Food Hygiene Rating Scheme – Guidance on the IT System

Version No.	Date	Synopsis
1.0	October 2013	First issue of consolidated guidance
1.1	September 2016	▪ Requirements from the FHR (Wales) Act 2013 ▪ Publication of 'new rating pending' message and change to appeals period (1.6) ▪ Screenshots to demonstrate 'on-hold' process (1.9) ▪ Definitions of 'exempt' for Northern Ireland (Table B, page 20) ▪ Definitions of statuses for Wales (Table C, page 23) ▪ Publication of component scores (4.2) ▪ Dis-continue FHRS certificates (12.1) ▪ Additional FAQs (14.1, Q8 and Q9) ▪ Additional section with contact details (15)
1.2	August 2019	▪ Early publication of a record (page 12) ▪ Additional validation – changed and removed records (page 45) ▪ Updated information on the use of the 'earliest inspection date for publication' (page 17) ▪ Information on cost recovery for requested re-inspections - England only (page 18) ▪ Information about the 'establishment comments' facility (page 73) ▪ Additional validation – records with identical inspection dates (page 46) – updated Sept 2019

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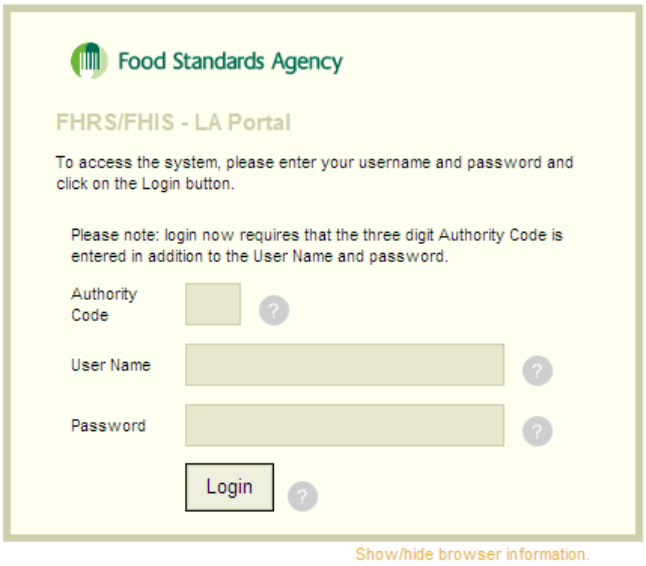
1 FHRS Portal Overview

1.1 Logging into the Portal

To login to the portal you will need the following details:

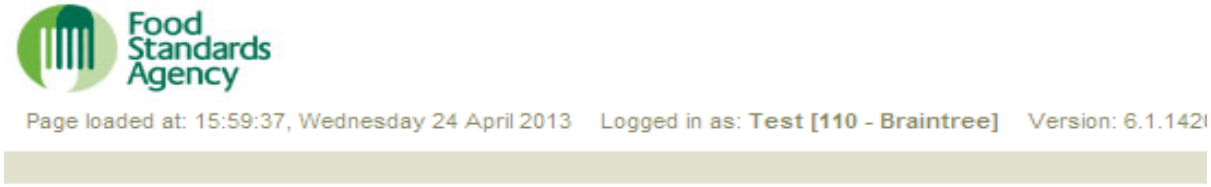
- LA Code
- Username
- Password

The LA portal can be accessed at https://ratingsportal.food.gov.uk



If you have forgotten your password, the system administrator user can reset this for you, see 2.4.

The menu on the left of the screen contains the options available:



Home	
Upload	→ **Upload data for publication on the public facing website**
Inspections	→ **Review the data uploaded and monitor the appeal process**
Settings	→ **Enter local authority details and upload logos etc.**
Mappings	→ **Map the data uploaded to the required categories**
Security	→ **Create, amend or delete user accounts**
Certificates	→ **Produce certificates, by downloading and mail merging the data**
Export	→ **Export data from the LA Portal to various formats e.g. xls, csv etc**
Data Dump	→ **Produce a full export of data**
Reporting	→ **Run management information reports**
Logout	

1.2 What to upload?

As a minimum, data must be uploaded once every 28 days. However, it is good practice for information to be uploaded more frequently- once every 14 days is recommended. There is no maximum upload frequency.

You will need to ensure that each upload contains the records that you wish to be processed/published e.g. any records that have previously been uploaded, **plus** any new records and **minus** any records that should be removed from the system (ceased trading etc).

Existing records (those previously uploaded) will be overwritten each time you make an upload, so only those records in your current upload will be processed/published and displayed on the consumer facing site.

You should omit records for establishments that have closed/ceased trading.

You should **not** upload just the records for establishments that have been inspected since the last upload as these will be the only records that will be processed/published.

1.3 Which data are mandatory?

For each record, you must provide the following information:

Defaults field names used in system:	Description of the data
establishmentname	The business name
businesstype	The business type
establishmentid	The business ID. This **must** be unique. An upload will be rejected if there is more than one record using the same business ID.
establishmentaddressline1 (a)	The first line of the business address
establishmentaddressline2 (a)	The second line of the business address
establishmentaddressline3 (a)	The third line of the business address
establishmentaddressline4 (a)	The fourth line of the business address
postcode (b)	The business postcodes
hygieneandsafetyscore (c)	The column heading in your upload file for the column containing the hygiene and safety score
structuralscore (c)	The column heading in your upload file for the column containing the structural score
confidenceinmanagementscore (c)	The column heading in your upload file for the column containing the confidence in management score

Defaults field names used in system:	Description of the data
inspectiondate (d)	The column heading in your upload file for the column containing the inspection dates
status	The column heading in your upload file for the column containing the scope values - included, excluded etc - or for Scottish LAs, the column containing the status of businesses

(a) You do not need to provide all address lines but please provide as many as you can to ensure better accuracy of data on the public facing site. At least one of these lines must contain data and you must ensure that a valid and recognisable address is provided, as this is what will be displayed to consumers.

(b) Not all businesses will have a postcode, so the absence of a postcode will not cause the upload to fail. However, the system uses the postcode to show businesses on the map of the UK and geo-code information on our opendata, so omitting the postcode will mean the business will not show on the map and information will not be available.

(c) If the three scores for hygiene, structure and confidence in management are not provided, the record will be published as 'awaiting inspection'. The system will only accept either the three scores or three blank fields e.g. the upload will fail if one or two scores are provided accompanied by one or two blank fields.

(d) If a record does not contain the three scores for hygiene, structure and confidence in management and it is 'awaiting inspection' then it is not mandatory that an inspection date is provided.

1.4 Which data are non-mandatory?

For each record, you may provide the following information:

Defaults field names used in system:	Description of the data
longitude	The Easting of the business
latitude	The Northing of the business
establishmentphoneno	The business telephone number
annex5overallscore	The total risk score for each business
localauthorityid	The local authority ID number
operatorproprietor	The food business operator name
alternativedate	The date of re-score
reinspectionresult	The result of re-score
informeddate (a)	The date on which the FBO of businesses that fall outside of the inspection programme are **first** notified of the "new" rating (the rating under FHR (Wales) 2013). **NB: this field is to be used in transition period only (see 10.5).**

(a) If the inspection date is >= the coming into force date the informed date must not be later than the inspection date

1.5 What are re-scores?

Under the terms of the scheme, a food business operator (FBO) may request a re-visit to re-assess the FHRS rating. The FBO will need to provide evidence that the issues identified at inspection have been addressed and can make one request for each inspection carried out. Where there is a charge for the requested re-visit there is no such limit on the number of requests.

Further details on the re-visit mechanism can be found in the 'Brand Standard' guidance at: http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrsguidance.pdf

If the type of intervention you choose to use at the re-visit is an inspection/partial inspection/audit, then you may amend the Annex 5 risk scores to reflect the result of this intervention and provide the date of this intervention as the 'inspection date. The FHRS rating will then be calculated based on these scores.

However, there may be circumstances when it is appropriate that an intervention other than an inspection/partial inspection/audit is used for the re-visit. For example, where the issue identified at inspection relates to the structure and a monitoring visit will suffice to confirm the issue has been rectified. Such interventions do not allow the Annex 5 risk scores to be amended.

If this is the case and the food safety officer believes that, based on the what is seen at this intervention, a different FHRS rating is justified then a 'reinspectionresult' reflecting the new rating e.g. 0, 1, 2, 3, 4 or 5 and an 'alternativedate' e.g. the date of this revisit can be provided for the establishment in the upload file.

The rating published on the website will be indicated by the 'reinspectionresult' and the 'alternativedate' will be published in place of the inspection date. The inspection date and the risk scores provided for the establishment will remain as they were from the last inspection/partial inspection/audit.

Example (this is a truncated establishment record)

establishmentname	hygieneandsafetyscore	structural score	confidenceinmanagement score	inspectiondate	reinspectionresult	alternativedate
A Shop	10	10	10	01/10/2010	4	13/01/2011

From this record, the three scores for confidence, hygiene and structure would relate to a rating of '3 – generally satisfactory', with an inspection date of 01/10/2010. However, the FHRS rating published for 'A Shop' would be '4 – Good', with an inspection date of 13/01/2011, due to the supply of the 'reinspectionresult' and 'alternativedate'.

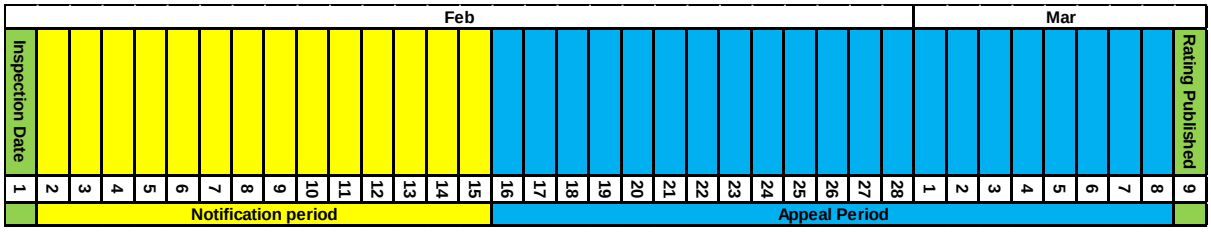
1.6 How do appeals work?

Any establishment achieving the top rating of '5 – Very good' will be published immediately upon releasing the records for publication. Establishments with a rating below this will be suppressed from publication until the notification and appeal periods have elapsed.

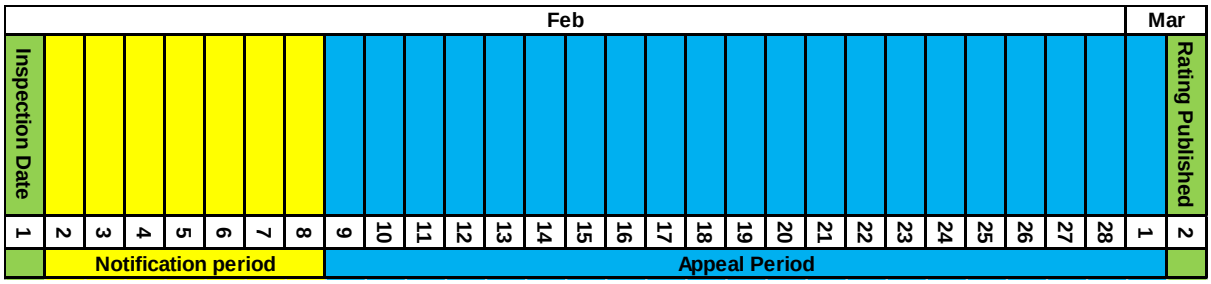
Within the settings menu of the system, you can set the notification period – the maximum is 14 days, but you may set it to less than this (see 3.2) based on local requirements. The appeal period is set at 21 days and cannot be amended.

For example, an establishment inspected on 01/02/2011 - assuming that the notification period is 14 days and appeals periods is 21 days and no appeal is received - the rating would be published to the FHRS site on 09/03/2011:

Example where default notification period (14 days) used:



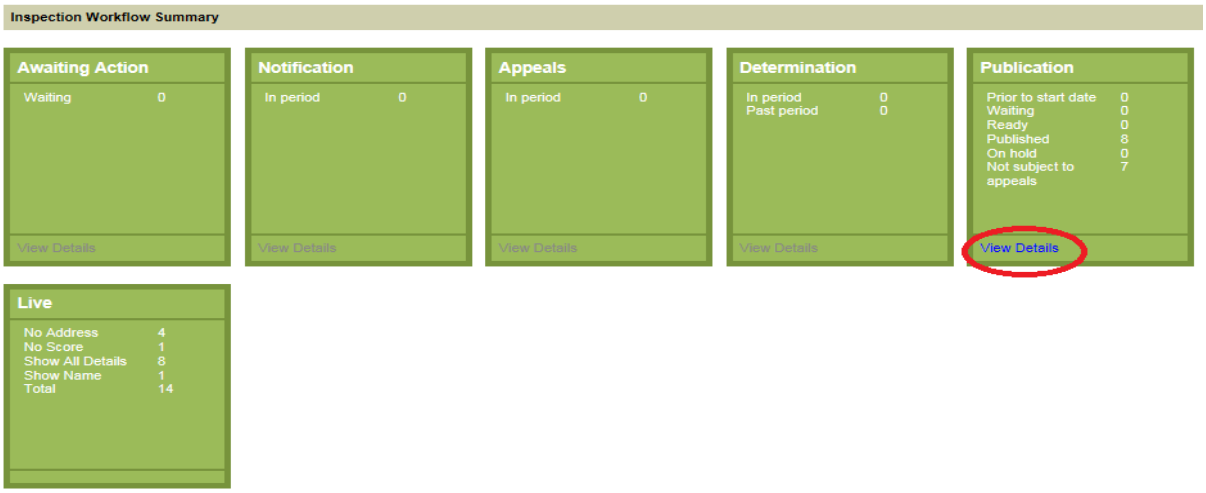
Example where notification period of 7 days used:



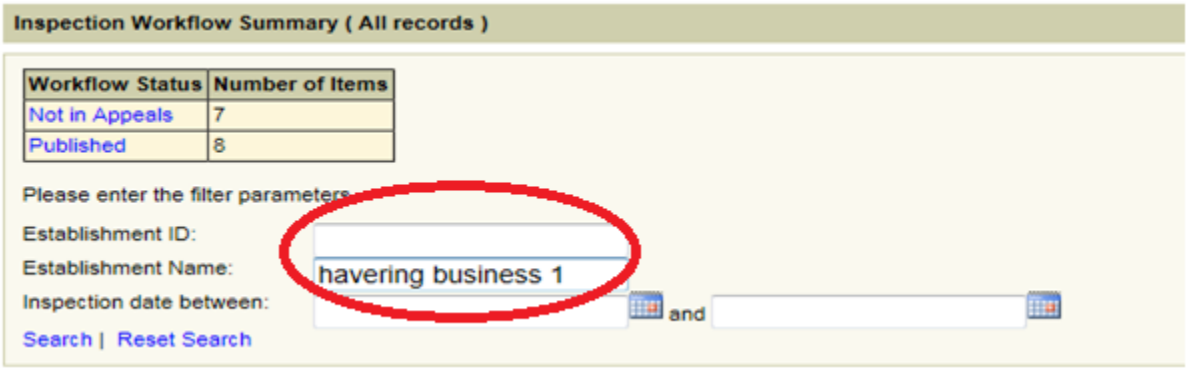
During the appeal and notification period the previous rating (if there is one) will continue to be published. To indicate that a new rating is pending, the message 'Recently inspected – new rating to be published soon' will be displayed, as follows:

1.7 How do I access an individual record?

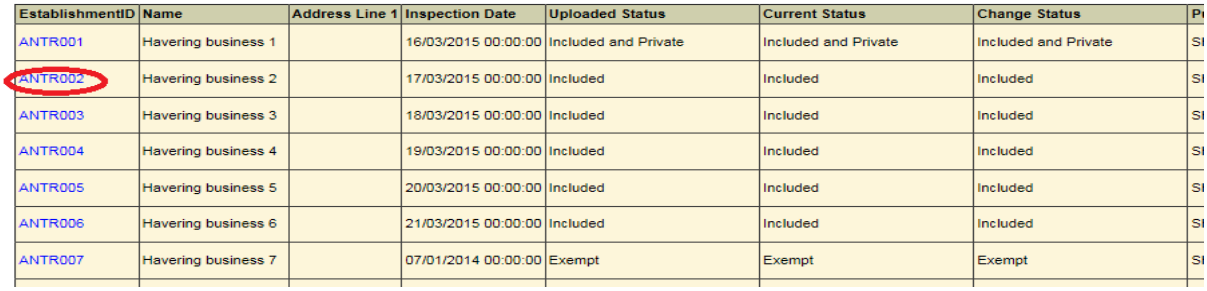
Each record will sit in the appropriate stage of the workflow, which can be accessed via the ‘inspection’ menu. If you click on ‘view details’ under the appropriate work flow box – awaiting action, notification, appeals, determination or publication:



You can search for the relevant business by entering the establishment name or id and clicking ‘search’:



You will be able to view an individual record by clicking on the business ID.



EstablishmentID	Name	Address Line 1	Inspection Date	Uploaded Status	Current Status	Change Status	P
ANTR001	Havering business 1		16/03/2015 00:00:00	Included and Private	Included and Private	Included and Private	SI
ANTR002	Havering business 2		17/03/2015 00:00:00	Included	Included	Included	SI
ANTR003	Havering business 3		18/03/2015 00:00:00	Included	Included	Included	SI
ANTR004	Havering business 4		19/03/2015 00:00:00	Included	Included	Included	SI
ANTR005	Havering business 5		20/03/2015 00:00:00	Included	Included	Included	SI
ANTR006	Havering business 6		21/03/2015 00:00:00	Included	Included	Included	SI
ANTR007	Havering business 7		07/01/2014 00:00:00	Exempt	Exempt	Exempt	SI

Alternatively, you can use the search facility located at the top right-hand corner of the screen (this can be used from any screen; you don’t necessarily need to be in the inspection screen). To do this:

- Enter the business name (or part of it) or the establishment ID (or part of it);
- Click the ‘Go’ button. This will return one or more results that match what you’ve searched for.
- To view the individual record, click on the relevant business name from the search results.

1.8 What do we do if we receive an appeal?

Via the individual record screen, you should enter the 'lodging date' and click on 'lodge appeal' this will move the record to the 'determination' box where the record will sit until the appeal is determined and released.

When the outcome of an appeal is decided, you will need to release the records to publication.

Please remember, the record sitting in the determination workflow box contains the data as it was before the appeal was considered.

If the FHRS rating has changed as a result of the appeal, you should re-upload data (bearing in mind that you will need to upload the full dataset) containing the necessary changes to the confidence in management, hygiene and structure scores **before** releasing the record.
To release the record to publication, enter a determination date and select either 'accept' (indicating that the appeal was successful) or reject. The record will then be published.

1.9 What if there is an error in a record?

When accessing an individual record page (see 1.7) you can put that record on hold by clicking the word 'Hold' in the actions section.

To remove the record from the website, just click on 'Hold':

The record will then be removed from the public-facing site (if already published) or stopped from being published. The records will remain on hold until a user releases it, at which point it will go back into the appropriate stage in the workflow – notification period, appeal period, publication.

To release the record, follow these exact steps. When accessing the individual record you will notice that rather than 'Hold', 'Release' will be shown

1.10 What if there is a request to publish a rating early?

Food businesses operators or authorised persons, such as the manager, may request that a rating is published before the appeal period has elapsed. **This does not apply in Northern Ireland.**

NB: It is necessary that any new inspection has been uploaded to the FHRS system before this can be done

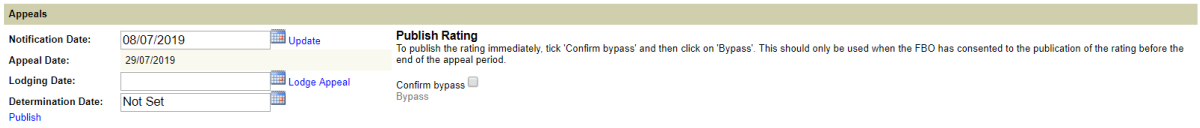
To publish a record early:

Verify the request

a) Ensure that you have received written confirmation of the request. A request form is available at: https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses. We recommend that this request is retained on record at the authority;
b) Check the identity of the person making the request. For example, match the name, email address and/or telephone number to the record held for the business;

Publish the record

c) Log on to the FHRS LA portal - https://ratingsportal.food.gov.uk/default.aspx;
d) Access the inspection menu;
e) Locate the record. This will be in either the 'Notification' or 'Appeals' section of the workflow. Click on 'view details' under the relevant section;
f) Click on the business id (EstablishmentId) of the relevant record;
g) Scroll down to the appeal section:



h) Tick the 'Confirm bypass' box;
i) Click on 'Bypass'

The record will be published on the FHRS website within approx. 5 minutes.

2 Managing User Accounts

2.1 Overview

The following guidance explains how to create, amend, and delete user accounts and permissions associated with the four different user levels.

2.2 Creating additional user accounts

1. Select the security option from the menu on the left-hand side of the screen:

2. This will show a list of the user accounts issued for your local authority.
3. To add an account go to the bottom line:
   a. Type the login name of the user in the grey box in the 'User ID' column;
   b. Type the password in the grey box of the 'User Password' column. Please note: this password will not be shown on the screen and, once saved, will be encrypted so that a series of characters are shown rather than the actual password.
   c. Select the appropriate user level for the user account (see Table A, below, for the details of the different levels of user);
   d. Click on 'Add Security Account' to create the user account;
   e. If the account has been successfully created, you will receive the on-screen message 'Security Account has been successfully ADDED'; and
   f. If the username is already in use you will receive the message 'It has not been possible to perform an action on this security account because it is in use' and should choose a different user name.

Table A – User levels

Security Group	Permissions
Guest	Access the inspections menu and view the data in the system
Reviewer	As for 'Guest', but can also upload and publish data.
Publisher	As for 'Reviewer', but can also carry out mapping and amend LA settings.
System Administrator	As for 'Publisher', but can also manage user accounts.

NB: The system will allow multiple users in each security group

2.3 User passwords

1. To reduce the risk of unauthorised access to the system you must observe the following security guidelines:

   i) Never share your password with others;
   ii) Regularly change your password (at least once every 90 days); and
   iii) Ensure that you do not use a password that is easy to guess e.g. Password123.

2. The password you use must be:

   iv) At least nine characters long; and
   v) Contain at least one of each of the following;
      a. An uppercase letter e.g. A, B, C, D etc;
      b. A lowercase letter e.g. a, b, c, d etc;
      c. A number e.g. 1, 2, 3, 4 etc ; and
      d. A symbol e.g. !,$,£ etc.

2.4 Amending user accounts

1. Once created, the password and security level of an account can be amended by a user with 'System Administrator' level access. This can be used to issue a new password if a user is unable to remember their password or amend the security group.

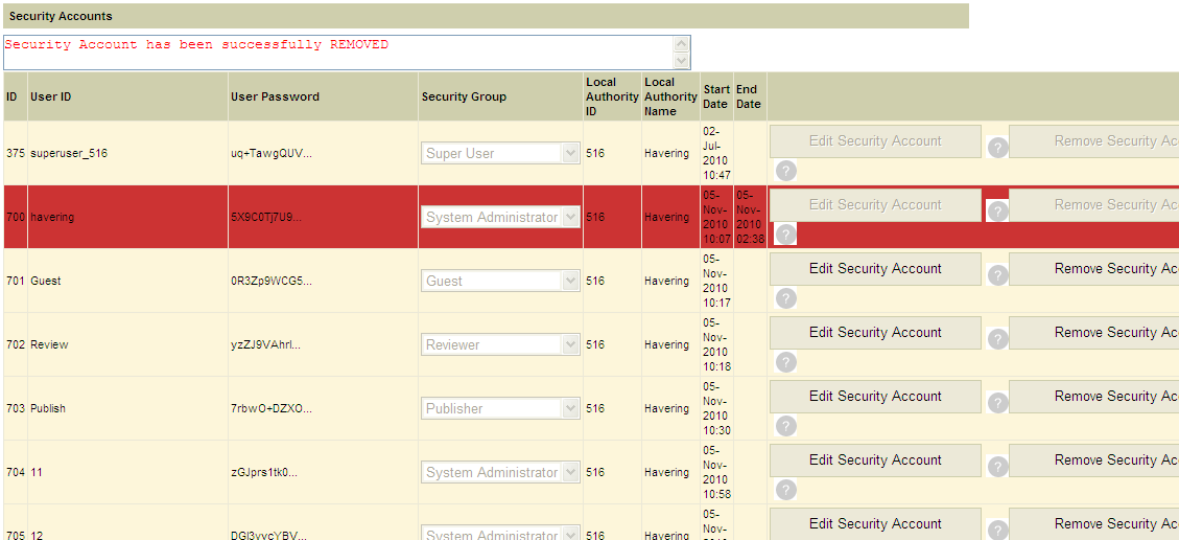
2. From the security menu:
   a. Identify the account that you wish to amend;
   b. Click on the 'Edit security account' button against the user account to be amended (you may need to right scroll to see the options available);
   c. This will allow access to enter a new user password and amend the security group associated with the account, as follows:
   d. To save the new information, click on the 'Update security account' button;
   e. If you do not wish to save your changes, click on the 'Cancel edit' button.

2.5 Deleting user accounts

1. From the menu ‘security’, identify the user account to be deleted and click on the button ‘Remove security account’ (you may need to scroll to the right to find this).

2. You should answer ‘Yes’ to the message ‘Are you sure you want to remove the selected record(s)?’

3. The account removed will be highlighted in red. The account is now inactive and unusable, but will continue to show on the security screen highlighted in red. This does not preclude using the login for a deleted account in future.



3 Local Authority Settings

3.1 Overview

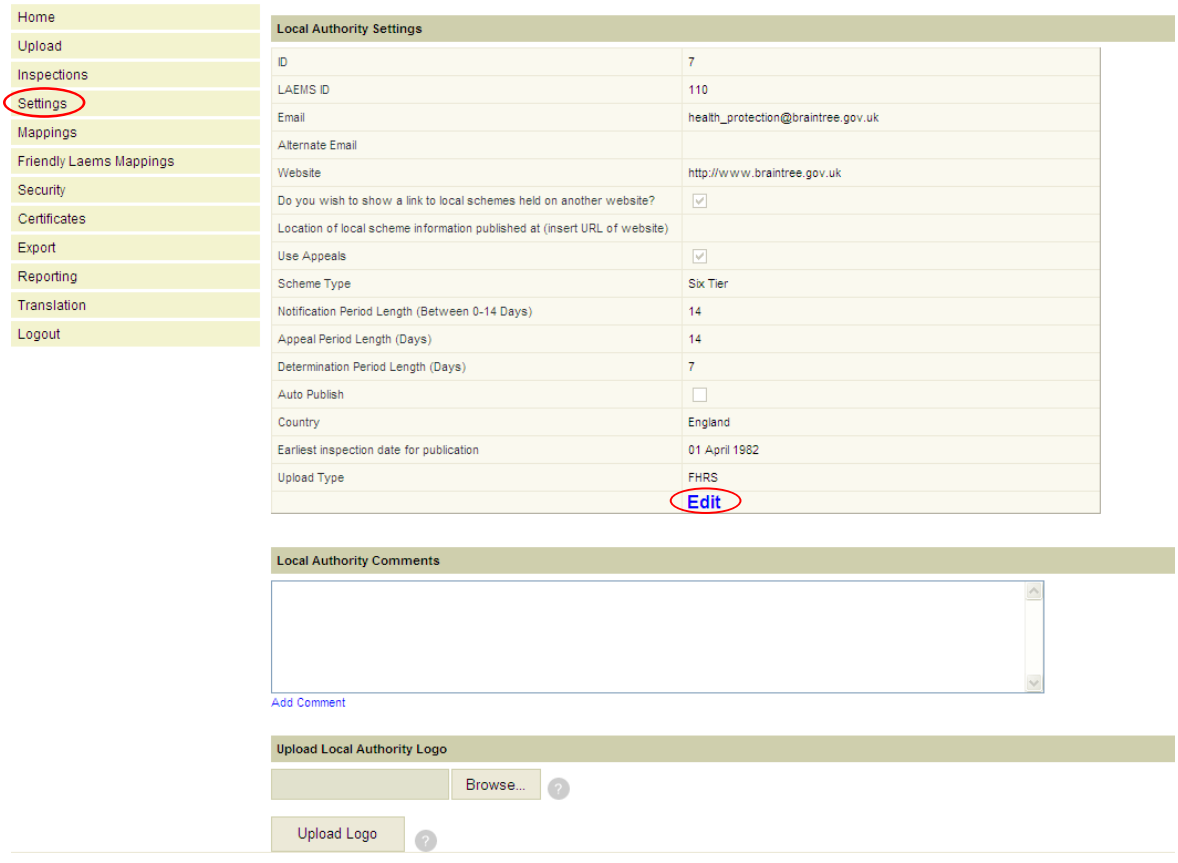
The settings menu in the FHRS/FHIS system will allow you enter or specify the following details:

- Email
- Alternate email address
- Website
- Use appeals
- Notification period
- Auto publish
- Earliest inspection date for publication
- Enter comments
- Upload the LA logo
- Customised message when no data available

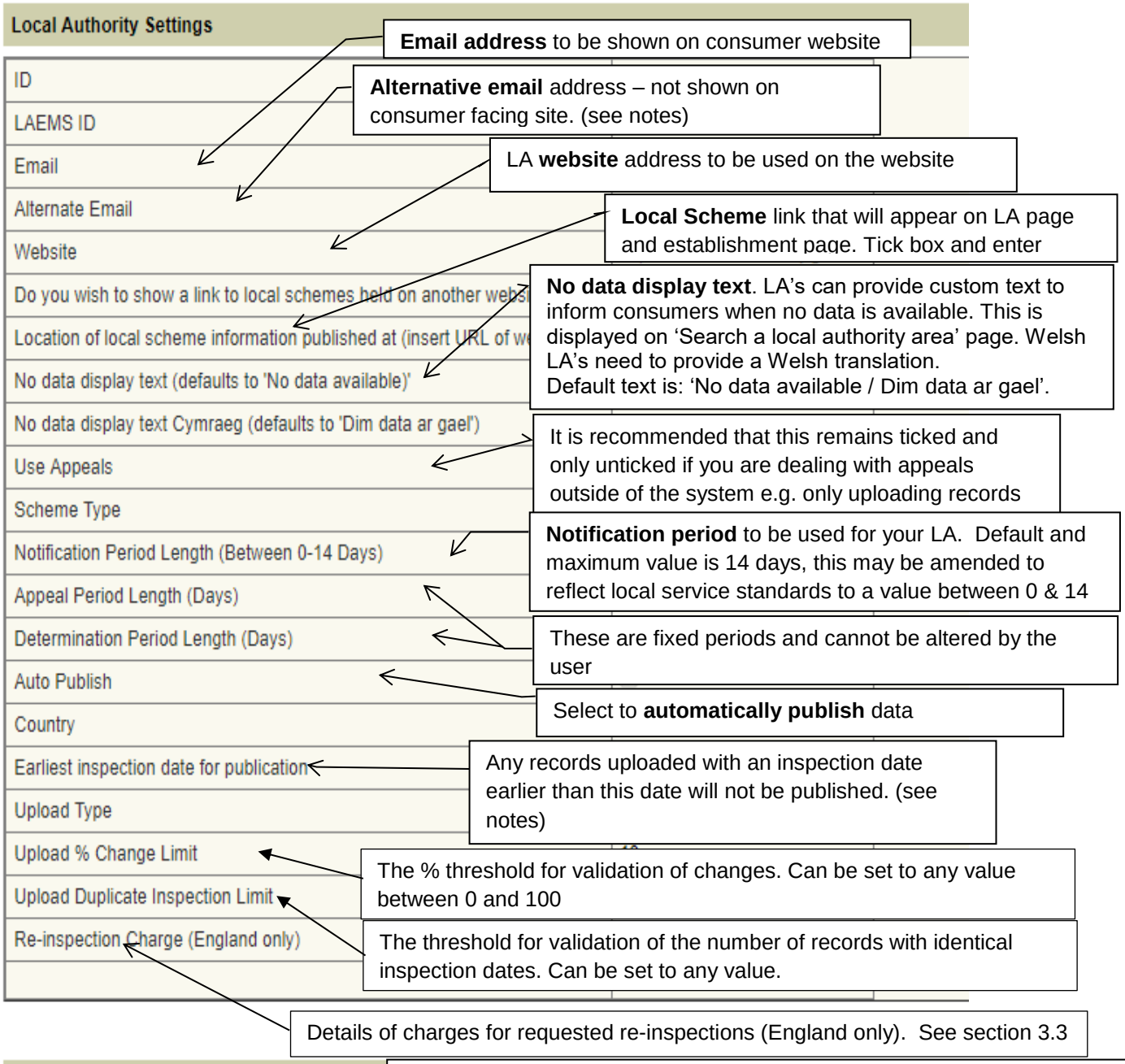
3.2 Updating the settings

1. To access the settings screen, click on ‘Settings’ from the menu selection on the left-hand side of the screen.

2. To update the settings, click on ‘Edit’:



3. Amend/enter the required details:



4. Click update for changes to take effect.

Notes: -

- When entering a website address it must always begin with 'http://'
- **When updating 'Earliest inspection date for publication' <u>ALL</u> data will be removed from the portal and the website and a new upload required. This means:**
    - **For any records in the appeal or notification periods, any previous rating published will be deleted from the website and any**

subsequent upload will not show the previous rating with the message 'recently inspected new rating to be published soon'

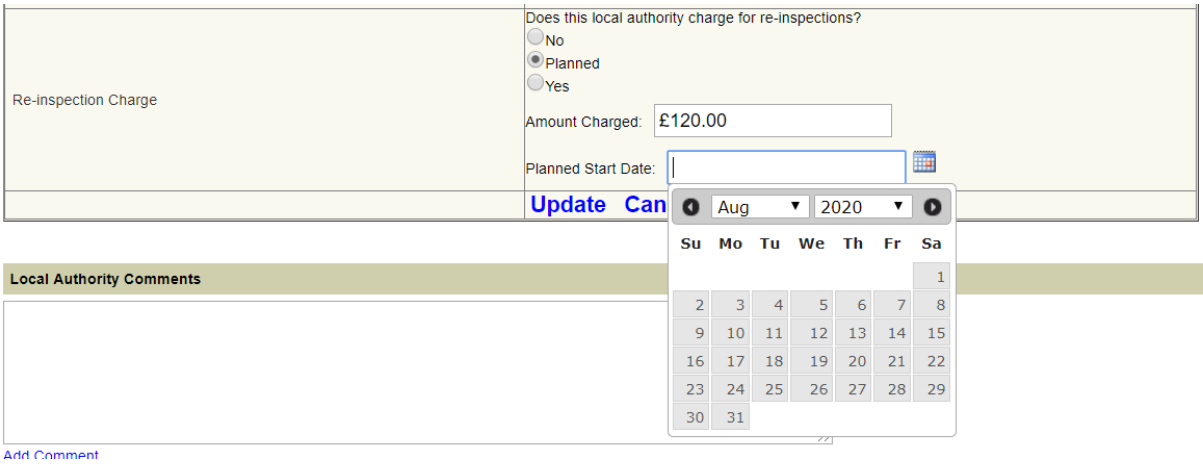
- **For any business with an appeal lodged, the lodging date will be deleted and, if the appeal period has elapsed, uploading data will result in the rating being published.**
- **Any 'right to reply' comments previously entered will be deleted and will need to be re-entered after you have made an upload.**

It is recommended that you take great care before you decide to amend this date and that you are able to replicate/re-enter the information above. IF YOU ARE IN ANY DOUBT, PLEASE CONTACT THE FHRS TEAM BEFORE YOU AMEND THIS.

- Alternative email is currently not used on consumer website, this will be available in future enhancements.
- The no data text will only display when there is no data on the portal. If it is necessary to remove data, please contact the Agency.

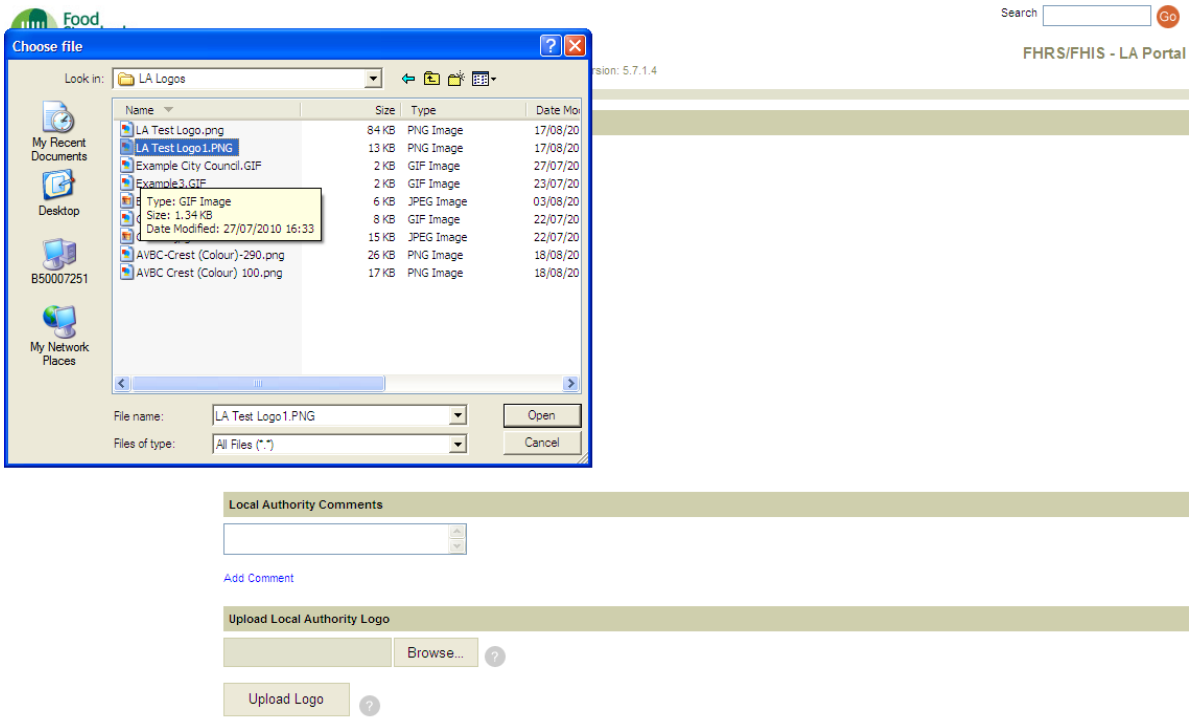
3.3 Information on cost recovery for requested re-inspections

1. **LAs in England** should enter information about the cost recovery for requested re-inspections as follows:
    a. **Does this local authority charge for re-inspections?**
        i. No – the LA does not currently charge and there are no plans to do so
        ii. Planned – the LA does not currently charge but is planning to do so
        iii. Yes – the LA currently charge for requested re-inspections
    b. **Amount Charged:**
        i. Enter the amount currently charged or the amount it is planned to charge (where you have an idea of this). If the planning is not at a sufficiently advanced stage to provide a figure or an estimate, please leave blank. This option will not be available if answered 'No' to the first question.
    c. **Planned Start Date:**
        i. For LAs planning to introduce charging, enter the planned start date for the introduction. An estimate will suffice e.g. if it is planned to introduce charging during 2020/21, enter 01/04/2020. This option will only be available if answered 'Planned' to the first question.



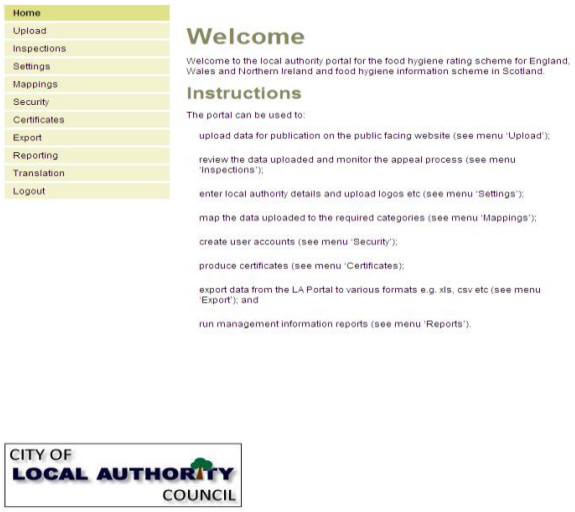
3.4 Uploading local authority logo

1. Click on the browse button under the 'upload local authority logo' banner and locate the logo image file (.jpg, .bmp, .png, .gif etc) on your PC/shared drive and select open.



2. Then press the 'Upload logo' button.

3. When you select 'Home', you will notice the local authority logo appears in the bottom left hand corner of the screen and also appears on the consumer facing website:



Note: –

The recommended specification for the logos is:

- Size limit: 290 x 100
- Quality: 72dpi
- File size: no greater than 30kb
- File format: preferably .png, but the system would accept .jpg, .GIF etc.
- Transparent logos – those with no background colour should not be used.

4 Scoping Records

4.1 Scoping

For each establishment uploaded to the FHRS system, it is necessary to include a 'status' (scope) value to indicate whether or not it is part of the scheme. This is a mandatory field, so the upload will fail if the 'status' is not supplied for any establishment.

The 'status' will be used by the system to decide what is to be published for the establishment.

Table B shows the statuses used by the system, gives examples of the type of businesses that fall within each and shows what will be published for establishments that are assigned each 'status':

The table shows the values used in the FHRS system. However, it is not necessary that these exact values are used in your local system or in the file uploaded to the FHRS system. For example, if you record Inc, Exc, Exe, Sens, Inc Priv and Exe Priv in your system, you can use the mapping facility within the FHRS system to indicate how the values supplied in your upload relate to the required values e.g. Inc = Included, Exc = Excluded etc.

