

The Isle of Wight NHS Trust
St. Mary's Hospital,
Parkhurst Road,
Newport,
Isle of Wight
PO30 5TG

From

Environmental Health Department
Jubilee Stores
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29th October 2019

Our Ref: EHCP/[REDACTED]/1120

Dear Sir/Madam,

THE FOOD SAFETY ACT 1990
FOOD INFORMATION REGULATIONS 2014
HEALTH AND SAFETY AT WORK ETC. ACT 1974
THE FOOD SAFETY AND HYGIENE (ENGLAND) REGULATIONS 2013
THE WORKPLACE (HEALTH, SAFETY AND WELFARE) REGULATIONS 1992
THE CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS 2002
St Marys Hospital, Parkhurst Road, Newport, Isle Of Wight, PO30 5TG

Further to my food hygiene inspection on 17th October 2019 please note the main requirements, which must be addressed:

Food Safety and Standards		
•	Hazard Analysis and Critical Control Points (Review)	One month
•	Hazard Analysis and Critical Control Points (Implement)	Immediately
-	Storage – stock rotation and control	Immediately
-	Storage – monitoring of refrigeration temperatures	Immediately
-	Thawing	Immediately
•	Manager training	One month
•	Inappropriate use of cleaning agents	Immediately
•	Risk of contamination	Immediately
•	Cleaning procedure for complex food contact equipment	Immediately
•	Cleanliness	One month
•	Repair and condition	Two months
•	Floor – defective	Two months
•	Allergen management and cross-contamination control	Immediately

Health and Safety and Smoke Free

- | | |
|--------------------------------|-------------|
| • Risk of a slip, trip or fall | Immediately |
| • Chemical labelling | Immediately |

These requirements are explained more fully in the attached schedule(s) where the relevant regulation is stated in *Italics*, and the action that should be taken to comply with the regulation is shown in **bold** print.

The action that you are required to take is based on the 'guide to compliance' provided in the code of practice and relevant Industry Guides.

In certain cases, it may be possible to take alternative measures to comply with a given regulation. Any alternative measures must be of at least equivalent effect to those specified and should therefore be discussed with me beforehand to ensure that they will be suitable.

These legal requirements must be complied with in the time stipulated.

Your premises will be revisited when the time expires.

If you foresee any problem in complying with the requirements in the time allowed, then you should write to this office promptly explaining your difficulties. Otherwise, failure to comply with these requirements on time may lead to further action being taken against you.

You can find a copy of the Regulatory Services Enforcement Policy at the following location
<https://www.iow.gov.uk/documentlibrary/view/regulatory-and-community-safety-services-enforcement-policy>


Please also find attached a schedule of **recommendations of good practice**. The recommendations for good practice offer information and advice only. Whilst you are not legally required to act upon these recommendations, they may help to improve your existing systems and defend your business if something goes wrong in the future.

Food Hygiene Rating

This authority operates the national Food Hygiene Rating Scheme. This is designed to help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in food outlets at the time they are inspected to check compliance with legal requirements.

If your establishment supplies food directly to the final consumer (and is not subject to the exemptions for child-minders and 'low risk establishments not generally seen by consumers as food businesses') there will be a sticker enclosed showing your food hygiene rating. If you have been rated 5 ('Very Good'), your rating will be published on the Food Standards Agency's website www.food.gov.uk/ratings within 7 days of the date of the inspection. If your rating is less than 5, your rating will be published on the website 35 days after the date of inspection.

On the basis of the standards found at the inspection your rating has been calculated as follows:

Compliance with food hygiene and safety procedures	15
Compliance with structural requirements	5
Confidence in management/control procedures	20
Total score	40
Food hygiene rating	

Full details of the scheme, scoring and appeals information can also be found at the end of this letter.

Please destroy the sticker showing your previous rating and display the sticker enclosed at a prominent location by the main entrance of your establishment where the public can see it from outside.

Only the most recent rating should be displayed as to continue to display a previous rating may constitute an offence under the Consumer Protection from Unfair Trading Regulations 2008.

Your rating will also be published on the Food Standards Agency's website at www.food.gov.uk/ratings up to three weeks from receiving this letter.

Please note that subject to the Freedom of Information Act 2000 details of inspections may be divulged to members of the public under the Isle of Wight Council's 'Access to Information' policy, which may be viewed at: <http://www.iwight.com/information/>

Should you wish to discuss this matter further or make representations regarding the requirements of the letter, please do not hesitate to contact me, or my line manager on the above telephone number.

