


# BUSINESSES:

Good hygiene is good for  
your business...

... use your new rating





**The Food Hygiene Rating Scheme makes it easier for consumers to choose places with good hygiene standards when they are eating out or shopping for food. It tells them about the hygiene standards in restaurants, pubs, cafes, takeaways, hotels, supermarkets and other places they go to for food.**

In Ryedale the scheme is run by the District Council's Environmental Health service in partnership with the Food Standards Agency.

### **Your hygiene rating**

Your business will be given a hygiene rating following a planned inspection by a food safety officer from the district council. The rating depends on the standards of hygiene found at the time of the inspection.

It will be given one of six ratings on a scale from '0' at the bottom - meaning that urgent improvement is necessary, to '5' at the top - the business was found to have 'very good' hygiene standards. The rating will depend on:

- 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 your premises - including cleanliness, layout, lighting, ventilation, equipment and other facilities
- how you manage and record what you do to make sure food is safe

The food safety officer will explain if there are any improvements needed - what they are and how you can achieve a higher rating.

Any business should be able to reach the top rating. But remember that the food hygiene rating is not a guide to food quality.

### **How ratings are decided**

Ratings are based on specific criteria within Annex 5 of the Food Law Code of Practice - they look at the level of risk a food business poses to consumers.

The criteria used are:

Criteria	Aspects which are assessed	Degree of compliance	Annex 5 Score
Compliance with food hygiene and safety procedures	Includes food handling practices, cooking, chilling, preventing cross contamination, temperature control, personal hygiene	• High compliance with law and good practice	0
		• High compliance - minor contraventions	5
		• Some non-compliance - standards static or improving	10
		• Some major non compliance - standards likely to fall	15
		• General non-compliance - standards low	20
		• Almost total non - compliance	25
Compliance with structural requirements	Includes cleanliness, layout, condition of the structure and equipment, lighting, ventilation, facilities	• High compliance with law and good practice	0
		• High compliance - minor contraventions	5
		• Some non-compliance - standards static or improving	10
		• Some major non-compliance - standards likely to fall	15
		• General non-compliance - standards low	20
		• Almost total non-compliance	25
Confidence in management /control procedures	Includes the track record of the business, the attitude of the present management towards hygiene and safety, technical knowledge available, training of staff and satisfactory documented food safety management procedures -HACCP documentation, Safer Food Better Business pack, Blueprint for Safer Breakfasts	• Good compliance, Documented Food Safety Management System (FSMS) Audited	0
		• Reasonable compliance Documented FSMS effective controls	5
		• Satisfactory compliance. Has controls. Progress to FSMS	10
		• Varying compliance history. No FSMS	20
		• Poor compliance history Hazards unknown. No FSMS	30

The scores from each of the criteria are used to calculate the food hygiene rating:

Sum of Annex 5 scores	0 -15	20	25 - 30	35 - 40	45 - 50	>50
Individual Scoring Factor	No score >5	No score >10	No score >10	No score >15	No score >20	-
Tiers	Top	Second	Third	Fourth	Fifth	Bottom
<b>Food Hygiene Rating</b>	5	4	3	2	1	0
Descriptor	Very Good	Good	Generally satisfactory	Improvement Necessary	Major Improvement Necessary	Urgent Improvement Necessary

A report is issued following the inspection which will identify any legal requirements not being complied with at the time of the visit, together with any areas for improvement.

## Advertising good hygiene

You can tell consumers how good your hygiene standards are by putting your rating sticker in the window or on the door of your premises and displaying your certificate - they will be issued following the inspection.

Customers can also check out hygiene ratings at: [food.gov.uk/ratings](http://food.gov.uk/ratings)

## Safeguards

In order to make sure the scheme is fair to businesses, it includes a number of safeguards - an appeal procedure; a 'right to reply'; and an opportunity to request a re-visit when improvements have been made in order to be re-assessed for a new rating.



## The appeal process

Your food hygiene rating will be provided in writing either at the time of inspection or within 14 days (includes weekends and bank holidays) from the date of inspection.

If you believe that the food hygiene rating is unjust as it does not reflect the hygiene standards and management controls found at the time of inspection you can appeal.

In the first instance speak to the food safety officer that undertook the inspection as it may be possible for the officer to resolve any dispute about the rating in an informal manner by further clarifying and explaining how it was derived.

If you still think the rating given is unjust, you can lodge an appeal in writing by completing the standard appeal form. A hardcopy of this form is available on request from the Council (contact details are on the back of this booklet) or electronically at:

[food.gov.uk/multimedia/worddocs/fhrsappealform.doc](https://www.food.gov.uk/multimedia/worddocs/fhrsappealform.doc)

The completed form should be sent the form to Health & Environment, Ryedale District Council, Ryedale House, Malton, North Yorkshire, YO17 7HH.

