

Food Hygiene Star Rating System

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Food Hygiene Star Rating

- *Why do it?*
- FOI requests
- Desire to drive up standards
- Becoming increasingly popular with other LA's.

Food Hygiene Star Rating

- ***How are you going to do it?***
 - External provider or
 - In-house IT department
- ***What system of rating do you want?***
 - Stars, tulips, H's. Do you have one overall score or different scores for different parameters?
 - Look at other LA web sites
 - Web site design

Food Hygiene Star Rating

- ***Scoring system***
- Based on score following an inspection for:
- Hygiene
- Structure
- Confidence in Management
- Add these up for total score
- Score then relates to number of stars awarded

Food Hygiene Star Rating

- In Wrexham we decided to tie the scores in with the Welsh Food Hygiene Award
- Gold Award – 5 stars
- Silver Award – 4 stars
- Bronze Award – 3 stars
- Premises may get 2 stars, 1star or no stars
- This scoring scheme may be different from other LA's. in other parts of the country – problems with consistency

Food Hygiene Star Rating

- ***Inform businesses at an early stage***
- Food Newsletter – little response
- During inspections before going live – more interest shown
- Try and inform businesses at the time of inspection how they will rate

Food Hygiene Star Rating

- *Some things to think about*
- How many premises do you 'go live' with?
- How often will you update the web page?
- How easy is it to update?
- Do you want **all** the premises inspected on your database?
- You may want to exclude some categories of premises (low risk, new premises)

Food Hygiene Star Rating

- ***The Launch***
- Do the premises know they will be included in the launch, and how many stars they have?
- Press publicity – photographs, newspaper reports, radio interviews.
- Press rang all the ‘No Star’ premises to ask them what they thought of it.

Food Hygiene Star Rating



Hornets nest

Food Hygiene Star Rating

- ***What had we got ourselves into?***
- One hotel with no stars demanded a re-inspection and a re-score (it was 3 weeks before Christmas). They offered payment for us to re-inspect.
- We received a barrage of phone calls from the public regarding whether they should change the venue of their Christmas 'do'.

Food Hygiene Star Rating

- *Early impact*
- Scheme advertised on Council's Home Page initially.
- Received many hits in the first 2 months
- In the 'Top 10' of Council's web page hits
- Favourable feedback from the public
- Less favourable from businesses with 'No Stars'

Food Hygiene Star Rating

- ***Impact on Businesses***
- Sudden interest in results of hygiene inspections
- Desire to score higher at next inspection
- Some questioning of scores
- Felt it unfair if 'caught on a bad day' as rating lasts until next 'Primary Inspection'

Food Hygiene Star Rating

- *Some things to bear in mind*
- Do keep businesses informed before going live
- Liaise with your Press Officer
- It encourages Officers to consider very carefully their scoring
- It is difficult for businesses to improve their score appreciably from one inspection to the next due to the 'Compliance in Management' score
- Don't feel under pressure to change a score