

# Introduction to FHRs (England)




A webinar presented by:


Dr Andy Bowles

Attendee Notes

Introduction to the FHRS (England)

Dr Andy Bowles





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This webinar will consider

Introduction

Scope

Brand Standard

Operation of FHRS



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Introduction to the FHRS

Introduction

Scope

Brand Standard

Operation of FHRS



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### Introduction

- Food Hygiene Rating Scheme
  - Voluntary
  - FSA/LA Partnership
- Wales/NI
  - Mandatory scheme
- Scotland



The image shows a green rectangular sign with the text 'FOOD HYGIENE RATING' at the top. Below it are five circular icons containing the numbers 1 through 5. The number 5 is highlighted in a larger, bold font. At the bottom of the sign, it says 'VERY GOOD'. The sign is mounted on a wall.



The logo for 'Food Law' with 'abc' in a small green box to the left.

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### Purpose of FHRS

- Allow
  - consumers to make informed decisions
    - About where they choose to eat
- Encourage
  - improved standards
- Reduce
  - food poisoning



The image shows the interior of a food shop or deli. A person is standing behind a counter, and another person is standing in front of the counter. There are shelves with various food items in the background.



The logo for 'Food Law' with 'abc' in a small green box to the left.

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### Food Hygiene Rating Scheme

- Six tier
  - "5" = Very good level of legal compliance
  - "3" = Generally satisfactory
  - "0" = Urgent improvement necessary



The image shows six different Food Hygiene Rating signs arranged in a 3x2 grid. Each sign has a different rating: 5 (Very Good), 4 (Good), 3 (Generally Satisfactory), 2 (Improvement Necessary), 1 (Major Improvement Necessary), and 0 (Urgent Improvement Necessary). Each sign also has a set of five circular icons with numbers 1 through 5.



The logo for 'Food Law' with 'abc' in a small green box to the left.

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Provision of information

■ Stickers

■ Website



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Main elements of FHRS

■ Formal partnership agreement

■ Brand Standard

- Scope
- Scoring
- Notification
- Appeals
- Right to Reply
- Reinspection



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Food Hygiene Rating Scheme

■ Rating based on Food Law Code of Practice

- Hygiene Risk Rating
  - Chapter 5.6
    - Originally designed to determine intervention frequency
    - Also determines nature of intervention
    - Adapted for FHRS



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**Chapter 5.6**  
Food law Code of Practice

- **Part 1: Potential Hazard**
  - A: Type of food method of handling
  - B: Method of processing
  - C: Consumers at risk
    - Vulnerable groups
- **Part 2: Level of current compliance**
  - Hygiene
  - Structure
- **Part 3: Confidence in management/control procedures**
  - Significant risk



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**Introduction to the FHRS**

- Introduction
- Scope
- Brand Standard
- Operation of FHRS



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**Scope**

- Three categories of establishment:
  - Supply foods direct to consumers
  - Supply foods direct to consumers
    - Not rated due to specific circumstances
  - No supply of food direct to consumers





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## Scope of FHRS

- Establishments directly supply consumers:
  - caterers
    - restaurants, cafes, takeaways, sandwich shops, mobile traders,
    - other places where people eat food prepared/cooked/served outside of the home;
  - food retailers
    - supermarkets; and
  - establishments where public access is limited but where food is prepared, cooked, or handled and served to consumers,
    - schools, nurseries and residential care homes.



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## Exemptions

- 'low-risk' establishments
  - which are not generally recognised by consumers as being food businesses.
    - visitor centres and similar establishments
      - selling tins of biscuits or other wrapped goods amongst a range of other goods;
    - leisure centres
      - with only food vending machines selling only drinks or low-risk foods;
    - newsagents
      - selling pre-packed confectionery (and petrol stations with a retail element akin to such newsagents rather than a small supermarket);
    - chemist shops
      - selling only pre-packed confectionery and/or health foods; and off licences selling only drinks and wrapped goods.



