

CANNOCK CHASE COUNCIL

CABINET

22 FEBRUARY 2007

REPORT OF DEPUTY CHIEF EXECUTIVE

RESPONSIBLE PORTFOLIO LEADER – HEALTH

FOOD HYGIENE ‘SCORES ON THE DOORS’ AND ‘SCORES ON THE WEB’

1. Purpose of Report

- 1.1 To gain Cabinet approval for the introduction of a food hygiene rating system within the District, effective from April 2007.

2. Recommendation

That Cabinet:

- i) Agrees the adoption of the preferred food hygiene star rating scheme (identified in Table 1) within the District effective from April 2007, with stage one effective from 02 April 2007 and stage two during national food safety week 11-17 June 2007.
- ii) Specifies that the scheme:
  - a) extends to all food businesses in the District, with star ratings based on the most recent inspection carried out;
  - b) includes all businesses at launch;
  - c) includes a ‘right to reply’ for businesses;
  - d) excludes the option for re-visits on request;
  - e) includes an appropriate disclaimer;
- iii) Agrees to the Head of Environmental Health (and those duly authorised by him) undertaking all steps conducive and incidental to securing the effective implementation of the preferred food hygiene star rating scheme.

3. Key Issues

- 3.1 Members may be aware of a food hygiene initiative being adopted by an increasing number of local authorities, of a type generally known as ‘scores on the doors’. This, briefly, involves the results of local authority food hygiene inspections being made available to the general public/consumers either at point of sale through the display of a certificate and/or posting on the local authority website (‘Scores on the Web’). Such information is usually (but not always) displayed in the form of a ‘star rating’ (from, say, no stars through to five stars).

- 3.2 There is evidence to suggest that such schemes lead to improvements in food hygiene compliance amongst businesses, with a corresponding reduction in cases of food borne illness, and that consumers consider these ratings when deciding where to eat / purchase food.
- 3.3 The Freedom of Information Act 2000 came fully into force in January 2005. Under this legislation, members of the public (or any interested parties, including the media) are entitled to see the inspection reports from food hygiene inspections carried out by local authorities. Many local authorities already post such reports directly on to their websites.
- 3.4 The Government's Food Standards Agency (FSA) has indicated it's intention to implement a national food hygiene rating scheme and is currently seeking evidence from a series of pilot projects around the country. It is estimated that the results of these pilots will not be available for at least 12-18 months, with a scheme not being implemented for perhaps 2-3 years.
- 3.5 All of the schemes detailed below under matters to be considered have the potential to offer benefits to citizens, visitors and businesses in Cannock Chase District in that they:
- Allow people to make informed choices about where to eat / purchase food;
  - Reduce the likelihood of food borne illness;
  - Reward businesses which comply with food safety legislation;
  - Act as an incentive for poorer premises to improve and therefore drive up standards;
  - Encourage businesses to 'get it right first time, all the time', and not to wait until an inspector calls;
  - Provide information accessible to all via the web and at point of sale\*

However, the scheme recommended to Cabinet has four further key advantages:

- It is a partnership involving the majority of Staffordshire local authorities\*\* (including the County);
- Cannock Chase District will have an opportunity to directly influence the design of the scheme;
- Profile will be greatly increased as all participating Staffordshire authorities will launch at the same time;
- Requires minimal financial investment, pending the introduction of a national scheme;

\* provided a certificate is produced locally

\*\* Stoke City Council are involved with the Food Standards Agency pilot project and Staffordshire Moorlands are already in the process of launching their own scheme.

REPORT INDEX

Background	Section 1
Details of Matters to be Considered i.e. Options Considered, Outcome of Consultations etc.	Section 2
Contribution to CHASE	Section 3
Section 17 (Crime Prevention) Implications	Section 4
Human Rights Act Implications	Section 5
Data Protection Act Implications	Section 6
Risk Management Implications	Section 7
Legal Implications	Section 8
Financial Implications	Section 9
Human Resource Implications	Section 10
Conclusions	Section 11
List of Background Papers	Section 12
Annexes to the Report i.e. copies of correspondence, plans etc.	Annex 1, 2, 3 etc