Table B:

Statuses (England and Northern Ireland):

Status	Type of business	What is published
Included	Supplies food direct to consumers, is given a rating and there are no sensitivities in relation to publishing full address information. Examples include, supermarkets, restaurants cafes, pubs (including wet pubs), hospitals, schools etc.	• Business name and full address • LAEMS business category • Date of inspection OR date of revised food hygiene rating • Food hygiene rating OR revised food hygiene rating OR 'awaiting inspection' OR 'awaiting publication'

Status	Type of business	What is published
Included and private	Supplies food direct to consumers, is given a rating but there are sensitivities in relation to publishing full information as they operate or are registered at private addresses. Examples include, home caterers and mobile traders.	• Business name and partial address – LA Name and first part of postcode only • LAEMS business category • Date of inspection OR date of revised food hygiene rating • Food hygiene rating OR revised food hygiene rating OR 'awaiting inspection' OR 'awaiting publication'

Status	Type of business	What is published
Exempt	**England:** Supplies food direct to consumers but is not rated on the basis that it is 'low risk' and consumers would not generally recognise it as being a food business, and there are no sensitivities in relation to publishing full address information. Examples include visitor centres selling biscuits, newsagents and chemist shops selling only pre-packed confectionery and/or health foods. **Northern Ireland:** Supplies food direct to consumers but is not rated on the basis that it is exempt in accordance with the Regulations. These are establishment where the sale of food is not the primary activity of the establishment; and the only food made available to consumers is food that is shelf stable at ambient temperature and wrapped or packaged before it is brought to the establishment and the wrapping or packaging remains sealed at all times before the food is supplied to consumers. Examples include visitor centres selling biscuits, newsagents and chemist shops selling only pre-packed confectionery and/or health foods. Off licences selling only low risk products which are shelf stable at ambient temperature wrapped or packaged before it is brought to the establishment and remains sealed at all times before the food is supplied to consumers.	• Business name and full address • LAEMS business category • 'Exempt' in the place of a food hygiene rating

Status	Type of business	What is published
Exempt and private	**England:** Supplies food direct to consumers but is not rated on the basis that it is 'low risk' and consumers would not generally recognise it as being a food business, and there are sensitivities in relation to publishing full address information. **Northern Ireland**: Supplies food direct to consumers but is not rated on the basis that it is exempt in accordance with the Regulations. These are establishment where the sale of food is not the primary activity of the establishment; and the only food made available to consumers is food that is shelf stable at ambient temperature and wrapped or packaged before it is brought to the establishment and the wrapping or packaging remains sealed at all times before the food is supplied to consumers, and there are sensitivities in relation to publishing full address information	• Business name and partial address – LA Name and first part of postcode only • LAEMS business category • 'Exempt' in the place of a food hygiene rating
Excluded	Businesses that are not part of the scheme Examples: manufacturers, childminders and other establishments where caring services are provided in the home environment.	• No record is published
Sensitive	Supplies food direct to consumers and is given a rating but there are sensitivities about publishing any address information or there are security issues. Example: certain military establishments.	• No record is published.
Awaiting Inspection	Businesses which have not yet been inspected.	• Business name and full address • LAEMS business category • 'Awaiting inspection' description

Status	Type of business	What is published
Awaiting Inspection and Private	Businesses which have not yet been inspected but have sensitivities in relation to publishing full information as they operate or are registered at private addresses. Examples include, home caterers and mobile traders.	• Business name and partial address – LA Name and first part of postcode only • LAEMS business category • 'Awaiting inspection' description

Table C

Statuses (Wales):

Status	Type of business	What is published
Included	Supplies food direct to consumers or to other businesses, is given a rating and there are no sensitivities in relation to publishing full address information. Examples include, supermarkets, restaurants, cafes, pubs (including wet pubs), hospitals, school, military establishments, food manufacturers and wholesalers etc.	• Business name and full address • LAEMS business category • Date of inspection OR date of revised food hygiene rating • Food hygiene rating OR revised food hygiene rating OR 'awaiting inspection' OR 'awaiting publication'
Included and private	Supplies food direct to consumers or to other businesses, is given a rating but there are sensitivities in relation to publishing full address information as they operate or are registered at private addresses. Examples include, home caterers and mobile traders.	• Business name and partial address – LA Name and first part of postcode only • LAEMS business category • Date of inspection OR date of revised food hygiene rating • Food hygiene rating OR revised food hygiene rating OR 'awaiting inspection' OR 'awaiting publication'
Exempt	Supplies food direct to consumers or to other businesses but is not rated on the basis that it is exempt in accordance with the Regulations. These are establishment where the sale of food is not the primary activity of the establishment; and the only food made available to consumers is food that is shelf stable at ambient temperature and wrapped or packaged before it is brought to the establishment and the wrapping or packaging remains sealed at all times before the food is supplied to consumers	• Business name and full address • LAEMS business category • 'Exempt' in the place of a food hygiene rating

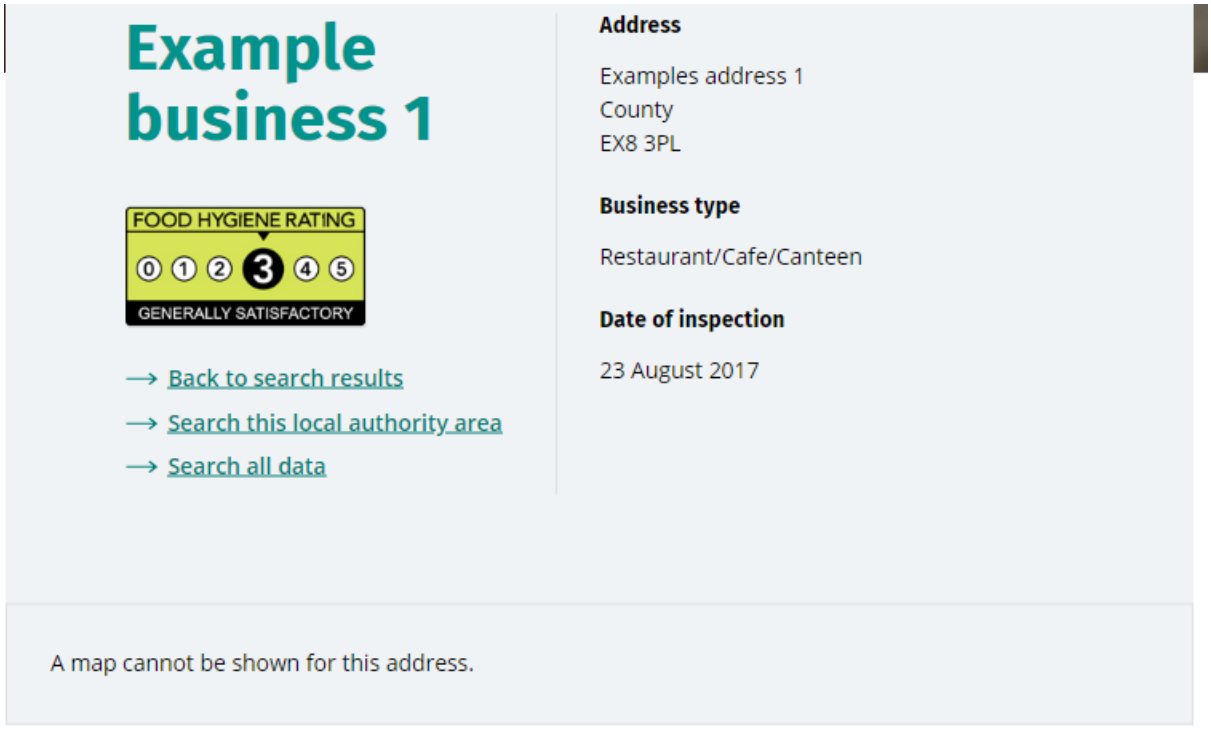
Status	Type of business	What is published
Exempt and private	Supplies food direct to consumers or to other businesses but is not rated on the basis that it is exempt in accordance with the Regulations. These are establishment where the sale of food is not the primary activity of the establishment; and the only food made available to consumers is food that is shelf stable at ambient temperature and wrapped or packaged before it is brought to the establishment and the wrapping or packaging remains sealed at all times before the food is supplied to consumers, and there are sensitivities in relation to publishing full address information.	• Business name and partial address – LA Name and first part of postcode only • LAEMS business category • 'Exempt' in the place of a food hygiene rating
Excluded	Establishment used by childminders and adult placement carers where the establishment is also used as a private dwelling. These establishments will continue to be subject to food hygiene requirements but are not rated. Examples include childminders and other establishments where caring services are being provided in the home environment	• No record is published
Sensitive	Supplies food direct to consumers or to other businesses and is given a rating but there are sensitivities about publishing any address information or there are security issues.	• No record is published.
Awaiting Inspection	Businesses which have not yet been inspected.	• Business name and full address • LAEMS business category • 'Awaiting inspection' description

Status	Type of business	What is published
Awaiting Inspection and Private	Businesses which have not yet been inspected but have sensitivities in relation to publishing full information as they operate or are registered at private addresses. Examples include, home caterers and mobile traders.	• Business name and partial address – LA Name and first part of postcode only • LAEMS business category • 'Awaiting inspection' description

The following shows how the records appear in the search results. Please note: records are used as examples and business names show the status – included, included and private, awaiting inspection, awaiting inspection and private, exempt and exempt and private.

4.2 Additional information published

For businesses included in the scheme i.e. with a status of 'included' or 'included and private', information about the three component scores will also be published **except** where the current rating is supplied as a 'reinspectionresult' (see 1.5). For businesses in Wales this is applied to businesses inspected from 28/11/2014. For England and Northern Ireland this is applied to businesses inspected from 01/04/2015:



Area inspected by food safety officer	Standards found
Hygienic food handling Hygienic handling of food including preparation, cooking, re-heating, cooling and storage	**Generally satisfactory**
Cleanliness and condition of facilities and building Cleanliness and condition of facilities and building (including having appropriate layout, ventilation, hand washing facilities and pest control) to enable good food hygiene	**Generally satisfactory**
Management of food safety System or checks in place to ensure that food sold or served is safe to eat, evidence that staff know about food safety, and the food safety officer has confidence that standards will be maintained in future	**Generally satisfactory**

4.3 Awaiting inspection

The system will show a record as awaiting inspection if:

- it has a ‘status’ of ‘awaiting inspection’; or ‘awaiting inspection and private’ or
- it has a ‘status’ of ‘included’ or ‘included and private’; and
- the three scores for confidence, hygiene and structure are not provided in the upload.

4.4 Awaiting publication

The system will publish ‘awaiting publication’ in place of the rating when a business has lodged an appeal and there was a rating previously published.

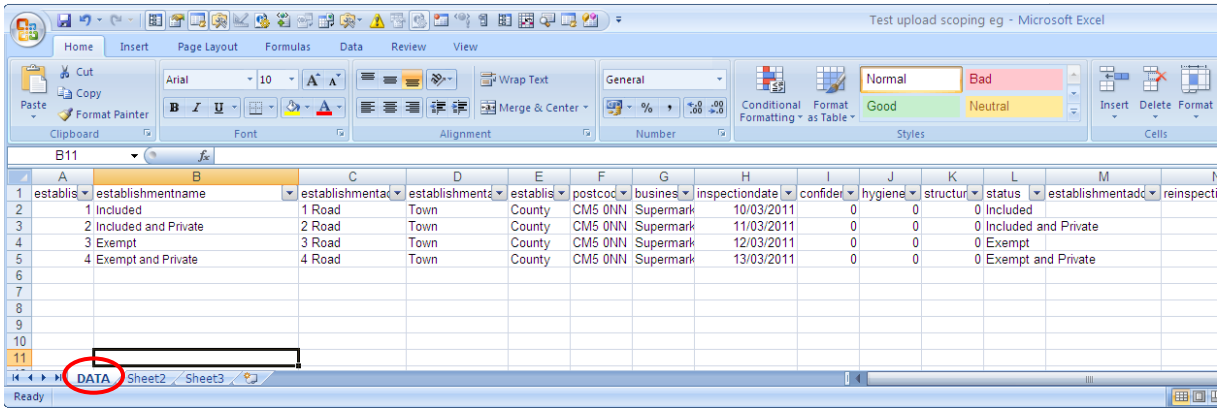
More detailed information can be found in the FHRS ‘brand standard’ - https://fsa.riams.org/resource/files/1004

5 Uploading Data

As a minimum, data must be uploaded once every 28 days. However, it is good practice and recommended for information to be uploaded more frequently- once every 14 days is recommended. There is no maximum upload frequency.

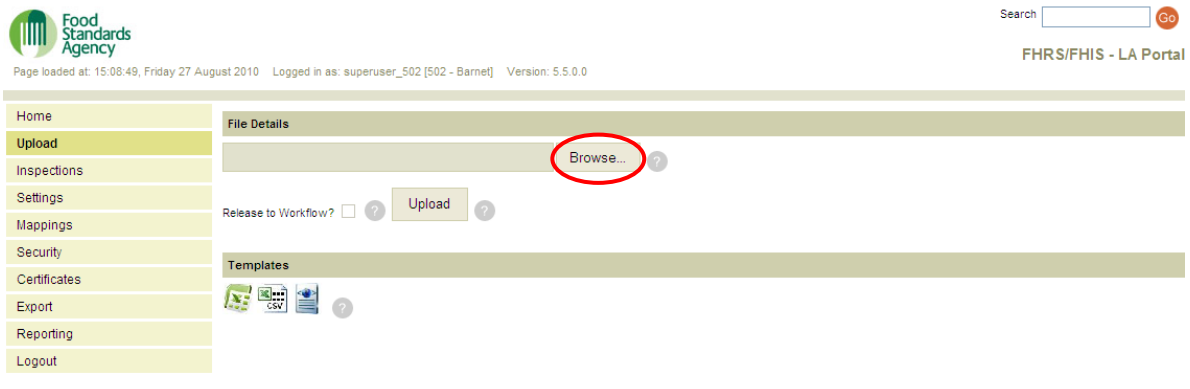
5.1 Things to consider prior to uploading

The excel worksheet should be named 'Data', see below:

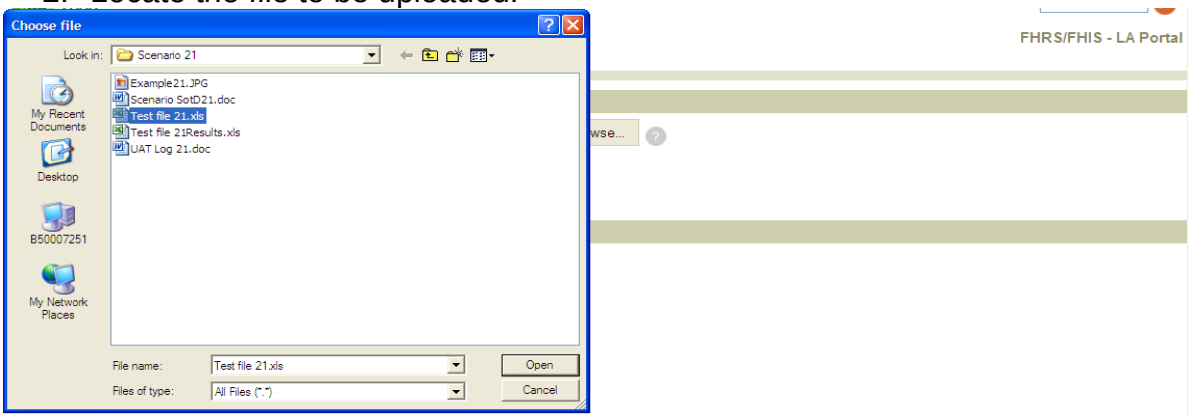


5.2 Uploading data

1. To upload data, select the 'Upload' menu and click on the 'Browse' button:



2. Locate the file to be uploaded:



3. Click on the file to be uploaded and click on the ‘Open’ button. The file name/location will now appear in the box to the left of the ‘Browse’ button.

4. Click on the ‘Upload’ button to upload:

5. You will be asked ‘Are you sure you want to upload this data for Local Authority ‘LA Name’ [LA ID]?’

6. The file will be validated and, if uploaded successfully, you will receive the message ‘File '[file name and location]' was successfully uploaded and validated [number of records uploaded]’:

7. If you have not selected that the data should be ‘auto-published’, the data will now be in ‘Awaiting Action’, awaiting release to the website. You can access this by selecting the ‘Inspections’ menu. Refer to the ‘reviewing and publishing data’ section.