Yours faithfully,

[Redacted signature]

[Redacted name]

[Redacted title]

Enclosures:

P.S. Safer Food Better Business packs and diary refills can be downloaded from <http://www.food.gov.uk/foodindustry/regulation/hygleg/hyglegresources/sfbb/>

SCHEDULE OF LEGAL CONTRAVENTIONS

Premises –St Marys Hospital, Parkhurst Road, Newport, Isle Of Wight, PO30 5TG - 1120

Food Safety and Standards

REMEDIAL ACTION REQUIRED TO ACHIEVE COMPLIANCE WITH MINIMUM LEGAL REQUIREMENTS

1. Hazard Analysis and Critical Control Points (Review)

Food business operators shall put in place, implement and maintain a permanent procedure or procedures based on the HACCP principles.

The HACCP principles referred to in the paragraph above consist of the following:

- (a) identifying any hazards that must be prevented, eliminated or reduced to acceptable levels;*
- (b) identifying the critical control points at the step or steps at which control is essential to prevent or eliminate a hazard or to reduce it to acceptable levels;*
- (c) establishing critical limits at critical control points which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards;*
- (d) establishing and implementing effective monitoring procedures at critical control points;*
- (e) establishing corrective actions when monitoring indicates that a critical control point is not under control;*
- (f) establishing procedures, which shall be carried out regularly, to verify that the measures outlined in subparagraphs (a) to (e) are working effectively; and*
- (g) establishing documents and records commensurate with the nature and size of the food business to demonstrate the effective application of the measures outlined in subparagraphs (a) to (f).*

When any modification is made in the product, process, or any step, food business operators shall review the procedure and make the necessary changes to it.

Regulation (EC) 852/2004, Chapter II, Article 5, Paragraphs 1 and 2.

Progress has been made to put in place procedures based on the HACCP principles. However, a number of steps, hazards, controls and monitoring procedures have been overlooked, and certain controls and monitoring procedures are not specific enough in places. I have detailed some examples of these below, however this is not an exhaustive list and is for illustrative purposes only.

- The steps detailed in the 'Catering Department Flow Chart 2019' do not match the steps in the HACCP table. For example, number of 4 on the flow chart refers to 'Thawing', however there is no HACCP step for thawing, and step 4 is 'Dry Food Storage'.
- The HACCP does not include all the steps, and therefore hazards, included in your processes, for example, thawing, hot holding or distribution to patient wards.
- Step 1 – 'Purchase of Food'. No hazards have been recorded in connection to this step, however there are a number of controls related to deliveries. It is not clear what this step covers as Step 2 refers to the 'intake' of food.

- Step 2 – ‘Intake of chilled / frozen food’. This step only identifies Pests and Foreign Bodies as hazards, however the presence of microbiological contamination is a risk at this step.
- Step 3 – ‘Chilled/Frozen/Raw Food Storage’. One of the controls identified at this step is to ‘*Keep raw and cooked ready to eat foods separate*’, however it is not clear how this is achieved. I recommend that you consider the Food Standards Agency’s guidance on managing the risk of E.coli cross-contamination - <https://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance> Step 3 also refers to a flow chart for reporting incidents involving food, however this is not included in the food safety management system.
- Step 5 – ‘Food Preparation’. This step identifies the risk of cross-contamination and has a critical limit of ‘*Separate recognised preparation areas*’, however further specification is required, please refer to the Food Standards Agency’s guidance referenced above. Similarly, this step contains phrases such as ‘*Check preparation areas are correct*’ and ‘*Monitoring of food storage and production*’, without specifying how this should be done.

Your procedures must be reviewed so that all relevant ‘steps’, ‘hazards’, ‘controls’ and ‘monitoring’ procedures are identified at each step and that these are specific (e.g. actual temperature/time limits must be stated).

Timescale: One month

Completed:

2. Hazard Analysis and Critical Control Points (Implement)

Food business operators shall put in place, implement and maintain a permanent procedure or procedures based on the HACCP principles.

