

Your food hygiene rating

This authority operates the national Food Hygiene Rating Scheme. This is designed to help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in food outlets at the time they are inspected to check compliance with legal requirements.

Your rating has been calculated and detailed on your food hygiene inspection report.

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 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 and how well trained your staff are.

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

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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 five 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						

Safeguards

If you think 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 the lead officer for food - Ann Stewart (email foodandsafety@slough.gov.uk or call 01753 477905) but I would recommend that you get in touch with us first so that we can help you 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 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-visit** 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: www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf

FOOD HYGIENE RATING

How to achieve a good food hygiene rating score

Here are some tips to help you achieve a top food rating score. This checklist will help you to ensure you are meeting legal requirements and following good hygiene practice. Take an honest look at your business complete the questions below. For any item you are unsure of or don't know, then answer

"no" and take action. Further information on these requirements can be found at www.food.gov.uk/aboutus/publications/safetyandhygiene where you can download a copy of "Food Hygiene a Guide for Businesses" which provides additional information on operating a food business.

	Yes	No
Food safety management system		
A documented food safety management system is in place and implemented eg. Safer Food Better Business SFBB www.food.gov.uk/business-industry/caterers/sfbb or own HACCP based system		
Regular monitoring checks are carried out to make sure our controls are working		
We record these checks eg. in the SFBB diary or on record sheets		
Training		
Staff have received food hygiene training and/or adequate instruction and supervision and we have certificates or records to prove this		
Staff understand our Food Safety Management System and follow the good food handling practices that we have set out		
Temperature control		
Do staff know the correct safe temperatures to keep food? eg. chilled foods at or below 8°C, cook food to at least 75°C for two minutes, hold hot food above 63°C		
The temperature of cold food storage is checked at least once a day. (The food temperature is at 8°C or below and/or air temperature of equipment less than 5°C)		
Checks are made to ensure all foods are thoroughly cooked (visual and/or temperature checks)		
Cooked food, that is to be stored cold, is chilled quickly (ideally within 90 minutes) using good hygiene practices		
Food being held hot is kept above 63°C		
All prepared food is labelled with a use by/throw by system eg. day dots		
Sanitising wipes are used to clean the probe thermometer		
The probe thermometer is regularly calibrated (ie. using iced water and steam to check it is working correctly)		
Cleaning and hand washing		
The floors, walls and ceilings in rooms where food is stored and/or handled are clean		
A cleaning schedule is in place		
Suitable cleaning products are used following the manufactures instructions. The disinfectant/sanitiser complies with BS EN 1276 or BS EN 13697		
Suitable cloths are used eg. 'blue roll', single use cloths, re-useable cloths are laundered to at least 82°C or 'hot' wash		
Food preparation surfaces, hand contact surfaces (taps, bin lids, and fridge doors) and equipment are cleaned and disinfected regularly		
A separate basin for hand washing hands is provided and is equipped with hot and cold (or warm) running water, soap and hygienic means of drying hands ie. paper towels		
Staff have been instructed and know when and how to wash their hands properly		
Staff wear clean work clothing and/or over clothing		
Staff know that if they have diarrhoea and/or vomiting they must not return to work until 48 hours after symptoms cease		
Cross contamination		
Raw and ready to eat foods are stored separately		
Separate, identifiable equipment and designated surfaces are used for preparing raw and ready to eat foods		
Structure and pests		
The design and construction of our premises meets legal requirements and the floors, walls and ceilings are in good repair and easy to clean		
There are sufficient sinks, with hot and cold running water, to wash food and clean/disinfect equipment		
The premises is proofed against access by pests such as rodents and flies		
Regular checks are carried out for signs of pests - there is no evidence of pest activity		

If you answered 'no' to any question, you need to address these areas and it is sensible to write down who you are going to do it. This checklist gives an overview of the main areas considered during a routine inspection. Don't forget that your score will be based on what is seen on the day of a visit - so it is important you maintain good standards at all times.