



Food Hygiene Rating Scheme

Notes for Food Business Operator:

Right to Appeal

- As the food business operator of the establishment you have a right to appeal the food hygiene rating given following your inspection if you do not agree that the rating reflects the hygiene standards and management controls found at the time of the inspection.
- **You have 21 days (including weekends and bank holidays) from the date of receipt of the notification letter to lodge an appeal (this can be given at the time of inspection).**

Please use the appeal form available to download at www.charnwood.gov.uk or www.food.gov.uk/ratings and return it to Food Safety, Regulatory Services, Charnwood Borough Council, Southfields, Southfields Road, Loughborough, Leicestershire LE11 2TX. Alternatively the form can be submitted to our email address at env.health@charnwood.gov.uk or a hard copy can be provided upon request.

- Your rating will be reviewed and the outcome of your appeal will be communicated to you within 21 days.

Right to request a re-visit

- As the food business operator of the establishment you have a right to request a re-visit for the purposes of re-rating **if** you have taken action to rectify the non-compliances identified at the time of inspection.
- You can make one request for a re-visit per each planned statutory inspection by the local authority and you can make this at any time after the statutory inspection provided that you have made the required improvements.
- You must provide details of the improvements made with your request, including supporting evidence where appropriate – this can be clarified by your inspecting officer if required.
- If the Charnwood Borough Council considers that you have provided sufficient evidence that the required improvements have been made, and provided that a three month 'stand still' period has passed since the statutory inspection, the local authority will make an unannounced visit. This will take place within three months of the end of the three month 'stand still' period or within three months of the request if this made after the 'stand still' period (if you were only required to make permanent structural improvements or repairs or to upgrade equipment, the local authority can choose to carry out the requested re-visit sooner than this).
- The local authority officer will give you a 'new' food hygiene rating based on the level of compliance that is found at the time of the re-visit - **you should be aware that your rating could go up, down or remain the same.**

- To make a request for a revisit, please use the revisit form available to download at www.charnwood.gov.uk or www.food.gov.uk/ratings and return it to the to the Food Safety Manager, Regulatory Services, Charnwood Borough Council, Southfields, Southfields Road, Loughborough, Leicestershire LE11 2TX. Alternatively the form can be submitted to our email address at env.health@charnwood.gov.uk or a hard copy can be provided upon request.

Right to Reply

- As the food business operator of the establishment you have a ‘right to reply’ in respect of the food hygiene rating given following your inspection.
- The purpose is to enable you to give an explanation of subsequent actions that have been taken to make the required improvements as detailed in the inspection letter, or to explain mitigation for the circumstances at the time of the inspection. It is not for making complaints or for criticising the scheme or food safety officer.
- If you wish to use this ‘right to reply’, please use the “Right to Reply” form available to download at www.charnwood.gov.uk or www.food.gov.uk/ratings and return it to the to the Food Safety Manager, Regulatory Services, Charnwood Borough Council, Southfields, Southfields Road, Loughborough, Leicestershire LE11 2TX. Alternatively the form can be submitted to our email address at env.health@charnwood.gov.uk or a hard copy can be provided upon request.
- Your comments will be reviewed by the food safety officer and may be edited in order to remove offensive or defamatory remarks before being published online and displayed together with your food hygiene rating at food.gov.uk/ratings.
- There will be a statement at food.gov.uk/ratings that will highlight that the accuracy of your comments has not been verified by local authority officers.

Recommendations to achieve a level 4 or 5 Rating

Hygiene/Practices

* The use of different coloured equipment for different types of food preparation e.g. red for raw meat, green for vegetables etc. can reduce the risk of cross contamination provided that any colour coding system is well thought through and is correctly understood and implemented by staff. The most important thing is to make sure that any equipment for ready to eat foods is clean before use and has not been used for other foods which need cooking such as raw meat or dirty root vegetables.

* All food should be kept covered when stored in the fridge to prevent any possible risk of contamination. Food should be properly wrapped and/or stored in clean, lidded, washable containers.

* Enough time should be allowed for foods to defrost fully before use or cooking. Defrosting foods at room temperature or under hot running water is not good practice, as it will encourage the growth of food poisoning bacteria particularly on the outer edges of the food that defrosts first. Care should also be taken not to overheat the external surfaces of food when using the microwave oven for defrosting.

* Validating that your cooking process is adequate by periodically checking the centre (core) temperature of the food using a probe thermometer. It is advisable to keep a record of your checks.

* Introduction of a system of date coding for high-risk foods to ensure stock is rotated and is not used beyond its shelf-life.

* It is recommended that regular checks of equipment used for storing cold foods are undertaken to ensure it is working correctly and a written record is kept. You can use the thermometer built into the equipment but this will only measure the air temperature at a single point in the unit, not the temperature of the food.

* Please note that probe thermometers should be checked regularly for accuracy. As a helpful reference in doing your own checks; pure water and ice mixture should measure between -1°C to $+1^{\circ}\text{C}$, and pure boiling water should measure between 99°C and 101°C . If your thermometer appears not to be working correctly it should be replaced or sent for service. For further advice refer to the manufacturers instructions.

Structure/Cleaning

* It is good practice to make all junctions between floors and other surfaces coved to help cleaning.

* It is recommended that washable paint, epoxy resin coating, ceramic tiles with epoxy based grouting, stainless steel or plastic sheeting is used on walls.

* It is recommended that plastic diffuser covers are fitted on all fluorescent strip lighting. These can be removed for cleaning and will help contain glass fragments in the event of a breakage.

* It is essential to use the correct cleaning materials within a food business:

Detergents or **Degreasers** are required to clean items or areas which are greasy or oily. These materials do not kill bacteria.

Disinfectants should be used on surfaces which come into contact with food or hands, and must be of a 'food safe' type. They kill bacteria but do not have cleaning properties. It is important to clean items or areas with detergent before using disinfectants.

Sanitisers are chemicals which have detergent and disinfectant properties. When used in food preparation areas they must be of a 'food safe' variety.

For advice on the most appropriate materials for your needs I would recommend that you contact your supplier. It is important to note that care must be taken with the use of cleaning materials and the manufacturer's instructions must always be followed.

* It is recommended that you use single-use cloths wherever possible, and throw them away after each task. This will make sure that any bacteria picked up by the cloth will not be spread.