The HACCP principles referred to in the paragraph above consist of the following:

- identifying any hazards that must be prevented, eliminated or reduced to acceptable levels;*
- identifying the critical control points at the step or steps at which control is essential to prevent or eliminate a hazard or to reduce it to acceptable levels;*
- establishing critical limits at critical control points which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards;*
- establishing and implementing effective monitoring procedures at critical control points;*
- establishing corrective actions when monitoring indicates that a critical control point is not under control;*
- establishing procedures, which shall be carried out regularly, to verify that the measures outlined in subparagraphs (a) to (e) are working effectively; and*
- establishing documents and records commensurate with the nature and size of the food business to demonstrate the effective application of the measures outlined in subparagraphs (a) to (f).*

When any modification is made in the product, process, or any step, food business operators shall review the procedure and make the necessary changes to it.

Regulation (EC) 852/2004, Chapter II, Article 5, Paragraphs 1 and 2.

Although progress has been made to put in place procedures based on HACCP principles, at the time of the inspection you were failing to implement controls and monitoring procedures at a number of critical points. In particular see sections 2(a) to 2(c) below.

The critical controls and monitoring procedures identified in your procedures must be implemented.

Timescale: Immediately	Completed:
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You must ensure that the employees are properly trained and aware of the controls they need to undertake. It is also important to supervise and check that all controls that are critical to food safety are being properly implemented and maintained.

2(a) Storage - stock rotation and control

Your HACCP procedures state that a maximum shelf-life of 3 days is applied to chilled food, and 1 day for patient sandwiches. However, there was no consistent means of managing stock rotation in the business at the time of the inspection, and the following were identified:

- Some foods were being labelled with a day-dot to indicate the day they had been made, and others to indicate their use-by date. It was therefore unclear what the day dot represented on some foods.
- Some items in the dry store had not been stock rotated e.g. Worcestershire sauce had a best before date of 'Jul 18'.
- Patient sandwiches had been labelled with a shelf-life of two days, contrary to your HACCP procedures.
- Signage displayed in the restaurant servery indicated that different durability dates were applied to foods e.g. bacon – 7 days, cottage cheese – 7 days, hard boiled eggs – 5 days.
- Some foods stored in fridges had not been labelled to indicate when they should be used by.
- A combination of day-dots and rectangular labels containing production date, use-by date and allergen information were used. It was unclear which system was being used for which products, or the reason why two systems were operating simultaneously.

The matters identified above may lead to a deterioration in the quality and safety of food.

You must implement your stock rotation system consistently.

Pre-packed food must always be sold before the expiry of a manufacturer's 'use-by' date.

Timescale: Immediately	Completed:
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Other chilled, high-risk foods should be given a 'shelf-life' of no more than 2-3 days.

Daily checks should be made.

2(b) Storage - monitoring of refrigerator temperatures

Whilst regular temperature monitoring of chilled, high-risk food was being carried out, some temperatures had been recorded above the critical limit identified in your HACCP of 5°C, and above the legal limit of 8°C. However, no corrective actions had been recorded to indicate what actions had been taken in response to these temperatures.

When monitoring indicates that a critical control point is not under control, corrective action must be taken to bring it back under control.

Timescale: Immediately	Completed:
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NB: it is the temperature of the food itself that is important and not that of the temperature of the fridge.

2(c) Thawing - cooked foods

At the time of the inspection I was informed that foods were thawed in the refrigerator overnight. However, fish was being allowed to defrost at room temperature.

This can allow for the germination and growth of bacteria on the warm outer surface, though the centre is frozen.

Foods must be thawed in a refrigerator operating at 8°C or below.

Timescale: Immediately	Completed:
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3. Manager Training

Food business operators are to ensure that those responsible for the development and maintenance of the procedure referred to in Article 5(1) of this Regulation or for the operation of relevant guides have received adequate training in the application of the HACCP principles. Regulation (EC) No 853/2004, Chapter II, Article 4(2), Annex II, Chapter XII, Paragraph 2.

It was not clear who was responsible for the development and maintenance of your food safety management system, and the deficiencies identified in section 1 above indicate that further training is required in the principles of HACCP.

Those responsible for maintenance and development of food safety management procedures must be adequately instructed and/or trained and be in a position to demonstrate a good understanding of food hygiene policies and procedures which should be followed.

Timescale: One month	Completed:
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4. Inappropriate use of cleaning agents

At all stages of production, processing and distribution, food is to be protected against any contamination likely to render the food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state. Regulation (EC) No 853/2004, Chapter II, Article 4(2), Annex II, Chapter IX, Paragraph 3.

