

FOOD HYGIENE RATING

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 or receipt or your window sticker to lodge an appeal (notification can be given at the time of inspection).

Please use the online appeal form at www.blaby.gov.uk/fhrsbusiness

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

Right to request a re-visit

As the food business operator of the establishment you have the right to make requests for re-visits at any time after the inspection provided you have taken action to rectify the non-compliances identified at the time of inspection.

These non-statutory hygiene re-inspections are subject to a charge of £150 for each request for a re-visit.

You must provide details of the improvements made with your request, including supporting evidence, such as photographs, receipts and certificates. Prior to making a request for a re-visit, we suggest you discuss the matter with the inspecting officer. If we consider you have provided sufficient evidence and you have made payment, then an unannounced visit will be made within 3 months of the request.

The Food Safety 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. Please be aware that your rating could go up, down or remain the same.

To make a request for a revisit, please use the online format www.blaby.gov.uk/fhrsbusiness. To pay the fee please contact Environmental Health on 0116 272 7784.

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 your food safety officer.

If you wish to use this 'right to reply', please use the online form at www.blaby.gov.uk/fhrsbusiness. 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 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.

All forms can also be downloaded and submitted to environmental.health@blaby.gov.uk or posted to: Environmental Health Department, Blaby District Council, Council Offices, Desford Road, Narborough, Leicester, LE19 2EP. Paper copies of forms can be provided upon request.

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Recommendations to achieve a level 4 or 5 Rating

You will not be able to achieve a food hygiene rating greater than 1, unless you have a satisfactory written food safety management system which details how you ensure your food is safe and provides a written record of your checks.

Hygiene and Practices

- Use different coloured equipment for different types of food preparation e.g. red for raw meat, green for vegetables etc. This 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.
- Keep food covered when stored in the fridge to prevent any possible risk of contamination. Food should be properly wrapped or stored in clean, lidded, washable containers.
- Allow enough time to defrost food 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. Take care not to overheat the outer surfaces of food when using the microwave oven for defrosting.
- Check 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.
- Introduce of a system of date coding for high-risk foods to ensure stock is rotated and is not used beyond its shelf-life
- Make regular checks of chillers and fridges to ensure they are working properly. Record your food temperature checks. You can use the thermometer built into the equipment but this will only measure the air temperature at a single point in the unit. It is good practice to measure the temperature of the cold food itself.
- Check your probe thermometers 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 is not working correctly it should be replaced or sent for service. For further advice refer to the manufacturers instructions.

Structure/Cleaning

- We recommend all junctions between floors and other surfaces covered to help cleaning.
- Use washable paint, epoxy resin coating, ceramic tiles with epoxy based grouting, stainless steel or plastic sheeting on walls.
- We recommend 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.
- You must use the correct cleaning chemicals and materials within your 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.

- We recommend you use single-use cloths wherever possible, and throw them away after each task.