23rd May 2017

Food Business Operator
Ninjo Noodle Bar
6 Wyndham Close
Chippenham
Wiltshire
SN15 3SE

Dear Food Business Operator

The National Food Hygiene Rating Scheme – your rating

We recently inspected your business premises to check compliance with the requirements of food hygiene law and I am writing now to formally confirm the new hygiene rating score determined as a result of that inspection.

About the Food Hygiene Rating Scheme

This authority operates the national Food Hygiene Rating Scheme. This is designed to help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in food outlets at the time they are inspected to check compliance with legal requirements. Having a single national scheme in place ensures that you are treated fairly and consistently with your local competitors and with your competitors more widely.

Your rating under the scheme – PLEASE READ CAREFULLY

Your business was inspected on 2nd May 2017 and on the basis of the findings at that time, your new food hygiene rating has been calculated as follows:

| Compliance with food hygiene and safety procedures | 0 |
| Compliance with structural requirements | 5 |
| Confidence in management/control procedures | 0 |
| Total score | 5 |
| Highest (this means poorest) individual score | 5 |

National Food Hygiene Rating

*Certificates that have been issued previously remain valid until a new rating score is given following an inspection. After that time they must be removed from display (applicable from 1 January 2015)*

Window stickers

If you have not had an inspection for some time you may be unaware that the scheme was revised by the Food Standards Agency in July 2014 meaning that food hygiene rating certificates are no longer issued.

Window or wall stickers are issued to food businesses for display.
If a window sticker for your new rating was not left with you at the time of the inspection, please find your sticker enclosed. Your hygiene rating will also be published on the Food Standards Agency’s Food Hygiene Rating website. You can view this at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings) between three and five weeks of receiving this letter.

**What happens now?**
You should now take down any stickers or certificates relating to previous inspections. You can tell your customers how good your current hygiene standards are by putting the sticker up in the window or on the door. If you do not have a suitable glass surface, wall stickers can be provided as an alternative on request. Please contact us if this is the case.

**What if I think the rating is unfair?**
In order to ensure that the scheme is fair to businesses, it has been designed to include a number of safeguards.

If you think that the rating is wrong or unfair—i.e., it does not reflect the hygiene standards at the time of your inspection—you have 21 days in which you can appeal against this. You should appeal in writing using the downloadable appeal form which must be sent to:

Jenny Thomson  
Public Protection Manager (Food and Safety)  
Wiltshire Council  
County Hall  
Bythesea Road  
Trowbridge  
BA14 8JN

However, I would recommend that you contact the inspecting officer first so that we can help you to understand how your rating was worked out:

Nancy Chamberlain  
Senior Environmental Health Officer  
Tel: 01249 706409  
Email: nancy.chamberlain@wiltshire.gov.uk

If you have improved hygiene standards since your inspection, or if there were unusual circumstances at the time of the inspection that might have affected your food hygiene rating, you have a ‘right to reply’ so that you can explain this improvement or those circumstances to potential customers that look up your rating online.

If you make the improvements to hygiene standards that are highlighted in your inspection report, you can request a re-rating visit with a view to giving you a new and higher food hygiene rating.

More information about these safeguards and the relevant application forms for appeals. Right to reply and re-rating visits are provided on the Council’s website at: [http://www.wiltshire.gov.uk/env-health-fhrs](http://www.wiltshire.gov.uk/env-health-fhrs)

**Where may I get further information?**
Further information about the scheme generally is available on the FSA’s website at: [https://www.food.gov.uk/multimedia/hygiene-rating-schemes/ratings-find-out-more-en/fhrs](https://www.food.gov.uk/multimedia/hygiene-rating-schemes/ratings-find-out-more-en/fhrs)

Yours faithfully

Jenny Thomson  
Public Protection Manager (Food and Safety)  
Visit our website at [www.wiltshire.gov.uk](http://www.wiltshire.gov.uk)
Food Hygiene Rating scheme - how your rating is calculated

Your inspection

At inspection, the food safety officer will check how well you are meeting the law on food hygiene. Three areas will be assessed. These are:

- how hygienically the food is handled – how it is prepared, cooked, cooled, stored, and what measures are taken to prevent food being contaminated with bacteria
- the condition of the structure of the premises including cleanliness, layout, lighting, ventilation, equipment and other facilities
- how you manage and record what you do to make sure food is safe using a system like Safer food, better business

You will be given a score for each area – see below. Food safety officers use guidance to determine how to score each of these areas.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>How hygienically the food is handled</td>
<td>0 5 10 15 20 25</td>
</tr>
<tr>
<td>Condition of structure</td>
<td>0 5 10 15 20 25</td>
</tr>
<tr>
<td>How you manage and document food safety</td>
<td>0 5 10 20 30</td>
</tr>
<tr>
<td>Total score</td>
<td>0 80</td>
</tr>
<tr>
<td>Level of compliance</td>
<td>High Low</td>
</tr>
</tbody>
</table>

Your food hygiene rating

The rating given depends on how well the business does overall – the total score. It also depends on the area(s) that need improving the most - the business may do better in some areas and less well in others.

To get the top rating, you must score no more than 5 in each of the three areas. All businesses should be able to get the top rating. You will automatically get a new rating at each planned inspection.

<table>
<thead>
<tr>
<th>Total score</th>
<th>0 – 15</th>
<th>20</th>
<th>25 – 30</th>
<th>35 – 40</th>
<th>45 – 50</th>
<th>&gt; 50</th>
</tr>
</thead>
<tbody>
<tr>
<td>Highest permitted individual score</td>
<td>5</td>
<td>10</td>
<td>10</td>
<td>15</td>
<td>20</td>
<td>-</td>
</tr>
<tr>
<td>Rating</td>
<td><img src="https://food.gov.uk/goodbusiness" alt="Very Good" /></td>
<td><img src="https://food.gov.uk/goodbusiness" alt="Good" /></td>
<td><img src="https://food.gov.uk/goodbusiness" alt="Generally Satisfactory" /></td>
<td><img src="https://food.gov.uk/goodbusiness" alt="Improvement Necessary" /></td>
<td><img src="https://food.gov.uk/goodbusiness" alt="Improvement Necessary" /></td>
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</tr>
</tbody>
</table>

Improving your food hygiene rating

The Food Standards Agency has a range of tools, such as Safer food, better business, that can help you manage food hygiene and keep your customers.

Check these out at [www.food.gov.uk/goodbusiness](http://www.food.gov.uk/goodbusiness)

To get the best possible rating, here’s what you can do now:

- Look at your last food hygiene inspection report to check that you’ve taken all of the actions needed to ensure that you meet legal requirements. If you can’t find your last report, contact us and we will be able to give you a copy.
- At your next inspection, if you don’t get the top rating and you have queries about the improvements you need to make to get a better rating, then the food safety officer should be able to give you advice.
- Make sure that you and your staff continue to comply fully with all aspects of food hygiene law.