At the time of the inspection Spectrum Disinfectant was being used to sanitise food contact surfaces. However, it was identified that:

- The disinfectant was not being diluted consistently. A member of staff advised that they put three pumps into a spray bottle and fill the bottle to the neck with water, however the signage on the dispenser indicated that 'one shot' should be used. There were also a number of bottles of diluted sanitiser hung up in the chemical store containing different shades of blue, indicating varying levels of dilution. Over diluting products (adding too much water) could result in inadequate cleaning/disinfection, which might affect food quality or give rise to food poisoning. Alternatively, if used in excess (with too little water), cleaning chemicals might taint food, or give rise to chemical poisoning. The sanitiser required a dilution ratio of 1:50.
- Staff demonstrated how they apply the sanitiser by spraying it onto a surface and wiping the surface clean. This did not take account of the 1-minute contact time required in the manufacturer's instructions.
- Blue liquid (presumed to be diluted sanitiser) had been placed into bottles labelled as a degreaser.

Cleaning products must be used in accordance with manufacturer's instructions.

Please note that effective chemical disinfection can only be achieved on a visibly clean surface that is free from grease, film and solid matter, therefore a cleaning stage is required first.

Timescale: Immediately	Completed:
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5. Risk of contamination

At all stages of production, processing and distribution, food is to be protected against any contamination likely to render the food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state. Regulation (EC) No 853/2004, Chapter II, Article 4(2), Annex II, Chapter IX, Paragraph 3.

At the time of the inspection the following presented a risk of contamination to food:

- Food, including leek and cheese sauce, was stored in the dairy refrigerator uncovered. There was also water dripping from the evaporator unit mounted on the ceiling above the food.
- There was flour and mustard powder spilt on the trolley containing herbs and spices. This presents a risk of allergen cross-contamination.
- A bowl of tuna mayonnaise was stored in the sandwich fillings refrigerator. A spoon had been left laying down in the bowl, leaving the hand contact surface of handle in contact with the tuna and risking contamination.

Stored food must be covered to protect it from contamination.

Timescale: Immediately

Completed:

6. Cleaning procedure for complex food contact equipment

All articles, fittings and equipment with which food comes into contact are to:

- a) *be effectively cleaned and, where necessary, disinfected. Cleaning and disinfection are to take place at a frequency sufficient to avoid any risk of contamination;*
- b) *be so constructed, be of such materials and be kept in such good order, repair and condition as to minimise any risk of contamination;*
- c) *with the exception of non-returnable containers and packaging, be so constructed, be of such materials and be kept in such good order, repair and condition as to enable them to be kept clean and, where necessary, to be disinfected;*
- d) *be installed in such a manner as to allow adequate cleaning of the equipment and the surrounding area.*

Regulation (EC) No 852/2004, Chapter II, Article 4(2), Annex II, Chapter V, Paragraph 1.

Complex equipment such as vacuum-packing machines, meat slicers and mincers have been recognised by the Food Standards Agency as being particularly difficult to effectively clean and disinfect. At the time of the inspection it was noted that there was no means of removing the blade from the meat slicer to enable thorough cleaning.

The meat slicer should be dismantled and thoroughly cleaned. The standard of cleanliness required is that there should be no evidence of dirt or food residue, other than unavoidable fresh spillage or deposits.

Timescale: Immediately

Completed:

7. Cleanliness

Food premises are to be kept clean and maintained in good repair and condition. Regulation (EC) No 852/2004, Chapter II, Article 4(2), Annex II, Chapter I, Paragraph 1.

At the time of the inspection, the general standard of hygiene was satisfactory, however there was mould growth on the walls of the walk-in dairy chiller and an accumulation of dust and grease on the grease filters in the extractor hood.

You must thoroughly clean the dairy fridge and the grease filters.

The standard of cleanliness required is that there should be no visible dirt other than unavoidable fresh spillages.

Where parts of the structure or equipment have deteriorated to the extent that effective cleaning is not possible, these should be repaired or renewed as appropriate.

Timescale: One month

Completed:

8. Repair and condition

Food premises are to be kept clean and maintained in good repair and condition. Regulation (EC) No 852/2004, Chapter II, Article 4(2), Annex II, Chapter I, Paragraph 1.

At the time of the inspection:

- The edge of the wall in the dairy fridge was damaged, missing pieces of plastic cladding, exposing the adhesive beneath.
- The evaporator in the walk-in dairy fridge was dripping, causing a puddle of water to form on the floor.
- A number of fridge seals, including the sandwich fridge and the salad fridge, were split and perished.