8. If any errors were identified, you will receive an error message or messages. Please refer to the section 7 on data validation and error messages.

6 Mapping

6.1 Overview

1. If the column headings, business types or status (scope) values used in your upload file are not identical to the default values used in the FHRS/FHIS system, you will need to carry out mapping. This will inform the system how the values you have uploaded relate to the required values/categories. For example, if the column containing the 'confidence in management' scores is headed 'CiM' you will need to map this to the field value 'confidenceinmanagementscore' (Table C in section 6.7 shows the default values used).

2. Once this mapping has been carried out, it will be retained by the system. Therefore, it should only be necessary to map data once, unless you change any of the values you upload.

3. There are three categories of data for which mapping can be completed:

   i) ***Business type*** – to map the business types you have uploaded to the required categories used in the FHRS/FHIS system;

   ii) ***Field*** – to map the column headings you have supplied in your upload file to the required values in the system; and

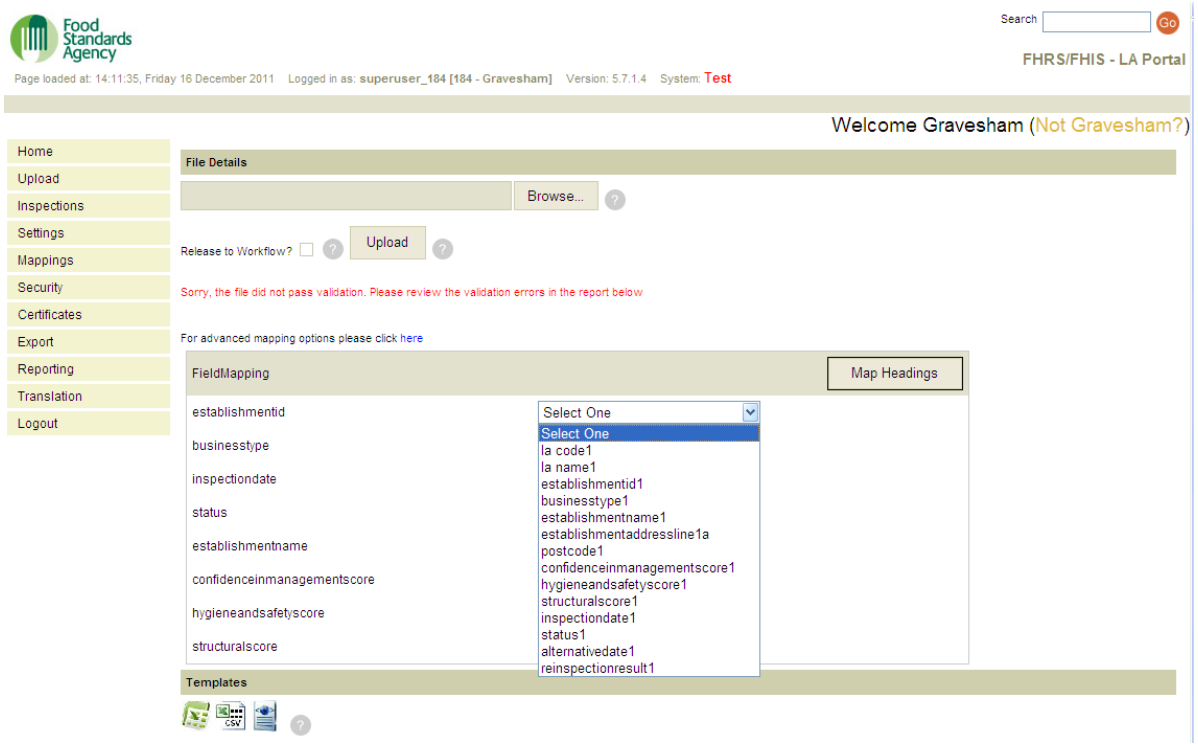
   iii) ***Status*** – to map the status values supplied for the Food Hygiene Information Scheme (FHIS) e.g. Pass, Improvement required etc or the scope values for the Food Hygiene Rating Scheme (FHRS) supplied in your upload file e.g. Included, Excluded, Exempt or Sensitive.

6.2 Mapping of mandatory fields/data

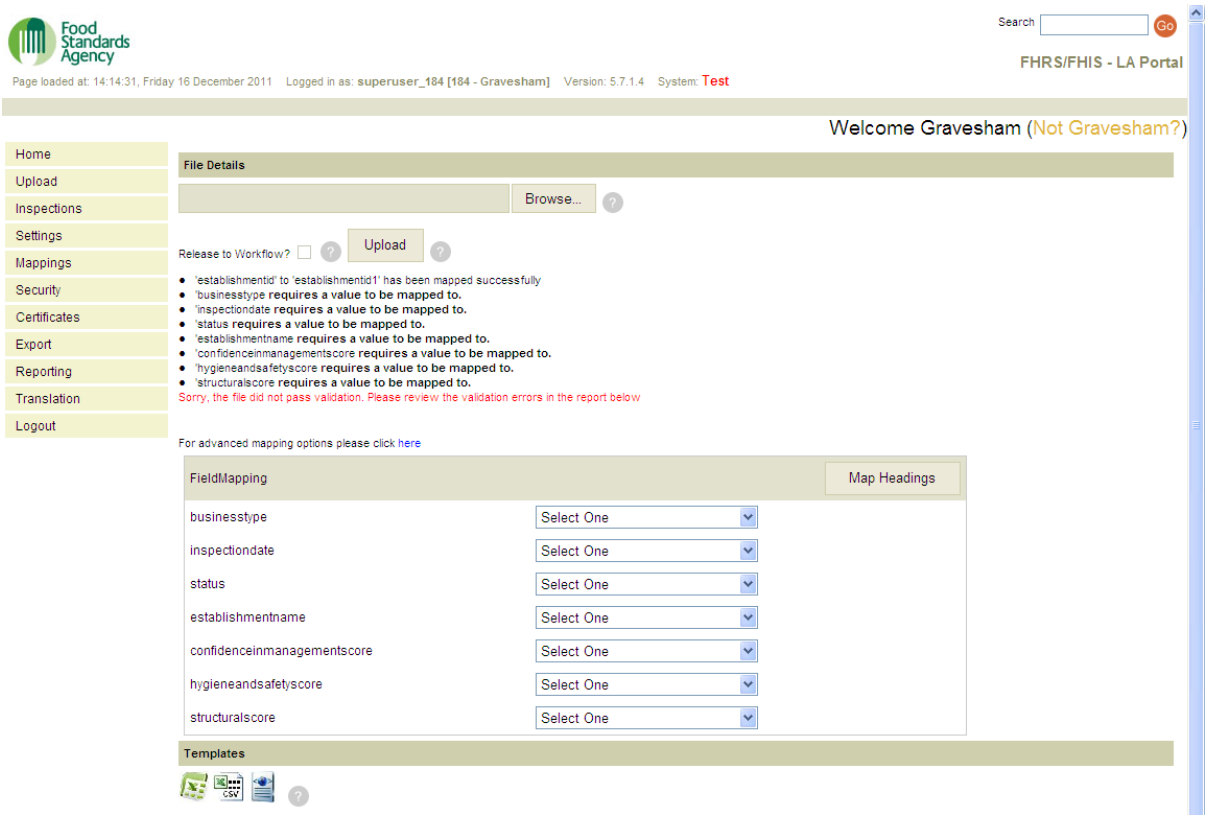
For the data columns and data that are mandatory, the system will identify from your upload file when data columns are not present/need mapping or statuses or businesstypes need mapping. When this happens, the system will display the mandatory fields/data that require mapping and you can carry out this mapping direct from the upload screen.

In the following example, the mandatory ‘fields’ (column headings) have all been uploaded containing a ‘1’ on the end e.g. establishmentid1.

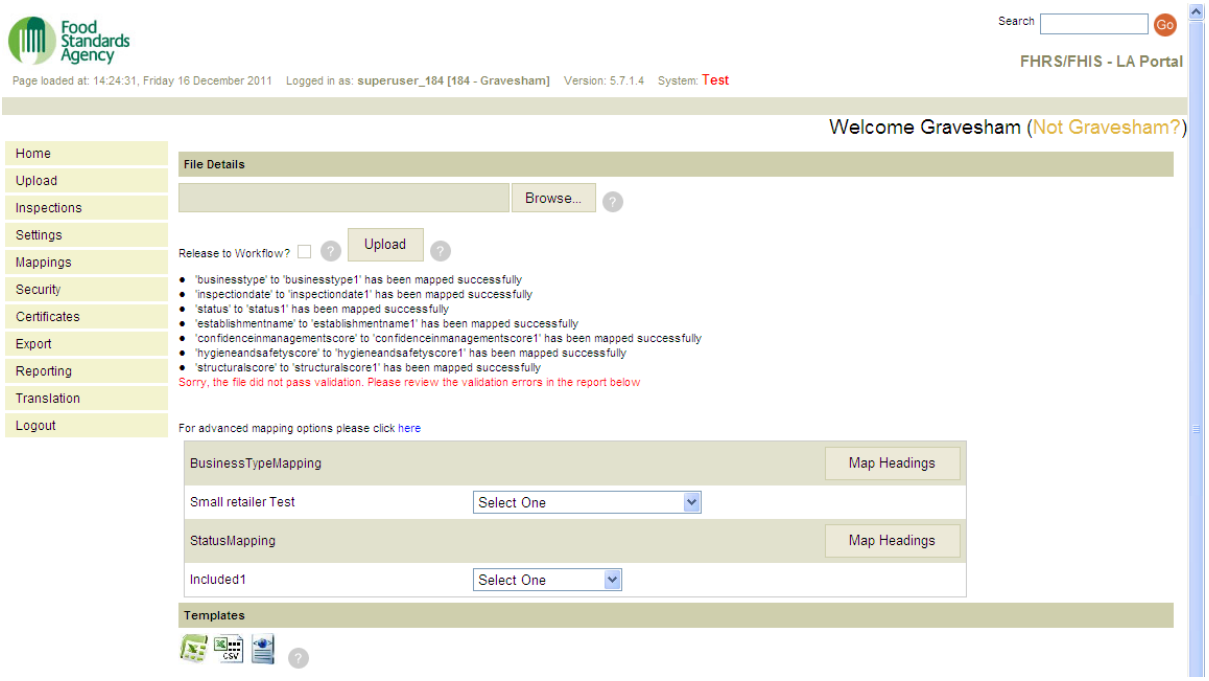
The system identifies that the file does not contain a column it recognises for establishmentid, so the user is prompted to map this. The value on the left hand side shows the value the system is looking for and the drop-down list contains the values uploaded by the LA:



By mapping the uploaded value ‘establishmnetid1’ to ‘establishmentid’, the system indicates that this mapping has been successful, but the remaining mapping for business type etc are required:



Once the system ‘knows’ what data is contained in the columns, it will validate them and alert you to any status or business type values that require mapping using the same method as that for the ‘Fieldmapping’ (column headings):



NB: Where the supply of data is not mandatory e.g. postcodes, re-score values and dates etc, it will be necessary to ensure that the mapping is carried out via the

mapping menu, as the system will not highlight to you when these fields need mapping.

6.3 Accessing the mapping menu

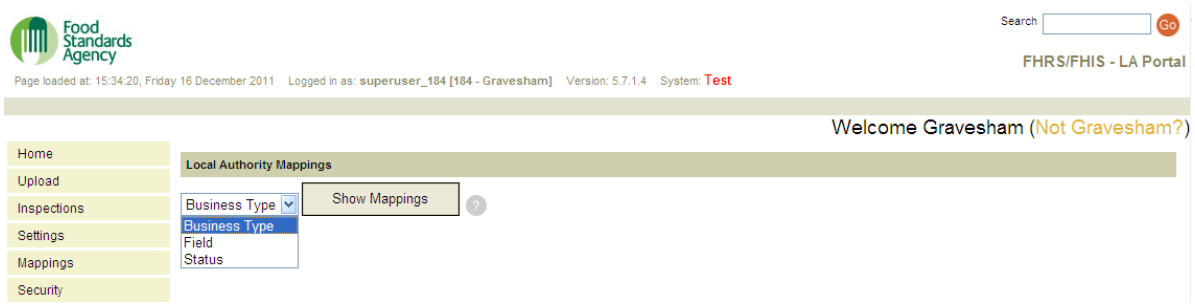
You will need to access the mapping menu if:

i) The fields to be mapped are not mandatory values;

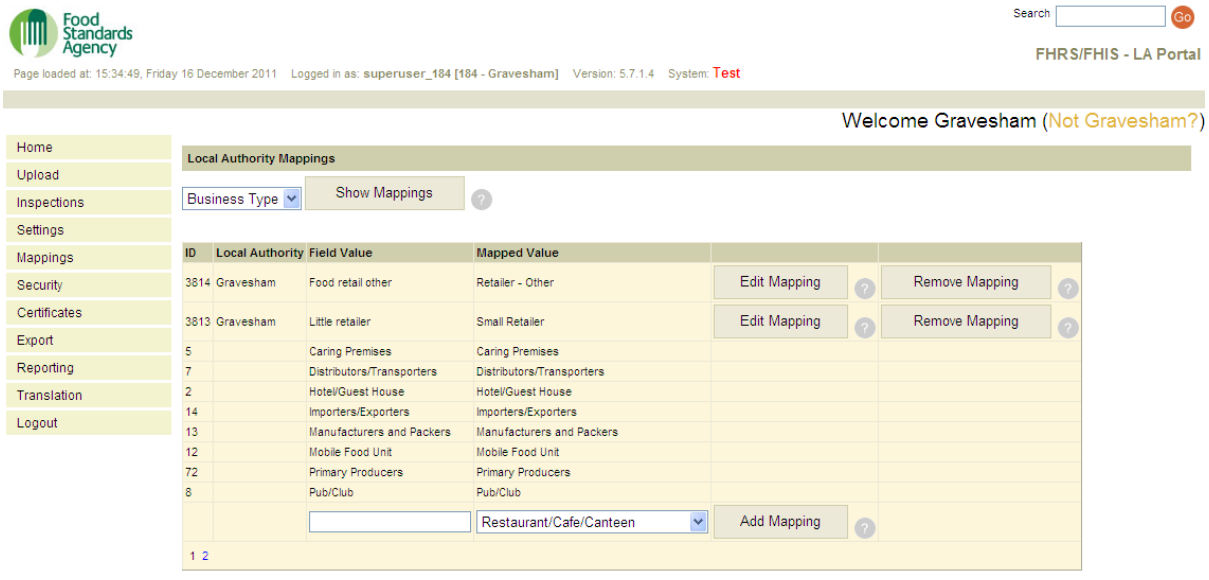
ii) You wish to carry out the mapping before you upload data; or

iii) You need to amend or delete any of the mappings previously carried out.

