

Food Hygiene Rating Scheme

La
experiencia
del Reino
Unido



Francisco
Javier
Dominguez
Orive

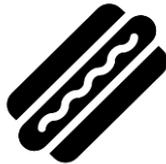
XII JORNADA SEGURETAT ALIMENTÀRIA I ADMINISTRACIÓ LOCAL

Transparència i seguretat alimentària

Hoy...



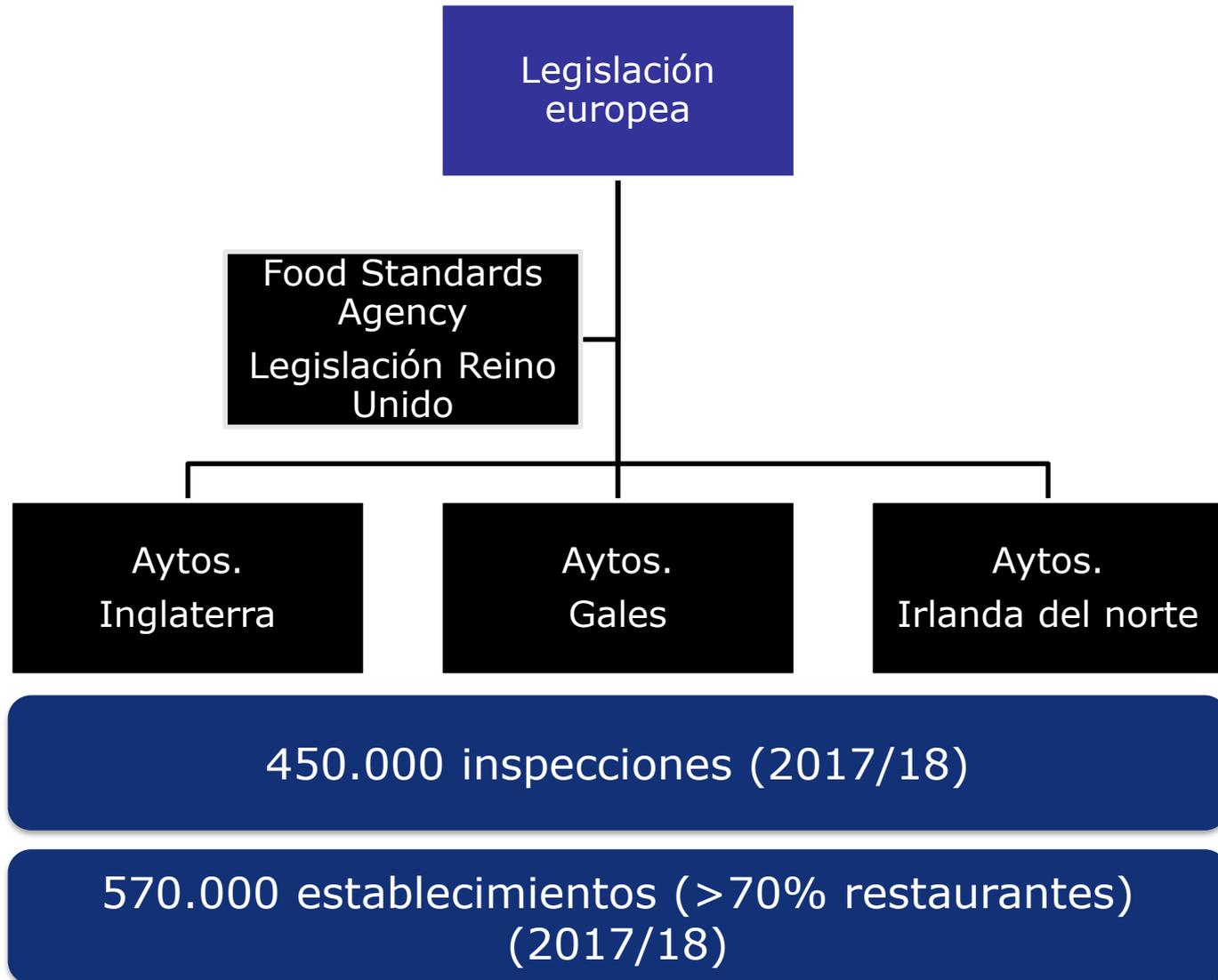
- *Mi experiencia en la implantación de un sistema de puntuación de establecimientos de hostelería y alimentación*
- *¿Qué elementos hay que tener en cuenta para que funcione?*



Establecimientos de alimentación 2017/18 (Inglaterra, Gales e Irlanda del Norte)

Country	Primary producers	Manufacturers & Packers	Importers/ Exporters	Distributors/ Transporters	Retailers	Restaurants & Caterers	Totals
England	3,448	14,443	1,388	8,746	114,102	373,344	515,471
Northern Ireland	106	1,252	49	432	4,030	15,781	21,650
Wales	341	1,104	16	396	7,265	25,561	34,683
Totals	3,895	16,799	1,453	9,574	125,397	414,686	571,804

Sistema de control oficial en el Reino Unido



Sistema de control oficial en el Reino Unido

	Inglaterra	Gales	Escocia	Irlanda del Norte
Autoridad central competente	FSA	FSA	FSS	FSA
Establecimientos de alimentación	Aytos.	Aytos.	Aytos.	Aytos.
Carne	FSA	FSA	FSS	DAERA
Leche	FSA	FSA	FSS	DAERA
Huevos	FSA	FSA	FSS	DAERA

Controles de aytos. (Inglaterra, Gales e Irlanda del Norte)

- *450.000 inspecciones*
- *Food Hygiene*

Country	Inspections and audits	Verification and surveillance	Sampling visits	Advice and education	Information/intelligence gathering	Totals
England	213,668	43,528	8,024	12,903	28,296	306,419
Northern Ireland	8,553	3,098	2,542	1,130	714	16,037
Wales	18,252	4,927	1,599	653	2,461	27,892
Totals	240,473	51,553	12,165	14,686	31,471	350,348

