

Confidence in Management

Factors, which influence the inspector's judgement, include: -

The track record of the business, its willingness to act on previous advice and enforcement and the complaint history

The attitude of the management towards hygiene and food safety

Satisfactory documented procedures and HACCP based food safety management systems

Ensure that all works are complied with as detailed in the inspectors letter and within the time scale stated

A documented Food Management system such as the Safe Catering or Safe Food Better Business packs must be implemented, accurate and kept up to date, this will include written records of: -

Incoming stock checks, including temperatures of ready to eat foods

Refrigeration temperatures

Cooking temperatures

Hot holding temperature

Cold display temperatures

Pest Control checks

In house food safety audits

Training records

Thermometer calibration record

Fitness to Work records

All food handlers must receive adequate training, instructions and supervision in Food Safety

LISBURN CITY COUNCIL ENVIRONMENTAL HEALTH SERVICE



As you were previously informed Lisburn City Council has agreed to take part in a "Scores on the Doors" Food Hygiene Rating Scheme to publish the results of all food hygiene inspections.

The Scheme will be based on the risk score applied to your food business from inspections carried out after the **1st June 2007** and will compare the scores given for:

Food hygiene & safety (score 0 – 25)

Structure and cleanliness (score 0 – 25) and

Confidence in management (score 0 – 30)

A low score is desirable for each category.

0 to 5 stars will be awarded according to the total of the scores applied i.e.

STAR RATINGS – Each of the premises has a star rating as follows.

| | | |
|--------------|-------------------|---|
| ★ ★ ★ ★ ★ | EXCELLENT | Very high standards of food safety management. Fully compliant with food safety legislation. |
| — ★ ★ ★ ★ — | VERY GOOD | Good food safety management. High standard of compliance with food safety legislation. |
| — ★ ★ ★ — | GOOD | Good level of legal compliance. Some more effort might be required. |
| — ★ ★ — | BROADLY COMPLIANT | Broadly compliant with food safety legislation. More effort required to meet all legal requirements. |
| — ★ — | POOR | Poor level of compliance with food safety legislation – much more effort required. |
| — NO STARS — | VERY POOR | A general failure to comply with legal requirements. Little or no appreciation of food safety. Major effort required. |

If you require specific information regarding your business please contact your Environmental Health Officer, Lisburn City Council, Island Civic Centre, Lisburn, BT27 4RL Telephone 028 92509250

It must be pointed out that the score is applied only at the primary inspection and will not be changed at a compliance re-visit. So even if the faults are corrected within a few days the score from the primary inspection will still stand. It is therefore essential that all food businesses maintain standards between programmed inspections by Environmental Health Officers, rather than waiting for the Environmental Health Officer to tell you what is needed to do to comply with food safety legislation.

Lisburn City Council launched the scheme in October 2007.

To assist you in improving your Star Rating at your next inspection, please follow the advice as detailed:

Food Hygiene and Safety

An inspector will assess your business on the Food Hygiene of your premises and staff including handling procedures and temperature control.

To ensure that you improve your rating you must ensure at all times that:

- All staff must maintain a high level of personal cleanliness and must wear clean protective clothing
- Staff must ensure that they wash their hands thoroughly before entering the kitchen, after using the toilet, after handling raw food, handling food waste and after blowing their nose
- Staff with diarrhoea and/or vomiting must inform the supervisor and should not return to work until they have no symptoms for 48 hours.
- You must store food in appropriate conditions, designed to prevent harmful deterioration and to protect them from contamination. i.e. all high risk foods must be refrigerated and covered. Raw and cooked ready to eat foods are adequately separated
- All refrigeration equipment including display equipment must keep food at or below 8°C, preferably between 0°C – 3°C
- All foods must be cooked to a core temperature of at least 75°C
- All foods after cooking must be held at or above 63°C or cooled as quickly as possible and then refrigerated
- All food businesses must have a working thermometer on the premises to check the cooking, hot holding and refrigeration temperatures

- Thermometers should be regularly calibrated to ensure they are accurate and cleaned before use with sterile probe wipes
- Foods that have exceeded their 'Use By' date must be removed from sale immediately
- No evidence of pests should be found on the premises
- Waterproof plaster should be provided in the First Aid Kit and preferably coloured blue
- Personal belonging must not be kept in a food preparation room. Adequate lockers or cupboards should be provided

Structure and Cleanliness

- All surfaces in the business must be capable of being cleaned, in good condition and repair. Maintenance of food contact surfaces is of paramount importance
- Sanitising chemicals should be used for cleaning food contact surfaces
- Adequate hand washing facilities must be provided. An adequate supply of hot water to the hand washing sink must be available **at all times**. A supply of soap, preferably antibacterial and hygienic hand drying materials must be maintained at the hand washing sink
- Sufficient ventilation must be provided and the ventilation equipment must be kept in a clean condition
- Adequate lighting must be provided in all areas of the food business
- All equipment must be kept clean
- The premise must be adequately pest proofed against rodents and insects
- Waste must be removed from the food business on a regular basis
- Refuse areas must be kept clean at all times
- Bulk waste must be stored in lidded bins. The bin lids must be kept closed at all times
- All redundant equipment should be removed from the premises as this creates harbourage for pests