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Health and Safety

Policy

University Food Safety

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Food Safety Policy

1. Introduction

The health, safety and wellbeing of our staff, students, and visitors, who collectively make up our university community, is vitally important to us.

To achieve this, the university recognises the risk that unsafe food presents to consumers' health and is therefore committed to effectively managing food safety and achieving high standards of food hygiene across all university activities.

2. Principal aims

The University Health and Safety Policy (P2), alongside the Vice-Chancellors Vision Statement (P1), sets out the university's drive and ambition for health and safety, including defining our principal aims for health and safety. These aims are to establish legal compliance as a baseline and ensure everyone strives for best practice.

The principal aims specific to food safety are to ensure:

- All food delivered to or supplied by the university is prepared, processed, manufactured, packaged, stored, transported, distributed, handled, provided, or sold in accordance with applicable food safety legislation
- Alcohol is sold or supplied responsibly and in accordance with relevant licensing laws
- All food businesses operated by the university are registered with the appropriate local authority
- All third-party catering providers using the university premises are registered and approved by the university for their undertaking
- All food business operators have implemented an appropriate and adequate food safety management system and controls commensurate with the type of provision to ensure food safety standards are met and maintained.

In addition to the principle aims, this policy, through the food safety arrangements specified, supports the university finance policies through the application of:

- The travel and expense policy - to ensure funds are used responsibly and support adherence to the value-for-money principles and having regard to efficiency and cost-effectiveness, wellbeing, environmental impact, safety and security.
- The procurement policy - to ensure that we appoint third-party caterers who are suitably competent and can consistently deliver goods and services to our quality, safety, financial and technical requirements to ensure we mitigate risks and deliver value for money.

3. Scope

This policy applies to all catering activities undertaken by or on behalf of the university; this includes but is not limited to:

- In-house catering services operated by Catering, Hospitality & Conferencing
- Food businesses run by a Faculty, School, Department or Student Body
- University childcare services
- Events involving catering organised by a Faculty, School, Department or Student Body
- Third-party catering providers, for example, contract caterers, food vendors, ice cream vans, mobile food traders or food delivery services.

This policy does not apply to:

- Food that is brought onto university premises for personal consumption
- Food purchased and prepared by residents in self-catering accommodation
- Feeding arrangements for off-campus activities, such as meals provided during field trips, research activities and business travel
- Food operations undertaken by the Students' Union (SU) or SU sports clubs, societies or groups within the Portland Building, Portland Patio and any other university space leased by the SU.
- Conference Centres and Hotels on university premises

4. Regulatory background

The main legislation governing the sale of food and food hygiene is:

- The Food Safety Act, 1990
- Regulation (EC) No 178/2002 laying down the general principles of food law and procedures in matters of food safety
- Licensing Act 2003
- The General Food Regulations, 2004
- Regulation (EC) No 852/2004 on the hygiene of foodstuffs
- Regulations (EC) No 853/2004 laying down specific hygiene rules for food of animal origin
- The Foods Safety and Hygiene (England) Regulations, 2013
- Food Information Regulations, 2014.

5. Definitions

Food

Any substance or product, whether processed, partially processed, or unprocessed, intended to be or expected to be ingested by humans; this includes drinks and water or any substance incorporated into the food during its preparation or treatment. A Faculty, School, Department, or Student Body, undertaking activities which constitute a food business will be referred to as a Business Unit (BU) in this policy.

Food business

Any undertaking involving food and one or more of the following activities: preparation, processing, manufacture, packaging, storage, transportation, distribution, handling, supply, or sale, whether for profit or not, and whether public or private.

Food business operator

The persons responsible for ensuring that the requirements of food safety legislation are met within the food business/s under their control. Senior Leaders/Heads of Departments responsible for the food business/s will be referred to as the Food Business Operator in this policy.

Food handler

Any person supplying and handling food for consumption on university premises.

Food poisoning

Any disease of an infectious or toxic nature caused by the consumption of contaminated food or water.

Food safety management system

A written document that details the policies, procedures, practices, controls, and documentation that ensure the food sold by a food business is safe to eat and free from contaminants.

Hazard

A biological, allergenic, chemical, or physical agent in, or condition of, food with the potential to cause harm to the consumer.