1. To access the mapping screen, select the mapping menu from the options on the left-hand side of the screen and select the category of data you wish to map and then click the 'Show mappings' button:

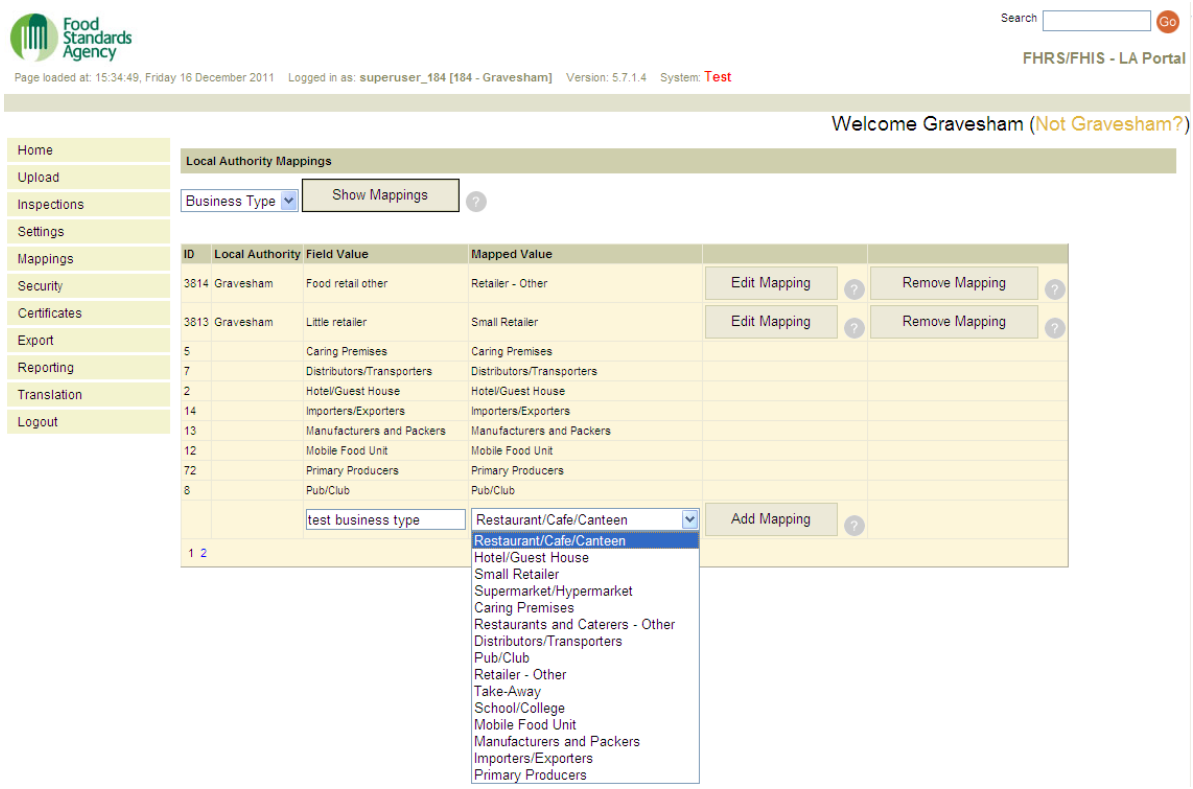


2. You will see there are a number of mappings already completed. These are for the default values (see 6.7). You will not be able to amend or delete these:



6.4 Mapping business types and fields (column headings)

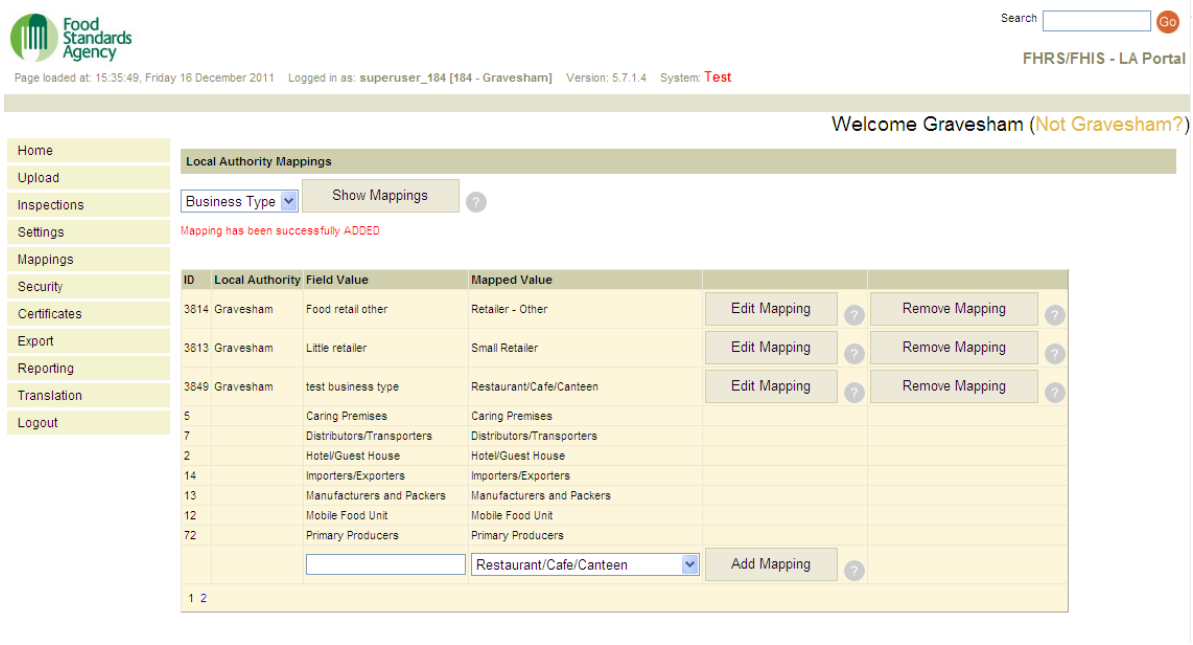
1. To enter a new mapping value type the value used in your upload file into the white box under ‘Field value’, (in this example, the value ‘test business type’ is used) and match this value to the category from the drop-down list under ‘Mapped value’ (Restaurant/Cafe/Canteen): This value must exactly match what is displayed in your upload file – ensure you take account of any spaces before or after the value.



1. To add the mapping, click on add mapping button and click ‘yes’ to the on-screen message ‘Are you sure you want to add the selected record(s)’.
   If the process has been successful, you will receive the message ‘Mapping has been successfully ADDED’

NB: If you try to map a value that has already been mapped, for example, if you tried to map test business type again, the mapping will not be saved and you will receive the following message: ‘It has not been possible to perform an action on this mapping because it is in use’.

3. When successfully saved, the mapping will show as follows:



You will notice that the LA Name appears in the column ‘Local Authority’ for those mapping values that have been added by the LA user. If you need to refer to the mappings in the future, this is an easy way of identifying what was added by users.

4. Unlike the default values, these mappings can be edited or deleted. To the right of the value mapped, you will notice buttons to ‘Edit Mapping’ or ‘Remove Mapping’ to allow these actions.

6.5 Mapping the status (scope) values

1. When mapping the status (scope) values, you will notice the screen is different. This is because for each value, it is indicated:

a. Whether or not the status allows publication (a tick in the 'can publish box' indicates that the status will result in publication);

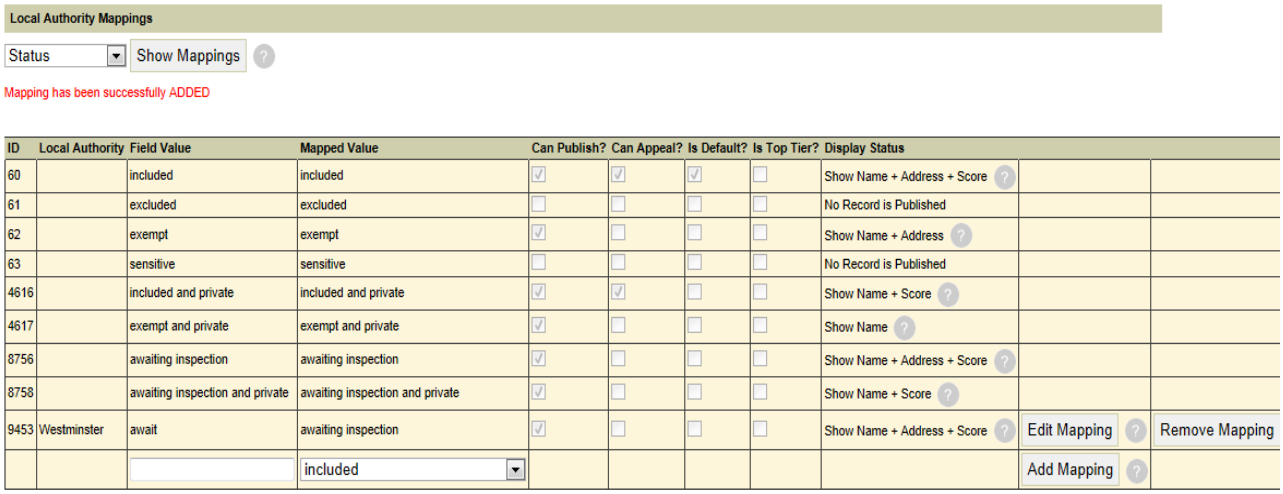
b. Whether or not the status is 'appealable' e.g. if a score other than '5' is received the record will be subject to the notification and appeal periods (a tick in the 'can appeal box' indicates that the status will result in the record being subject to the appeal process);

c. 'Is default' and 'Is Top Tier' are used by the Food Hygiene Information Scheme in Scotland only

Display status indicates what will be published:

Status	Description
Show Name + Address + Score	the business name, address and relevant rating/information will be published (this included 'awaiting inspection' where appropriate)
No record is published	the status will result in no record being published to the website
Show Name and Address	the business name and address will be published but no rating information will be shown (this is usually relevant to 'exempt' records, where 'exempt will be shown in place of a rating)
Show Name + Score	the business name and rating/information will be published but the business address will not be published
Show Name	the business name will be published but no address or rating information will be shown

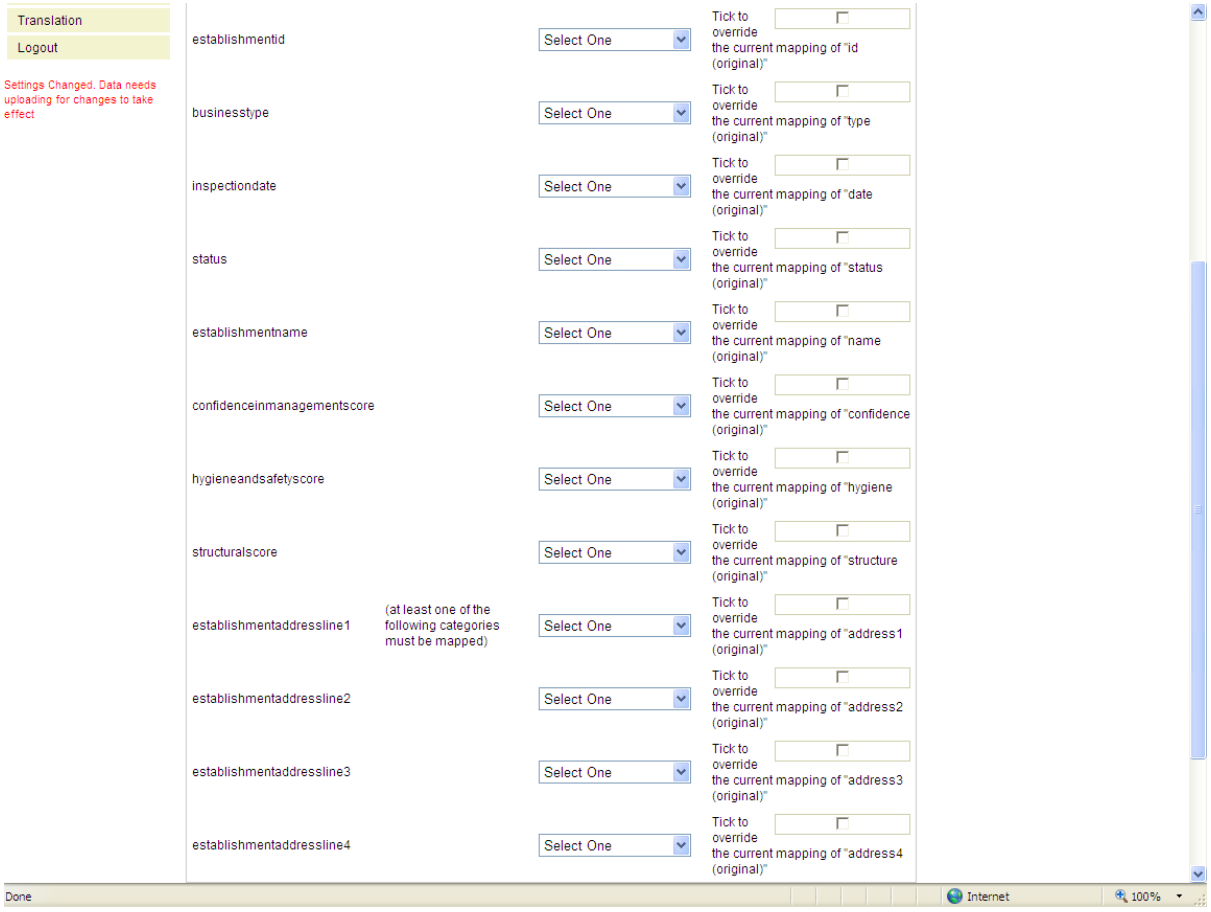
2. Users are not able to access the 'tickbox' fields as these will be automatically completed based on the status to which a value is mapped.



6.6 Changes to field values

1. If the column headings in your upload file change (and the default values are not used), the system will allow you to overwrite the headings previously mapped with the new ones.

2. After uploading the system will prompt you to map the mandatory fields. To overwrite the existing mapping you should tick the box 'Tick to override'. This will make any re-mapping easier as it can be carried out at the upload stage rather than accessing the mapping menu (see 6.3).



Please note: this process only applies to mandatory values – establishment id, establishment name, establishment address, business type, inspection date, status and, for FHRS, the scores for hygiene, structure and confidence. If any of the non-mandatory fields (column headings) – reinspection result, post code etc – change, these will need to be amended via the mappings menu (see 6.3).

