

Reducing Tourist Food Borne Illness through communication:

The UK National Food Hygiene rating
system

Dr. Kevin Kane

Me



What's on the menu?



Food borne illness and tourism

- 1 in 3 adults report FBI per year
- 1 in 3 tourists reports FBI whilst on holiday.
- FBI affects tourist experience of destinations
- FBI has economic effects on destinations and on tourist economy
- FBI is both has long term as well as short term affects on health.
- The old and the young and the sick are most affected by FBI

UK food businesses

- 600,000 food premises
- 60% are caterers, 3m employees
- Majority are independent micro-businesses
- Trade Associations represent very few businesses
- All are inspected at least once per year

Safer food, better business for caterers

The pack consists of the regulated HACCP food safety management system:

- Safe methods
- A diary to record problems and action taken when things go wrong.



What are safe methods?

- Fact sheets which highlight key safety points

Safe method:

Clear and clean as you go

Keeping your kitchen clear and clean makes it safer.



Safety point

Take off outer packaging and throw it away before you bring food into the kitchen or storeroom.

Take extra care with how you throw away packaging and food waste from raw meat/poultry and eggs.

Clear away small kitchen equipment as soon as possible and put it in the cleaning area.

Wash or wipe away spills as soon as they happen. Disinfect work surfaces after wiping up spills from raw meat/poultry or eggs.

Wash work surfaces thoroughly between tasks. Use a new cloth (or one that has been washed and disinfected) to clean work surfaces before preparing ready-to-eat food.

Why?

Outer packaging could have touched dirty floors etc. when it has been stored or transported before.

Packaging and food waste from these foods are more likely to spread harmful bacteria to food and surfaces.

Work surfaces are easier to keep clean when they are not cluttered. It is also important to clear away used equipment to prevent bacteria spreading from it to surfaces or food.

This stops dirt building up and helps prevent bacteria from spreading

This will help prevent dirt and bacteria spreading onto other foods from the surface. A dirty cloth could spread bacteria to the surface.



Handwashing

Safety point

Make sure that all staff who work with food wash their hands properly:

- when entering the kitchen e.g. after a break or going to the toilet
- before touching ready-to-eat foods
- after touching raw meat/poultry and eggs

Why?

Harmful bacteria can spread very easily from people's hands to food, work surfaces, equipment etc. Effective handwashing helps to prevent this.

Safe methods may include some or all of the following points:



Safety point

Food should be thoroughly defrosted before cooking (unless the manufacturer's instructions tell you to cook from frozen or you have a proven safe method).

Why?

If food is still frozen or partially frozen, it will take longer to cook.

The outside of the food could be cooked, but the centre might not be, which means it could contain harmful bacteria.



WHY? –
Tells you
why the
safety point
is important.

SAFETY
POINT –
The control
measures to
make food
safely



The diary consists of:

- Opening and closing checks
- Staff training record
- Suppliers list
- Cleaning schedule
- Prove it: records
- Contacts list
- Diary pages
- 4 - weekly review

Would you eat in this restaurant?



Would you eat in this café?



Where would I eat here?



Would I eat here?



Would I eat here?



Would I eat here?



Would we eat here?



Would we eat here?



Clear reporting

Fødevarerstyrelsen
Kontrolrapport

Virksomhed **Benvenuti**

Adresse **Åboulevard 31, st.**
Postnr./By **1960 Frederiksberg C**
CVR-nr. **17215884**

Denne kontrol, dato **24-11-2011**

Tidligere kontrol
Dato **14-08-2011**
Udført **23-11-2009**
Dato **01-05-2009**

| Kontrolleret | Resultat |
|------------------------------------|----------|
| Hygiejne: Håndtering af fødevarer | 1 |
| Rengøring | 1 |
| Vedligeholdelse | 1 |
| Virksomhedens egenkontrol | 1 |
| Offentliggørelse af kontrolrapport | 1 |
| Uddannelse i hygiejne | 1 |
| Mærkning og information | |
| Godkendelser m.v. | |
| Særlige mærkningsordninger | |
| Varestandarder | |
| Tilsætningsstoffer m.v. | |
| Kemiske forureninger | |
| Emballage m.v. | |
| Andet | |

Ikke alle regler bliver kontrolleret hver gang

| Resultat | Betyder |
|----------|---|
| 1 | Ingen anmærkninger |
| 2 | Ikke udført |
| 3 | Ikke udført eller forud |
| 4 | Godkendelse, påklæbelse, autarkation eller registrering frastaget |

Dårligste resultat for virksomheden senest

Elite

Kontrolpersonens bemærkninger

Hygiejne: Håndtering af fødevarer: Følgende er kontrolleret uden anmærkninger: Opbevaring, adskillelse og temperaturer i køleanordninger. Faciliteter til hygiejnisk håndvask. Virksomheden fremviser et termometer.