**Background****Section 1**

- 1.1 The Environmental Health Division operates a system (based on Government guidance) for prioritising the food hygiene inspections it carries out. After an inspection, each business is given a score, called a food risk rating. This reflects, amongst other things, how well the business complies with the law and the confidence officers have in the proprietor's ability to manage that business safely. The higher the food risk rating the higher the risk and the more often the business is inspected. Officers base their judgement on key issues such as condition of premises, food hygiene awareness and how well food safety risks are being controlled. Consistency amongst officers is monitored through accompanied visits and audits of inspection reports by management.
- 1.2 When food hygiene inspections are carried out, the proprietor (or food business operator) is also sent a letter, together with a report describing the contraventions of legislation which were noted at the inspection and allowing a time period within which to put matters right. On occasion Notices requiring improvements may be served and, in extreme cases, food may be seized, premises may be closed and/or evidence taken. During 2006 a total of 413 inspections were carried out. Of these, 11 (under 3%) resulted in the serving of notices with a total of 63 notices being served on the 11 businesses concerned. Food was seized or voluntarily surrendered to officers on 21 occasions.
- 1.3 The Freedom of Information Act 2000 allows any interested parties (including yourselves, members of the public, media etc.) to request sight of the inspection reports compiled by Council officers. A number of local authorities (including East Staffordshire BC and Staffordshire Moorlands DC locally) post such reports on their web sites. This reduces time spent on responding to freedom of information requests (the Environmental Health Division recently received such a request from Granada Television for all reports covering a 2 year period for 15 national catering businesses in the District).
- 1.4 UK local authorities are showing increasing interest in food rating schemes adopted in the USA, Canada and parts of Europe. These so-called 'scores on doors' schemes relevant businesses to display to customers their food rating score at point of sale. A summary of some of the schemes adopted throughout Europe and beyond is summarised at Annex 2.
- 1.5 Outline of current schemes
- 1.5.1 A number of commercial software providers currently offer systems which will allow display of ratings; several local authorities (including Norwich City Council in particular) have developed their own in-house schemes; Lichfield DC has also developed a scheme and is hoping to work in partnership with the majority of Staffordshire authorities (including the County) to create a customised County-wide solution. This is the preferred scheme which Cabinet is asked to adopt.

Table 1 overleaf summarises features of the more widely used schemes currently available on the market, together with links to the relevant web pages should Members wish to view these. The Table identifies the preferred scheme which is recommended and supported by officers.

Reference is made within the Table to the Norwich scheme, the score banding for which will be used in the Staffordshire scheme. An explanation of how this is derived is included at Annex 3.

Scheme	Summary	Resources required	Total cost start up / ongoing
Scores on Doors (Transparency Data Ltd)  <a href="http://www.birmingham.gov.uk/hygienscores">http://www.birmingham.gov.uk/hygienscores</a>  <a href="http://www.tradingstandards.gov.uk/warrington/scoresonthedoors/">http://www.tradingstandards.gov.uk/warrington/scoresonthedoors/</a>	Market leader; used by over 30 local authorities (including Birmingham, Liverpool, Bristol). Data uploaded from our EH database to a national website, accessed via our own site; National database, web based; star rating displayed with link to inspection reports; web site; certificates to be produced locally; user group;	No additional IT support normally required; support line included; 30 minutes per month estimated time demand;	£4,000 / £4,000 + VAT
Authority Public Protection (Civica plc) <a href="http://www.civicplc.com/UK/News/Press/Scores+on+the+doors+demonstration.html">http://www.civicplc.com/UK/News/Press/Scores+on+the+doors+demonstration.html</a>	Data is exported from our EH database and uploaded to national server; star ratings accessed via our website; no link to inspection reports; displays extensive information; overly complex and unclear for consumers.	Requires customer to install software on web server; helpline available;	£4,950 / £495 (plus £900 day consultancy rate) + VAT
Norwich City Council  <a href="http://www.norwich.gov.uk/intranet_docs/A-Z/Environmental%20Health/2005/Food_Awards/Abbey_Hotel_Sum_011106.pdf">http://www.norwich.gov.uk/intranet_docs/A-Z/Environmental%20Health/2005/Food_Awards/Abbey_Hotel_Sum_011106.pdf</a>	Based on Excel spreadsheet; displays star ratings and links inspection reports; generates certificate; simple to administer; user friendly for consumers; no link to other local authorities in Staffordshire	Requires installation of spreadsheet and some in house development work by IT (time unknown)	free of charge, if source acknowledged
Lichfield / Staffs Partnership  <a href="http://www.pezholio.co.uk/food/ez/index.php?p=getitem&amp;db_id=1&amp;item_id=5">http://www.pezholio.co.uk/food/ez/index.php?p=getitem&amp;db_id=1&amp;item_id=5</a>  <b>PREFERRED SCHEME</b>	Web based (with certificates designed and produced locally); data uploaded to server (hosted by County); rating in form of stars (banding* based on Norwich scheme see Annex 3); user friendly; simple to administer; links to most authorities in Staffordshire	instant upload, adds officer time to inspection; estimate half hour per month; Minimal in-house development work required by IT; telephone support and training included;	£425 / £325 + VAT