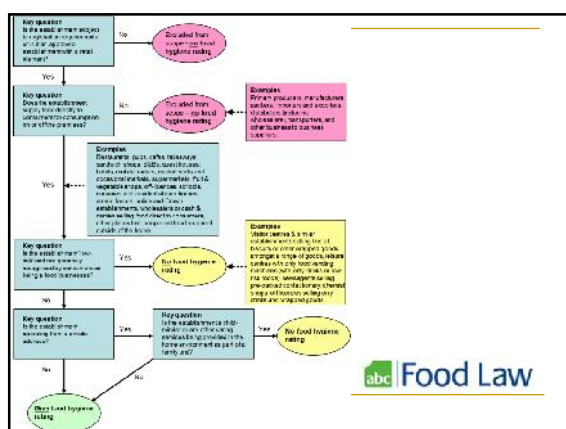
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## Exemptions

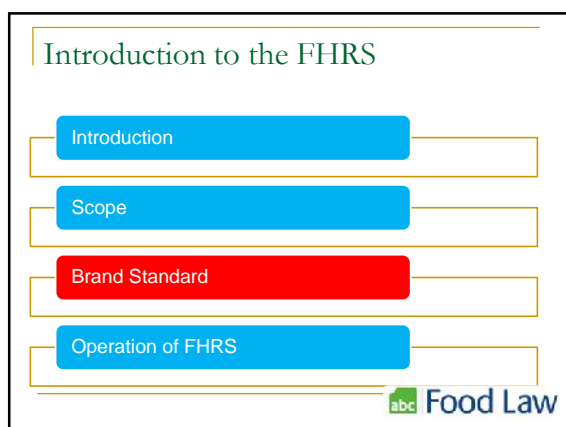
- Certain establishments operating from private addresses
  - child-minders,
  - caring services provided in the home environment as part of a family unit



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## Introduction to the FHRS

- Introduction
- Scope
- Brand Standard
- Operation of FHRS

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## Operation of FHRS

- Scoring
- Mapping
- Notification
- Appeals
- Right to Reply
- Reinspection



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## Scoring

- Rating only given after
  - Inspection, partial inspection or audit
    - Exception to this
      - Reinspection requested by FBO
  - Physical visit to premises
- Guidance on scoring
  - provided in Brand Standard

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## Approach to scoring

- 1
  - Breach of law?
  - Annex II, 852/2004
- 2
  - Chapter 5.6
  - Food Law Code of Practice
- 3
  - Brand Standard
  - As required



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## Scoring Description of the standards

Notes – text in **bold italicised red text** indicates potential 'gold-plating'.

Level of (current) compliance with food hygiene and safety procedures

### Code of Practice - General guidance

The score should reflect compliance observed during the inspection according to the specific guidance for each score.

In circumstances where the failure to comply involves both elements of the establishment's structure and procedures, this non-compliance should be reflected in the scores awarded for both 'hygiene' and 'structural' factors.

### Code of Practice - Specific guidance on score of 25

Almost total non-compliance with statutory obligations.



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## Description of the standards

### Description of what 25 might be expected to look like in practice

Evidence of almost total non-compliance with legal requirements.

Imminent and serious risks.

Follow-up action by the local authority in accordance with its enforcement policy using a graduated approach but likely to include consideration of prohibition procedures where there is imminent risk and ongoing formal enforcement action, and re-visits within a short timescale to secure compliance.

Follow-up action identified for food business operator - immediate and significant action required in respect of all serious risks. Address all other matters within stipulated timescale.

Very poor food hygiene practices, serious food contamination risks, inadequate temperature control for high-risk foods and major improvement needed in all areas.

Almost total non-compliance in food hygiene and safety procedures (e.g. evidence of actual cross-contamination, food kept out of temperature control, fridge not operating at correct temperature).

Failure to apply any of (i.e. all) the control measures required to prevent cross-contamination.

Almost total non-compliance with requirements for safe food preparation, cooking, re-heating, cooling or storage of food identified.

Evidence of almost total non-compliance with the compliance elements of industry guides to good hygiene practice (that have been recognised formally by the FSA) on food handling practices and procedures, staff personal hygiene and temperature control.

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## Gold plating

Code of Practice • Specific guidance on score of 0

**High standard of compliance** with statutory obligations and **industry codes of recommended practice**; **conforms to accepted good practices in the trade**

\*where a relevant code/ industry guide has been published.

## Description of what 0 might be expected to look like in practice

Evidence of meeting legal requirements *or exceeding legal requirements.*

No follow-up action by local authority apart from report of inspection provided to food business operator. No re-visit necessary before next planned intervention.

No follow-up action identified for food business operator in relation to food handling practices and procedures, staff personal hygiene, or temperature control.

All necessary control measures in place to prevent cross-contamination.

Safe food preparation, cooking, re-heating, cooling and storage of food demonstrated.