These matters could lead to the contamination of food by foreign matter and prevent proper cleaning.

The damaged items listed above must be repaired or replaced.

Timescale: Two month	Completed:
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9. Floors - defective

Floor surfaces must be maintained in a sound condition and they must be easy to clean and, where necessary, disinfect. Regulation (EC) No 852/2004, Chapter II, Article 4(2), Annex II, Chapter II, Paragraph 1(a).

The floor in the dry store room used to store crisps and cans of drink was damaged and had started to lift.

This will trap dirt and food particles and will hinder effective cleaning.

Using suitable materials or a similar covering that is impervious, non-absorbent, washable and non-toxic, e.g. cast in-situ resin flooring, the floor must be repaired.

Timescale: Two month	Completed:
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Further examples of suitable floor coverings may be found in the Industry Guide to Good Hygiene Practice.

It is good practice to make all junctions between floors and other surfaces covered to assist effective cleaning.

10. Allergen Cross-contamination Control

At all stages of production, processing and distribution, food is to be protected against any contamination likely to render the food unfit for human consumption, injurious to health or contaminated in such a way that it would be unreasonable to expect it to be consumed in that state. Regulation (EC) No 852/2004, Chapter II, Article 4(2), Annex II, Chapter IX, Paragraph 3.

The most common food allergens in Europe are listed in Annex II of *Regulation (EU) No. 1169/2011*. There is currently a list of 14 food allergens: cereals containing gluten, crustaceans, molluscs, eggs, fish, peanuts, nuts, soybeans, milk, celery, mustard, sesame, lupin and sulphur dioxide where it is at levels above 10mg/kg, or 10 mg/litre, expressed as SO₂.

Allergic reactions can make people very ill and can sometimes lead to death. There is no cure for a food allergy, the only way that someone can avoid getting ill is to make sure that they do not eat foods containing the allergen.

Allergens may be included as ingredients in dishes or be introduced inadvertently. At the time of the inspection there was a risk of accidentally contaminating food with allergens not contained in the dish because stored ingredients such as flour and mustard powder had spilled out onto the trolley containing an assortment of other ingredients such as herbs and spices.

Some dishes had been labelled using a rectangular stock rotation label containing the production date and use-by date. These labels also contain a list of allergens which can be ticked to indicate the allergens contained in the dish. However, at the time of the inspection the labels on the Potato and Mushroom Tart, and on the Chocolate Sponge indicated that there were no allergens contained in these meals. Upon inspection of the recipes for these dishes it was revealed that the Chocolate Sponge contained Flour, Eggs and Milk and the Potato and Mushroom Tart contained Cheese, Egg and Milk.

There is not a prescriptive method to manage allergen information, however you must review your procedures to ensure that allergen information is accurate, consistent and verifiable upon challenge.

You must also review your storage and handling practices to limit the risk of allergen cross-contamination, and you must document your procedure for preparing allergen free meals.

Timescale: Immediately	Completed:
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As a minimum you should provide airtight containers for the storage of ingredients and clearly label the containers, so you know which allergens are in them, keeping the originals.

If you cannot eliminate the risk of allergen cross-contamination, then the advice to customers should reflect this.

There is further advice on the Food Standards Agency Website
<https://www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses>

SCHEDULE OF LEGAL CONTRAVENTIONS

Premises – St Mary's Hospital Catering Department, St Marys Hospital ,Parkhurst Road, Newport ,Isle Of Wight , PO30 5TG - 1120

Health and Safety and Smoke Free

REMEDIAL ACTION REQUIRED TO ACHIEVE COMPLIANCE WITH MINIMUM LEGAL REQUIREMENTS

1. Risk of a Slip, Trip or Fall

So far as is reasonably practicable, every floor in a workplace and the surface of every traffic route in a workplace shall be kept free from obstructions and from any article or substance which may cause a person to slip, trip or fall. The Workplace (Health, Safety and Welfare) Regulations 1992, Regulation 12(3).

Cardboard had been placed on the floor in front of the deep fat fryers. Parts of the cardboard had become saturated with grease. This presents the risk of a slip, trip or fall.

The cardboard must be removed, and a risk assessment carried out to ensure that the risk of slips, trips or falls in this area is managed to as low as reasonably practicable.