6.7 Default values

Table C: Field – the column headings used in your upload file:

Defaults values used in system:	What should be mapped - the data in your upload file
establishmentname	The column heading in your upload file for the column containing the business names
businesstype	The column heading in your upload file for the column containing the business types
establishmentid	The column heading in your upload file for the column containing the business IDs
longitude	The column heading in your upload file containing the Easting of the business
latitude	The column heading in your upload file containing the Northing of the business
establishmentaddressline1	The column heading for the column containing the first line of the business address
establishmentaddressline2	The column heading for the column containing the second line of the business address
establishmentaddressline3	The column heading for the column containing the third line of the business address
establishmentaddressline4	The column heading for the column containing the fourth line of the business address
postcode	The column heading for the column containing the business postcodes
establishmentphoneno	The column heading for the column containing the business telephone number
annex5overallscore	The column heading for the column containing the total risk score for each business
hygieneandsafetyscore	The column heading in your upload file for the column containing the score for level of current compliance (hygiene)
structuralscore	The column heading in your upload file for the column containing the score for level of current compliance (structure)
confidenceinmanagementscore	The column heading in your upload file for the column containing the score for confidence in management/control systems
inspectiondate	The column heading in your upload file for the column containing the inspection dates
localauthorityid	The column heading containing the local authority ID number
operatorproprietor	The column heading for the food business operator name

Defaults values used in system:	What should be mapped - the data in your upload file
alternativedate	The column heading in your upload file for the column containing the date of re-score
reinspectionresult	The column heading in your upload file for the column containing the result of re-score
status	The column heading in your upload file for the column containing the scope values - included, excluded etc - or for Scottish LAs, the column containing the status of businesses

Table D: Business types – the default values used in the FHRS/FHIS system:

Restaurant/Cafe/Canteen
Hotel/Guest House
Small Retailer
Supermarket/Hypermarket
Caring Premises
Restaurants and Caterers – Other
Distributors/Transporters
Pub/Club
Retailer – Other
Take-Away
School/College
Mobile Food Unit
Manufacturers and Packers
Importers/Exporters
Primary Producers

Table E: Status – the default status values used in the FHRS system:

Status	What will be published	Subject to appeal
Included	Business name, address, business type, inspection date, FHRS rating (or awaiting inspection/publication, as appropriate)	Yes
Excluded	No record is published	No
Exempt	Business name, address, business type, inspection date, Exempt in place of the FHRS rating	No
Sensitive	No record is published	No
Included and private	Business name, business type, inspection date, FHRS rating (or awaiting inspection/publication, as appropriate). In place of the address the system will show 'Private address: registered with **[LA Name]** local authority. First part of postcode'. For example Private address: registered with Example local authority WC2B	Yes
Exempt and private	Business name, business type, inspection date, Exempt in place of the FHRS rating. In place of the address the system will show 'Private address: registered with **[LA Name]** local authority. First part of postcode'. For example Private address: registered with Example local authority WC2B	No
Awaiting Inspection	Business name, address, business type, awaiting inspection	No

Status	What will be published	Subject to appeal
Awaiting Inspection and private	Business name, business type, awaiting inspection In place of address the system will show 'Private address: registered with **[LA Name]** local authority. First part of postcode'.	No

7 Data Validation Process and Error Messages

7.1 About the validation process

The system will validate the upload file to ensure that none of the necessary data columns and fields are missing or contain invalid data.

The following checks are carried out, in the following order:

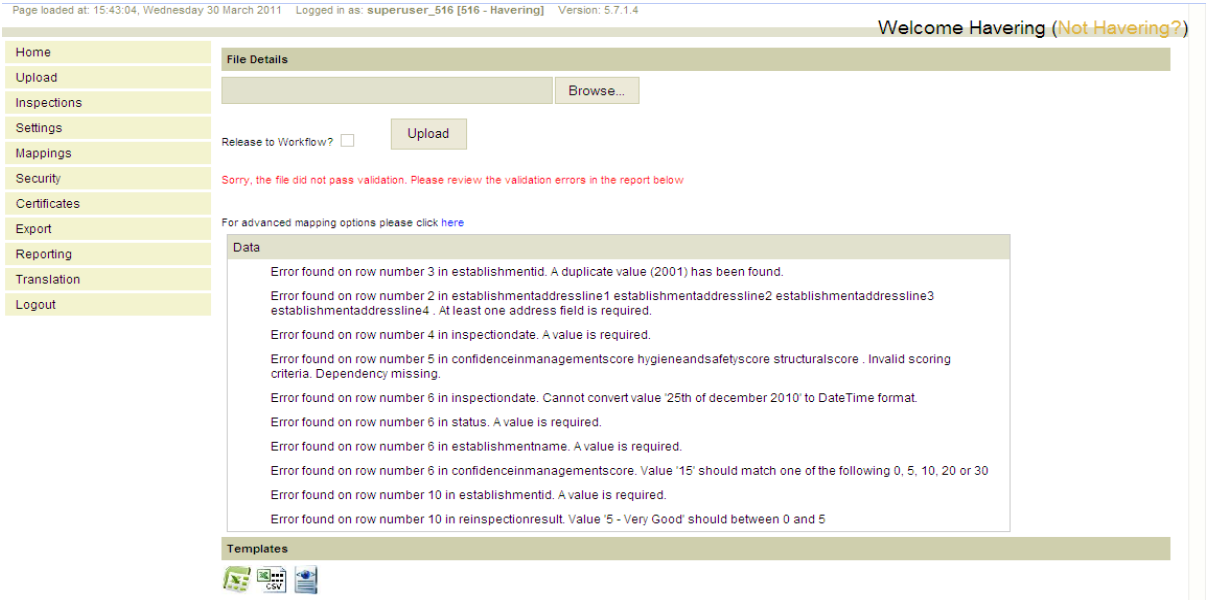
- General:
  - If uploading an excel file, the worksheet containing the data must be named 'Data'; and
  - If used in the upload file, the local authority ID must relate to the authority for which you are logged-in.

- Mandatory data columns have been supplied and, where necessary, contain data. See table F for details of the data required (for each data item it is indicated where this is mandatory for FHRS, FHIS or both). If values other than the default values have been used for the column headings, business types or statuses, the system will check that these have been mapped and will require that mapping is carried out if not.

- The data supplied is in the required formats (see table F).

7.2 Data values and formats

1. If the upload file contains any invalid values or formats or is missing data, this will be displayed as follows:



2. Errors will be identified if the following are found within the upload file:

EstablishmentID

- the same ID is used for more than one record in the upload
- no establishment ID has been supplied

Establishmentname

- no establishment name has been supplied

Establishment address

- no establishment address has been supplied (at least one of the address lines must contain information)

Businesstype

- no business type has been supplied

Inspectiondate

- no value has been supplied for the inspection date
- the date is not in a valid UK date format e.g. 01/01/2011, 01-Jan-2011 etc

It is acceptable for no inspection date to be provided for establishments 'awaiting inspection'.

The system will check that where no inspection date is supplied, the three scores for hygiene, structure and confidence in management have not also been supplied. The file will be rejected if all or any scores are supplied e.g. Error found on row number 4. Scores must be blank when Inspection Date blank.

Status

- No value has been supplied for status

Scores for confidence in management, hygiene and structure (FHRS only)

- a score/scores are not supplied – the system will only accept either three valid scores or three blank cells where a business is awaiting inspection
- an invalid score has been supplied – the system will accept scores valid under the Code of Practice e.g. 0, 5, 10, 20 or 25 for the hygiene and structure scores and 0, 5, 10, 20 or 30 for confidence in management

Reinspectionresult

- an invalid value has been supplied for the re-inspection result – the system will only accept a value of 0, 1, 2, 3, 4 or 5 (relating to the FHRS rating awarded at the re-inspection)

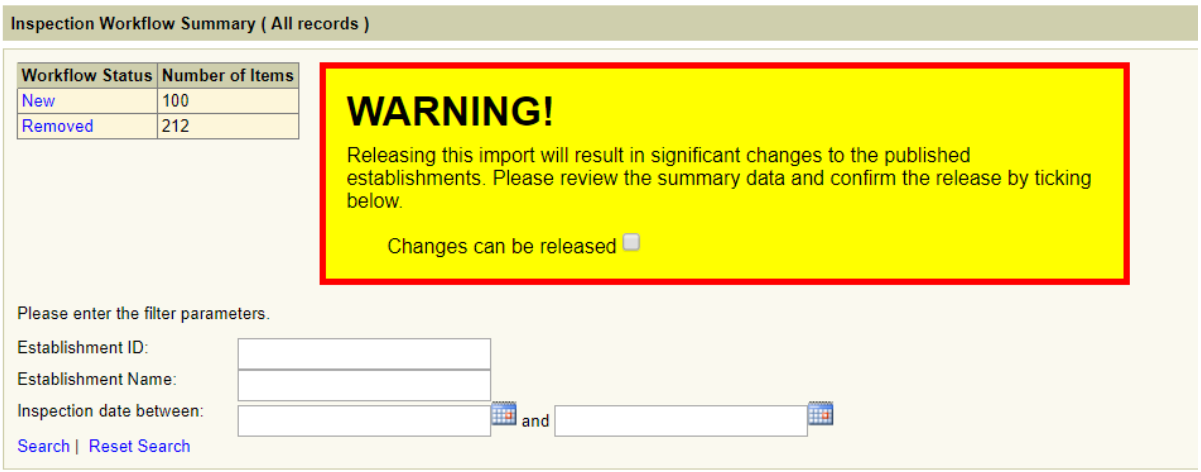
Alternativedate

- the date is not in a valid UK date format e.g. 01/01/2011, 01-Jan-2011 etc

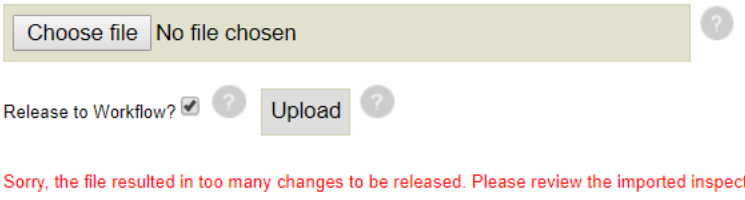
3. Table G gives examples of the error messages and the reasons for receiving these.

7.3 Changes to data

The system will validate the upload file to check the number of records changed and removed. If more than 30%** of records are changed or removed, you will receive a warning message when accessing the records in the 'Awaiting actions' workflow box:



If you use the 'autopublish' facility (see page 17), the data will not be published and you will see the following error and will need to review the upload in the 'Awaiting Actions' workflow box:



The system will consider a change as any difference to the EstablishmentID, business names, business addresses, business types, inspection dates, postcodes, the component scores for hygiene, structure and/or confidence in management, reinspectionresult or alternativedate, compared to the previous upload.

You should review the contents of the upload to check that data are not being changed or removed by mistake. If there are problems with the upload, **DO NOT** release data. You should address the issues in your system and export a new upload file.

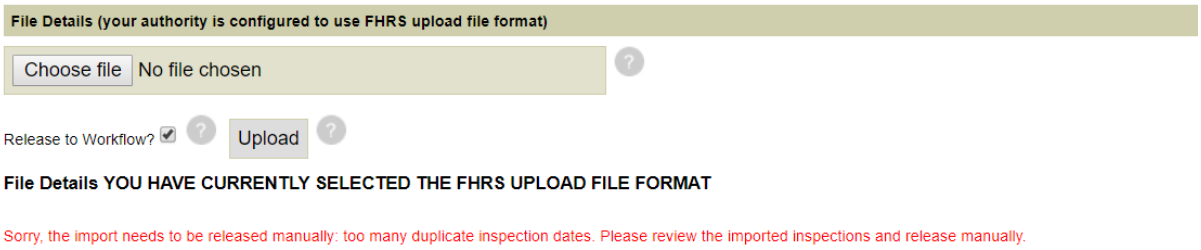
If you are happy that the changes/removals are as expected, the data can be published by ticking the box 'Changes can be released' and then clicking on 'Release All Items (top right of the screen).

** - the default value used is 30% but this may be amended using the 'settings' menu (page 17)

7.4 Inspection dates

The system will validate the upload file to check the number of records with the same inspection date. If more than 30*** records have the same inspection date, you will receive a warning message when accessing the records in the 'Awaiting actions' workflow box:

If you use the 'autopublish' facility (see page 17), the data will not be published and you will see the following error and will need to review the upload in the 'Awaiting Actions' workflow box:



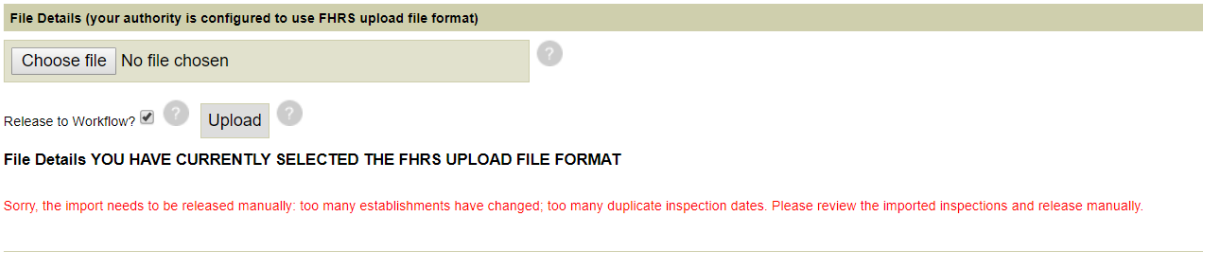
You should review the contents of the upload to check that data does not contain the dates of interventions other than inspection, partial inspection or audit, for example the date on which a monitoring visit took place or the date an alternative enforcement strategy questionnaire was issued or received.

If you are happy that the dates do reflect the dates of inspection, the data can be published by ticking the box 'Changes can be released' and then clicking on 'Release All Items (top right of the screen).

*** - the default value used is 30 but this may be amended using the 'settings' menu (page 17). If you find that your authority does inspect 30 or more businesses in a single day, you should amend the figure.

If the validation fails for both the number of changes (7.3) and the inspection dates (7.4) you will receive the following error in the awaiting actions section of the inspections menu:

Similarly, if you use the 'autopublish' facility (see page 17) and the upload fails both validation checks, the data will not be published and you will see the following error and will need to review the upload in the 'Awaiting Actions' workflow box:


File Details (your authority is configured to use FHRS upload file format)
Choose file
No file chosen
Release to Workflow?
Upload
File Details YOU HAVE CURRENTLY SELECTED THE FHRS UPLOAD FILE FORMAT
Sorry, the import needs to be released manually: too many establishments have changed; too many duplicate inspection dates. Please review the imported inspections and release manually.

