

Community and Environment
Divisional Director – John Edwards

Mr V. Patel and Mr P. Patel

Only Eggless
400 Kenton Road
Harrow
Middlesex
HA3 9DW

Date 9th October 2012

Our ref: WK/000485225

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Dear Sirs.

**Food Hygiene (England) Regulations 2006 as amended
Health & Safety at Work etc Act 1974
Food Hygiene Rating Scheme**

I inspected **Only Eggless** on **5th October 2012** to check compliance with the requirements of the above legislation and I left with Prakash Patel the corrective action plan and advised you how to improve the supervision and implementation of your food safety system. I am writing today to let you know your food hygiene rating.

FOOD HYGIENE RATING

On the basis of the standards found at the inspection your food hygiene rating has been calculated as follows:

| <div> <div>FOOD HYGIENE RATING</div> <div> <div>0</div> <div>1</div> <div>2</div> <div>3</div> <div>4</div> <div>5</div> </div> <div>IMPROVEMENT NECESSARY</div> </div> | | | | | |
|---|----|-----------|-------------------------|------------|----|
| Food Hygiene | 15 | Structure | 10 | Management | 10 |
| Total Score | | 35 | Poorest (Highest) Score | | 15 |

A sticker and a certificate showing your rating are enclosed. Customers will know how good your hygiene standards are by displaying the sticker in the window or door and by putting your certificate on display. Please destroy the previous sticker and certificate, as it is an offence under the Consumer Protection from Unfair Trading Regulations 2008 to display the wrong score.

The rating will also be published by the Food Standards Agency (www.food.gov.uk/ratings) between two and four weeks from receiving this letter. If you operate from a sensitive / home address, your address details will not be published. Details about the appeal process, right of reply and to request a revisit can be found on the back of the attached FHRS Information Sheet.

FUTURE ACTION

Based on the findings of the inspection I intend to revisit in the near future to assess compliance with the schedule of works. It is recommended you contact me once works have been completed.

SAFEGUARDS

Appeals

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 14 days in which you can **appeal** against this. You should appeal in writing to the Team Leader (Commercial) but I would recommend that you get in touch with the inspecting officer first so that they can help you to understand how your rating was worked out.

An appeal form can be requested from the Inspecting Officer or from below. Please note, only appeals made in writing will be accepted. Any appeals that are received after 14 days of being informed of your rating will be refused.

Decisions about the appeal will be made and communicated within 7 days of the appeal being received by the Team Leader.

Right of Reply

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.

Attempts to use this procedure to complain or criticise the scheme or the Officer will not be accepted nor published. The text may be edited by the Local Authority before being published in order to remove any offensive, defamatory, clearly inaccurate or irrelevant remarks.

A Right of Reply form can be requested from the Inspecting Officer or from below. You can submit right of replies in writing or electronically.

Revisit for Re-Rating Purposes

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. Please note that a revisit to re-score your premise **is not** the same as those undertaken in the course of normal follow-up enforcement action.

A request should not be made within 3 months of the original rating being given. Once made, a revisit will take place within 3 months at a time determined by the Officer and this will be unannounced. Only one such visit will be made, and it should be noted that the rating may stay the same or go down as well as improve dependant on what was found.

If you are unable to substantiate the case for a re-score or provide insufficient evidence to demonstrate necessary actions to improve compliance, the request for a re-scoring revisit will be refused. Reasons for the refusal will be given. Ensure you have **carried out all legal requirements** specified at the time of the initial inspection before you apply for a revisit, otherwise it is likely to be refused.

A revisit form can be requested from below

INFORMATION SOURCES / FORM REQUESTS

To request further information email: ehealth@harrow.gov.uk or call 020 8901 2600. Further information about the above and the scheme can be found at <http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf>
<http://www.food.gov.uk/safereating/hygieneratings/>

Wk / 485225

FOOD INSPECTION FORM - COMMERCIAL SAFETY TEAM v.2 (2012)

only eggless h/d
 48 Lady Aylesford
 Ave, Stanmore
 HA7 4FH

| | |
|---|---|
| Business Details Only Eggless 400 Kenton Road Harrow HA3 9DW | Head Office / FBO New branch: 108 Galing Road, Wembley Middx HA9 8BP 0208 0907212 closeed |
| Person Interviewed Prakash Patel Tel: 0208 204 3735 Fax: Email: info@onlyeggless.com | Tel: Fax: Email: |
| All letters will be sent via email to above address unless hardcopy requested | |
| Email? | Y N |

| | | | |
|------------------------|------------------------|----------------------|---------------------------|
| Main Activity | Catering | Opening Hours / Days | 10-10pm Mon - THUR |
| High Risk Processes | Cake Decorating | | 10-1pm Fri - Sun |
| f | | | |
| > 20 vulnerable people | | N/A | |

Note key elements demonstrating compliance / non-compliance to food safety requirements. Safe non-compliance should be mentioned / noted but does not require follow up.