Hygiejne: Rengøring: Kontrolleret rengøring af følgende lokaler: Virksomheden og inventar. Ingen anmærkninger.

Hygiejne: Vedligeholdelse: Følgende er kontrolleret uden anmærkninger: Inventar. Ok.

Virksomhedens egenkontrol: Følgende er kontrolleret uden anmærkninger: Dokumentation for varemålbare, køletilførsel, opvarmning og nedkøling fra august 2011 og frem til d.

Offentliggørelse af kontrolrapport: Følgende er kontrolleret uden anmærkninger: Dokumentation af udførelse af hygiejne. Kontrolleret af virksomheden, der har godkendt og underskrevet fødevarerhygiejne. Ingen anmærkninger.

Visual symbol: the smiley



The super smiley



- The Danish food control system is based on the principle of HACCP programmes and control visits in restaurants, shops and food manufacturers
- Shops and restaurants are responsible for complying with food legislation and the evaluation results are published in shops and restaurants in the form of the so called smiley's.



UK National Food Hygiene Rating Scheme

| Food Hygiene Rating | 5 | 4 | 3 | 2 | 1 | 0 |
|---------------------|-----------|------|--------------|-----------------------|-----------------------------|------------------------------|
| | Very Good | Good | Satisfactory | Improvement Necessary | Major Improvement Necessary | Urgent Improvement Necessary |



- **Confidence in management / control procedures**
The production and documentation of a documented food safety management system (i.e. HACCP or Safer Food Better Business).
- **Food hygiene and safety procedures**
how hygienically food is handled, the use of good food safety practices and temperature control.
- **Food premises structure**
design, layout and construction

- **Scores are recorded on website – not mandatory on doors.**
- **Used by over 50% of LA's since Sept 2010 – plan is full adoption by Olympics 2012**
- **Likely to become mandatory for failing businesses to place scores on doors in 2012/2013**

http://ratings.food.gov.uk/search/en-GB?q=rusholme+manchester&sm=1& Food Standards Agency - S...

Search **Advanced search**
Find your area

Search term: **rusholme manchester**
☒ Show results on map

The search took 0.4728 seconds and returned 6 items.

Results

Sort search results by: **Name** A to Z (ascending)

| Name and address | Rating |
|---|---|
| E Morse Health Foods 1 Longsight Retail Market Dickenson Road Rusholme Manchester M13 0WG | FOOD HYGIENE RATING 0 1 2 3 4 5 VERY GOOD |
| Heald Place Primary School 2 Parkfield Street Rusholme Manchester M14 7PN | FOOD HYGIENE RATING 0 1 2 3 4 5 GOOD |
| John Pickup 3 Stall A11, Longsight Market Dickenson Road Rusholme Manchester M13 0WG | FOOD HYGIENE RATING 0 1 2 3 4 5 VERY GOOD |
| Rusholme 4 25-33 Wilmslow Road Manchester M14 5TQ | FOOD HYGIENE RATING 0 1 2 3 4 5 GOOD |
| Rusholme Chippy 5 62 Wilmslow Road Manchester M14 5AL | FOOD HYGIENE RATING 0 1 2 3 4 5 GOOD |
| Saajan Takeaway 6 129 Wilmslow Road Rusholme Manchester M14 5AW | FOOD HYGIENE RATING 0 1 2 3 4 5 MAJOR IMPROVEMENT NECESSARY |

