

# Gloucester City Council

## *Factsheet*

### FOOD HYGIENE RATING SCHEME



[www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)

### How We Calculate Your Food Hygiene Score

The Food Standards Agency has issued national guidelines to local authorities on the “Inspection Rating Schemes” to determine how frequently they should inspect food businesses. Food Safety Officers in Gloucestershire have been following this advice for many years. The advice is contained in Annex 5 of Food Law Code of Practice, which can be viewed at:-

<http://www.food.gov.uk/multimedia/pdfs/codeofpracticeeng.pdf>

The inspection rating scheme contains 3 elements which reflect the level of current compliance with food safety law and industry good practice. Premises are scored separately for each element; 0 being the best possible score, 25 or 30 being the worst.

**A. Level of (current) compliance – Hygiene (Score 0, 5, 10, 15, 20, 25)**

The score will reflect compliance observed during the inspection including food handling practices and procedures and temperature control (e.g. stock control; cleaning procedures; personal hygiene). Conformity with relevant national guidelines or industry codes of recommended practice will be necessary to score 0 or 5.

**B. Level of (current) compliance - Structural (Score 0, 5, 10, 15, 20, 25)**

The score should reflect conditions observed during the inspection including cleanliness, layout, condition of the structure, lighting, ventilation facilities etc. Conformity with relevant national guidelines or industry codes of recommended practice will be necessary to score 0 or 5.

Level of (current) compliance – Hygiene & Structural	
25	Almost total non-compliance with statutory obligations
20	General failure to satisfy statutory obligations – standards generally low.
15	Some major non-compliance with statutory obligations
10	Some non-compliance with statutory obligations - Standards are being maintained or improved
5	High standard of compliance with statutory obligations, with minor non-compliance with statutory obligations and good practice.
0	High standard of compliance with statutory obligations and good practice; conforms to accepted good practices in the trade.



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**C. Confidence in Management/Control Procedures (Score 0, 5, 10, 20, 30)**

The actual performance of management is scored in A and B above on the basis of the results achieved and observed. A management that achieves good food hygiene performance, well understood by the workforce, should have achieved a good standard in A and B, and consequently a low score for that factor. Confidence in Management is not meant to reconsider this aspect; it is based on the likelihood of satisfactory compliance being maintained in the future. Factors that will influence the inspector's judgement include:-

- The track record of the company. Its willingness to act on previous advice and enforcement. And the complaint history (new businesses will not be given a low score simply because officers have no knowledge of their history);
- The attitude of present management towards hygiene and food safety;
- Hygiene and food safety technical knowledge available to the company, including hazard analysis/HACCP and the control of critical points (level of required knowledge will depend on the type of business);
- Satisfactory documented procedures and HACCP based food safety management systems (such as "Safer Food Better Business").

Confidence in management/control procedures	
<b>30</b>	Poor track record of compliance. Little or no technical knowledge or appreciation of hazards or quality control. No food safety management procedures
<b>20</b>	Varying record of compliance. Poor appreciation of hazards and control measures. No food safety management system.
<b>10</b>	Satisfactory record of compliance. Access to and use of technical advice. Understanding of significant hazards and control measures in place. Making satisfactory progress towards documented procedures
<b>5</b>	Reasonable record of compliance. Technical advice available in-house. Able to demonstrate effective control of hazards. Will have satisfactory, documented food safety management system.
<b>0</b>	Good record of compliance. Satisfactory documented HACCP based food safety management system. May be subject to external audits. Few minor non-conformities not identified in the system as critical control points.

*Mapping of numerical scores from the intervention-rating scheme to the six tiers of the Food Hygiene Rating Scheme.*

Inspection scores total <i>Hygiene + Structure + Management</i>	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Additional scoring factor	No score > 5	No score > 10	No score > 10	No score > 15	No score > 20	-
Tier	Top	Second	Third	Fourth	Fifth	Bottom
<b>RATING</b>	① ② ③ ④ ⑤	① ② ③ ④	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤	① ② ③ ④ ⑤
<b>Definition</b>	Very good	Good	Generally satisfactory	Improvement necessary	Major improvement necessary	Urgent Improvement necessary

The rating given 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. All business should be able to get the top rating. You will automatically get a new rating at each planned inspection.

These scores are only assessed at the time of the primary (initial) inspection and this is the score that will be publicised on the Internet ([www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)). If a business changes hands or substantially changes their operation we may decide to inspect the premises (a food premises registration form should be submitted by the food business operator). Primary inspections will normally be unannounced and may be carried out at any time that the business is open for trading.

Should an officer discover serious hygiene defects in premises that previously scored well the next primary inspection may be brought forward. If at this new primary inspection the score indicates that the premises should receive a lower score then the record will be updated with the amended score posted on the Internet.

Food business operators will be notified of their score in writing (officers may or may not disclose scores at the time of inspection) and will be sent a window sticker and certificate with the relevant number, which they may put on display. This material remains the property of the issuing local authority and must be surrendered on request.

## **Appeals**

Following a hygiene inspection of a food business from the local authority you will be told in writing, either at the time or within 14 days, what your food rating is.

If you think that the rating is wrong or unfair – it does not reflect the hygiene standards at the time of inspection – you can appeal this within 14 days of notification. To do this you should complete a form available at [www.food.gov.uk/multimedia/worddocs/fhrsappealform.doc](http://www.food.gov.uk/multimedia/worddocs/fhrsappealform.doc) or on the Gloucester City Council website.

## **‘Right to Reply’**

The food business operator has a ‘right to reply’ in respect of the rating given and the local authority can publish this at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings); businesses can download the form from this site.

The ‘right to reply’ enables the food business operator to give an explanation of subsequent actions taken to rectify any non-compliances or mitigation for circumstances at the time of the inspection e.g. premises was structurally poor at the time of inspection because renovation works were being undertaken.

## **How to request a revisit**

If you make improvements to hygiene standards that the food safety officer required on your inspection report, you can ask for a revisit before the next planned inspection. The revisit will reassess the hygiene standards in your premises and may change your hygiene rating. You must put your request in writing to the Food & Licensing Service Manager. You can send an email or you can use the standard revisit request form which is available at [www.food.gov.uk/multimedia/worddocs/fhrsrevisitform.doc](http://www.food.gov.uk/multimedia/worddocs/fhrsrevisitform.doc).

Requests for revisits should not normally be made within 3 months of the planned inspection. When you apply for a revisit you must explain what actions you have taken on the issues raised at your last inspection and include supporting evidence, such as receipts or photographs to show that work has been completed. This is important as we may refuse your request if you do not provide sufficient information and evidence.

Revisits will be unannounced and will assess the overall compliance of the premises.

## **Inspection Frequency**

The compliance scores are also used to determine how frequently we inspect premises but additional scores are added to reflect the type of food hazards in the business, the scale of the business and whether or not you serve vulnerable groups of people such as the very young or very old. Inspection frequencies vary from 6 months to 3 years (or longer for some low risk-activities). If you got a bad score the good news is that you probably won't have to wait too long for your next inspection.