



HILLINGDON

LONDON

Baxter Storey Ltd
British Airways Concorde & First Class Lounge
Airside
Terminal 5
London Heathrow Airport,

Ref: JP/FHS/021828

Date 29th July 2013

Dear [REDACTED]

Food Safety Act 1990, Food Hygiene (England) Regulations 2006, Regulation (EC) 852/2004
Premises: Baxter Storey Ltd, British Airways Concorde & First Class Lounge, Airside, Terminal 5, London Heathrow Airport,

We inspected your business premises on the 29th July 2013 to check compliance with the requirements of food hygiene law and I am writing now to outline to you our findings and to tell you what your rating is under the Food Hygiene Rating Scheme.

I have enclosed a schedule which outlines my findings and highlights the priority actions and improvements that are needed to ensure that you are complying with the Food Hygiene (England) Regulations and associated legislation. These are listed under two areas:-

Legal requirements- these are matters that are required by the law. These matters should be acted on immediately, or within the time in this letter.

Recommendations- this is advice on how to comply with the law and good practice. However these matters are not directly required by the law.

Your food hygiene rating

This authority operates the Food Hygiene Rating Scheme. This scheme is designed to help consumers choose where to eat out or shop for food. It does this by giving them information about the hygiene standards in food outlets at the time they are inspected to check compliance with legal requirements. A good food hygiene rating will be a good advertisement for your business. A leaflet explaining the scheme and an information sheet detailing how ratings are calculated is enclosed.

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


Compliance with food hygiene and safety procedures	15
Compliance with structural requirements	10
Confidence in management/control procedures	5

Food Health and Safety Team
Residents Services
T. 01895 250190
E: environmentalhealthcp@hillington.gov.uk www.hillington.gov.uk
London Borough of Hillingdon,
35/08, Civic Centre, High Street, Uxbridge, UB8 1UW



INVESTOR IN PEOPLE

Version 15/12/11

Total score	30
Highest (this means poorest) individual score	15
Food hygiene rating	

Also enclosed are a sticker and a certificate that show your rating. You can tell your customers how good your hygiene standards are by putting the sticker up in the window or on the door and by putting your certificate on display. If you do not have a suitable glass surface, you could fix the sticker onto a transparent surface before fixing that onto a wall or other surface. Please destroy the sticker and certificate showing your previous rating as 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 rating will also be published on the Food Standards Agency's website at www.food.gov.uk/ratings between two and four 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 14 days in which you can **appeal** against this. You should appeal in writing to Oliver Darius, Team Leader, 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-inspection** with a view to giving you a new and higher food hygiene rating.

More information about these safeguards is provided on the FSA's website at:
<http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf>

You can send an appeal/right to reply or request a re -inspection using an on line form at
www.hillingdon.gov.uk/foodsafety

Where may I get further information?

If you would like to discuss the contents of this letter, then please contact me on 01895 250190 or on my e-mail address detailed below.

If there are any unresolved issues, or if you prefer, you can discuss any concerns with my manager Oliver Darius on 01895 250190, or email on environmentalhealthcp@hillingdon.gov.uk.

Yours sincerely,

James Power
Environmental Health Technical Officer

Food Safety Schedule

All items listed below are **Legal requirements** unless they are indicated as **Recommendations**

1. Food beyond use by date

Food Labelling Regulations Reg 44

At the time of the inspection boiled eggs, standing in pooled liquid and Quince were found which were past their use-by date. The use-by date is the date until which you the caterer or 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.

Timescale for completion: Immediate

2. Temperature of food too high / Food can be stored for 4 hours above 8 degrees C

Food Hygiene England Regulations 2006 Schedule 4 para 5 (1)

It was noted at the time of the visit that the temperature of the ready to eat sandwiches that were left at room temperature to be prepared/sliced was 16 degrees C. Cooked Ham in the main kitchen area was also 16 degrees C. These types of food are likely to support the growth of food poisoning bacteria or the formation of toxins and must not be stored above 8 degrees C.

The sandwiches must be stored below 8 degrees C when delivery. They then can be taken in small quantities from the chiller and prepared/sliced as quickly as possible and returned to the chiller.

High risk food intended to be served cold such as cooked Ham/sandwiches can be kept for service or on display for up to 4 hours if the temperature of the food is above 8 degrees C. After 4 hours, the food must be refrigerated until it is sold, served or thrown away. The food must not be displayed again above 8 degrees C.

Timescale for completion: Immediate

3. Food premises are to be kept clean.

Regulation (EC) 852/2004, Annex II, Chapter 1 & 5, General requirements for food premises (other than those specified in Chapter III), Paragraph 1

The following equipment/areas were dirty:

- (a) Both Extractor canopies
- (b) Refuse Area floor
- (c) Staff Drink fountain
- (d) Ice machine
- (e) the floor wall junction and bottom of doors in main kitchen
- (f) the floor in main kitchen
- (g) the floor of walk-in chiller and freezer

The above areas must be thoroughly cleaned.