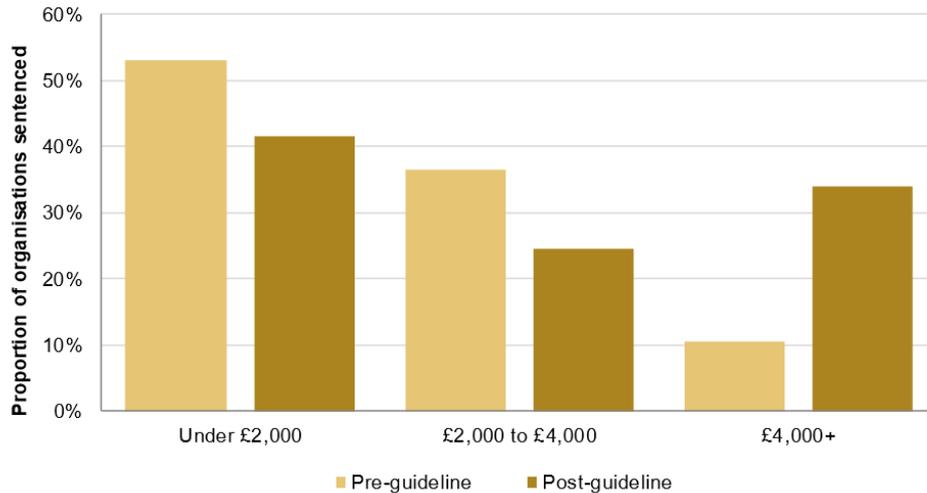
- *Food Standards*

Country	Inspections and audits	Verification and surveillance	Sampling visits	Advice and education	Information/intelligence gathering	Totals
England	61,281	7,343	2,564	3,346	5,811	80,345
Northern Ireland	5,255	2,066	1,050	716	720	9,807
Wales	10,284	1,120	537	230	259	12,430
Totals	76,820	10,529	4,151	4,292	6,790	102,582

Retos



Figure 9: Fine amounts imposed on organisations sentenced for food safety and hygiene offences covered by the guideline, 10 months pre-guideline compared with 10 months post-guideline⁵²



News - Business - Business News

Local councils at financial breaking point due to austerity, warns National Audit Office

NAO estimates that if local authorities keep draining their reserves at the current rate, one in 10 will have exhausted them in just three years' time

Ben Chu Economics Editor | @BenChu | Wednesday 7 March 2018 16:23 | 42 comments



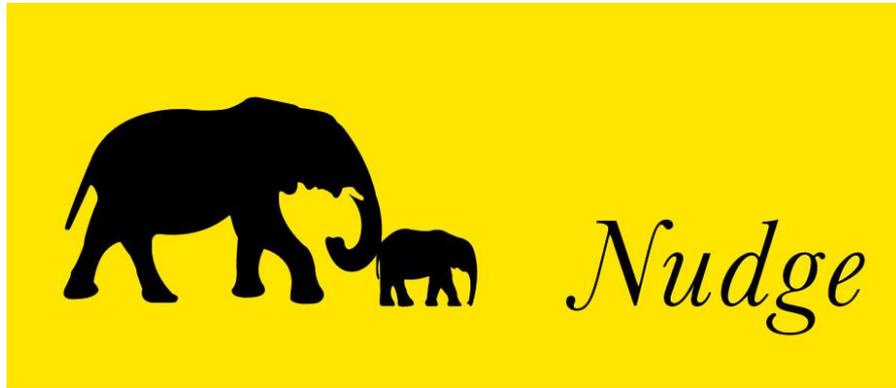
Like Click to follow The Independent



Councils have been forced to dip into their financial reserves to fund their elderly social care commitments (PA)

Local councils have seen their central government funding halved in the era of austerity and are now on the verge of financial breaking point, according to a new report by the National Audit Office (NAO).

Parliament's official spending watchdog said that, even as grants have been slashed as part of the Government's drive to eradicate the deficit since 2010, demand for councils' services, particularly adult social care, has continued to rise, putting them under extreme pressure.



¿Qué es el FHRS?



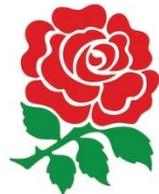
- *Ayuda a los consumidores a elegir donde comer o comprar alimentos proporcionando información sobre los estándares higiénicos del establecimiento*
- *Objetivo ultimo: reducir toxiinfecciones y costes sociales*
- *Colaboración entre la FSA y los ayuntamientos en Inglaterra, Gales e Irlanda del Norte*

Food
hygiene
information
scheme



¿Qué establecimientos?

- *Restaurantes, cafeterías, bares*
- *Comida rápida, foodtrucks, puestos*
- *Cantinas y hoteles*
- *Supermercados y tiendas de comida*
- *Escuelas, hospitales, residencias*



Voluntario



Obligatorio



Obligatorio



¿Qué refleja la puntuación del FHRS?

		
Manipulación alimentos		Calidad
Almacenamiento alimentos		Servicio al cliente
Preparación alimentos		Habilidades culinarias
Limpieza		Presentación de los platos
Gestión inocuidad alimentaria		Confort

- *Como funciona en general el establecimiento en el momento de la inspección por un inspector municipal*



Puntuación

- *Estándares higiénicos muy buenos - 5*
- *Estándares higiénicos buenos - 4*
- *Estándares higiénicos generalmente satisfactorios - 3*
- *Algunas mejoras necesarias - 2*
- *Mejoras importantes necesarias - 1*
- *Mejoras urgentes requeridas - 0*



¿Qué refleja la puntuación del FHRS?



- *Nivel de cumplimiento con las normas de seguridad alimentaria:*

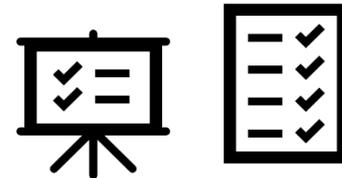
1. **Cómo es la higiene durante la manipulación de alimentos – cómo es preparada, cocinada, enfriada, recalentada y almacenada**



2. **Las condiciones físicas del establecimiento – limpieza, diseño, iluminación, ventilación, control de plagas, etc.**



3. **Cómo es el autocontrol, la formación del personal, procesos, sistemas y su capacidad en mantener estándares adecuados**



La escala de puntuación



- *De 0 a 5*
- 5 es la mejor puntuación: estándares son muy buenos y cumplen con las normas
- 0 es la peor puntuación: son necesarias mejoras urgentes
- Para obtener un 5: muy buen cumplimiento con los 3 elementos citados anteriormente
- Si no se llega a un 5, el inspector explica y detalla que acciones son necesarias para mejorar

Información al ciudadano



- En la puntuación online se describe la valoración de las practicas higiénicas, del establecimiento y del autocontrol [04/16 - I/IN y 11/14 – G]
- Se puede solicitar el informe del inspector bajo la ley de 'libertad de información' (FoI)
- Al buscar el establecimiento online se encuentran los detalles del ayuntamiento al que pertenece

The screenshot shows the GOV.UK website interface. At the top, there is a black header with the GOV.UK logo and name. Below this is a blue banner with the text 'Tell us what you think of GOV.UK' and a link to 'Take a short survey to give us your feedback'. The main content area has a white background with a breadcrumb trail: 'Home > Crime, justice and the law > Your rights and the law'. The main heading is 'How to make a freedom of information (FOI) request'. Below the heading is a 'Contents' section with a list of links: 'The Freedom of Information Act', 'Organisations you can ask for information', 'How to make an FOI request', and 'If your request is turned down'.