Hazard analysis

The process of collecting and evaluating the information on hazards and conditions leading to their presence to decide which are significant for food safety and should therefore be controlled.

High-risk food

Ready-to-eat foods, which, under favourable conditions, support the multiplication of pathogenic bacteria and are intended for consumption without further processing that would destroy such organisms. These foods usually require refrigeration.

Critical control point (CCP)

A step in the process where control can be applied and is essential to prevent or eliminate a food safety hazard or reduce it to an acceptable level.

Critical limit

A monitored criterion which separates the acceptable from the unacceptable.

Event

Any activity funded by the university that includes the supply or sale of food and/or drinks to any number of people in attendance

Third-party catering provider

A food business appointed to provide food or drink that the university does not directly operate.

6. Roles and responsibilities

General roles and responsibilities for health and safety are defined in the university Health and Safety Management Arrangements (MAN1.2). Specific responsibilities relating to food safety are detailed below and are in addition.

University Council (Governing Body) will:

- Be familiar with the requirements of the food safety policy
- Seek assurance from the university Health and Safety Committee that appropriate systems are in place to ensure compliance with this policy
- Receive and evaluate annual assurance reports from the Health and Safety Committee on compliance with this policy.

University Executive Board (UEB) will:

- Allocate sufficient resources to the management of food safety
- Seek assurance that:
 - Legislation governing the sale of food and food hygiene is being met
 - Suitable management systems are in place to identify, evaluate and control hazards that are significant for food safety
 - All food businesses operated by the university are registered with the appropriate local authority
 - All third-party catering providers using the university premises are registered and approved by the university for their undertaking
 - Those with responsibilities for food safety and hygiene are trained and competent
 - There are suitable systems in place for monitoring food safety
 - Emergency procedures are in place as required
 - Food safety incidents are reported and investigated accordingly
- Ensure they are provided with reports on the university's food safety performance and monitoring outcomes
- Be notified of any significant incident or non-conformance relating to food safety.

University Health and Safety Committee will:

- Be the formal oversight and compliance committee for food safety and will provide assurance to University Council and UEB
- Consider and advise on university policy and food safety management arrangements
- Receive reports of audits and assurance monitoring
- Consider reports of significant incidents or enforcement actions and the findings and learnings from the investigation.

University Health and Safety Department will:

- Provide and keep updated policies, arrangements, and guidance to ensure any statutory requirements for food safety are met
- Have oversight of food safety training
- Ensure appropriate oversight of food safety monitoring activity and provide compliance reports
- Receive annual assurance reports from BUs on food safety
- Have oversight of inspections completed by food safety enforcement officers
- Have oversight of food safety incidents and ensure they are appropriately investigated
- Report investigation findings following incidents or non-conformities to the University Health and Safety Committee and UEB.

Catering, Hospitality and Conferencing (CHC) will:

- Provide competent advice and support on food safety to the university
- Be the first-choice provider to cater for events
- Will undertake checks of and approve the use of third-party catering providers on behalf of the university.

Food Business Operators (FBO) will:

- Ensure adequate resources are in place for the management of food safety
- Have responsibility for the implementation of this policy within their respective BU
- Ensure that:
 - Legislation governing the sale of food and food hygiene is being met
 - Suitable management systems are in place to identify, evaluate and control hazards that are significant for food safety
 - All food businesses operated by the BU are registered with the appropriate local authority
 - All third-party catering providers appointed by the BU are registered and approved by the university for their undertaking
 - Those with responsibilities for food safety and hygiene are trained and competent
 - Suitable systems are in place for monitoring controls and verifying that the food safety management system is effectively implemented and maintained
 - Emergency procedures are in place as required
 - Significant incidents or enforcement actions are appropriately investigated
 - Emergency procedures are in place as required
- Be the primary point of contact and liaison for food safety enforcement officers
- Ensure that recommendations for best practices or remedial actions are implemented following any significant incident, non-conformity, or enforcement action.