**Table 1 Summary of features of more widely available rating schemes**

\* the banding will determine the number of stars to be awarded and is linked to the score from the Government's food hygiene rating system

**2. Matters to be considered****Section 2**

- 2.1 Results of recent consultation are detailed in the Citizen's Panel report (Annex 1). From this it will be seen that the overwhelming majority of those responding (92%) think that scores on the doors is a good idea, with a total of 90% preferring either posting of a rating on the web, or posting on the web *and* at point of sale. 88% of people consulted said it *would* affect where they chose to eat.
- 2.2 A random selection of 70 food businesses were also consulted on 'scores on doors', both through postal survey and one to one interviews at inspections. Of those responding, 90% felt the scheme would be beneficial to their business with 100% saying they would display a certificate in their premises. 60% felt that it would be beneficial to have their food inspection reports published on the internet and 70% wished additional information such as contact details, opening hours, directions and a map also to be displayed on the web.
- 2.3 In considering to adopt such a scheme, Cabinet must have regard to a number of issues, including: publicity and the need to manage media relationships / interest; promoting public and business interest in the scheme; whether to give businesses a 'right to reply'; whether to carry out re-visits on request (and whether to charge for these); upload of data and launch; disclaimers. These issues are explored below.
- 2.4 Publicity and the need to manage media relationships / interest
- 2.4.1 Clearly once a scheme is implemented the media will be aware of the opportunity to access this and to use it for their purposes. This could potentially lead to businesses being exposed for their poor hygiene standards (which it could be argued is a positive outcome); it could, however, lead to questions being asked of the Council as to what follow up action has been taken to secure compliance. All actions taken by officers are in line with the Enforcement Policy previously adopted by Council in 2002 (currently being revised). The Policy is in line with the Enforcement Concordat issued by HM Govt. Cabinet Office and ensures officers apply the law in a proportionate, consistent and transparent way, targeting resources at the areas of greatest risk. Experience from other local authorities (for example, East Staffs BC) shows that the local media has treated information in a positive way and that much interest has been created in this area; Birmingham City Council has stated that their local media have been overwhelmingly positive and there is no current evidence to suggest that the adoption of such a scheme leads to an adverse media reaction.
- 2.5 Promoting public and business interest
- 2.5.1 For any scheme to work, the public will have to be aware of it and use it; local publicity will enhance this. If Cabinet adopts the preferred scheme, then the publicity and awareness surrounding it's launch will be County-wide, so should achieve a far greater impact amongst both the business community and the public at large. Media interest should also be heightened. Any scheme will have greater credibility with businesses if it is adopted by several authorities as opposed to Cannock Chase adopting it's own scheme. Advance information concerning the scheme would of course be made available to both businesses and the Citizens of Cannock Chase District through the usual mechanisms.

## 2.6 Business Right to reply

2.6.1 Cabinet will need to decide whether or not to give business the right to reply. Inspections are carried out in line with the Government risk rating scheme (see Background paragraph 1.1 above). In effect, this means that highest risk businesses are inspected more frequently (every 6 months). Businesses which receive an unfavourable star rating may feel it is unfair that they carry a low rating if they have made improvements following inspection and may request a re-visit so they can be 're-scored'. However, Government guidance allows risk rating of premises following only a primary inspection; ratings cannot be changed following re-visits. All food businesses should be complying with the legislation all the time, not just after an inspector has called; to change the rating for poor performers will reduce any incentive on business to get it right first time and will not reward those businesses which invest time, effort and financial resources in always ensuring full compliance; it may also result in increased demand on Council resources, with perhaps an increasing number of re-visits being demanded. A way forward is to give business the opportunity to post a reply on the web site explaining any actions they have taken to improve. This could be limited to, say, 100 words and be in a standard form. Of course Officers would not be in a position to verify the accuracy of the reply and this could lead to the public being misled; on the other hand it will give businesses which are legitimately trying to improve the right to a voice and will positively encourage businesses to engage with the Council through the web site.