The search returned 706 items.

EC1 Coffee House

EC1 Coffee House Unit 4 45-47 Clerkenwell Road
Islington
EC1M 5RS



03 July 2019

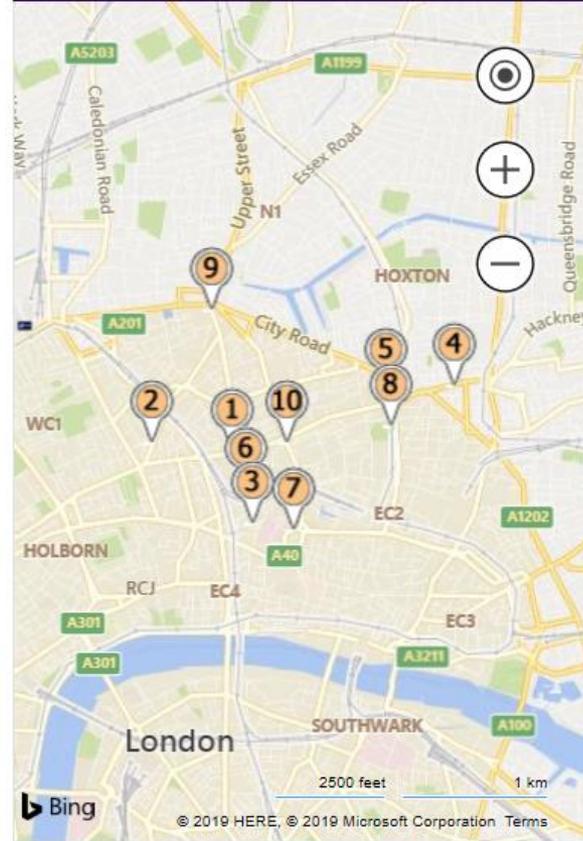
1a Children's Centre

1a Rosebery Avenue London
EC1R 4SR



01 July 2019

Map



If you
author
author
author

local
nden

En el establecimiento



Gales

- *Lugar prominente (puerta, entrada, escaparate)*
- *Verbalmente (en persona o teléfono)*

Irlanda del Norte

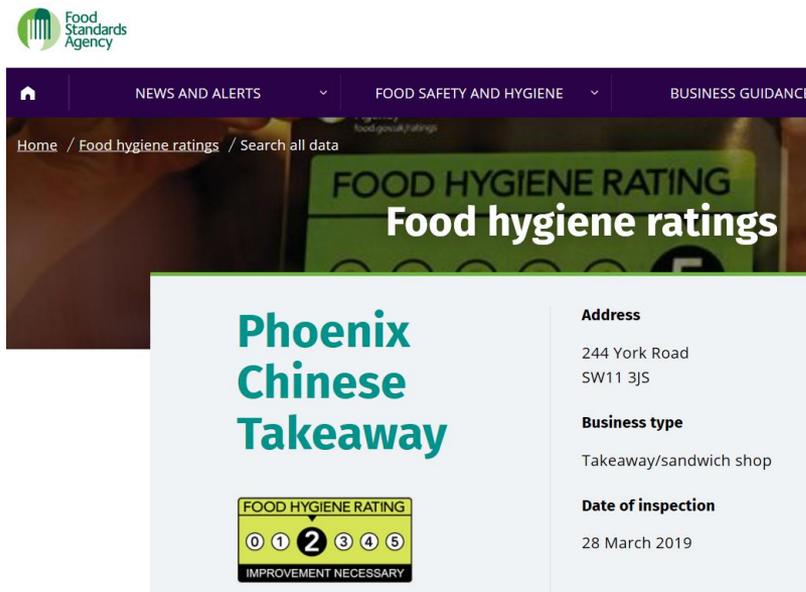
- *En o junto a la entrada (se puede ver y leer antes de entrar)*
- *Verbalmente (en persona o teléfono)*

Inglaterra

- *No hay obligación*

Online vs pegatina

- *Diferencias se pueden deber a:*
 - **Apelaciones pendientes de resolución**
 - **No se actualizado la pagina web – todos los ayuntamientos deben actualizar las puntuaciones cada 28 días**



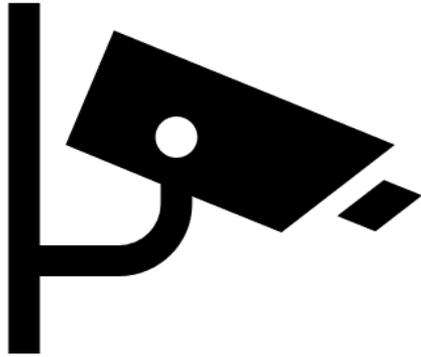
The screenshot shows the Food Standards Agency website interface. At the top, there is a navigation bar with 'NEWS AND ALERTS', 'FOOD SAFETY AND HYGIENE', and 'BUSINESS GUIDANCE'. Below this, a breadcrumb trail reads 'Home / Food hygiene ratings / Search all data'. The main content area features a large green and white graphic with the text 'FOOD HYGIENE RATING' and 'Food hygiene ratings'. Below this, a white card displays the details for 'Phoenix Chinese Takeaway':

Phoenix Chinese Takeaway	Address 244 York Road SW11 3JS
	Business type Takeaway/sandwich shop
	Date of inspection 28 March 2019

The rating icon shows a score of 2, with the text 'IMPROVEMENT NECESSARY' below it.



Puntuación <3



Frecuencia de las inspecciones

- *Programa de inspecciones de cada ayuntamiento*
- *Basado en el riesgo potencial (tipo de productos, consumidores, procesos, estándares higiénicos...)*
- *Mayor riesgo 6 meses – menor riesgo 2 años*
- *Visitas no anunciadas (deterioro de los estándares, quejas...)*

Category	Score	Minimum intervention frequency
A	92 or higher	At least every 6 months
B	72 to 91	At least every 12 months
C	52 to 71	At least every 18 months
D	31 to 51	At least every 24 months
E	0 to 30	A programme of alternative enforcement strategies or interventions every three years

SAFER FOOD BETTER BUSINESS HOW FOR CATERERS PA

Welcome

ess for

IS THIS

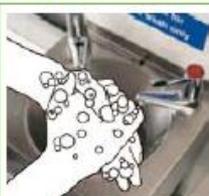


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WASHING HANDS EFFECTIVELY



Step 1: Wet your hands thoroughly under warm running water and squirt liquid soap onto your palm



Step 2: Rub your hands together palm to palm to make a lather



Step 3: Rub the palm of one hand along the back of the other and along the fingers. Repeat with the other hand



Step 4: Put your palms together with fingers interlocked and rub in between each of the fingers thoroughly