Managers and Supervisors with responsibility for a food business:

- Comply with all policies, arrangements, and guidance at both a university and BU level
- Implement suitable and sufficient arrangements to control food hazards within their area of responsibility

- Ensure food handlers are provided with the information, instruction, training, and supervision necessary to ensure they are trained and competent to conduct their tasks
- Ensure food handlers follow good personal hygiene practices
- Ensure monitoring and inspection activities are conducted and any remedial actions implemented within their area of responsibility
- Ensure records of monitoring, audits and inspections are maintained
- Be the point of contact to assist food safety enforcement officers in undertaking routine inspections and investigations, providing information and records as requested and answering any questions
- Ensure that recommendations for best practice and remedial actions are implemented following an incident investigation or inspection by food safety enforcement officers
- Ensure that food incidents are reported via the university's incident reporting system
- Ensure that all incidents are appropriately investigated, and remedial actions implemented
- Where a food poisoning outbreak is suspected, suspend food service pending implementation of appropriate action.

All Food Handlers will:

- Adhere to all policies, arrangements and guidance at a University and BU level
- Follow reasonable instructions and take note of all information provided
- Attend food safety training
- Work with due care and attention
- Follow good personal hygiene practices
- Report to their manager/supervisor any matters likely to constitute a risk to food safety.

7. Food Safety Arrangements

University policies establish standards and expectations for health and safety across the organisation and set the minimum requirements. This policy covers safe and effective food safety management across all university catering activities.

BUs should develop, implement, and maintain a food safety management system based on the seven principles of HACCP. Any local procedures imposed by a BU must meet all requirements specified in this policy. Where there is a discrepancy, the university policy takes precedence.

General hygiene requirements

BUs conducting any stage of production, processing, and distribution of food under their control shall comply with the general hygiene requirements laid out in ANNEX II of Regulation (EC) No 853/2004. Which specifies the requirements governing:

- Layout, design, and construction of food premises
- Provision of sanitary facilities
- Design and construction of equipment
- Maintenance of premises and equipment
- Transportation of foodstuffs

- Cleansing and disinfection of food premises and equipment
- Food waste
- Pest control
- The delivery and handling of raw materials and ingredients
- Food storage
- Temperature controls during storage, cooking, processing, cooling, reheating, thawing, preparation, and distribution
- Protection, covering and packaging of food
- Personal hygiene
- Training and education of food handlers

Hazard analysis and critical control points (HACCP)

BUs shall implement and maintain a food safety management system based on the HACCP principles, which identifies, evaluates, and controls hazards which are significant for food safety.

The food safety management system will be developed, implemented, and maintained in accordance with the following seven HACCP principles:

1. Conduct a hazard analysis
2. Determine the Critical Control Points (CCPs)
3. Establish critical limits
4. Establish a system to monitor control of the CCP
5. Establish corrective action to be taken when monitoring indicates that a particular CCP is not under control
6. Establish verification procedures to confirm that HACCP is working effectively
7. Establish documentation and records concerning all procedures appropriate to these principles and their application.

Food business registration

BUs shall register the food business with the local authority at least 28 days before opening. If the BU operates more than one premises, each of the premises under the BU's control should be registered separately.

BUs must notify the local authority of any significant changes in activity and closure of existing premises.

Premises used to supply, sell, or provide food on an occasional and small-scale basis at a community or charity event may be exempt from registration. BUs are responsible for contacting the local authority to determine if the food business is exempt.

Principles governing the provision of food for events

The fundamental principles governing the provision of food for events on university campuses are:

1. Catering, Hospitality & Conferencing (CHC) must be the first-choice provider to cater for events per the University of Nottingham Travel and Expense policy. Refer to the University of Nottingham Hospitality website for details of the services offered.

2. Third-party caterers should only be considered when CHC cannot fulfil the specific request. Before appointing a third-party caterer, authorisation must be sought from CHC, and steps must be taken to ensure the provider has appropriate arrangements for food and health safety (refer to appendix 1).
3. Where a Faculty, School, Department or Student Body choose self-catering for the provision of food for an event, the following rules apply:
 - Only low-risk foods that are ambient stable can be supplied, such as bread, biscuits, cereals, crisps, and cakes (not cheesecake or cream cakes).
 - The provision of high-risk foods is prohibited. Typical high-risk foods are cooked meat and poultry, cooked meat products such as meat pies and pasties, pate, stews, gravy, and soup made with meat or meat stock, dairy products, egg products, shellfish and other seafood and farinaceous dishes.
 - The provision of foods requiring cooking is prohibited.
 - The provision of alcohol is prohibited unless supplied by CHC.
 - Established good hygiene practices should be enforced (refer to appendix 2).
4. Where a Faculty, School, Department or Student Body wish to host a charity bake sale, the above rules for self-catering apply. These rules permit the production of bread, biscuits, cakes, jams, and preserves that can be stored at ambient temperatures and are therefore considered low risk.

