

# Food Hygiene Rating Scheme



## How to improve your rating

### Introduction to the Food Hygiene Rating Scheme

The Food Hygiene Rating Scheme provides customers and members of the public with a simple guide to show how food businesses are complying with food hygiene requirements. This is a national scheme allowing anyone to check ratings of premises throughout the country.

At the end of each inspection, the business is given a score in each of eight categories, three of which make up the final rating. The total score for those three categories translates into the rating for the business which can range from 'urgent improvement necessary' to 'very good'.

#### The three categories are:

- 1. Food Hygiene and Safety** - including food handling practices and temperature control.
- 2. Structure** - including cleanliness, layout of premises, condition of the structure, lighting, ventilation and facilities.
- 3. Confidence in Management** - including the business's willingness to act upon and implement previous advice, its current attitude towards improving standards, and the implementation of a satisfactory food safety management system such as 'Safer Food Better Business'.

These three categories are used as they are subjects over which the business has direct control. Each category is given a score between 0 and 25 which is based upon the standards seen at the time of the inspection.

The three scores are then added together to determine the overall rating as follows:

Total Score	Overall Level of Compliance	Scoring Factor	Rating
Over 50	Urgent improvement necessary	-	0
45 – 50	Major improvement necessary	No individual score > 20	1
35 – 40	Improvement necessary	No individual score > 15	2
25 – 30	Generally satisfactory	No individual score > 10	3
20	Good	No individual score > 10	4
0 - 15	Very good	No individual score > 5	5

The ratings are published on the national database at:  
[www.food.gov.uk/ratings](http://www.food.gov.uk/ratings)

Businesses are provided with a window sticker which they can display in order to promote their rating to customers.





As well as providing important information to members of the public, the scheme acts as an incentive for businesses to improve their standards and, therefore, increase customer satisfaction.

There are several ways to make sure that premises achieve the best possible rating.

### 1. Food Hygiene and Safety:

- ✦ Staff must always demonstrate good hygiene habits.
- ✦ Soap and means for drying hands must always be available at wash-hand basins and must always be used by staff.
- ✦ Staff must inform their manager if they are suffering from diarrhoea or vomiting.
- ✦ Staff must wear clean protective clothing when they handle food.
- ✦ Controls must be in place to prevent cross-contamination during delivery, storage, preparation, cooking and service.
- ✦ An adequate supply of cleaning materials and chemicals must be provided and kept in appropriate conditions.
- ✦ Equipment must be kept clean and disinfected as necessary.
- ✦ Food must be kept at the correct temperature:
  - ★ Chilled food - refrigerated below 8°C.
  - ★ Cooking temperatures - should reach at least 75°C.
  - ★ Food kept hot - should be held at 63°C or above.

**Evidence should be available to prove that these temperatures are being checked.**

### 2. Structure:

- ✦ Walls, floors and ceilings must be kept clean and maintained in good condition.
- ✦ Sufficient work surfaces need to be provided and kept in good repair.
- ✦ All equipment needs to be kept in good working order.
- ✦ Sufficient refrigeration space and dry goods storage needs to be provided.
- ✦ Food premises must be kept free from pests including: rats, mice, cockroaches and insects.
- ✦ Food waste and refuse must be removed by licensed contractors.

### 3. Confidence in Management:

- ✦ A written food safety management system needs to be in place and checked at regular intervals.
- ✦ If the 'Safer Food Better Business' pack is in use the 'Safe Methods' sections must be completed.
- ✦ Records of staff training, a list of suppliers, a cleaning schedule and the 'Prove It' section must also be completed.
- ✦ The daily diary must be completed by the person who carries out the opening and closing checks.
- ✦ The four-weekly review must be carried out and any problems must be dealt with quickly.
- ✦ Staff must be trained to an appropriate level in food hygiene and should be instructed in the relevant sections of the food safety management system.
- ✦ Information, advice and guidance provided at the last inspection should have been considered and acted upon.



#### For more information contact:

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