## 2.7 Revisits

2.7.1 Cabinet will need to decide whether to allow this; and if so, whether to charge. In Denmark any proprietor requesting a re-visit is charged a fee. This is likely to be in the region of £50.00-£100.00. Leicester City Council make a charge for such re-visits. Experience from Birmingham shows that, of approximately 1,200 inspections, only 3 businesses requested a re-visit in the first 6 months of operation. It is considered unlikely that there will be many requests for re-visits and in any event re-scoring is not permitted so these would serve only to verify the accuracy of any business right to reply. With the likelihood of few requests for such re-visits, it is considered that it is preferable to offer business the right to reply only. Administering a system of charging for so few re-visits is likely to prove costly and an inefficient use of scarce resources.

## 2.8 Upload of data and Launch

2.8.1 Cabinet will also need to decide whether to upload all inspection data at once, including historical data (which may potentially be up to 3 years old); businesses may feel it is unfair that a score from 3 years ago be used to determine their star rating. On the other hand, such businesses (for example, greengrocers, newsagents etc.) are likely to be lower risk and may therefore attract a more favourable star rating. At launch, businesses and customers will want to look up their favourite or local premises and, in the case of businesses, maybe their competitors; the media also will want to view the whole range of premises. Should Cabinet decide not to upload all data, then interest in the scheme at launch could be compromised, since there could be such little data that the scheme generates little reaction or may be considered of limited use. Your Environmental Health Department carries out in the region of 40 inspections per month; in order to upload data for all premises from scratch, a period of 2-3 years would be required. It is therefore considered that all premises data should be uploaded and that, where they feel it appropriate, businesses make use of the right to reply.

2.8.2 It is considered that any launch should consist of two stages; the first stage would involve uploading of all information and checking for accuracy and any technical problems. At this stage the scheme would not be widely publicised. A second stage of launch would then follow, once there was confidence that the software and web site were running correctly. This launch would take place during national food safety week and would involve all participating Staffordshire authorities, together with associated promotion and marketing activity.

2.9 Disclaimers

2.9.1 Any scheme would need to make clear to all users that the rating relates only to conditions found on the day, and resulting from an inspection carried out in line with Government guidance; it would need to make clear that the information was being provided in response to a request made under Freedom of Information Act. It would also need to emphasise that the scheme was neither a guarantee of food safety nor a recommendation or endorsement from the Council; also that it was not a healthy eating award.

### **3. Contribution to CHASE**

### **Section 3**

3.1 The Council has adopted objectives based on the CHASE acronym which stands for:

- Culture and Sport - Increasing participation in culture and sporting activities
- Health - Developing a healthy community
- Access to Skills and Economic Development- A vibrant economy, A job for everyone, Learning opportunities for all
- Social Inclusion and Housing- Reducing Inequality, Decent Homes for all
- Environment- A clean, safe and sustainable environment

3.2 Within the Health objective we have said " We will work to reduce health inequalities and build healthier communities...and through ...appropriate enforcement action...aim to minimise any dangers to our communities." We have further said that we will "Promote awareness of good health to residents of the district".

3.3 It is considered that the adoption of scores on doors contributes towards these objectives and will certainly assist residents and visitors in making choices in relation to food hygiene standards, thereby reducing the likelihood of food borne illness; once available on the Council's website and at point of sale, all consumer groups will be able to access the information

3.4 It is further considered that the proposed scores on the web furthers the Council's vision regarding electronic service delivery, which is:

*'The provision of a seamless delivery of public services, delivered through a variety of differing electronic channels designed to ensure social inclusivity and which meet the requirements of our local communities'.*

### **4. Section 17 (Crime Prevention) Implications**

### **Section 4**

4.1 There are no identified implications arising from this report (other than a likelihood that non compliant businesses may be encouraged to improve).

**5. Human Rights Act Implications**

**Section 5**

- 5.1 Under Article 8, individuals have the right to respect for private and family life. Since individual information would only be disclosed in certain circumstances (see data protection and legal implications below) there are no Human Rights Act implications.

**6. Data Protection Act Implications**  
(see also Legal Implications below)

**Section 6**

- 6.1 Personal data held by the Council is not discloseable without the consent of the data subject. In so far as any scheme is concerned, no personal data would be disclosed, save where a persons name and/or address was synonymous with the business.
- 6.2 Since personal data will not be stored or disclosed through the proposed system, there are no data protection implications.

**7. Risk Management Implications**

**Section 7**

- 7.1 There is clearly potential for much media interest in the scheme which may increase the profile of the food safety service and may generate questions concerning the Council's approach to dealing with poor hygiene standards; this issue is dealt with above under matters to be considered (paragraph 2.4.1).
- 7.2 There has been some concern expressed by a minority of authorities that publishing a rating scheme may lead to businesses taking action against the local authority for defamation / lost trade; again these concerns have proved unfounded and no such case has emerged.