8. Training, competence, and supervision

The university policy is to provide such information, instruction, training, and supervision as is necessary to ensure that workers are trained and competent to conduct their tasks safely per the management arrangements for Health and Safety Training, Supervision and Competence (MAN2.5).

Specific requirements are detailed below and are in addition.

BUs shall ensure that food handlers are trained in food hygiene matters commensurate with their work activity. Training should be provided in line with the training matrix below.

Training	Required by those who:
Level 1: Food safety	Handle low-risk or prepacked foods or those not directly involved in preparing, processing, or handling high-risk foods.
Level 2: Food safety	Prepare, process, or handle high-risk foods.
Level 3: Food safety	Supervise or manage food preparation, processing, and handling activities.
Level 4: Food safety	Are involved in developing and maintaining the FSMS and applying the HACCP principles.

9. Monitoring and inspection

The university policy is to monitor and inspect all areas to ensure high health and safety standards are maintained per the management arrangements for the Monitoring of Health and Safety Performance (MAN3.1). Specific requirements for the monitoring and inspection of food safety and hygiene are detailed below and are in addition.

In accordance with HACCP principles, BUs should establish the following:

- A system to monitor control of the CCPs (HACCP principle 4)
- An audit programme to verify compliance (HACCP principle 6)
- Documentation and records concerning monitoring, audit, and inspection procedures (HACCP principle 7).

Monitoring of CCPs

Monitoring is the act of conducting a planned sequence of observations or measurements to assess whether a CCP is under control, thereby identifying loss of control and providing information to allow corrective action to be taken promptly.

BUs shall implement a monitoring system to check control measures at CCPs and confirm that the process is under control and critical limits are not breached. The monitoring system should state the following:

- What the critical limits and target levels are
- How the monitoring should be undertaken
- When the monitoring should be conducted
- Who is responsible for monitoring
- How and where the monitoring data should be recorded.

Audits to verify compliance

Systematic and planned audits verify compliance with the food safety management system. BUs should conduct audits at planned intervals to determine whether the food safety management system is effectively implemented and maintained. The frequency of audits should ensure confidence in the food safety management system to provide safe food. Therefore, the nature of safety hazards and risks to the consumer should be used to determine the frequency and format of audits.

In addition, BUs operating food businesses that prepare, cook, or handle open high-risk food and serve 20-plus meals daily should appoint an external food safety consultant to conduct an annual independent audit.

Food hygiene inspection and ratings

The local authority food safety team (FST) are responsible for enforcing food hygiene laws and will routinely inspect a food business and rate the hygiene standards found during the inspection. For further information on what to expect during a food hygiene inspection, refer to appendix 3.

The university aims to attain and uphold 5-star food hygiene ratings for each food business operated by or on behalf of the university.

BUs are required to:

- Implement all recommended best practices and remedial actions detailed in the inspection report within the specified timeframes
- Request a re-visit inspection upon implementing all the necessary improvements if the food business did not achieve a 5-star hygiene rating.

10. Emergency procedures

A high standard of food safety and hygiene should ensure food is safe to eat and prevent an outbreak of food poisoning. It is considered a food poisoning outbreak when two or more people thought to have had a common exposure to food; experience a similar illness or confirmed infection.

Typically, BUs will be notified of a suspected case of food poisoning when:

- Persons complain that they were unwell after purchasing food from, or eating at, the premises. The complainant or their GP may contact the local authority FST directly, who will inform the FBO
- People attending an event begin to vomit whilst on the premises
- Food handlers report that they are suffering from diarrhoea and/or vomiting.