Timescale: Immediately

Completed:

I strongly recommend that you refer to the guidance on the Health and Safety Executive's website on the risk of slips and trips in catering - <http://www.hse.gov.uk/catering/slips.htm>

2. Chemical Labelling

Where containers and pipes for substances hazardous to health used at work are not marked in accordance with any relevant legislation listed in Schedule 7, the employer shall, without prejudice to any derogations provided for in that legislation, ensure that the contents of those containers and pipes, together with the nature of those contents and any associated hazards, are clearly identifiable. The Control of Substances Hazardous to Health Regulations, Regulation 12(5).

At the time of the inspection bottles of chemicals, including degreaser and disinfectant, were hung on the racking in the chemical cupboard. Some of the spray bottles were not labelled and some of them contained a chemical different to that displayed on the label.

Chemicals must not be decanted into unlabelled containers, and the label must indicate the contents of the bottle and any associated hazards.

Timescale: Immediately

Completed:

If these actions have not been completed within the specified time limits, you should note that statutory action may be taken under Section 21, 22 or 39 of the Health and Safety at Work etc. Act 1974.

The Health and Safety at Work etc. Act 1974, Section 2(2)(c) and 28(8) requires both employers and inspectors to provide certain information for employees. To comply with this requirement you are required to bring this schedule of legal contraventions to the attention of all your employees, this may be achieved by posting the copy on a staff notice board, providing a copy for each employee, or other suitable method of ensuring that all employees are aware of the existence of this document.

Although your attention is drawn to specific matters, this does not reduce your liability or responsibility under the health and safety either as business operators, employers or occupiers of the premises. You are reminded that it is the duty of all employers, employees and self-employed persons to ensure, so far as is reasonably practicable, that the health safety and welfare of employees, colleagues and persons not in your employment is maintained.

SCHEDULE OF RECOMMENDATIONS

Premises –St Marys Hospital, Parkhurst Road, Newport, Isle Of Wight, PO30 5TG - 1120

Food Safety and Standards

These recommendations are for information and advice only. Whilst you are not legally required to act upon them, they are to assist you in improving your existing food safety and standards systems.

1. Roles, Responsibilities and Management Structure

At the time of the inspection it was identified that the catering manager had recently left the business and recruitment of a replacement was in progress. There was confusion amongst some employees as to their roles and responsibilities e.g. whether their job was to be 'hands on' in the preparation of food, or whether they should be supervising food safety controls implemented by other members of staff. There was also some confusion concerned with reporting lines in the event there was a need to escalate a food safety concern.

I recommend that a management structure is put in place which ensures that the controls documented in the food safety management system cover all of the hazards associated with each step in the food storage and preparation processes, and that the checks made on these are regularly monitored by a manager or supervisor.

2. Storage of dry goods in open containers

Various dry goods were stored in open bags/sacks/containers.

This method of storage may attract insects and other pests, and result in an infestation. The deterioration in food quality may also occur more rapidly.

It is recommended that open foods are decanted into suitable containers with close-fitting lids.

Food Hygiene Rating Scheme Safeguarding Information

To assist you in determining if your premises has been fairly scored, please compare the comments on your visit report and letter with the guide to the scoring system (below).

Appeal

If you do not agree that the rating reflects the hygiene standards and management controls found at the time of the inspection, in the first instance it is suggested that you discuss the matter informally with the inspecting officer so they can help you understand how your rating was worked out.

- If you still think the rating given is wrong or unfair, as the food business operator of the establishment you have a right to appeal the food hygiene rating given following your inspection.
- **You have 21 days (including weekends and bank holidays) from the date of receipt of the notification letter to lodge an appeal.**
- Please clearly state the reason(s) you believe the rating is unfair using the online form via the link below – or a printed form from the FSA website and return it to ehadmin@iow.gov.uk or by post to: Lead Officer for Food, Environmental Health, Jubilee Stores, The Quay, Newport, Isle of Wight PO30 2EH.
- The Lead Officer for Food will review your rating and communicate the outcome of your appeal to you within 21 days.
- Your establishment will not be re-inspected as a result of appealing the rating. Your rating will not be published on the website until you have been notified of the outcome of the appeal.

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.

