

## Guidance on how an Officer will rate your business - Part 1

### FOOD HYGIENE AND SAFETY PROCEDURES INCLUDING HANDLING PRACTICES AND TEMPERATURE CONTROL

<ul style="list-style-type: none"><li>• <b>Almost total non-compliance with statutory obligations</b></li><li>• Non-compliance at most critical points</li><li>• Can't do much worse<ul style="list-style-type: none"><li>Contamination existing or probable in the near future, raw egg recipes used, uncontrolled rodent/cockroach infestation, fridge broken down, high risk food at ambient for many hours, undercooking likely, no checking or awareness, defective cooking equipment, mistakes probable</li></ul></li></ul>	<b>25</b>
<ul style="list-style-type: none"><li>• <b>General failure to satisfy statutory obligations</b></li><li>• <b>Standards generally low</b></li><li>• Non-compliance at many critical points (or other significant failures)</li><li>• Must do better<ul style="list-style-type: none"><li>No covering of food, no separation, dirty contact surfaces, evidence of pests in a non-food area, high risk foods and/or fridge significantly above 8 °C, no chill checks, high risk foods at ambient too long, no or broken thermometer, no cooling controls, very few cooking checks, no safe cooking methods, little awareness, mistakes possible</li></ul></li></ul>	<b>20</b>
<ul style="list-style-type: none"><li>• <b>Some major non-compliance with statutory obligations</b></li><li>• <b>More effort required to prevent fall in standards</b></li><li>• Non-compliance at up to 2 critical point (or other significant failure) or several minor matters</li><li>• Should do better<ul style="list-style-type: none"><li>Inadequate cleaning of contact surfaces, no sanitiser, poor separation of food, no date coding, poor covering of food, high risk foods/fridge above 8°C, no/few chill checks, no reliable records, some high risk foods not refrigerated, poor cooling, inadequate cooking checks, uncertain methods but some awareness, no or broken thermometer</li></ul></li></ul>	<b>15</b>
<ul style="list-style-type: none"><li>• <b>Standards being maintained or improved</b></li><li>• <b>Some non-compliance with statutory obligations and industry codes</b></li><li>• Matters of non-compliance not critical to food safety, but have potential to become critical if standards fall further</li><li>• Could improve<ul style="list-style-type: none"><li>Some food covered, food in date where applied, separate surfaces/equipment, questionable sanitiser use, foreign bodies not well controlled, high risk foods/fridge below 8 °C, daily checks, some records, high risk foods chilled, cooking safe methods implemented, thermometer available, cooking records unlikely</li></ul></li></ul>	<b>10</b>
<ul style="list-style-type: none"><li>• <b>High standard of compliance with only a few minor non-compliance with statutory obligations and industry codes</b></li><li>• Improvements still possible</li><li>• Attempting to deal effectively with problems<ul style="list-style-type: none"><li>Most food covered and dated, good separation, most procedures in place, food surfaces clean, sanitiser in use, high risk foods/fridges below 8°C, chill temperatures monitored and recorded as appropriate, calibrated /user checks on thermometer, cooking checked and recorded, cook time/temperature targets in place</li></ul></li></ul>	<b>5</b>
<ul style="list-style-type: none"><li>• <b>High standard of compliance with statutory obligations and industry codes</b></li><li>• <b>Conforms to accepted good practices in the trade</b></li><li>• Securely and consistently achieving full compliance<ul style="list-style-type: none"><li>No contamination issues, Good stock rotation, excellent hygiene practices, all food safety procedures implemented, high risk foods/fridges 8 °C monitored, all necessary food safety records</li></ul></li></ul>	<b>0</b>