Immediately upon becoming aware of a suspected food poisoning outbreak, the BU should:

- Make enquiries to find out which food or meals were implicated
- Stop serving food and suspend all food operations from the food premises concerned
- Retain any remaining food and its original packaging that may be needed to trace the causative agent
- Notify the local authority FST who will conduct a preliminary investigation to determine the required response level
- Do not clean the premises until bacteriological specimens have been collected if deemed necessary by the FST
- Prepare a relevant menu list and, as far as possible, details of food processing (when purchased, storage temperature, method of cooking, cooling, reheating, or processing and HACCP monitoring records)
- If possible, make a complete list of people who consumed the suspected food, including their contact details
- Prepare a list of food handlers and other staff, especially those involved with the suspect food. Absent staff should be included, and the reason for the absence should be noted
- Prepare a list of suppliers and details of the ingredients purchased, dates delivered and delivery records
- Provide all information and records requested by the FST during their investigation and follow their instruction and guidance
- Analyse the results of the FTS investigations and implement any remedial actions.

11. Incident reporting

The university policy requires all incidents to be reported, appropriately investigated, and suitable remedial actions implemented to prevent reoccurrence per the management arrangements for Incident Reporting and Investigation (MAN3.2). Specific requirements for the reporting of food safety incidents are detailed below and are in addition.

A food incident occurs when injury or illness is actually or suspected to be linked to food delivered to or supplied by the university.

All food incidents, as defined above, must be reported using the university's online incident reporting system and investigated by the FBO through the same system.

The objectives of the investigation are to:

- Determine if the injury or illness is linked to food delivered to or supplied by the university
- Identify the location of the outbreak (premises where contaminated food was prepared or served)
- Identify the food eaten which gave rise to the injury or illness
- Identify the causative agent
- Trace cases and carriers, especially food handlers
- Trace the source of the causative agent
- Determine how the food became contaminated and what stage of food preparation allowed bacterial multiplication
- Recommend how food should be prepared in the future to prevent a recurrence
- Provide evidence in the event of legal action.

Appendix 1

Procedure for the appointment of a third-party caterer

A Faculty, School, Department or Student Body wishing to organise an event involving the supply or sale of food and/or drinks should contact CHC to discuss the requirements. CHC will assist with planning and pricing the bespoke elements of catering for an event. If the in-house catering service cannot fulfil the catering requirements, CHC will engage a preferred catering partner. If the catering requirements cannot be provided in-house or through a preferred partner, permission will be given for the appointment of a third-party catering provider.

If permission is granted, the BU should complete the third-party caterer questionnaire in collaboration with the potential catering provider and submit the completed form to CHC for approval before procuring the services of the named catering provider.