Map

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The scale



Urgent improvement necessary



Major improvement necessary



Improvement necessary



Generally satisfactory



Good



Very good













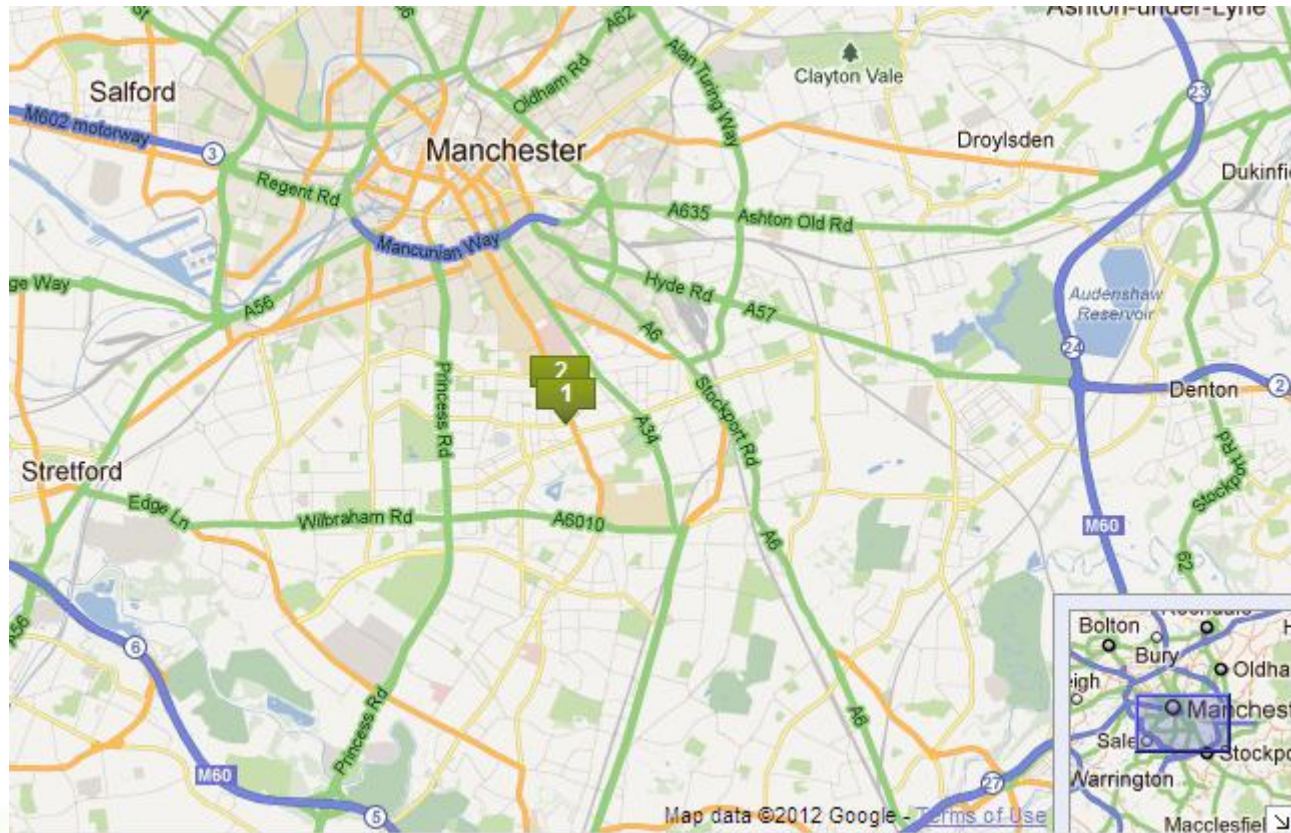


Rusholme: 98 restaurants on one street



‘Rusholme's "curry mile" has the largest concentration of Asian restaurants in the UK and as such provides a destination for over 65,000 diners per week wanting to sample the award winning Indian, Pakistani, Sri Lankan and Bangladeshi cuisine on offer’

The 'Curry Mile'

