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Inspection reference: 17/00123/COMM
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Please quote our reference in any correspondence

The Food Business Operator
Noshers
40 Totteridge Lane
London
N20 9QJ

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
Noshers, 40 Totteridge Lane, London, N20 9QJ

I inspected your business Noshers on 12th November 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 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	20
Compliance with structural requirements	10
Confidence in management and control procedures	30
Total score	60
Highest (this means poorest) individual score	30
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]
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	<p>Various high risk foods were found on your premises which were past their use-by dates again. The use-by date is the date until which the manufacturer of the food guarantees it is safe to eat. Food sold beyond its use-by date may be of poor quality or unfit. It is an offence to sell or expose for sale food with an expired use by date. You must check your stock daily and dispose of any out of date food.</p> <p><i>Food Labelling Regulations. Reg.44 Regulation (EU) No 1169/2011 Article 24 Para 1</i></p> <p><i>Evidence of date labelling removal was identified onsite despite previously being advised of the consequences for this. Please note that due to the evidence identified at the time of inspection regarding the adulteration of manufacturers labelling on prepacked products with the intent to extend product shelf lives, has an impact on your food safety and confidence in management score which affects your overall rating.</i></p>	Immediate
2	<p>At the time of inspection it was identified that foods prepared onsite and at the Radlet branch were being given shelf lives of 5 days. Foods prepared onsite should only be given a shelf life of 4 days which includes the date of production. Should you wish to keep foods longer than 4 days than independent shelf life testing must be carried out and evidence provided that these foods are safe to eat beyond 4 days alternatively all foods prepared onsite at either one of your premises must be given a maximum of 4 days shelf life.</p> <p><i>It is the responsibility of Food Business Operators (FBOs) to set shelf lives such that food safety is assured. However, the shelf life of a food must be assessed carefully and with the full knowledge of the risks involved, to avoid putting the consumer and ultimately the Food Business Operator (FBO) at risk. Setting shelf-life typically involves a number of steps as outlined below. This often includes shelf-life studies which aid in determining the length of time the product will meet certain standards in relation to parameters such as microbiology, taste, appearance, vitamin levels and smell.</i></p> <p><i>Food Information to Consumers Regulation (Regulation (EU) No.1169/2011)</i></p>	Immediate or alternatively 6 Weeks should you wish to carryout shelf life testing

3	<p>Food was being delivered from your Radlet store outside temperature control and in cardboard boxes previously used to store other products ie unwashed vegetables.</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 be consumed in that state.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter 9 Para 3</p>	Immediate
4	<p>Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro organisms or the formation of toxins are not to be kept at temperatures that might result in a risk to health.</p> <p>High risk foods were being delivered from your Radlet store outside of temperature control. High risk foods must be delivered at a temperature below 8°C or alternatively if these foods are to be delivered hot they must be delivered at 63°C or above. 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 or below 63°C.</p> <p>Regulation (EC) No. 852/2004 Annex II Chapter IX Paragraph 5</p>	Immediate
5	<p>During the inspection it was noted that high risk foods were being stored at room temperature in the rear kitchen. This was the cooked salt beef and cooked chicken. 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>The Food Safety & Hygiene (England) Regulations 2013, Schedule 4, para 2</p>	Immediate
6	<p>Cooked foods were left to cool at room temperature in the rear kitchen. 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.</p> <p>The Food Safety & Hygiene (England) Regulations 2013, Schedule 4, para 2</p> <p>It is recommended that hot food is cooled within 90 mins to 8°C or below before being placed into the refrigerator</p>	Immediate
7	<p>The temperature of the milk stored in the external refrigerator was too high due to the fact that it was overstocked and preventing the door from closing. 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.</p> <p>The Food Safety & Hygiene (England) Regulations 2013, Schedule 4, para 2(1)</p>	Immediate
8	<p>It was noted that the designated 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:</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	
9	<p>The designated wash hand basin provided for food handlers working in the preparation and service area was being used for dirty dishes and equipment. The basin must be emptied, kept clean and available for use at all times for washing hands only.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter I Para.4</p>	Immediate
10	<p>There was no soap or hygienic hand drying facilities for example paper towel at the preparation kitchen 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
11	<p>Cardboard was being used to store high risk foods. This is inappropriate for use in direct contact with high risk foods as it cannot be adequately cleaned or disinfected. Replace the cardboard boxes used to store and transport food with food safe containers which are made with a material that is non-absorbent and allows adequate cleaning and disinfection to prevent risk of contamination to food.</p> <p>Regulation (EC) No 852/2004 Annex II Chapter V Para 1(b)</p>	2 Weeks
12	<p>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>	2 Weeks
	Confidence in management and control procedures	
13	<p>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 previously advised and discussed you must implement a food safety management system as a priority, and controls must be put in place to ensure there is no risk to public safety.</p> <p>You must review, update and possibly change your procedures to follow the guidance issued by the Food Standards Agency called Safer Food Better Business that has been widely publicised as in my opinion your existing arrangements are inadequate. You are strongly advised to seek the assistance of a food safety consultant.</p> <p>Regulation (EC) 852/2004 Article 5 para 1</p>	6 Weeks
14	<p>You need to monitor important things which ensure the food you produce is safe, for example the temperatures of high-risk perishable foods, hot holding, reheating and delivery checks. 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

15	<p>It was apparent from discussions during my inspection that the level of food hygiene awareness amongst your staff was inadequate on certain important food safety matters related to their work responsibilities. In particular the implementation of controls identified in your food safety procedures. You must ensure that all food handlers engaged in your food business are supervised, instructed and/or trained in food hygiene matters to a level appropriate to their work activity. In this respect staff should at least be instructed and have an appreciation of the importance of any control or monitoring points identified by your Food Safety Management Procedure for which they are responsible.</p> <p><i>Regulation (EC) No 852/2004 Annex II Chapter XII para 1</i></p>	3 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, [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 **£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 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.