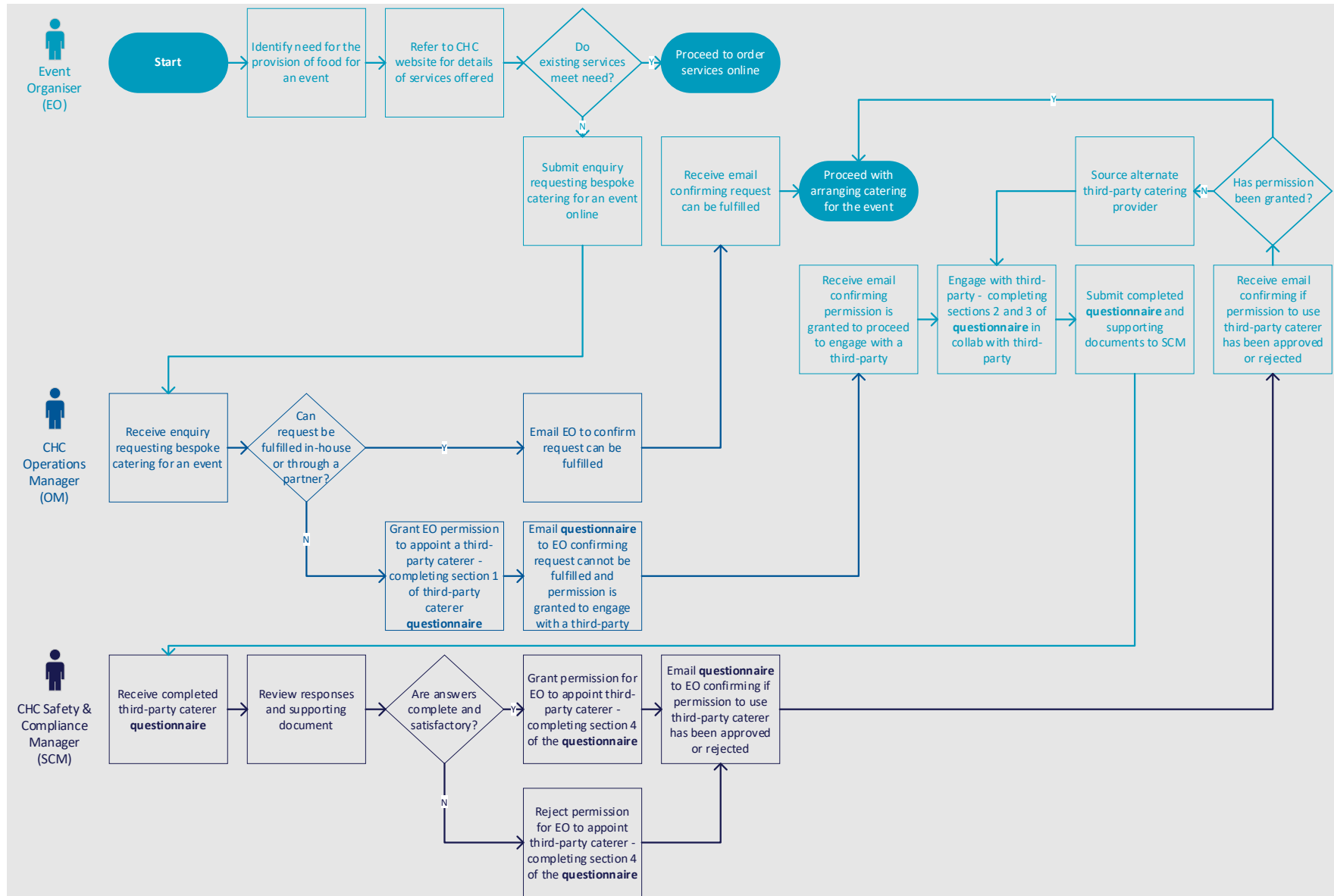
Approval will only be granted if the third-party caterer:

- Has registered as a food business with the appropriate local authority
- Has been inspected by the Environmental Health Authority within the past three years
- Has been awarded a five-star hygiene rating at the last inspection
- Has suitable public liability, products liability and employers liability insurance cover
- Has a documented food safety management system based on the principles of HACCP
- Has trained all food handlers to at least food safety level 2
- Maintains equipment, gas and electrical installations in safe working order and undertakes regulatory inspection and testing.

CHC will review the responses to the third-party caterer questionnaire. If the answers are complete and satisfactory, CHC will authorise the BU to procure the services of the named catering provider.

The process map in figure 1 details the persons responsible and the steps required to appoint a third-party catering provider.

Figure 1
 Procedure for the appointment of a third-party caterer



Appendix 2

Good hygiene practices

Where a BU chooses self-catering for the provision of food for an event, the following hygiene practice should be enforced.

Food preparation areas

- Premises should be kept clean and maintained in good repair and condition
- Appropriate facilities must be available to maintain adequate personal hygiene, including facilities for the washing and drying of hands, hygienic sanitary arrangements and changing facilities
- Floors and walls must be clean and in a good state of repair
- Ceilings should be in good condition and free from condensation, flaking paint or plaster
- Surfaces and equipment in contact with food must be maintained in good condition, easy to clean, and disinfected where necessary
- An adequate supply of hot and cold potable water is to be available
- Adequate provision is to be made for the cleaning and, where necessary, disinfecting of utensils, crockery, and equipment
- Where foodstuffs require washing during preparation, adequate provision must be made for this to be done hygienically
- Pet animals and pests must be prevented from entering food preparation areas
- Adequate facilities for storing and disposing of food waste must be available
- Food waste and other rubbish must be removed from rooms containing food frequently to prevent it from building up and attracting pests.