Appeals must be made within 14 days (includes weekends and bank holidays) of the written notification of your food hygiene rating. If you do not appeal within this time, your food hygiene rating will be published. If you lodge an appeal the website will show that your food hygiene rating is 'awaiting publication'.

The council's Lead Officer for Food - or his/her deputy - will review your case and in some circumstances a further visit to your premises will be made. The Lead Officer's decision will be communicated to you as early as possible and within a maximum of 7 days from the date the appeal was lodged, after which time your food hygiene rating will be published at:

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

If you still do not agree with the rating you can challenge the decision by judicial review.

## Right to reply

Your 'right to reply' enables you to explain to potential customers any actions you have taken since receiving your food hygiene rating to rectify non-compliances or of mitigation for the circumstances at the time of inspection.

It is not, however, an opportunity to complain or criticise the food hygiene rating scheme or your food safety officer. Send your comments in writing to the food safety officer that undertook the inspection of your premises using the 'right to reply' form. A hardcopy of this form is available on request from the Council (contact details are on the back of this booklet) or electronically at:

[food.gov.uk/multimedia/worddocs/fhrsrighttoreplyform.doc](https://www.food.gov.uk/multimedia/worddocs/fhrsrighttoreplyform.doc)

There is no deadline to submit this form - it can be done anytime up until your next inspection when you will get a new food hygiene rating.

The text may be edited in order to remove any offensive, defamatory, clearly inaccurate or irrelevant remarks. Other than that, what you say in your 'right to reply' will be published online together with your hygiene rating at:

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

## Requested re-visits

You will automatically be given a new food hygiene rating each time your premises are inspected by the council - the frequency of these planned inspections depends on the risk to people's health. The greater the risk, the more often you will be inspected. If you have taken action to rectify non-conformities identified by the food safety officer you can ask for a re-visit before the next planned inspection with a view to receiving a higher food hygiene rating.

You should look carefully at the food safety officer's comments and make sure you have taken appropriate action to address any issues raised. You can discuss anything you are unsure about with your food safety officer or ask for further help on how to make improvements.

You can only have one re-visit between the local authority's planned inspections of your premises. The inspecting officer will not only check that required improvements have been made but will also assess the level of compliance found overall. This means that the food hygiene rating could go up, down or remain the same and you will not be able to get a new rating until your next planned inspection which may not be for some time.

Put your re-visit request in writing to the food safety officer that undertook the inspection of your premises using the standard re-visit request form. A hardcopy of this form is available on request from the Council (contact details are on the back of this booklet) or electronically at:

[food.gov.uk/multimedia/worddocs/fhrsrevisitform.doc](https://www.food.gov.uk/multimedia/worddocs/fhrsrevisitform.doc)

You must explain what actions you have taken on the issues raised at your last inspection and you should include supporting evidence - including receipts or photographs - to show that work has been completed. The council can refuse your request for a re-visit if you do not provide sufficient information and evidence.

If your request is refused you will be given an explanation of why and advice on any action you need to take, or evidence you need to provide, before your request can be agreed.

If you do not agree with the refusal, you can raise the matter with the Lead Officer for Food. If the matter can not be resolved you have recourse to the Council's complaints procedure which you can find at:

[ryedale.gov.uk](https://www.ryedale.gov.uk)

You can ask for a re-visit at any time after you've taken action to make the necessary improvements identified at your inspection. You cannot, however, dictate when the re-visit will take place.

Usually, the re-visit will not take place until 3 months has elapsed (the stand still period) since the initial inspection. However if only structural improvements or repairs or equipment upgrades were needed, the requested re-visit may be carried out during the stand still period.

If you make your request during those first three months, you can expect a re-visit within six months of the initial inspection - but you will not be told a specific date and time. If you make your request later than three months after your inspection, you can expect a re-visit within three months, but again you will not be told a specific date and time.

If you are still waiting for a re-visit after these times, you can ask the Lead Officer for Food to investigate. If the matter can not be resolved you have recourse to the Council's complaints procedure which you can find at:

[ryedale.gov.uk](http://ryedale.gov.uk)

Your food hygiene rating will be provided in writing either at the time of The re-visit or within 14 days (includes weekends and bank holidays) from the date of the re-visit.

As with the original hygiene rating you can appeal if you believe that it is unjust or you can submit a "right to reply" using the procedures detailed previously in this booklet.

RYEDALE  
DISTRICT  
COUNCIL



Health & Environment  
Ryedale District Council  
Ryedale House  
Malton  
North Yorkshire  
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