Step 5: Rub around your thumbs on each hand and then rub the fingertips of each hand against your palms



Step 6: Rinse off the soap with clean water and dry your hands thoroughly on a disposable towel. Turn off the tap with the towel and then throw the towel away

DIFFERENT CLOTHS FOR DIFFERENT JOBS

JOB	THE BEST CLOTH FOR THE JOB	DO YOU DO THIS?	IF NOT, WHAT DO YOU DO?
Holding hot items (e.g. oven trays) – use tea towel or chef's cloth		Yes <input type="checkbox"/>	
Washing up dishes – use a dish cloth		Yes <input type="checkbox"/>	
Use disposable cloths or paper towels for the following jobs:		Yes <input type="checkbox"/>	
Wiping surfaces		Yes <input type="checkbox"/>	
Mopping up spills		Yes <input type="checkbox"/>	
Wiping hands		Yes <input type="checkbox"/>	
Wiping sides of dishes before serving		Yes <input type="checkbox"/>	
Drying ingredients		Yes <input type="checkbox"/>	

WHAT TO DO IF THINGS GO WRONG

HOW TO STOP THIS HAPPENING AGAIN

- If you notice dirty cloths in the kitchen, remove them for cleaning immediately or throw them away.
- If you think your staff have used a dirty cloth, wash, disinfect and dry any equipment, work surfaces or utensils it has touched and throw away any food that might have been contaminated.

- Consider using disposable cloths if you are not using them already.
- Increase your supply of disposable/clean cloths.
- Train staff again on this safe method.
- Improve supervision.

Publicación



- *5: se publica en cuanto el ayto. sube la información a la web*
- *4 – 0: de 3 a 5 semanas tras la inspección – apelación*
- *Inglaterra y Gales: el dueño del negocio puede solicitar que se publique antes del final de la apelación*

FOOD HYGIENE RATING		 Food Standards Agency food.gov.uk	
Food Hygiene Rating Scheme: Consent for early publication of rating			
Notes for businesses			
<ul style="list-style-type: none">• As the food business operator of the establishment you may request that your new rating is published on www.food.gov.uk/ratings before the period in which you can appeal against the rating has elapsed• Please use the form below and return it to the Food Safety Team at your local authority – contact details are provided with the written notification of your food hygiene rating or you can find a food safety team on the FSA website.• The Food Safety Team will review your request and will usually publish the rating early. If there are any issues or queries, such as the Food Safety needing to confirm your position within the business, they will contact you.			
Business details			
Food business operator/proprietor			
Business name			
Business addresses			
Business tel. number		Business email	
Inspection details			
Date of inspection		Food hygiene rating given	
Reference number			
Consent to publish rating before the end of the appeal period			
I request the publication of the rating from the above inspection on www.food.gov.uk/ratings before the period in which the rating may be appealed has elapsed.			
Signature			
Name in capitals			
Position		Date	
Contact tel. number			
Contact email			
Please now return this form to your local authority			

Apelación

- *Primero, el negocio debe contactar con el inspector*
- *Apelación por escrito (detalles en el informe)*





Food Standards Agency
food.gov.uk

Food Hygiene Rating Scheme
Information note for food businesses in England



Business safeguards explained

Important note

This information note is for food businesses operating in **England**. In Wales and Northern Ireland the Food Hygiene Rating Scheme now operates on a mandatory basis and there are some differences in the way the safeguard procedures operate. Separate guidance is available for food businesses in Wales and Northern Ireland. .

Introduction

The 'Food Hygiene Rating Scheme' is a local authority/Food Standards Agency partnership initiative. The scheme provides consumers with information about hygiene standards in food premises at the time they are inspected by local authority food safety officers to check compliance with legal requirements – the food hygiene rating given reflects the inspection findings. The purpose is to allow consumers to make informed choices about the places where they eat out or shop for food thereby encouraging businesses to improve their hygiene standards.



In order to ensure that the scheme is fair to businesses, it has been designed to include a number of safeguards. These are:

- a right to appeal
- a 'right to reply'
- an opportunity to request a re-visit when improvements have been made in order to be re-assessed for a 'new' rating.

Information for food businesses about these different safeguards is provided below.

Derecho de replica ('right to reply')



- *Permite al establecimiento informar a sus cliente de como se han mejorado los estándares tras la inspección*
- *La respuesta se publica junto a la puntuación*

FOOD HYGIENE RATING


Food Standards Agency
food.gov.uk

Food Hygiene Rating Scheme
'Right to reply'

Notes for businesses:

- 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 form below and return it to the food safety officer that undertook your inspection - contact details are provided with the written notification of your food hygiene rating.
- 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.

Business details

Food business operator/proprietor

Business name

Business addresses

Inspection details

Date of inspection Food hygiene rating given

Comments

I agree with the inspection results but have since carried out the following improvements (tick all that apply):

- The establishment has been thoroughly cleaned and procedures are in place to ensure that cleanliness is maintained.
- The establishment has been or will shortly be fully renovated.
- A new management system has been implemented.
- There is now a new manager and/or new staff.
- The staff have been trained/re-trained/given instruction/are under revised supervisory arrangements.
- Other – please specify below.

The conditions found at the time of the inspection were not typical of the normal conditions maintained at the establishment and arose because (Please explain below and use only the space provided. You can also state any other improvements made):

Signature

Name in capitals

Position Date

Please print a copy of the completed form and post or email it to your local authority

Solicitar nueva inspección



- *Solicitarla una vez que las mejoras se han efectuado*
- *Inglaterra*
- *Gales e Irlanda del Norte*



FOOD HYGIENE RATING



Food Hygiene Rating Scheme: Request for a re-visit

Notes for businesses:

- As the food business operator of the establishment you have a right to request a re-visit for the purposes of re-rating under section 4 of the Food Hygiene Rating Act (Northern Ireland) 2016 to request at any time, provided that you have paid the cost of the re-rating inspection in accordance with section 4(7) Food Hygiene Rating Act (Northern Ireland) 2016 and the following conditions are met:
 - a) Any appeal against the current food hygiene rating has been determined or abandoned;
 - b) You must provide details of the improvements made to hygiene standards with your request, including supporting evidence where appropriate.
 - c) If the district council considers that you have provided sufficient evidence that the required improvements have been made.
- The district council 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 re-visit, please use the form below and return it to the food safety officer from your district council – contact details are provided with the written notification of your food hygiene rating.
- The re-rating visit will take place within 3 months of the request being made and will usually be made without prior notification.

Business details

Food business operator/proprietor

Business name

Business addresses

Business tel. number Business email

Inspection details

Date of inspection Food hygiene rating given

Action taken

Please describe the remedial action you have taken with reference to the issues identified in the inspection letter/report provided to you by your district council with your score:

Compliance with food hygiene and safety procedures

Compliance with structural requirements

Confidence in management/control procedures

Please provide any other supplementary evidence (e.g. photographs, invoices, copies of relevant HACCP documentation etc.).