Personal hygiene of food handlers

- Hands must be washed regularly and frequently, particularly after visiting a toilet, before commencing the preparation of food and during the handling of food
- Hands should be washed using warm running water and liquid soap and dried using a paper towel
- Fingernails should be kept clean and short, and nail varnish or false nails should not be worn
- Hair should be clean and long hair should be tied back. Hair should never be scratched or touched while preparing food
- Smoking and vaping must never take place near food preparation areas
- Clothing should be clean and made from materials that do not give rise to physical food contamination, for example, woollen fibres and loose buttons
- Ornate jewellery and wristwatches should be removed before preparing food
- Cuts and grazes should be covered with a blue waterproof dressing
- Personnel suffering from food poisoning, diarrhoea, vomiting, nausea, discharge from the ears, eyes, or nose, cold or flu-like symptoms, sores, boils, or septic lesions should be excluded from handling food until 48 hours after symptoms have subsided.

Food preparation

- Wipe up food spillages straight away
- Clean and disinfect work surfaces, utensils, and equipment before preparing food and between tasks, for example, after preparing raw food and before preparing ready-to-eat food.

Ingredients

- Make sure ingredients are of good quality
- Check date labels before using food. Do not use food past its 'use-by' or 'best-before' date
- Wash fresh fruit and vegetables before use.

Safe storage

- Store raw and ready-to-eat foods separately
- Keep food covered
- Store food in clean, airtight, food-grade containers
- If re-using glass jars to store jams and preserves, ensure they are free from chips and cracks and thoroughly washed and sterilised before use.

Labelling and allergens

Unless undertaken by a registered food business, the occasional (less than once a month) handling, preparation, storage and serving of low-risk foods are exempt from the Food Information Regulations, 2014. However, the university considers it best practice to:

- Label the food with the product name and a list of ingredients with the allergenic ingredients emphasised in bold.

Further information

For further guidance regarding food safety, hygiene, labelling and allergens, refer to the Food Standards Agency website.

What to expect during a food hygiene inspection

The local authority food safety team (FST) are responsible for enforcing food hygiene laws and can inspect a food business at any point. Upon registration of the food business, authorised enforcement officers from the local authority will conduct routine food hygiene and safety inspections to check if the food business complies with food laws and produces safe food.

Authorised officers have the right to enter and inspect the premises at any reasonable time and will usually arrive without prior notice.

The frequency of food hygiene and safety inspections will depend on the: type of business, nature of the food, degree of food handling, size of business and previous standards of hygiene and will range from 6 months to 3 years.

At the inspection, the officer will check the following three elements:

- How hygienically the food is handled during storage, cooking, processing, cooling, reheating, thawing, preparation, and distribution
- The physical condition of the premises includes layout, lighting, ventilation, sanitation, staff facilities, waste management and pest control
- How the business manages ways of keeping food safe, looking at processes, training, and systems to ensure good hygiene is maintained.

If contraventions of food hygiene legislation and/or unsafe food handling practices are identified during an inspection, the authorised officer can take enforcement action, which can include:

- Verbal advice/warnings or informal written advice/warnings where the officer is confident remedial action will be taken
- Hygiene improvement notices for contravention of food hygiene legislation, allowing no less than 14 days to comply
- Hygiene prohibition notices, where there is an imminent risk of injury to health, requiring the closure of the premises or prohibition of processes or use of equipment
- Formal caution or prosecution if an offence exists.

Officers will provide verbal feedback at the time of inspection and will follow up with a report to outline the following:

- Hazards identified by the inspector but not covered by the FSMS
- Failures to implement or monitor CCPs
- Contraventions of food hygiene legislation
- Recommendation of best practice
- The timescale for remedial action
- Follow-up action the officer intends to take
- Food hygiene rating.

Food Hygiene Rating

The local authority will rate the hygiene standards found during the inspection on a scale of 0 to 5.

0. Urgent improvement is required
1. Major improvement is necessary
2. Some improvement is necessary
3. Hygiene standards are generally satisfactory
4. Hygiene standards are good
5. Hygiene standards are very good.

After an inspection, the rating will be published by the local authority on the Food Hygiene Ratings website, so customers can check the rating and make informed choices about where to buy and eat food. Additionally, the Local Authority will provide window stickers for display on the premises. Display of the rating sticker is voluntary in England, but it is university policy that rating stickers be displayed visibly to customers upon entry to the food premises.

Food businesses that are low risk to public health, for example, tuck shops selling pre-wrapped goods that do not require refrigeration, will be inspected by the local authority but are exempt from being given a food hygiene rating.