*Evidence of meeting or exceeding good practices in the trade and/or good practice requirements included in industry guides to good hygiene practice (that have been recognised formally by the FSA) in relation to food handling practices and procedures, staff personal hygiene, or temperature control.*

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### Description of the standards 'at a glance'

[illegible]

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### Description of the standards 'at a glance'

[illegible]

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## Description of the standards 'at a glance'

Score	Hygiene	Structure	DTU	Compliance	Relative public health	FSC sector	LA action
5	Core intervention factors (hygiene) and additional factors (e.g. measures to prevent contamination) are in place and effective. Data and inspection covering all factors are available for the business.	Core intervention factors (structure) and additional factors (e.g. measures to prevent contamination) are in place and effective. Data and inspection covering all factors are available for the business.	Core intervention factors (DTU) and additional factors (e.g. measures to prevent contamination) are in place and effective. Data and inspection covering all factors are available for the business.	Compliance with the Food Safety and Hygiene Regulations is maintained. No significant non-compliance is identified.	Relative public health: Low	FSC sector: Only minor non-compliance identified. No significant non-compliance identified.	LA action: Report of non-compliance to the LA.
0	All necessary control measures are in place and effective. Data and inspection covering all factors are available for the business.	All necessary control measures are in place and effective. Data and inspection covering all factors are available for the business.	All necessary control measures are in place and effective. Data and inspection covering all factors are available for the business.	Compliance with the Food Safety and Hygiene Regulations is maintained. No significant non-compliance is identified.	Relative public health: Low	FSC sector: Only minor non-compliance identified. No significant non-compliance identified.	LA action: Report of non-compliance to the LA.

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## Mapping

Mapping of numerical scores from the intervention-rating scheme in the Food Law Code of Practice to the six FHS food hygiene ratings						
Total intervention rating scores	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Additional scoring factor	No individual score greater than 5	No individual score greater than 10	No individual score greater than 10	No individual score greater than 15	No individual score greater than 20	-
Food hygiene rating	<b>5</b> <b>4</b> <b>3</b> <b>2</b> <b>1</b> <b>0</b>	<b>4</b> <b>3</b> <b>2</b> <b>1</b> <b>0</b>	<b>3</b> <b>2</b> <b>1</b> <b>0</b>	<b>2</b> <b>1</b> <b>0</b>	<b>1</b> <b>0</b>	<b>0</b>
Descriptor	Very good	Good	Generally satisfactory	Improvement necessary	Major improvement necessary	Urgent improvement necessary

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## Mapping

Individual intervention rating scores	Total intervention rating score	Highest score – additional scoring factor	Food hygiene rating
5, 5, 5	15	5	5
0, 5, 10	15	10	4
5, 5, 20	30	20	1

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## Notification

- Notification of score to FBO

- In accordance with LA policy
  - At time of intervention
  - In writing within 14 days of intervention



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## Notification

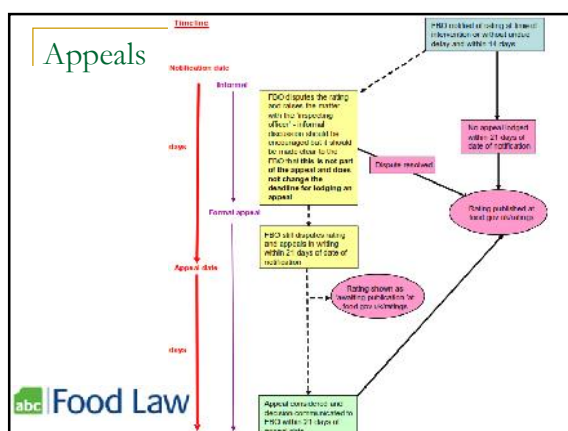
- Must notify FBO:

- Food hygiene rating and how this was determined
- Details of why the establishment was rated as it was
- In cases where the top rating has not been achieved,
  - actions needed to achieve legal compliance
- Details of when
  - food hygiene rating will be published at [food.gov.uk/ratings](http://food.gov.uk/ratings)
  - FBO will receive a sticker to voluntarily display at the establishment;
- In cases where the top rating has not been achieved:
  - details of the appeals process and the deadline
  - contact details for the 'inspecting officer' and Lead Officer for Food; and
  - a weblink to [food.gov.uk/ratings](http://food.gov.uk/ratings)



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## Appeals



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## Right to Reply

- FBOs have a right to reply',
  - local authorities must publish this at [food.gov.uk/ratings](http://food.gov.uk/ratings) together with the business's rating.
- Purpose
  - enables FBO to
    - Explain remedial actions that have been taken
    - Provide mitigation



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## Reinspection

- Can be requested by FBO
  - In writing
  - Include details of corrective actions taken
- Reinspection
  - Normally after 3 months of initial intervention
- Charge can be made