Time scale: Immediately

4. Wall surfaces are to be maintained in good repair and condition

Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(b)

- (a) Hole in wall by walk-in chiller
- (b) Hole in wall and peeling paint behind main cook area

The above areas need to be repaired and maintained in a sound condition and be easy to clean.

Time scale: 2 months

5. Hot holding of food

Food Hygiene England Regulations 2006 Schedule 4 para 6

At the time of the inspection sausages and scrambled eggs were held at 50 degrees C. Food which is being cooked or reheated and is intended to be sold hot must be held at or above 63 degrees C.

Time scale: Immediately

6. Cross contamination / Training

Regulation (EC) No 852/2004 Annex II Chapter IX para 3

Regulation (EC) No 852/2004 Annex II Chapter XII para 1 & 2

The following was noted at the time of the visit. A member of staff prepared raw salmon and then went on to carry out other kitchen duties without removing his gloves and washing his hands. Food is to be protected against any contamination likely to render the food unfit for human consumption or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state.

Time scale: Immediately

No training records were available at the time of the inspection. I understand that the previous catering company kept the records when they left. You must ensure that food handler are supervised and instructed and trained in food hygiene matters commensurate with their work activities. Food handlers must receive adequate training in the application of the companies HACCP system.

Time scale: 2 months

7. Pest control

Regulation (EC) No 852/2004 Annex II Chapter IX para 4

The back door to the kitchen had a gap running the length of the door. Food businesses must take all reasonable precautions to prevent food pests, namely rats, mice, cockroaches and flying insects gaining entry into food storage and preparation areas. This is to prevent the contamination of foodstuffs. Any gaps and holes to external doors must be filled or covered with a solid, durable material in order to minimise pest entry points.

Time scale: Immediately

Food Hygiene Rating scheme - how your rating is calculated

Your inspection

At inspection, the food safety officer will check how well you are meeting the law on food hygiene. Three areas will be assessed. These are:

- how hygienically the food is handled – how it is prepared, cooked, cooled, stored, and what measures are taken to prevent food being contaminated with bacteria
- the condition of the structure of the premises including cleanliness, layout, lighting, ventilation, equipment and other facilities
- how you manage and record what you do to make sure food is safe using a system like Safer food, better business

You will be given a score for each area – see below. Food safety officers use guidance to determine how to score each of these areas.

Criteria	Score					
How hygienically the food is handled	0	5	10	15	20	25
Condition of structure	0	5	10	15	20	25
How you manage and document food safety	0	5	10		20	30
Total score	0	→				80
Level of compliance	High	→				Low

Your food hygiene rating

The rating given depends on how well the business does overall – the total score. It also depends on the area(s) that need improving the most - the business may do better in some areas and less well in others.

To get the top rating, you must score no more than 5 in each of the three areas. All businesses should be able to get the top rating. You will automatically get a new rating at each planned inspection.

Total score	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
Highest permitted individual score	5	10	10	15	20	-
Rating	5	4	3	2	1	0

Improving your food hygiene rating

The Food Standards Agency has a range of tools, such as Safer food, better business, that can help you manage food hygiene and keep your customers.



Safer food, better business

Check these out at www.food.gov.uk/goodbusiness

There is also information on the councils website on how you can improve your food hygiene rating www.hillingdon.gov.uk/foodsafety

To get the best possible rating, here's what you can do now:

- Look at your last food hygiene inspection report to check that you've taken all of the actions needed to ensure that you meet legal requirements. If you can't find your last report, contact us and we will be able to give you a copy.
- At your next inspection, if you don't get the top rating and you have queries about the improvements you need to make to get a better rating, then the food safety officer should be able to give you advice.
- Make sure that you and your staff continue to comply fully with all aspects of food hygiene law.