Request a re-inspection

If you make the improvements to hygiene standards that are highlighted in your inspection report, you can request a re-inspection with a view to giving you a new and higher food hygiene rating. **There is a set charge of £205 for a re-inspection.**

Application any of the above can be made using the following online forms at
<https://www.iow.gov.uk/Business/Health-and-Safety/Food-Safety-and-Standards/Tasks>

More information about these safeguards is provided on the FSA's website at: <http://www.food.gov.uk/business-industry/caterers/hygieneratings/fhrsguideforbusiness>

What is the food hygiene rating based on?

The rating (of between 0 at the bottom and 5 at the top) will be based on the scores issued for:

- A. Level of legal compliance: Food Hygiene and Safety
- B. Level of legal compliance: The structure of the premises
- C. Confidence in management/control systems

The ratings are calculated from the scores as follows:

Total score	0 - 15	20	25 - 30	35 - 40	45 - 50	> 50
Additional scoring factor	No individual score great than 5	No individual score great than 10	No individual score great than 10	No individual score great than 15	No individual score great than 20	-
Rating	5 (top)	4	3	2	1	0 (bottom)
Hygiene standards	Very good	Good	Generally satisfactory	Improvement necessary	Major improvement necessary	Urgent improvement necessary

Score Guidance

The food **hygiene and safety** procedures (including food handling practices and procedures, and temperature control) and **the structure** of the establishment (including cleanliness, layout, condition of structure, lighting, ventilation, facilities etc) should be assessed separately using the scoring system below. The score should reflect compliance observed during the inspection. Adherence to any relevant UK or EU Industry Guide to Good Hygiene Practice should be considered when assessing compliance. Conformity with relevant national guidelines or industry codes of recommended practice will also be necessary to score 0 or 5.

A. Hygiene and Safety Compliance (inc. food handling practices and procedures, and temp. control)

Score	Conditions
0	High standard of compliance with statutory obligations and industry codes of recommended practice; conforms to accepted good practices in the trade.
5	High standard of compliance with statutory obligations and industry codes of recommended practice, minor contraventions of food hygiene regulations. Some minor non-compliance with statutory obligations and industry codes of recommended practice.
10	Some non-compliance with statutory obligations and industry codes of recommended practice. Standards are being maintained or improved.
15	Some major non-compliance with statutory obligations - more effort required to prevent fall in standards
20	General failure to satisfy statutory obligations - standards generally low.
25	Almost total non-compliance with statutory obligations.

B. Structural Compliance (inc. cleanliness, layout, condition, lighting, ventilation, facilities etc)

Score	Conditions
0	High standard of compliance with statutory obligations and industry codes of recommended practice; conforms to accepted good practices in the trade.
5	High standard of compliance with statutory obligations and industry codes of recommended practice, minor contraventions of food hygiene regulations. Some minor non-compliance with statutory obligations and industry codes of recommended practice.
10	Some non-compliance with statutory obligations and industry codes of recommended practice. Standards are being maintained or improved.
15	Some major non-compliance with statutory obligations - more effort required to prevent fall in standards
20	General failure to satisfy statutory obligations - standards generally low.
25	Almost total non-compliance with statutory obligations.

C. Confidence in Management

This section is to elicit a judgement on the likelihood of satisfactory compliance being maintained in the future. Factors that will influence the inspector's judgement include: The "track record" of the company, its willingness to act on previous advice and enforcement, and the complaint history; The attitude of the present management towards hygiene and food safety; Hygiene and food safety technical knowledge available to the company (internal or external), including hazard analysis/HACCP and the control of critical points; Satisfactory documented procedures & HACCP based food safety management systems.

Score	Conditions
0	Good record of compliance. Access to technical advice within organisation. Will have satisfactory documented HACCP based food safety management system which may be subject to external audit process. Audit by Food Authority confirms compliance with documented management system with few/minor non-conformities not identified in the system as critical control points.
5	Reasonable record of compliance. Technical advice available in-house or access to and use of technical advice from trade associations and/or from Guides to Good Practice. Have satisfactory documented procedures and systems. Able to demonstrate effective control of hazards. Will have satisfactory documented food safety management system. Audit by Food Authority confirms general compliance with documented system.
10	Satisfactory record of compliance. Access to and use of technical advice either in-house, from trade associations and/or from Guides to Good Practice. Understanding of significant hazards and control measures in place. Making satisfactory progress towards a documented food safety management system / procedures commensurate with type of business.
20	Varying record of compliance. Poor appreciation of hazards and control measures. No food safety management system.
30	Poor track record of compliance. Little or no technical knowledge. Little or no appreciation of hazards or quality control. No food safety management system.