TRAINING:

How many food handlers; what type of activities, knowledge not certificates, induction, re training, supervisors, records, HACCP

One chef working unsupervised. → Bhavika
 - contamination risk seen due to poor use of gloves
 - not cleaning with antibacterial.
 Bhavika - not formally trained - working alone.
 Certs in place for Vikash + Bhavika Patel +
 Bethany + Smita Patel

FOOD SAFETY MANAGEMENT SYSTEM RECORDS

Risks identified, controls in place, recorded findings / checks. Covers physical, chemical and microbiological risks

Temperatures 5/10/12 Am fridges not recorded at
 12:30 - yet part of opening check to complete by 12
 Vikash checks fridges not recorded.

SUPPLIERS / SUPPLIED GOODS:

POAO and non POAO suppliers, traceability, health marks, English labelling

No receipt on site.
 Products labelled in storage.

J-J Foods, 3663, Metrofoods

FOOD SAFETY MANAGEMENT SYSTEM CONTROLS:

Risks identified, controls in place, recorded findings / checks. Covers physical, chemical and microbiological risks

Premises clean in food production areas. Rear store needs better clean.
Although have list of opening + closing checks - not being implemented. Have monitoring records (temp) not being done.
Chef - untrained + unsupervised - doesn't know where probe is, no gloves, no labels.
Controls not set - stock control needs to be tighter as different staff, different shifts - not labelling today - don't know when food made (thrown)
No-one on premises knows where probe is.
Not using food safe antibac in kitchen (corrected)
Lapple fragrance multi surface.

Further Notes:

Fridge visual reading 12.5°C Vikash Patel apparently checks temps - but none recorded today. The staff incl. chef - did not have a probe.
Chef cleaning down - but doesn't change gloves prior to emptying dishwasher.
She has no spare gloves - so keeping same ones on. Told to wash - went to use sink - told to use wtb.
Fridge 5°C probed myself.
No-one knows when food made - felt hard to know when probed thrown.
- Cover items in freezer.
Freezer in cake prep room - defrost - stuck together white choc + polystyrene.
Cream in bag - not protected from contamination.

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Head of Community Safety Services: FINLAY FLETT



REPORT OF: INSPECTION / VISIT

| | | | |
|---|---|--|---------------------------|
| Name of Business: | Only Eggless | Address of Business: | 400 Kenton Road Harrow |
| Registered Name & Address if Different: | Only Eggless 48 Lady Aylesford Ave, Stanmore | If different to business, need to send a copy of the action plan to the registered office. | |
| Food Business Operator | [Redacted] | | |
| Person(s) seen / interviewed: | [Redacted] | Status: | Richard - FBC |

| | | | | | | |
|--|---|--|--|---|--|--|
| Records examined: | HACCP <input checked="" type="checkbox"/> | Pest Records <input type="checkbox"/> | Training <input checked="" type="checkbox"/> | Traceability <input type="checkbox"/> | Cleaning Records <input checked="" type="checkbox"/> | Temp Records <input checked="" type="checkbox"/> |
| Risk Assessments <input type="checkbox"/> | Accident Book <input type="checkbox"/> | H&S Policies/Procedures <input type="checkbox"/> | Lift/Elec/Gas Certificate <input type="checkbox"/> | Refuse Records <input type="checkbox"/> | Traceability - No receipts available | |
| Animal By Products/Oil Collection Records <input type="checkbox"/> | Noise <input type="checkbox"/> | Other: | cleaning records blank this week. | | | |

The Action Plan below states the corrective action that is required to meet compliance with the law. The reference code next to the works links to legal reference sheets provided. Further details on the action plan, the reference sheets and where to get further assistance is given on the back of this form.

| CORRECTIVE ACTION PLAN | | | |
|------------------------|-----------|--|--------------------------------|
| REF | AREA | CORRECTIVE ACTION REQUIRED | TO BE COMPLETED NO LATER THAN: |
| F11 | Training | Baker (chef) on hygiene and food safety. He must be supervised until he has passed Food Hygiene Certificate. | 2 weeks |
| F13 | HACCP | You are not implementing your procedures on date labelling, uniforms, gloves, temperature monitoring. Manager/Supervisor implement Allergen controls. Ask customers re: allergens when taking cake orders. Put notice on menu for allergens. | immediately |
| F14 | Documents | Cleaning records blank. fridge working. Freezer missing today. | immediately |

| | | | | |
|---------------------------|-----------|---------------|--|---------------------|
| Action as Result of Visit | No Action | Verbal Advice | Written Advice | Written Legal Works |
| | Notice(s) | Seizure | Closure | Legal Action |
| | Revisit | Samples Taken | If samples taken, a receipt detailing these will be left | |

Person Receiving report (signed) [Signature]
 Print Name FINLAY FLETT
 Position Held Head of Community Safety Services

Authorised Officer (signed) [Signature]
 Print Name Richard Flett
 Designation Food Safety Officer

Date: 15/11/15 Time: 15:15

THIS ACTION PLAN CONSISTS OF 2 PAGES