See also Legal Implications below.

**8. Legal Implications**

**Section 8**

- 8.1 The Council is under a statutory duty to enforce Food Safety Legislation to ensure, so far as reasonably and practicably possible, the safety of those using establishments that sell, serve and/or prepare food for consumption by the public.
- 8.2 The Council seeks to discharge its duty through regular and routine inspections of such establishments falling within the District. Legislation provides various powers to authorised and qualified Council officers to take action to ensure compliance with relevant food hygiene standards. Such powers extend to the closing down of establishments and the prosecution of proprietors, companies and other connected persons.
- 8.3 There are clear advantages and benefits in the preferred scheme (or indeed any similar scheme) being adopted and introduced throughout the District. These advantages and benefits are enhanced should the scheme be adopted across the region, as proposed and anticipated.
- 8.4 The preferred scheme inevitably assists the Council in discharging its statutory duty and ultimately seeks to improve food hygiene standards across the District.
- 8.5 The Food Standards Agency ('FSA') view is that the publication of scores on websites is legal. Such publication can also include the name of the proprietor, providing the name of the business incorporates the proprietor's full name (i.e. it would be possible to publish the name John Smith if that person was the proprietor of 'John Smith's Burger Bar'). Only in very limited

circumstances would other personal details, such as a person's home address, also be published (for example, the proprietors business and home address were the same).

- 8.6 Scores on the doors is considered to be consistent with the Freedom of Information Act 2000. The Information Commissioner has ruled in favor of disclosure of inspection information. Approximately 75 local authorities are currently operating some form of scores on doors scheme and there has been no legal challenge to date.
- 8.7 The issue of whether businesses are given the 'right to reply' should be given careful consideration. Whilst issues are not likely to arise where businesses have achieved high scores, businesses may seek redress where their rating has been less favourable. Whilst the undertaking of re-visits upon request after inspection and scoring are not being proposed, the Council should monitor and have in place a mechanism for monitoring the replies of businesses. The replies will appear on the Council's website for which the Council is ultimately responsible. Accordingly, there should be some measures in place to ensure wholly inappropriate, inaccurate and misleading representations can be removed/suspended. Whilst a disclaimer is fundamental to protect the Council, the Council must have the discretion to remove representations (whether permanently or in the interim whilst investigations are carried out) from the website.
- 8.8 The Council will also need to ensure that appropriate indemnity cover is in place in the event that claims are brought against it following the implementation of the preferred scheme.

**9. Financial Implications** Section 9

- 9.1 If the preferred scheme is chosen, there will be a start up cost of £425.00 for the first year, followed by an annual cost of £325.00. these sums can be met from within existing budgets. Should Cabinet decide to adopt an alternative scheme, this may entail additional cost over and above current budgetary provision, for which there is no identified funding.

**10. Human Resource Implications** Section 10

- 10.1 There are no implications arising from this report.

**11. Conclusions** Section 11

- 11.1 Interest is growing in scores on doors; the wider public already have the right to access food inspection reports and a rating scheme is a mechanism which makes it quick and easy for customers to compare hygiene standards in food businesses. Evidence shows that schemes drive up standards, reduce food poisoning illness, and act as an incentive for businesses to take a proactive approach to food safety rather than 'waiting until the inspector calls'.
- 11.2 The adoption of the preferred scheme represents excellent value for money and offers an opportunity for the Council, citizens and businesses within the District to gain valuable experience of how a scheme may work locally, pending the introduction of a nationwide scheme. In addition, the scheme offers added value in that it is being developed in partnership with most Staffordshire local authorities, bringing enhanced opportunities for sharing costs of training, publicity and greater media / public awareness and interest.

The adoption of the preferred scheme is recommended.