## Guidance on how an Officer will rate your business – Part 2

### STRUCTURE, EQUIPMENT, CLEANLINESS, LAYOUT AND CONDITION, LIGHTING, VENTILATION, FACILITIES ETC.

<ul style="list-style-type: none"><li>• <b>Almost total non-compliance with statutory obligations</b></li><li>• Substantial and general non-compliance</li><li>• Establishment not physically suited to the business</li><li>• Can't do much worse</li><li>• No hot water, no key wash basin/sink, blocked soil drain, filthy, immediate risk likely, accumulated long term dirt/food debris, complete failure to pest proof or treat/control infestation</li></ul>	<b>25</b>
<ul style="list-style-type: none"><li>• <b>General failure to meet statutory obligations</b></li><li>• <b>Standards generally low</b></li><li>• General non-compliance, including many significant issues</li><li>• Must do better</li></ul> <p>Extra sink/wash basin essential, temporarily no hot water critical for food safety yet few measures taken to resolve problem, open gullies, inadequate cleaning, repairs needed to enable effective cleaning, significant pest proofing/control measures required</p>	<b>20</b>
<ul style="list-style-type: none"><li>• <b>Some major non-compliance with statutory obligations</b></li><li>• <b>More effort required to prevent fall in standards</b></li><li>• General non compliance including significant issues or several minor matters</li><li>• Should do better</li></ul> <p>Extra sink/wash basin required, temporary no/inadequate hot water with some measures to resolve, needs better ventilation and/or lighting, open drain gully, significant dirt, poor cleaning, deep clean needed, significant cracked tiles or other damaged surfaces, some structural damage, key areas hard to clean, poor refuse storage, no commercial refuse contract, minor pest proofing required</p>	<b>15</b>
<ul style="list-style-type: none"><li>• <b>Standards being maintained or improved</b></li><li>• <b>Some non-compliance with statutory obligations and industry codes</b></li><li>• Minor matters of non-compliance not critical to food safety, but have potential to become significant if standards fall any further</li><li>• Could improve</li></ul> <p>Most facilities provided, adequate ventilation and/or lighting, structural cleaning could improve (floors/corners etc), clean and cleanable tiles or other surfaces, pest proofing could become an issue e.g. lack of fly screens, refuse control satisfactory</p>	<b>10</b>
<ul style="list-style-type: none"><li>• <b>High standard of compliance with only minor non-compliance with statutory obligations and industry codes</b></li><li>• Improvements still possible</li></ul> <p>All necessary facilities, hand operated taps, clean, no significant repairs needed, stainless steel or other suitable cladding, good ventilation and lighting, pest proof, good refuse control, generally meets Industry Guidance</p>	<b>5</b>
<ul style="list-style-type: none"><li>• <b>High standard of compliance with statutory obligations and industry codes</b></li><li>• <b>Conforms to accepted "good practices" in the trade</b></li><li>• Securely and consistently achieving full compliance</li><li>• All essential facilities provided, meets or exceeds Industry Guidance</li></ul>	<b>0</b>

## Guidance on how an Officer will rate your business – Part 3

### Confidence in Management and Food Safety Control Systems

Factors considered: the track record of the company – willingness to act on advice and enforcement; the attitude of management towards hygiene and food safety; satisfactory documented procedures and HACCP based food safety management systems

- **Poor track record of compliance**
- **Little or no technical knowledge**
- **Little or no appreciation of hazards or quality control**
- **No Food Safety Management System**
- No appropriate training/instruction/supervision of managers or food handlers
- No appropriate technical knowledge

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- **Varying record of compliance**
- **Poor appreciation of hazards and control measures**
- **No Food Safety Management System**
- Few food handlers suitably trained
- Inadequate technical knowledge

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- **Reasonable record of general compliance**
- **Adequate technical knowledge**
- **Understanding of significant hazards and control measures in place**
- **Making satisfactory progress towards documented Food Safety Management System / procedures.**
- Essential procedures / systems in place, implemented and documented as necessary
- Small business, good practices but incomplete documentation
- Most food handling staff suitably trained to appropriate level
- Untrained food handlers generally instructed and/or supervised at all times

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- **Good record of compliance**
- **Satisfactory documented procedures and systems**
- **Can demonstrate effective control of hazards**
- **Satisfactory Documented Food Safety Management System**
- **Food Authority confirms general compliance with documented system**
- Good appreciation of hazards
- All most all food handling staff suitably trained

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- **Excellent record of compliance**
- **Satisfactory documented Food Safety Management System**
- **Food Authority confirms compliance with system**
- Demonstrate full compliance
- All staff suitably trained as appropriate

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### Star rating

<b>Star Rating</b>	<b>Score - total of: Confidence in Management and Compliance: Hygiene and Safety and Compliance: Premises Structure</b>	<b>Compliance General Guidance*</b>	<b>Performance Level</b>
★★★★★ 5 Star	0 to 5	Very high standards of compliance with food safety legislation. Demonstrating better practice in managing and achieving this.	Excellent
★★★★○ 4 Star	10 to 15	High standard of compliance with food safety legislation. Robust food safety management.	Very Good
★★★○○ 3 Star	20 to 25	Good level of legal compliance. Only minor safety issues not addressed.	Good
★★○○○ 2 Star	30	Mainly compliant with food safety legislation. In understanding of food safety and standards being maintained or being improved.	Fair
★○○○○ 1 Star	35 to 45	Some non-compliance with food safety legislation - more effort required.	Poor
○○○○○ No Star	50 or more	A general failure to comply with legal requirements. Little or no appreciation of food safety.	Very Poor