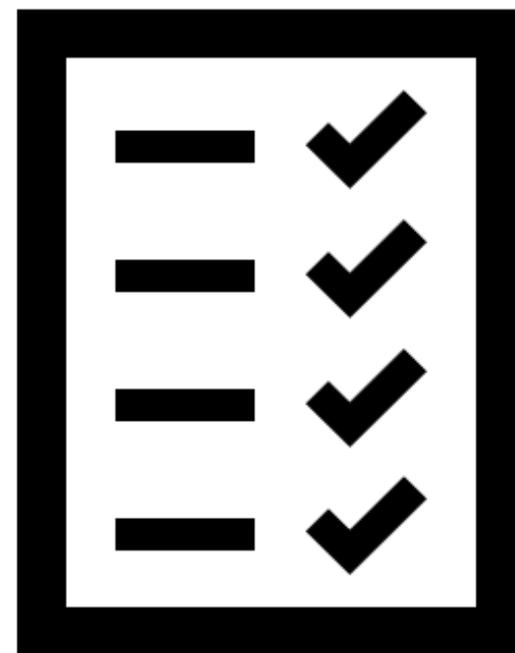
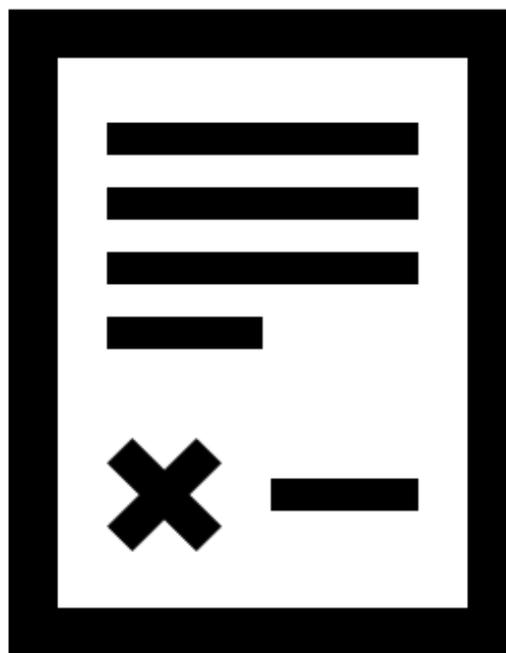
Signature

