter II, Para 1</i> <i>Regulation (EC) 852/2004, Annex II, Chapter V, Para 1</i> <i>Regulation (EC) 852/2004, Annex II, Chapter IX, Para 3</i></p> <p>As discussed at the time of inspection you must put into place a cleaning schedule. This will ensure that all aspects of your operations are covered by:</p> <ul style="list-style-type: none"> • Allocating specific tasks to your staff • Specifying what cleaning materials should be used and the method • Specifying how often equipment/areas are cleaned • Specifying any precautions for staff <p>Train staff on the cleaning schedule, so they know what they have to do, and when. You may want to use the suggested cleaning schedule supplied with this letter. Alternatively, you may already have a cleaning schedule. It is a good idea to review your schedule to make sure that it covers the right things. It is important to write down how you do your cleaning, so you can show what you do. It is also useful for staff to be able to check how they should clean things, so you may wish to put your cleaning schedule on the wall. Review your schedule regularly and check that all cleaning is being done properly.</p>	
	Confidence in management and control procedures	

23	<p>You have put in place a Food Safety Management Procedure, with adequate documentation however, staff and management were aware of the key aspects of HACCP hygiene policies, instructions or critical controls and therefore these were not being implemented. You must ensure that staff are properly trained and are aware of the controls they need to carry out. Staff must also be supervised and checked as necessary, so you are sure that all controls that are critical to food safety are being properly implemented and maintained.</p> <p><i>Regulation (EC) 852/2004 Article 5 para 2 (d)</i></p>	1 Week
24	<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><i>Regulation (EC) 852/2004 Article 5 para 2 (e)</i></p>	1 Week
25	<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, cooling, reheating, cross contamination, storage of food, temperature control, 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>Staff who handle food should appreciate the essentials of food hygiene before starting work including:</p> <p>personal hygiene;</p> <p>fitness to work;</p> <p>temperature control;</p> <p>cross contamination;</p> <p>cleaning procedures;</p> <p>labelling and other safety instructions.</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
26	<p>The requirements of the new hygiene regulations say that those responsible for the development and maintenance of the food safety management system in a business should have received adequate training in the application of HACCP principles. As discussed at the time of the visit your food safety management system is not working or being implemented, this shows that the relevant training requirement has not been satisfied, therefore as the manager you must undertake the adequate training in the application of HACCP principles.</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter XII para 2</i></p>	8 Weeks

27	<p>Since the 13 December 2014, all food businesses 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><i>The EU Food Information for Consumers Regulation (No. 1169/2011)</i></p> <p><i>I would strongly advise that you have something on your menu or in the line of sight at till point to prompt your customers to ask for allergen information if required.</i></p>	Immediate
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Schedule B – Recommendations

28	Please note that probe thermometers should be checked regularly for accuracy. As a helpful reference in doing your own checks; pure water and ice mixture should measure between –1°C to +1°C, and pure boiling water should measure between 99°C and 101°C. If your thermometer appears not to be working correctly it should be replaced or sent for service. For further advice refer to the manufacturer's instructions.
29	Open cans were being stored in the refrigerator. You are advised not to store food in cans once they have been opened as the metal may react with the food and the air and cause contamination. I recommend you store food in suitable plastic containers.
30	There was no stock control system for food prepared on the premises. I recommend you introduce a system of date coding for high-risk foods to ensure stock is rotated and is not used beyond its shelf-life.
31	All food should be kept covered when stored in the fridge to prevent any possible risk of contamination. Food should be properly wrapped or stored in clean, lidded, washable containers.
32	It is not good practice to place hot food in the refrigerator as this may raise the temperature of other foods that need to be kept properly chilled to ensure their safety.
33	<p>I recommend you check your cooking process is adequate by periodically checking the centre temperature of the food using a probe thermometer. It is advisable to keep a record of your checks.</p> <p>In all cases however you must take care that probe thermometers do not contaminate or taint the food being probed. Make sure probes are kept clean and disinfected before use with ready to eat food otherwise probed food must be discarded. Where antibacterial wipes are used, these must be suitable for use with food.</p>
34	There was no system of delivery checks in operation. I recommend you carry out quality checks on all stock deliveries, and in the case of chilled or frozen food deliveries, ensure that all products are received at the correct temperatures.

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 [REDACTED]

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

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 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 . 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.