**List of Background Papers**

None

**Annexes to the Report :**

**ANNEX 1**      Extract From Citizen's Panel Report of July 2006 considered by DMT 21  
November 2006.

**ANNEX 2**      Summary of some food hygiene rating schemes used in Europe and beyond.

**ANNEX 3**      Explanation of how scores / bandings are derived (based on Norwich Scheme)

Policy and Performance

July 2006 Citizens' Panel Report

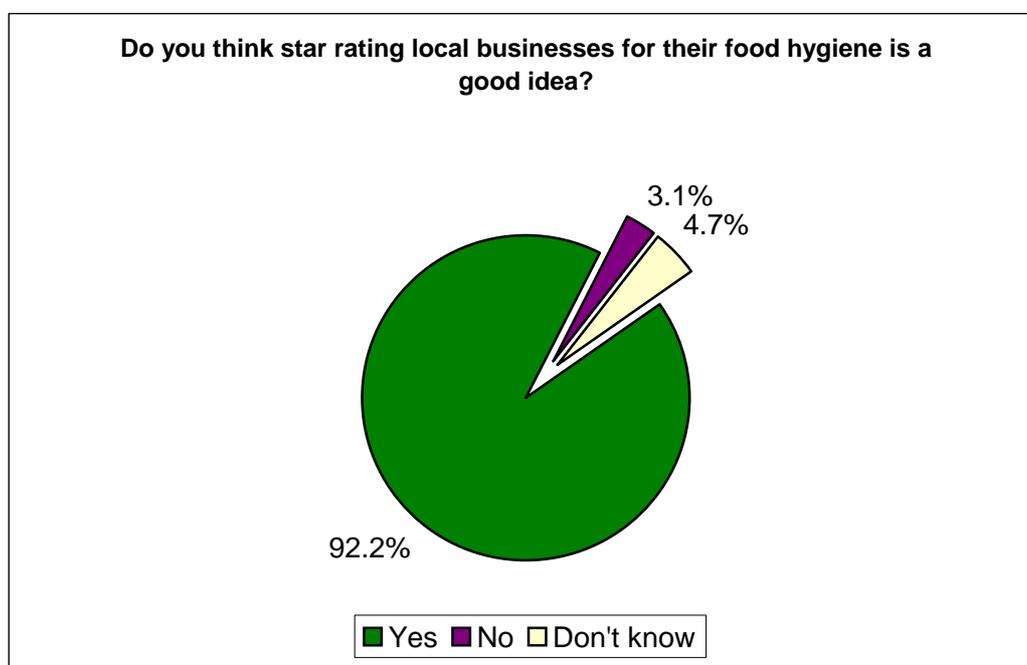
## 1. Environmental Health

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Cannock Chase Council are thinking of introducing a 'score on the doors' scheme for food businesses in the district, which would mean businesses would be 'star rated' for their food hygiene. This section asks panel members their views on this scheme.

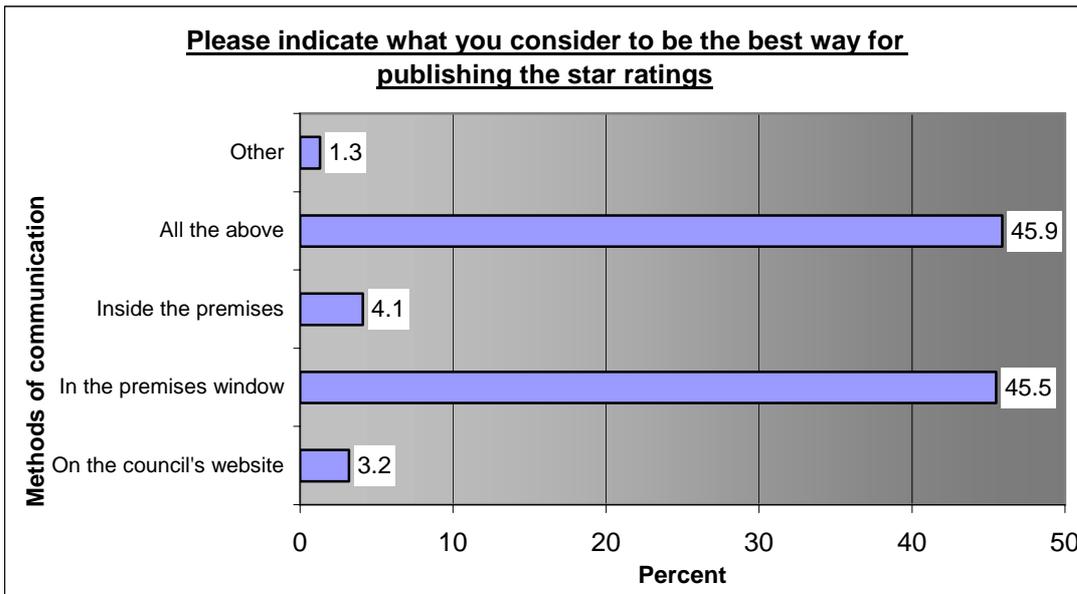
Panel members were asked if they think star rating local businesses for their food hygiene is a good idea.

Results can be seen in the figure below.