Name in capitals

Position Date

Please now return this form to your district council

Brand standard



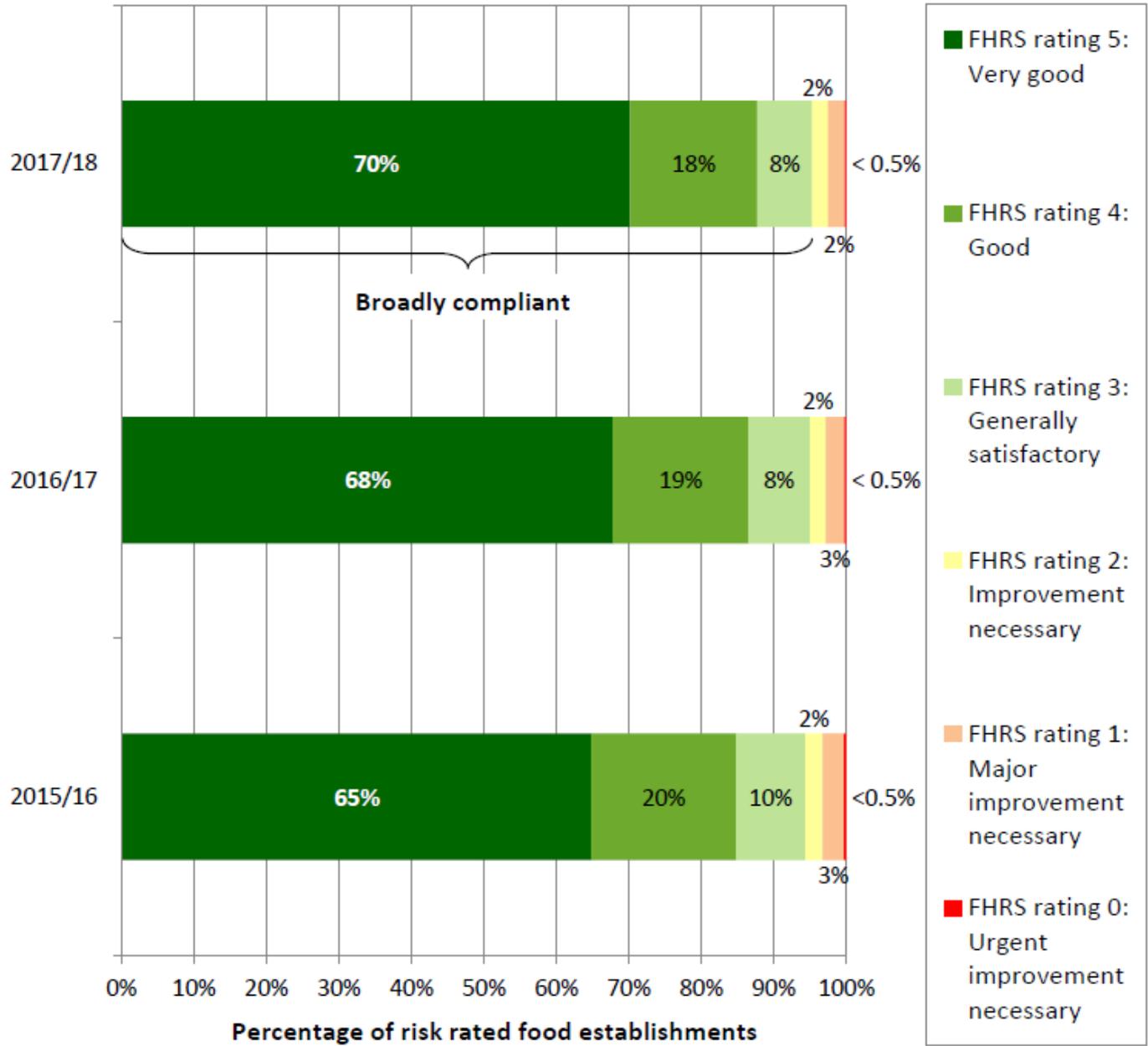




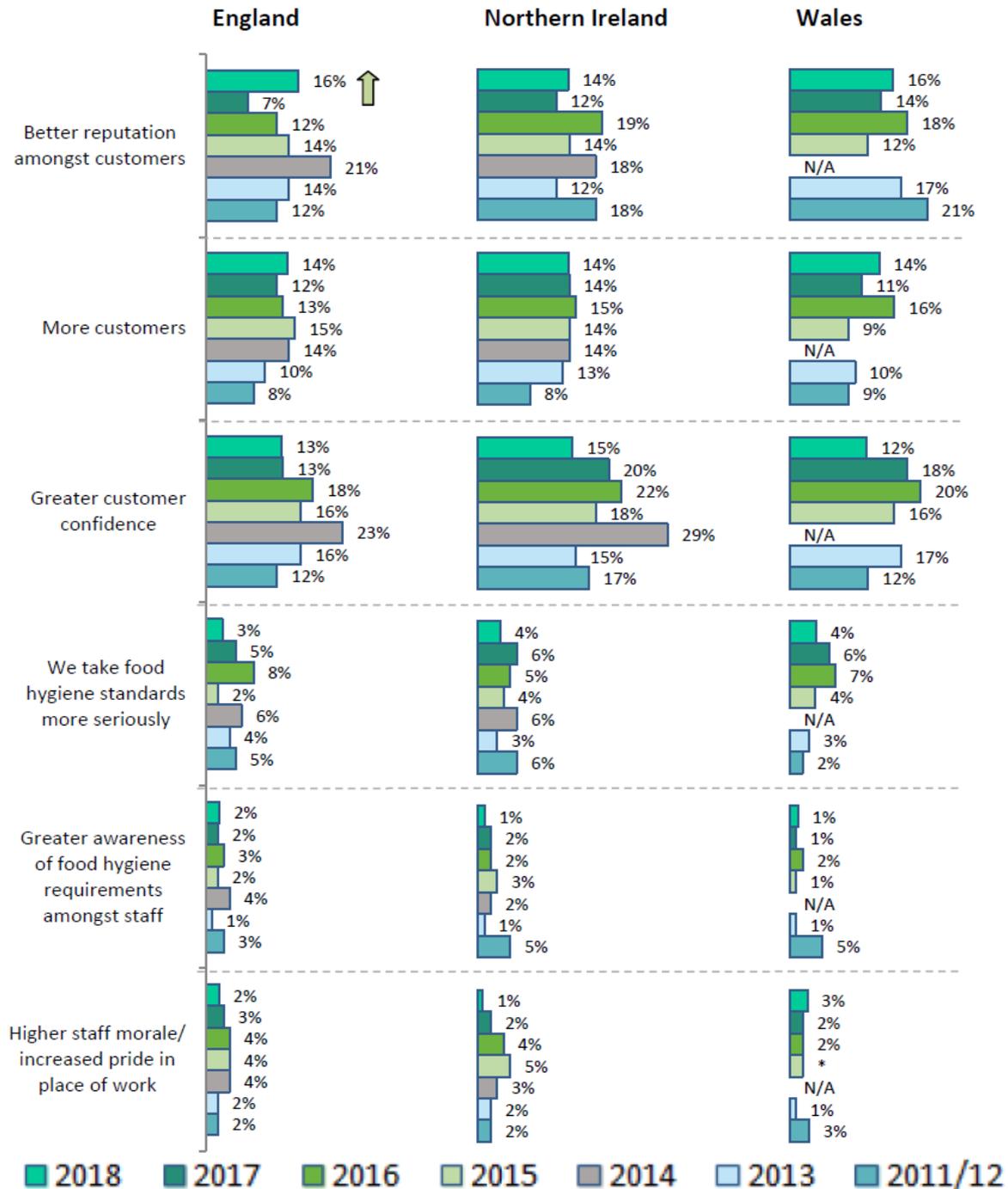
Another reason to choose us.



