

## Food Hygiene Rating scheme - how your rating is calculated

At inspection, the food safety officer checks how well you are meeting the law on food hygiene. Three areas assessed are:




- 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 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

You have been 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
<b>Total score</b>	<b>0</b>	—————→				<b>80</b>
<b>Level of compliance</b>	<b>High</b>	—————→				<b>Low</b>

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 5 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						

## Improving your food hygiene rating

The Food Standards Agency has a range of tools, such as Safer food, better business, that can help you manage food hygiene and keep your customers.



Safer food, better business

Check these out at [www.food.gov.uk/goodbusiness](http://www.food.gov.uk/goodbusiness)

To get the best possible rating, here's what you can do now:

- Look at your last food hygiene inspection report to check that you've taken all of the actions needed to ensure that you meet legal requirements. If you can't find your last report, contact us and we will be able to give you a copy.
- At your next inspection, if you don't get the top rating and you have queries about the improvements you need to make to get a better rating, then the officer should be able to give you advice.
- Make sure that you and your staff continue to comply fully with all aspects of food hygiene law.

## Food Hygiene Rating scheme – your rights

### Right to Appeal

If you think that 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 from the date of this letter in which you can appeal against this. You should appeal in writing to the Commercial Team Leader (using the relevant form) but I would recommend that you get in touch with me first so that I can help you to understand how your rating was worked out.

### Right to Reply

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 that you can explain this to potential customers that look up your rating online. You can apply for this by using the relevant form.

### Right to a Rescore Visit

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. You can apply for this by using the relevant form.

All three of these forms are available by contacting us on 01344 352000 or from our website at: <http://www.bracknell-forest.gov.uk/foodsafetyinspection>

More information about these safeguards is provided on the FSA's website at: <http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf>