<p>If you want to discuss this information with someone who speaks your language, please tick the language you need and fill in your name, address and phone number. Send this form back to the address given or hand it in at any Council office or library.</p>	<p>English <input type="checkbox"/></p>
<p>আপনার ভাষায় কথা বলেন এমন কারো সাথে যদি এই তথ্য নিয়ে আলোচনা করতে চান, তাহলে আপনার যে ভাষা প্রয়োজন, তার পাশে টিক চিহ্ন দিন এবং আপনার নাম, ঠিকানা ও টেলিফোন নম্বরের ঘরগুলো পূরণ করুন। এই ফর্মটি নিচের ঠিকানায় পাঠিয়ে দিন অথবা কাউন্সিলের কোনো অফিসে বা লাইব্রেরীতে পৌঁছিয়ে দিন।</p>	<p>Bengali/বাংলা <input type="checkbox"/></p>
<p>જો તમને તમારી ભાષા બોલનાર કોઈ એક સાથે આ માહિતીની ચર્ચા કરવાની ઈચ્છા થાય તો, કૃપા કરી તમને જોઈતી ભાષામાં નિશાની કરી, અને તમારું નામ, સરનામું અને ફોન નંબર ભરી. નીચે આપેલ સરનામે આ ફોર્મ રવાના કરો અથવા કોઈ પણ કોન્સિલની ઓફિસ અથવા લાઈબ્રેરીમાં તે હાથોહાથ આપો.</p>	<p>Gujarati/ગુજરાતી <input type="checkbox"/></p>
<p>यदि आप इस जानकारी के बारे में किसी ऐसे व्यक्ति के साथ बात करना चाहते हैं जो आपकी भाषा बोलता है, तो कृपया उस भाषा पर निशान लगाएं जिसमें आप बात करना चाहते हैं, और अपना नाम पता और टेलीफोन नम्बर भी लिखें। फिर आप यह फार्म निम्नलिखित पते पर भेज दें, या आप इसे कौंसिल के किसी भी दफ्तर या लाइब्रेरी में दे दें।</p>	<p>Hindi/हिंदी <input type="checkbox"/></p>
<p>ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਬਾਰੇ ਕਿਸੇ ਅਜਿਹੇ ਵਿਅਕਤੀ ਨਾਲ ਗੱਲ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਜੋ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਬੋਲਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਸ ਭਾਸ਼ਾ 'ਤੇ ਨਿਸ਼ਾਨ ਲਾਓ ਜਿਸ ਵਿਚ ਤੁਸੀਂ ਗੱਲ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ, ਅਤੇ ਆਪਣਾ ਨਾਂ, ਪਤਾ ਅਤੇ ਟੈਲੀਫੋਨ ਨੰਬਰ ਵੀ ਲਿਖੋ। ਫਿਰ ਇਹ ਫਾਰਮ ਹੇਠ ਲਿਖੇ ਪਤੇ 'ਤੇ ਭੇਜ ਦਿਓ, ਜਾਂ ਤੁਸੀਂ ਇਹ ਫਾਰਮ ਕੋਈ ਸਿਲ ਦੇ ਕਿਸੇ ਵੀ ਦਫਤਰ ਜਾਂ ਲਾਇਬ੍ਰੇਰੀ ਵਿਚ ਦੇ ਦਿਓ।</p>	<p>Punjabi/ਪੰਜਾਬੀ <input type="checkbox"/></p>
<p>اگر آپ ان معلومات کے بارے میں کسی ایسے فرد سے بات چیت کرنا چاہتے ہیں جو آپ کی زبان بولتا ہو تو براہ کرم اپنی اس زبان پر رنگ کا نشان لگائیے اور اپنا نام، پتہ اور ٹیلیفون نمبر لکھ دیجئے۔ اس فارم کو دینے کے پتے پر واپس بھیج دینے سے اس سے کونسل کے کسی بھی دفتر یا لائبریری میں جا کر دیدہ جئے۔</p>	<p>Urdu/اردو <input type="checkbox"/></p>
<p>Si vous voulez discuter ces renseignements avec quelqu'un qui parle votre langue, veuillez indiquer quel est votre langue, et écrivez votre nom, adresse et numéro de téléphone. Vous pouvez soit envoyer ce formulaire à l'adresse indiquée, soit déposer-le à n'importe quel bureau de la municipalité ou bibliothèque.</p>	<p>French/Francais <input type="checkbox"/></p>
<p>Nếu muốn thảo luận những tin tức này với người nào bằng ngôn ngữ của quý vị, hãy đánh dấu kiểm cho biết cần ngôn ngữ nào rồi điền vào tên, địa chỉ và số điện thoại của quý vị. Gửi tờ mẫu này về địa chỉ có ghi rõ hoặc giao cho bất cứ văn phòng Hội Đồng hoặc thư viện nào.</p>	<p>Vietnamese/Tiếng Việt <input type="checkbox"/></p>
<p>如果你想與會說你的語言的人談論這些訊息的內容，請在適當的方格畫勾以表明你需要的語言，並寫下你的姓名、地址和電話號碼。之後將這個表格寄到有註明的地址，或者拿到任何一間市政辦事處或圖書館交。</p>	<p>Chinese / 中文 <input type="checkbox"/></p>
<p>Hadaad donayso qoraalkaan inaad kala hadasho qof ku hadlayo luuqadada, fadlan calamadeey luuqada aad u bahantahay isla markaasna ku buuxi magacada, cinwankada iyo numberkada. Kadibna formka ku soo dir addresska hoos ku qoran ama u dhiib shaqalaha joogo goobta.</p>	<p>Somali <input type="checkbox"/></p>
<p>Name: _____ Address: _____ Phone: _____</p>	<p>PLEASE RETURN TO: London Borough of Hillingdon, Environment and Consumer Protection, Civic Centre (3S/08), Uxbridge UB8 1UW</p>