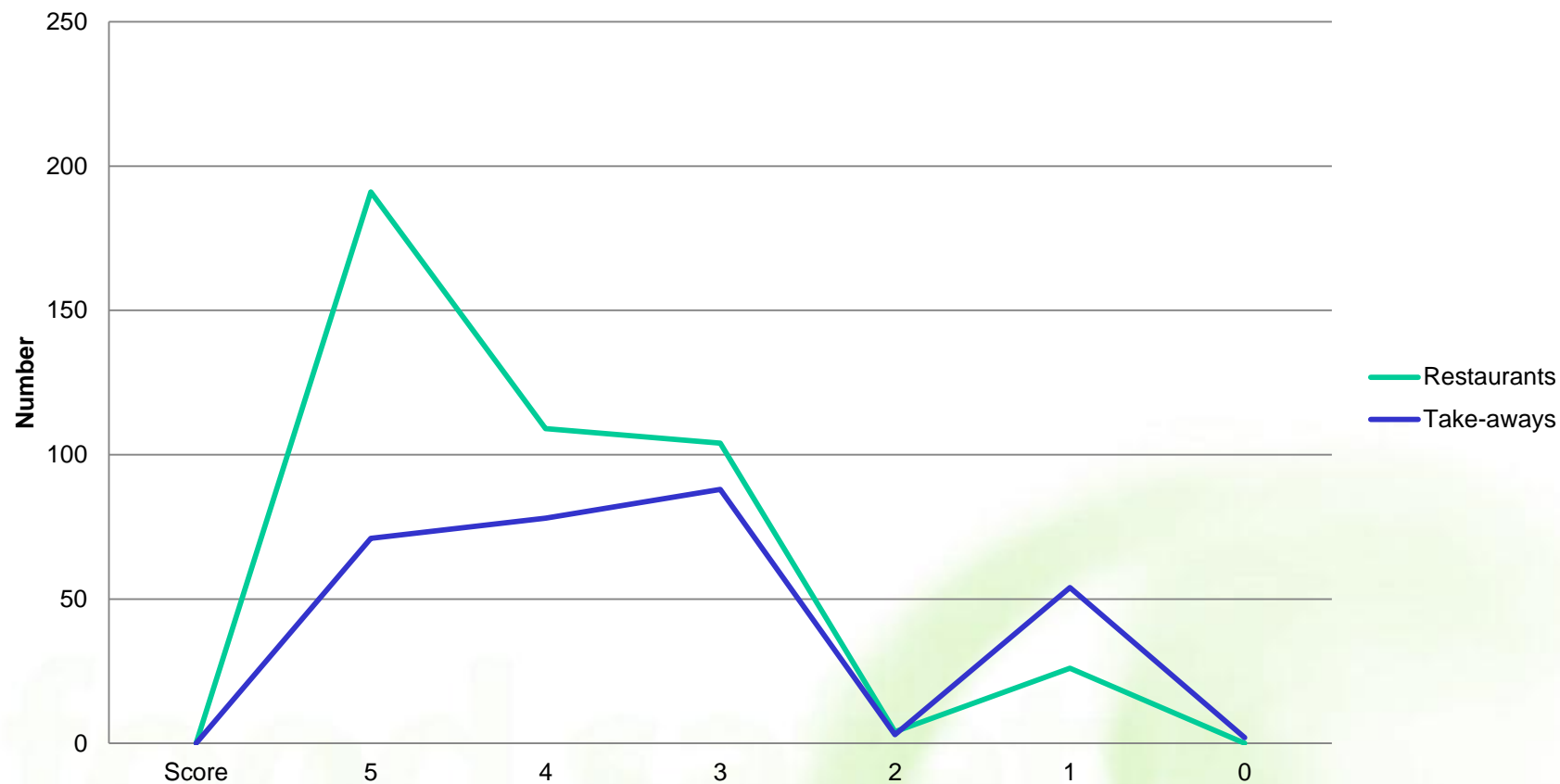


Total restaurant/take-aways in the City Centre

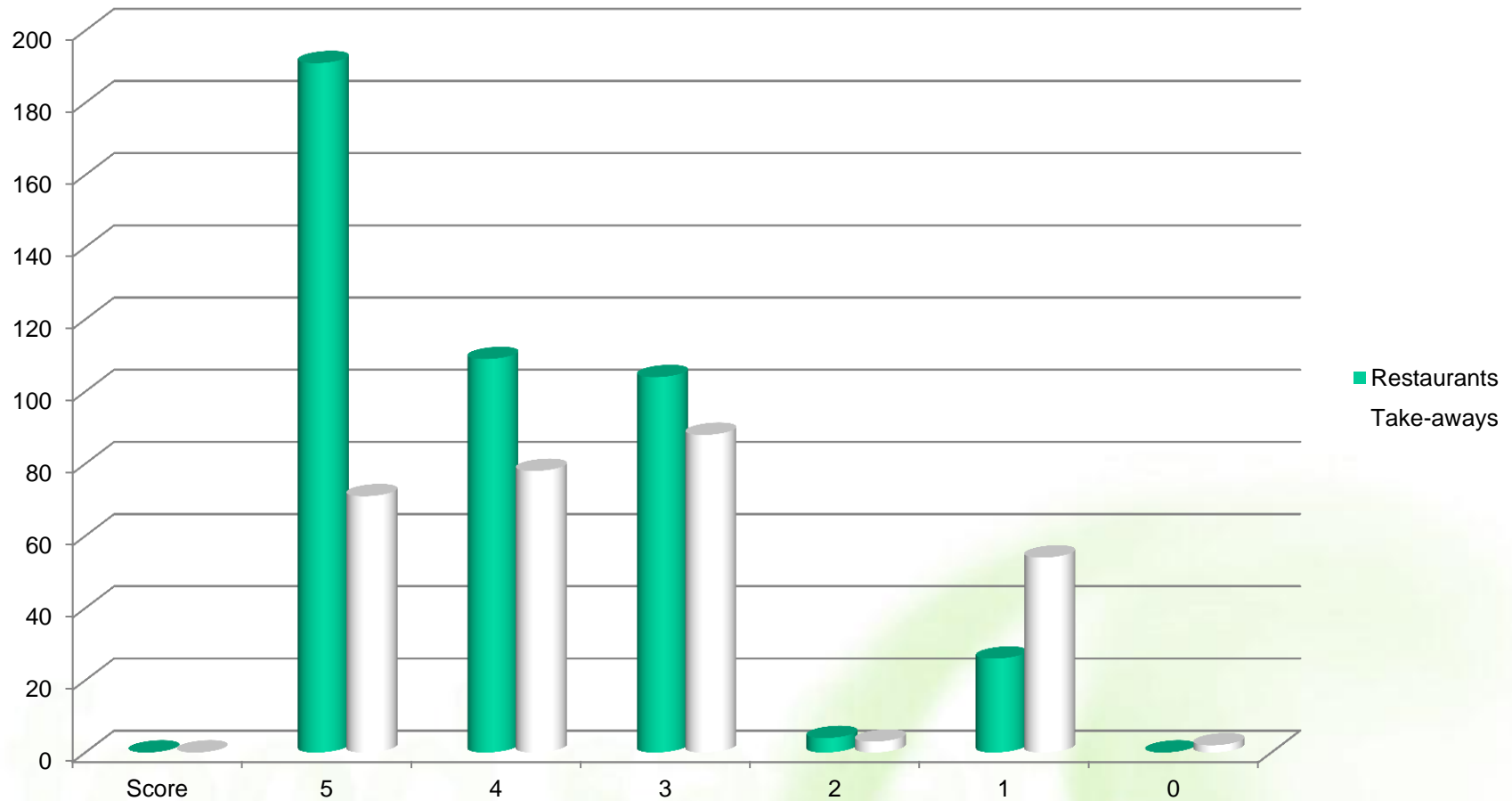
| Manchester City Centre | | | | | |
|------------------------|-------------|-----|-------|------------|-----|
| | Restaurants | | | Take-aways | |
| Score | Number | % | Score | Number | % |
| 5 | 191 | 44 | 5 | 71 | 24 |
| 4 | 109 | 25 | 4 | 78 | 26 |
| 3 | 104 | 24 | 3 | 88 | 30 |
| 2 | 4 | 1 | 2 | 3 | 1 |
| 1 | 26 | 6 | 1 | 54 | 18 |
| 0 | 0 | 0 | 0 | 2 | 1 |
| | | | | | |
| Total | 434 | 100 | | 296 | 100 |

