The Food Hygiene Rating Scheme

Presented by Michael Coates
Senior Officer : Environmental Health
What will this presentation cover?

• What is the Food Hygiene Rating Scheme (FHRS)?
• Why have the scheme?
• How does the scheme work?
• What types of businesses are given a rating?
• How are ratings calculated?
• How do customers find out about ratings?
• What safeguards are there to ensure ratings are fair?
• What’s in it for businesses?
• How can businesses get the top rating?
• How can businesses improve their rating?
What is the Food Hygiene Rating Scheme?

• A local authority/Food Standards Agency partnership initiative for England, Wales and Northern Ireland

• Helps the public – your customers - choose where to eat out or shop for food by giving them information about the hygiene standards in food premises

• Provides an incentive to businesses to improve and maintain standards
Why have the scheme?

- Improved public health protection - reduce the incidence of foodborne illness
- Reduce the cost to the economy
How does the scheme work?

• When food safety officers undertake food hygiene inspections of premises, they give them scores

• The FHRS converts these scores into simple ratings and makes these available to the public

• The scheme runs nationally in England, Wales and Northern Ireland
The scheme was developed by the Food Standards Agency with advice and guidance from a Steering Group which included food industry representatives.

It is designed to:
- be clear and easy to understand by consumers
- give businesses recognition and an incentive to improve hygiene standards
- be fair to businesses
- be simple and practical to operate by local authorities

How does the scheme work?
What types of businesses are given a rating?

- Restaurants, takeaways, cafés, sandwich shops, pubs, hotels, supermarkets and other retail food outlets, and any other business where consumers can eat or buy food

- Certain exemptions apply:
  - 'low-risk' premises which are not generally recognised by consumers as being food businesses
  - certain businesses operating from private addresses – e.g. childminders
At inspection, scores are given for three areas -
- how hygienically the food is handled
- the condition of the structure of the premises
- how the business manages and records what it does to make sure food is safe

The scores are then converted to a food hygiene rating

Safer food, better business
**How are ratings calculated?**

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>How hygienically the food is handled</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>25</td>
</tr>
<tr>
<td>Condition of structure</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>25</td>
</tr>
<tr>
<td>How you manage and document food safety.</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>30</td>
</tr>
<tr>
<td><strong>Total score</strong></td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>20</td>
</tr>
<tr>
<td></td>
<td><strong>30</strong></td>
</tr>
<tr>
<td><strong>Level of compliance</strong></td>
<td><strong>High</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Low</strong></td>
</tr>
</tbody>
</table>

Food safety officers use guidance to determine how to score each of these areas.
How are ratings calculated?

- The rating depends on how well the business does overall and 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 as they are all important.

<table>
<thead>
<tr>
<th>Total score</th>
<th>0 - 15</th>
<th>20</th>
<th>25 - 30</th>
<th>35 - 40</th>
<th>45 - 50</th>
<th>&gt; 50</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional scoring factor</td>
<td>No individual score greater than 5</td>
<td>No individual score greater than 10</td>
<td>No individual score greater than 10</td>
<td>No individual score greater than 15</td>
<td>No individual score greater than 20</td>
<td>-</td>
</tr>
<tr>
<td>Hygiene rating</td>
<td>![](0 1 2 3 4 5)</td>
<td>![](0 1 2 3 4 5)</td>
<td>![](0 1 2 3 4 5)</td>
<td>![](0 1 2 3 4 5)</td>
<td>![](0 1 2 3 4 5)</td>
<td>![](0 1 2 3 4 5)</td>
</tr>
<tr>
<td>Descriptor</td>
<td>Very good</td>
<td>Good</td>
<td>Generally satisfactory</td>
<td>Improvement necessary</td>
<td>Major improvement necessary</td>
<td>Urgent improvement necessary</td>
</tr>
</tbody>
</table>
How are ratings calculated?

• Standards are rated from ‘0’ at the bottom to ‘5’ at the top
• Simple words are used to describe each rating
How do customers find out about ratings?

- Look them up at www.food.gov.uk/ratings
- Check them on the move via a number of free mobile phone apps that are available
How do customers find out about ratings?
How do customers find out about ratings?
High street chains - how do they stack up?

The average scores for big high street brands were typically three or above. Some major chains had no poor scores recorded at all – these included Carluccios, Eat, Marriott Hotels, Premier Inn and Zizzi. But in the data we looked at some chains had a greater proportion of branches with poor scores. Below we show the major chains we looked at with more than 10% of their inspections rated below three. Some brands are franchised or independently run, including Best In/Best One, Chicken Cottage, Costcutter, Favorite, Londis, Nisa, Perfect Pizza, Pizza GoGo, Premier and Spar.
What safeguards are there to ensure ratings are fair?

• You will be notified of your rating within 14 days
• You can appeal the rating if you think it is unfair
• You have a ‘right to reply’ so that you can comment on your rating
• You can request a re-visit when you have made improvements
• Guidance is available on the FSA website
What safeguards are there to ensure ratings are fair?

- You can appeal the rating if you think it is unfair.
- Your appeal will be considered by the Lead Officer for Food or a deputy.
- You will be notified of the outcome within seven days.
- Your rating will not be published online until you have been notified of the appeal outcome.
What safeguards are there to ensure ratings are fair?

- You have a ‘right to reply’ on the website so that you can comment on your rating
- You can explain any actions you have taken since your inspection to improve hygiene standards
- You can say if there were unusual circumstances at the time of the inspection that might have affected your rating
• You can request a re-visit when you have made the improvements identified at inspection
• Generally, no re-visits are made in the first three months after the inspection
• Re-visits are unannounced
• Re-visits look beyond the non-compliance identified at the previous inspection
• Ratings may go up, down or remain the same

What safeguards are there to ensure ratings are fair?
What’s in it for businesses?

- No additional inspections
- All businesses, can achieve the top rating
- Improvements needed for a higher rating are no more than already required by law
- Safeguards ensure fair treatment
- Good food hygiene is good for business
- Good food hygiene is good for profits
What’s in it for businesses?

FOOD HYGIENE RATING
How can businesses get the top rating?

Food is handled hygienically

- High standards of personal hygiene of staff
- Control measures to prevent cross contamination
- Foods stored at the correct temperature
- Foods properly cooked, reheated and cooled
How can businesses get the top rating?

Condition and structure of premises

- Suitable structure which is clean and in good repair throughout
- Adequate natural/artificial lighting.
- Adequate natural/artificial ventilation
- Proofed against pest entry
How can businesses get the top rating?

Managing and documenting what you do to make sure food is safe

- Identify and show understanding of food safety hazards
- Evidence that measures have been taken to control and review these
- Evidence that food handlers are supervised and instructed and/or trained in food hygiene
How can businesses improve their rating?

• Look at your last inspection report to check you’ve taken all of the actions needed
• If you have any queries about the improvements, ask us - we can provide advice
• Continue to make regular checks to make sure the rules are followed
• Arrange any repairs promptly
Further Information and questions

- Further Information:
  - Michael Coates or Sandy Campbell, Environmental Health Department on 0300 1234105
  - on The Council of The Isles of Scilly website at:
    - www.scilly.gov.uk
    - Food Standards Agency
      - www.food.gov.uk/ratings
Guess?

FOOD HYGIENE RATING