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## Summary

Introduction

Main elements of the FHRS

Scope

Brand Standard



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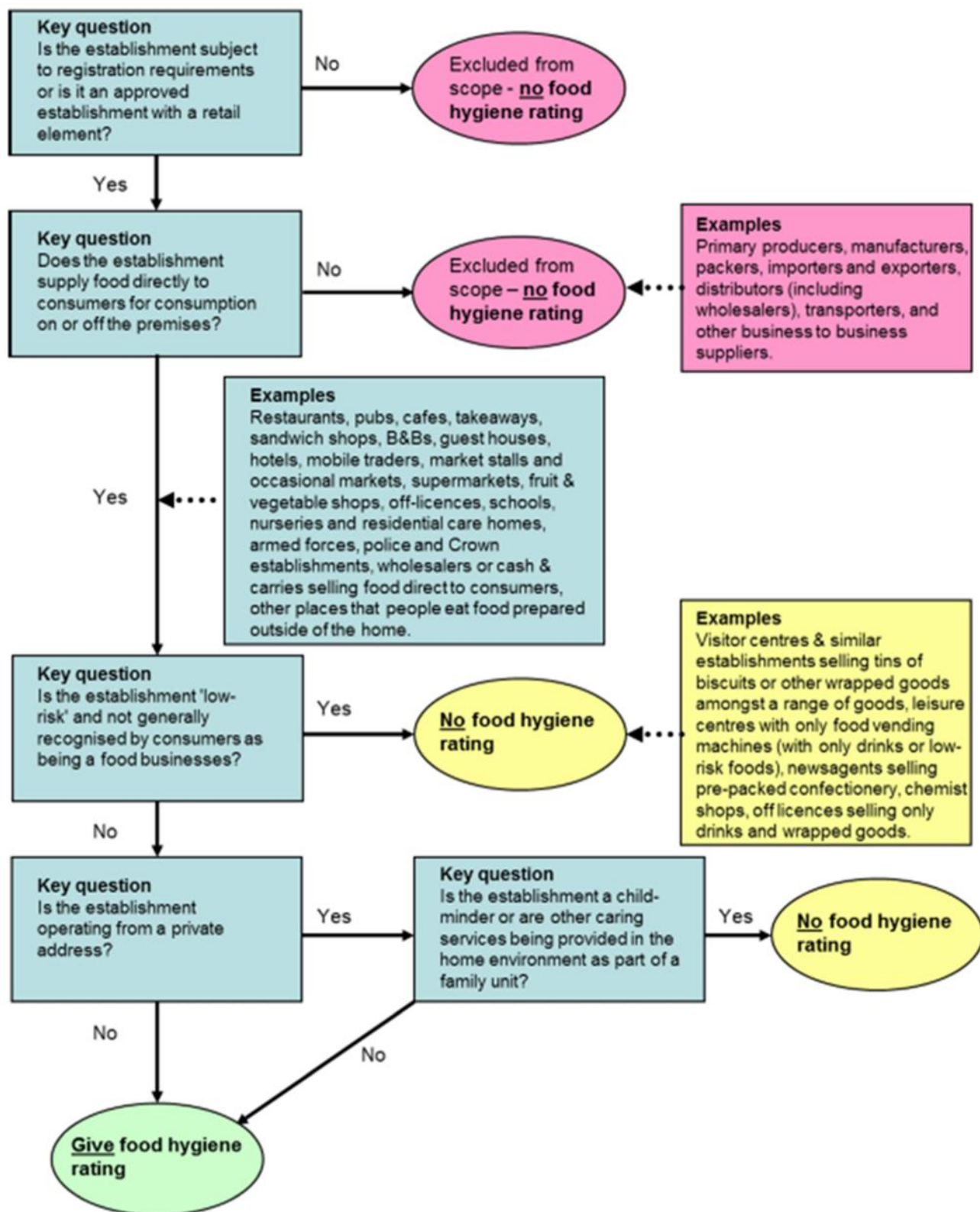
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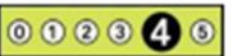

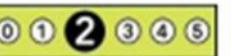


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**Mapping of numerical scores from the intervention-rating scheme in the *Food Law Code of Practice* to the six FHRs food hygiene ratings**

Total intervention rating scores	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Additional scoring factor	No individual score greater than 5	No individual score greater than 10	No individual score greater than 10	No individual score greater than 15	No individual score greater than 20	-
Food hygiene rating						
Descriptor	Very good	Good	Generally satisfactory	Improvement necessary	Major improvement necessary	Urgent improvement necessary



## Timeline

Notification date

days

Appeal date

days

Informal

Formal appeal