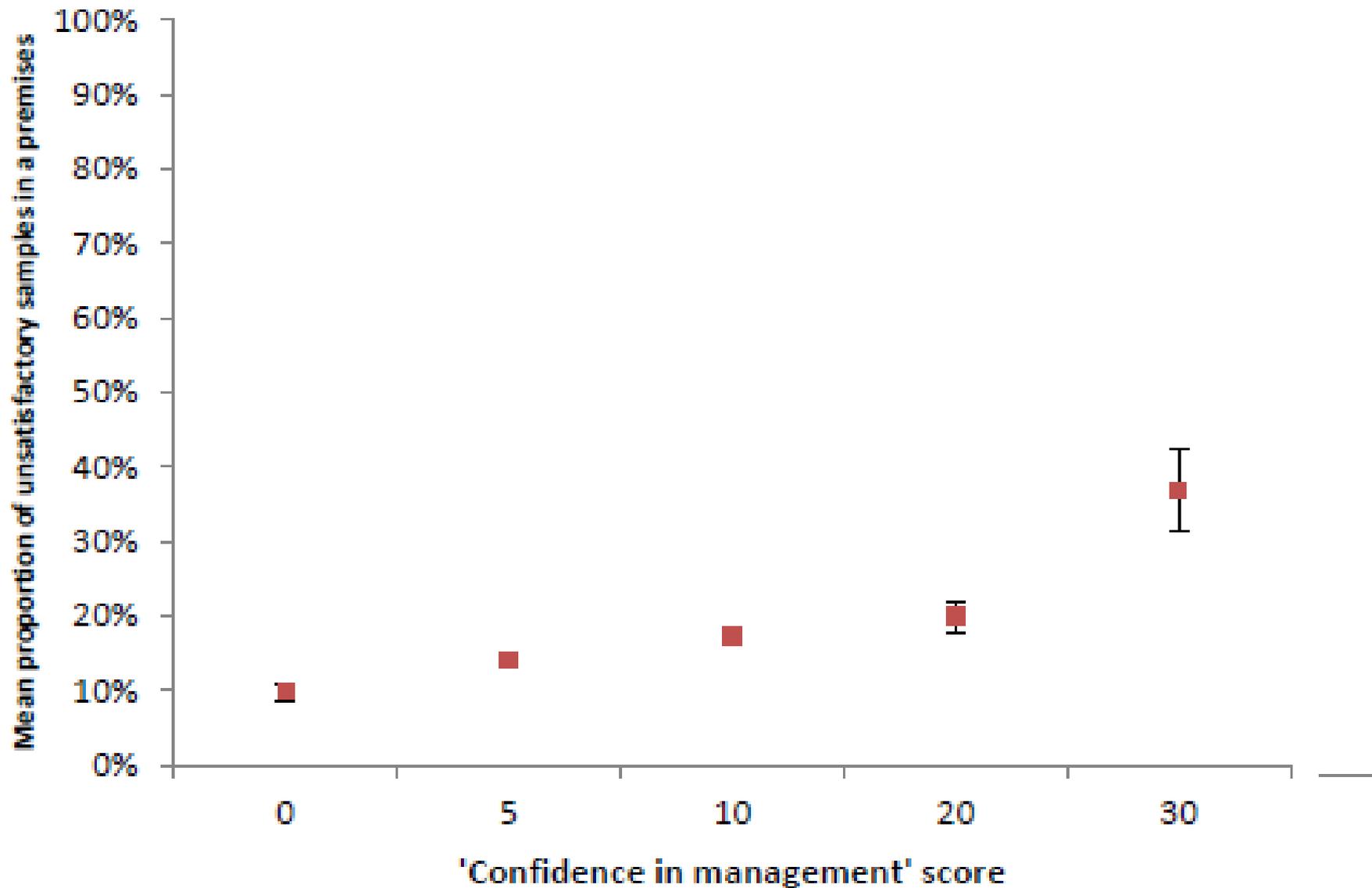
Evaluación y seguimiento



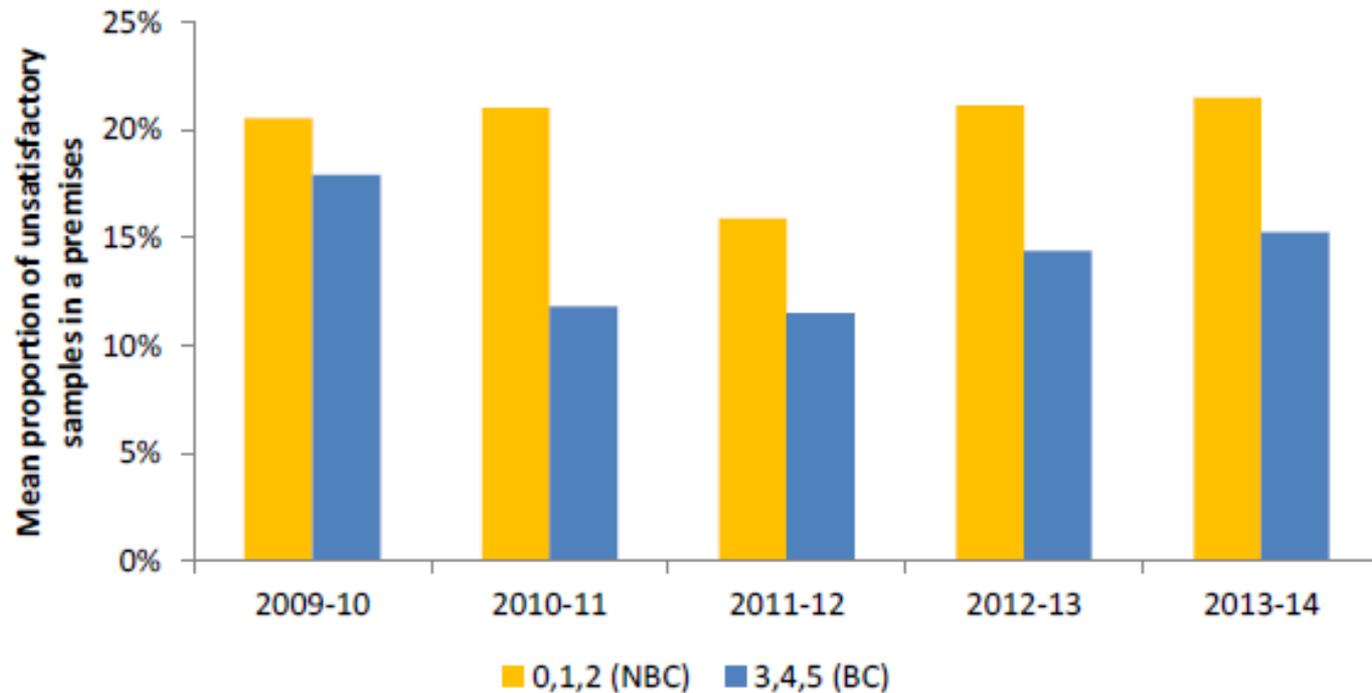
¿Qué mejora al mostrar la puntuación?



Relación FHRS y puntuación del control oficial



Relación FHRS y análisis microbiológicos

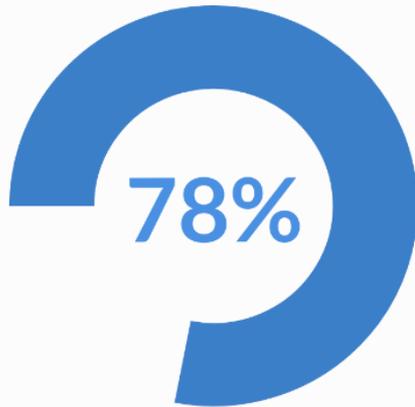


Postura del negocio respecto a la obligatoriedad de mostrar la puntuación del FHRS

Business attitudes towards the FHRS

Attitudes towards mandatory display

In England



think introducing mandatory display would be good/very good

In Northern Ireland



are positive about mandatory display, as introduced in 2016

In Wales



are positive about mandatory display, as introduced in 2013

Displaying outside, clearly visible and broadly at eye level 42%

74%

70%

Factores principales para el negocio para mostrar la puntuación del FHRS

Top drivers of display - England

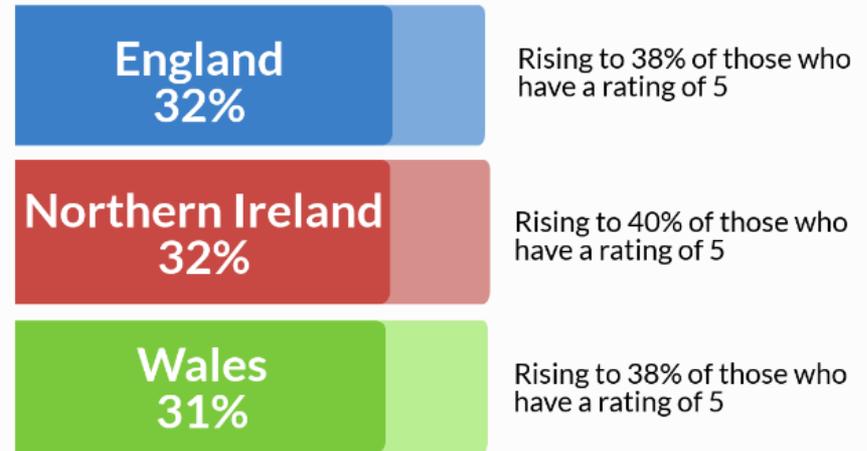


Customer assurance is the top reason for display (66%)



Pride in their score is the next most popular reason (35%)