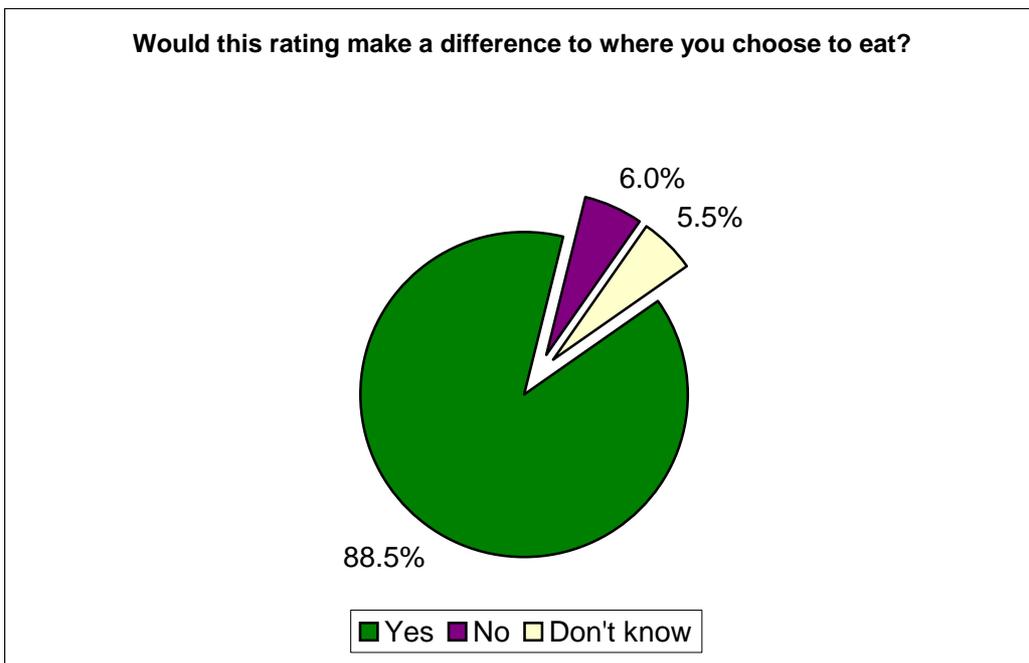


92.2% of people indicated that they thought the star rating was a good idea.

When asked how they would like the star rating to be published, it was evident from the figure below that all options were preferred. These include in the premises window, inside the premises, and on the council's website.



Panel members were asked if this star rating would make a difference to where they chose to eat. Results can be seen in the figure below.



Over three quarters (88.5%) of people stated that that star rating would change where they choose to eat. 6.0% of people stated that it would not change where they choose to eat, and a further 5.5% stated that they were unsure if it would alter their decision.

## Summary of food hygiene rating schemes adopted in Europe and beyond

### USA: LOS ANGELES

This scheme, in operation since 1997, requires the display of a hygiene grade card, featuring a large letter A to C, or the score, in restaurant windows. The starting-point for each inspection is a hundred points and points are deducted for contraventions found with A being awarded for 90 to 100 points; B awarded for 80 to 89; and C awarded for 70 to 79. For premises having scores lower than 70 no grade is awarded and only the score is shown. Details are posted on the Los Angeles Department of Health's website: <http://lapublichealth.org/rating/>.

The University of Maryland has evaluated the scheme<sup>1</sup>. Before the scheme was launched, 25% of restaurants were regarded as in the best performing category ('A's). This rose to over 50% in 1998 and to 88% in 2006. Revenue for the best performing premises increased by nearly 6% in 1998.

### CANADA: TORONTO

DINESAFE was introduced in 2001 when businesses had to post certificates detailing the results of food safety inspections in an obvious place. There are three categories:- Pass, Conditional Pass (revisited in 48 hours) and Closed. These are also placed on the Dinesafe website at: <http://app.toronto.ca/food2/index.jsp>.