Comparison of hygiene ratings

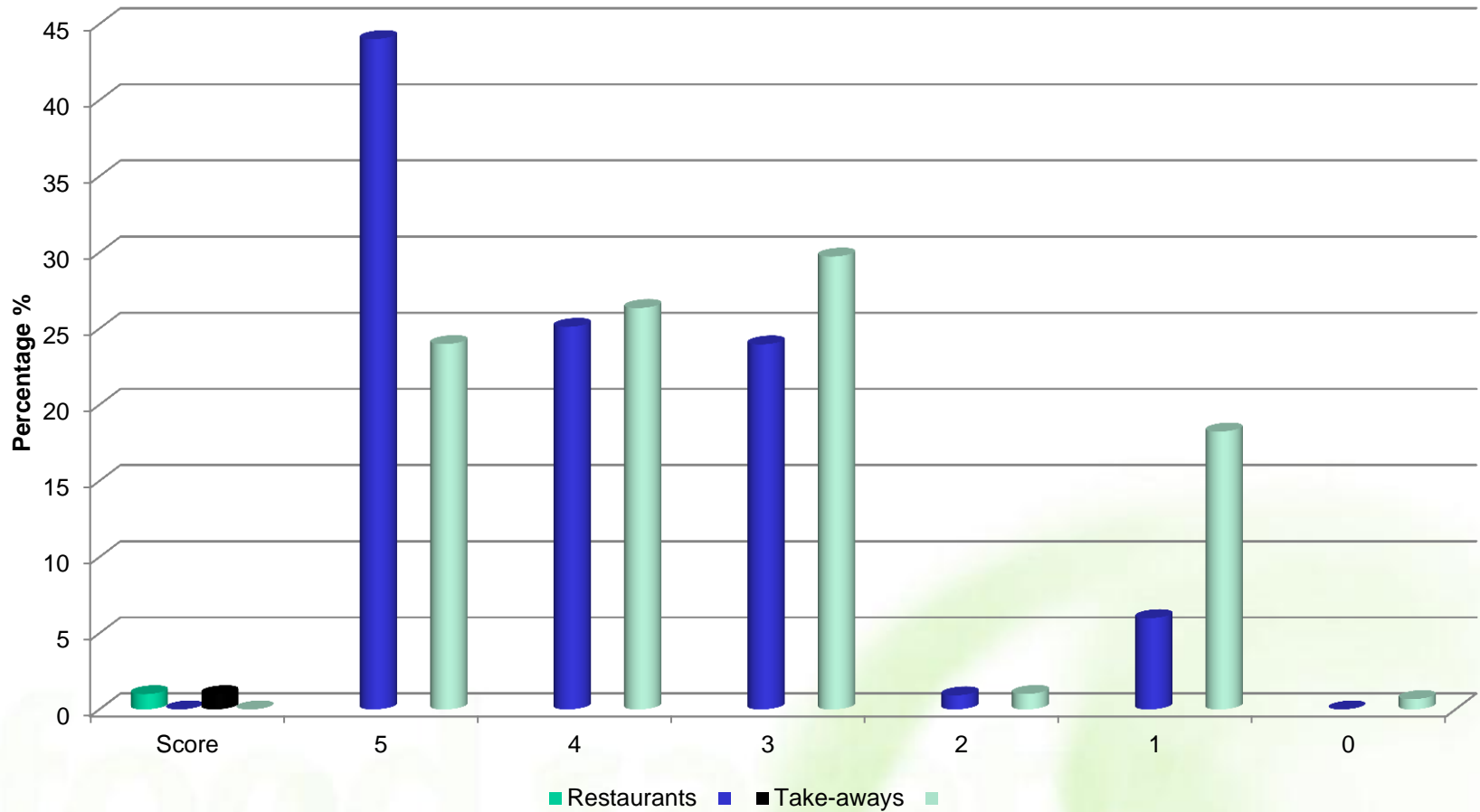
Manchester Restaurants/Take-aways



Numbers of outlets in each hygiene category



Percentage in each hygiene category



Restaurants and Take-away display of score

| Manchester City Centre | | | | | | | |
|------------------------|----|---------|----------|------------|----|---------|----------|
| Restaurants | | | | Take-aways | | | |
| Score | % | Display | %display | Score | % | Display | %display |
| 5 | 44 | 19 | 43 | 5 | 24 | 8 | 33 |
| 4 | 25 | 8 | 33 | 4 | 26 | 6 | 23 |
| 3 | 24 | 0 | 0 | 3 | 30 | 4 | 13 |
| 2 | 1 | 0 | 0 | 2 | 1 | 0 | 0 |
| 1 | 6 | 0 | 0 | 1 | 18 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |

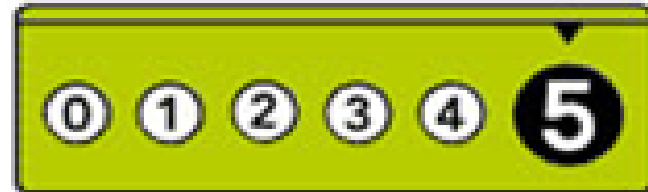
Conclusion

- Voluntary system does not work
- Mandatory system depends on tourists understanding the numbers
- Having differing EU systems is likely to create confusion
- Risk is reduced when information asymmetry is reduced.

Your choice?



Major improvement necessary



Very good