Positive impact of display on business



Mostrar la puntuación en el establecimiento

Display rates

Clearly visible from outside



England

52%

certificate or sticker*



Northern Ireland

84%

statutory sticker



Wales

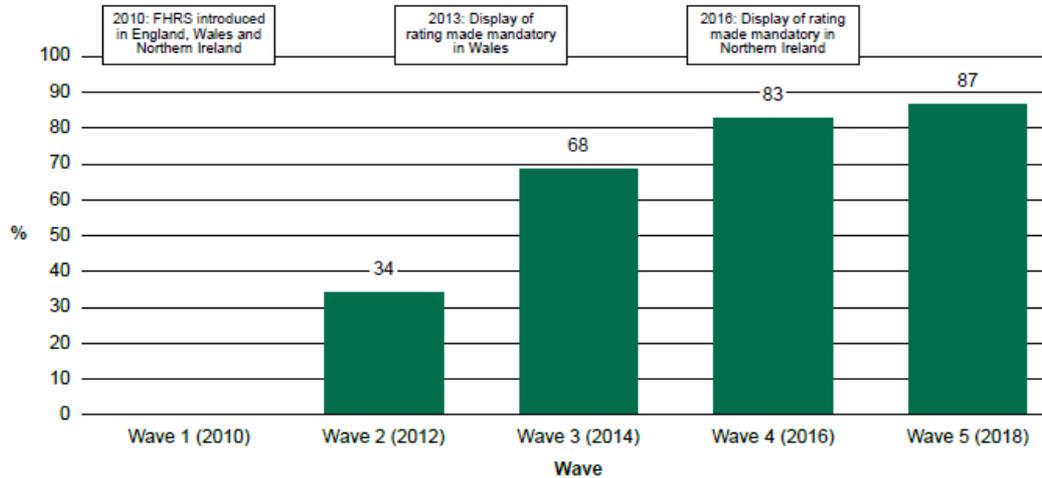
87%

statutory sticker

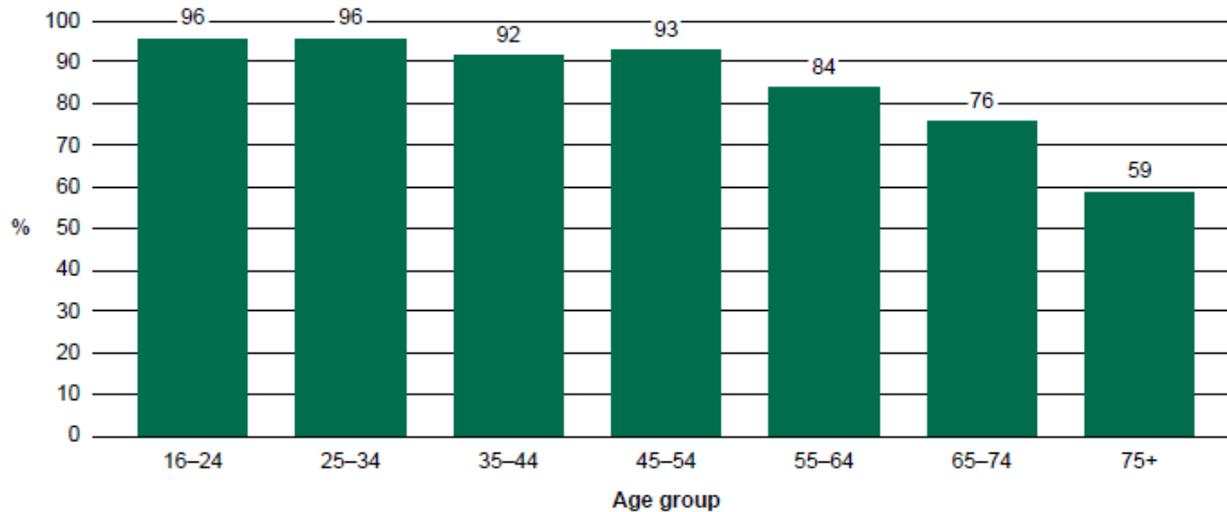


*In England only 2% were found to be displaying a certificate

Reconocimiento del FHRS (años)



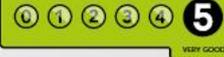
Reconocimiento del FHRS por edad (jun-nov 18)



It's good for business

How to get the most out of your food hygiene rating

FOOD HYGIENE RATING



Mama Jo's Restaurant
Yesterday @

We have a hygiene rating of 5. It's the highest any restaurant can get, and it goes to show that all our food is prepared hygienically as possible. Celebrate with us – dine tonight and get 10% off your bill.



MamaJoLondon

2w



- ♥ chricostner, ckanal, to5ar, sclark1284,
- MamaJoLondon Fresh from our kitchen (with the highest food hygiene rating of 5)! #5rating #FHRS



Mama Jo's Restaurant @MamaJoLondon

12 hrs

To celebrate our @foodgov hygiene rating of 5, there's 10% off for the first 5 to retweet this. #FHRS

Expand



Redes sociales

Oxford City Council @OxfordCity · 6 may.

🎉 Congratulations to Southfield Restaurant @oxford_golfclub for getting a 5 in their food hygiene rating 🍴👍🥰 For more food hygiene ratings, visit ratings.food.gov.uk #FHRS

Traducir Tweet



1 2

Epsom & Ewell Council @EpsomEwellBC

Seguir

Congratulations! @Dastaan447 Kingston Road #Ewell proudly display the top #FHRS rating of '5-Very Good' awarded at a recent food safety visit. Well done! For food hygiene ratings of all food establishments in #yourepsomewell see @foodgov website: ow.ly/gyC050uoWwU

Traducir Tweet



15:05 - 28 may, 2019

3 Retweets 9 Me gusta

Food Hygiene Ranking @Foodrankings

Seguir

Living in #Wolverhampton? How do your local food businesses score ow.ly/kbcH50upUgj #FHRS #foodsafety #foodhygiene @OpenTableUK @wlv_uni #FoodStandardsAgency #FoodTraining #foodsafetyaudit #hospitality #foodsafetyexpert #chefsofinstagram #kitchensafety

Traducir Tweet



10:15 - 27 may, 2019

Food Hygiene Ranking @Foodrankings

Seguir

Living in #Wolverhampton? These businesses scored a 1 on their last #foodhygienerating As the council put it, Major Improvement Necessary ow.ly/VCah50urDtN #FHRS #foodsafety #foodhygiene @OpenTableUK @wlv_uni @signal107 #FoodRegulation #foodsafetyaudit #kitchensafety

Traducir Tweet



10:35 - 29 may, 2019

Conclusiones

- *Mejorar estándares a través del poder de elección de los consumidores*
- *Apertura y transparencia del control oficial – ‘rendir cuentas’*
- *Reglas de juego claras para los establecimientos*
- *Armonización*
- *‘Herramientas’ para facilitar el cumplimiento con las reglas*
- *Marketing & redes sociales*
- *Evaluación*