There was an increase in compliance with regulatory requirements from 78% in 2001 to 88% by 2003. There was also a reduction in contraventions known to be associated with food borne illness and a greater compliance in food premises with certified food handlers compared with those without.<sup>2</sup>

### DENMARK

After each inspection, the supervising officer reports on the outcome and a new 'smiley' is awarded. The accompanying report is made publicly available on the national smiley website, which also displays the four most recent inspection reports for each establishment. Businesses must display to customers the most recent smiley report. If the result of an inspection is unsatisfactory the premises can be re-inspected after it has improved but this must be paid for. The results are also published on the Ministry of Family and Consumer Affairs website at: <http://smiley.fvst.dk/Smiley.aspx?view=Simpel>

Surveys carried out in 2003 showed that 94% of consumers supported the scheme and 79% said they would be influenced by the results when choosing eating places. 77% of businesses supported the scheme and of these 83% believed that the inspector's judgement was fair when making assessments. Overall, the Danish food authority asserts that compliance levels have improved and that the scheme has been an outstanding success.<sup>3</sup>

At the 2004 Budget the Government asked Philip Hampton to consider, "the scope for promoting more efficient approaches to regulatory inspection and enforcement while continuing to deliver excellent regulatory outcomes." A year later Philip Hampton published his report, 'Reducing administrative burdens',<sup>4</sup> in which he set out his vision for a risk-based approach to regulation. He argued for the creation of a regulatory system, at both a national and local level, in which risk assessment was the basis for all regulators' enforcement programmes. The Government accepted his recommendations in full. Progress with the Hampton agenda is continuing and the Government is committed to the

introduction of a 'lighter touch' for well managed businesses, allowing regulators to focus attention on non compliant operators.

The results of the 2005 UK survey of hygiene standards in food premises, considered at the July 2006 FSA Board meeting, reinforced the case for enabling consumers to make choices based on inspection results. It also reinforced the importance of introducing further measures such as Scores on the Doors to help to drive up industry compliance. The FSA considers that introducing a scores on doors scheme would contribute to it's strategic plan key key aims of continuing to reduce foodborne-illness and enabling consumers to make informed choices. Also that it would contribute towards the Hampton agenda.

<sup>1</sup>Ginger Zhe Jin and Phillip Leslie. The effect of information on product quality: evidence from restaurant hygiene grade cards. *Quarterly Journal of Economics*, 118(2), May 2003

<sup>2</sup>Sylvanus Thompson, Ron de Burger and Olayemi Kadri. The Toronto food inspection and disclosure system. *British Food Journal*, 107 (3), 2005

<sup>3</sup>Jenny Morris. Publication of Hygiene Inspection Information. Report available via the internet at: [http://www.cieh.org/knowledge/food\\_safety\\_and\\_nutrition/food\\_safety\\_and\\_standards/food\\_safety\\_initiatives.htm](http://www.cieh.org/knowledge/food_safety_and_nutrition/food_safety_and_standards/food_safety_initiatives.htm)

<sup>4</sup>Philip Hampton Reducing administrative burdens: effective inspection and enforcement, March 2005.

## ANNEX 3

How the Food Hazard Rating is Calculated

Environmental Health Services operate a system for prioritising the inspections done of food businesses. After an inspection each food business is given a score called the Food Hazard Rating. This reflects (amongst other things) how well the food business complies with the law and the confidence we have in the proprietor's ability to manage that business safely. The higher the food hazard rating, the higher the risk and the more often we visit.

As part of Norwich City Council's commitment to transparent enforcement and in accordance with guidelines from the Food Standards Agency, we have provided this sheet as a summary of the food hygiene inspection. It is intended to show you how well we feel your food business is run and the areas where improvements in food safety are still possible.

The right hand column of Table 1 below shows you the score you have been given from the choices on the left. The lower your score (the nearer you are to the left of the table), the better you are doing in that area. Scores in the 'worse' zone indicate a serious concern.

Table 1 Compliance with the Law

	← Better    Worse →						Score
Food Hygiene and Safety	0	5	10	15	25	25	10
Structure and Cleaning	0	5	10	15	20	25	10
Confidence in Management/Control Systems	0	5	10		20	30	10
	Qualifies for stars				No stars awarded		

The Safer Food Award

Table 3

Table 2		Your Score	
Total from Table 1 above	10	Between 0 & 5 = 5 stars	
Red Zone forfeit (0-100)	0	Between 5 & 15 = 4 stars	
Forfeit if formal action req. (0/100)	0	Between 16 & 25 = 3 stars	
		Between 26 & 35 = 2 stars	✓
Your Total Safer Food Score is	30	Between 36 & 40 = 1 star	
		41 or over = 0 stars	

In recognition of those businesses that are able to demonstrate excellent standards of food hygiene and safety, Norwich City Council is piloting The Safer Food Award. We use the total score from Table 2 above to award you a number of stars (from zero to five). You can see the number of stars awarded to your food premises by referring to Table 3. The better your food safety, the more stars you are

awarded. You will not be awarded any stars if one or more scores fall in the 'worse zone' or if we resort to formal action.

Your Star Rating is	2 Stars	* *
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