7.5 Table F - Data field indicating required formats and mandatory fields

Defaults field names used in system	Description of the data	Mandatory/not mandatory	Required format
establishmentname	The business name	Mandatory for both FHRS and FHIS	Alpha-numeric: 255 character limit
businesstype	The business types	Mandatory both FHRS and FHIS	Text: 255 Character limit
establishmentid	The business ID. This **must** be unique. An upload will be rejected if there is more than one record using the same business ID.	Mandatory for both FHRS and FHIS	Alpha-numeric: 255 character limit
establishmentaddressline1	The first line of the business address	Mandatory for both FHRS and FHIS. It is not mandatory that all address lines are supplied, but at least one address line must be supplied and contain a value.	Alpha-numeric: 255 character limit
establishmentaddressline2	The second line of the business address	Mandatory for both FHRS and FHIS. It is not mandatory that all address lines are supplied, but at least one address line must be supplied and contain a value.	Alpha-numeric: 255 character limit
establishmentaddressline3	The third line of the business address	Mandatory for both FHRS and FHIS. It is not mandatory that all address lines are supplied, but at least one address line must be supplied and contain a value.	Alpha-numeric: 255 character limit

Defaults field names used in system	Description of the data	Mandatory/not mandatory	Required format
establishmentaddressline4	The fourth line of the business address	Mandatory for both FHRS and FHIS. It is not mandatory that all address lines are supplied, but at least one address line must be supplied and contain a value.	Alpha-numeric: 255 character limit
postcode	The business postcodes	It is not mandatory that this is supplied as some premises will not have a postcode. However, where available this should be supplied as users will search on the postcode and it will be used to place the establishments on the map of the UK.	Alpha-numeric: 9 character limit
hygieneandsafetyscore	The column heading in your upload file for the column containing the score for level of current compliance (hygiene)	Mandatory for FHRS	Either a blank field (where the premises is 'awaiting inspection') or a score of 0, 5, 10, 15, 20 or 25 must be supplied.
structuralscore	The column heading in your upload file for the column containing the score for level of current compliance (structure)	Mandatory for FHRS	Either a blank field (where the premises is 'awaiting inspection') or a score of 0, 5, 10, 15, 20 or 25 must be supplied.

Defaults field names used in system	Description of the data	Mandatory/not mandatory	Required format
confidenceinmanagementscore	The column heading in your upload file for the column containing the score for confidence in management/control systems	Mandatory for FHRS	Either a blank field (where the premises is 'awaiting inspection') or a score of 0, 5, 10, 20 or 30 must be supplied.
inspectiondate	The column heading in your upload file for the column containing the inspection dates	Mandatory for FHRS and FHIS	A valid UK date format e.g. dd/mm/yyyy dd/m/yy d.m.yy dd/mmm/yy dd-mm-yyyy dd mm yyyy dd.mm.yyyy
status	The column heading in your upload file for the column containing the scope values - included, excluded etc - or for Scottish LAs, the column containing the status of businesses	Mandatory for FHRS and FHIS	Alpha-numeric: 255 character limit
longitude	The Easting of the business	Not mandatory	
latitude	The Northing of the business	Not mandatory	
establishmentphoneno	The business telephone number	Not mandatory	Numeric :15 character limit

Defaults field names used in system	Description of the data	Mandatory/not mandatory	Required format
annex5overallscore	The total risk score for each business	Not mandatory	Numeric: 3 character limit
localauthorityid	The local authority ID number	Not mandatory	If supplied, must be the three digit LA code as used for LAEMS
operatorproprietor	The food business operator name	Not mandatory	Text: 255 character limit
alternativedate	The date of re-score	Not mandatory	A valid UK date format e.g. dd/mm/yyyy dd/m/yy d.m.yy dd/mmm/yy dd-mm-yyyy dd mm yyyy dd.mm.yyyy
reinspectionresult	The result of re-score	Not mandatory	Either 0, 1, 2, 3, 4 or 5 to reflect the new FHRS rating of the premises, where the intervention was not an inspection/partial inspection or audit and did not allow the change of the scores for confidence, hygiene and structure.

7.6 Table G - Examples of error messages and reasons why these are received

Example error messages	Reason for error
Please ensure that in the spreadsheet you are attempting to upload, the worksheet is called 'Data'	An excel spreadsheet has been uploaded, but does not contain a **worksheet** named 'Data'
Error found on row number 2 in confidenceinmanagementscore. Value 'a' should match one of the following 0, 5, 10, 20 or 30	The data supplied for the 'confidence in management' is not a valid value. The invalid value supplied is shown in inverted commas - in this example 'a'.
Error found on row number 3 in hygieneandsafetyscore. Value '12' should match one of the following 0, 5, 10, 15, 20 or 25.	The data supplied for the 'hygiene' is not a valid value. The invalid value supplied is shown in inverted commas - in this example '12'.
Error found on row number 4 in structuralscore. Value '45' should match one of the following 0, 5, 10, 15, 20 or 25.	The data supplied for the 'structure' is not a valid value. The invalid value supplied is shown in inverted commas in this example '45'.
Error found on row number 2 in alternativedate. Cannot convert value 'xxdatexx' to DateTime format.	The data supplied for the alternativedate is not in a valid date format. The invalid value supplied is shown in inverted commas - in this example 'xxdatexx'.
Error found on row number 3 in inspectiondate. Cannot convert value 'zzdatezz' to DateTime format.	The data supplied for the inspectiondate is not in a valid date format. The invalid value supplied is shown in inverted commas - in this example 'zzdatezz'.
Error found on row number 3 in establishmentid. A duplicate value (8000) has been found.	More than one record is using the same establishment id. The id concerned is

Example error messages	Reason for error
	shown in brackets - in this example (8000).
Error found on row number 4. Scores must be blank when Inspection Date blank.	No value has been provided for the inspection date. The inspection date can only be blank if the establishment does not have scores for confidence, hygiene and structure i.e. it is 'awaiting inspection'.
Error found on row number 5 in status. A value is required.	No status value has been provided. The status is a mandatory field.
Error found on row number 2 in localauthorityid. A Local Authority Id '192' has been supplied that does not match the logged in user.	The LA ID used in the file does not match the ID for which you are logged in.
Error found on row number 5 in reinspectionresult. Value 'A' should between 0 and 5	An invalid re-inspection result has been supplied. The invalid value supplied is shown in inverted commas - in this example 'A'.
Error found on row number 2 in establishmentaddressline1 . At least one address field is required.	No address details have been supplied for a record
Error found on row number 5 in alternativedate reinspectionresult . Invalid re-inspection criteria. Dependency missing.	An alternative date (date of re-inspection) has been supplied without a re-inspection value
Error found on row number 6 in alternativedate reinspectionresult . Invalid re-inspection criteria. Dependency missing.	A re-inspection value has been supplied without an alternative date (date of re-inspection)

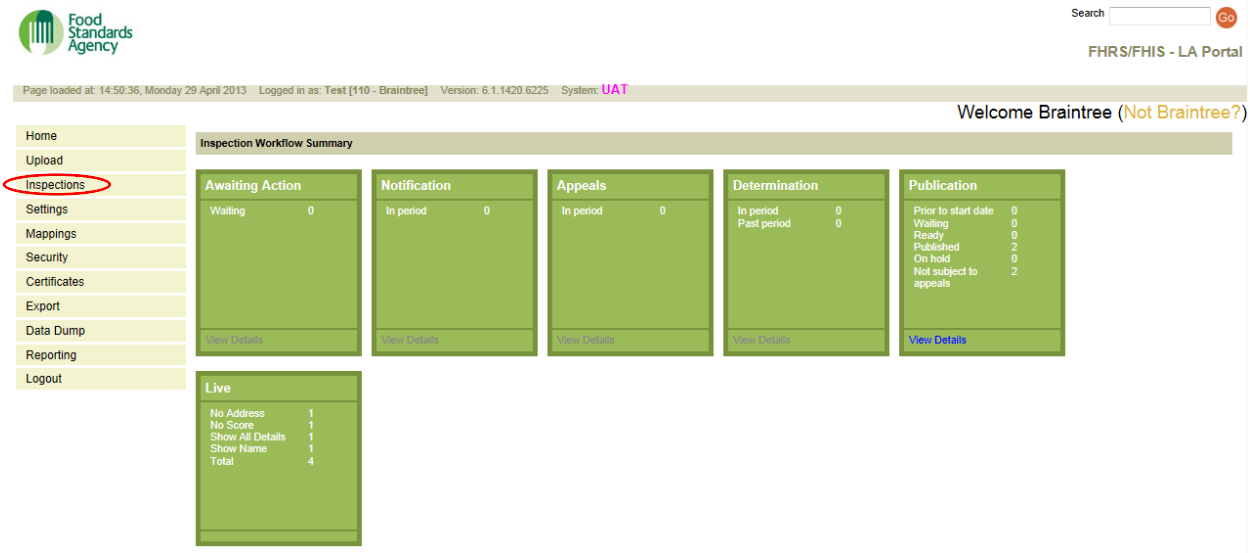
8 Reviewing and Publishing Data in the Workflow

8.1 Overview

When you have successfully uploaded data to the Local Authority Portal, the data will be held in the 'Awaiting Action' stage of the workflow process. The data have not been published to the public-facing website at this stage. To publish, the data will need to be released from 'Awaiting Action'. The exception to this is if you have selected the data should be auto-published. The auto-publish process will automatically release the data to the workflow. For auto publish to work, you need to select this prior to making an upload (see settings guidance on page 16).

8.2 Reviewing the results

1. When the data have been successfully uploaded, you can view the results via the 'Inspections' menu:



2. There are five boxes that show data in the different stages:

   i) ***Awaiting Action*** – this contains the data uploaded. The data remain 'unpublished' and will not appear on the website until released from 'Awaiting action'.

   When the data have been released from 'Awaiting Action', records will move to one of the following five 'statuses':

   ii) ***Notification*** – this contains the records that are currently within the notification period. This will be any record that does not have the top rating ('5' for FHRS or Pass or Pass and Eatsafe for FHIS) and for which the inspection date is within the period covered by the notification (the default for this is 14 days, but users may set this for any period between 0 and 14 days);

   iii) ***Appeals*** – this contains the records that are currently within the appeal period;

iv) ***Determination*** – this contains the records for which an appeal has been lodged, but the appeal has yet to be determined;

v) ***Publication*** – this contains the records which have been published on the website, those that have been put on hold, those that are not subject to appeals. Where a new inspection has been uploaded, the old rating will still appear in publication and new rating will be within to the notification and appeals process; and

vi) ***Live*** – this shows the 'live' status of the website. It indicates the number of records for which no score is shown i.e. those that are exempt, and those for which results are shown i.e. included.

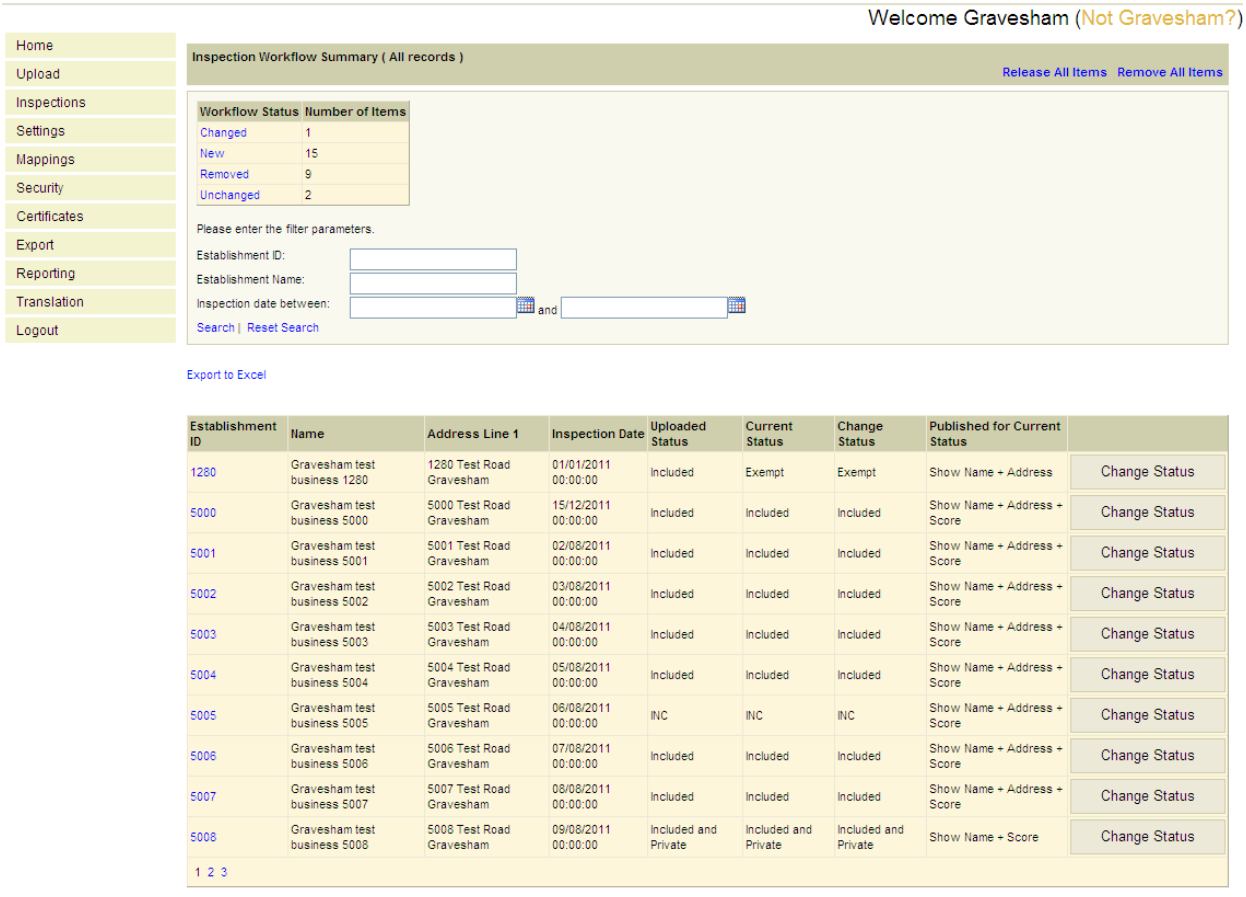
3. To view the details of the records uploaded, click on 'view details' in the 'Awaiting action' box. You will be presented with the following screen, showing the records uploaded in one of the following categories:

i) ***Changed*** – records that have previously been uploaded, but for which the details are now different to the previous upload e.g. a change to the address, scores etc;

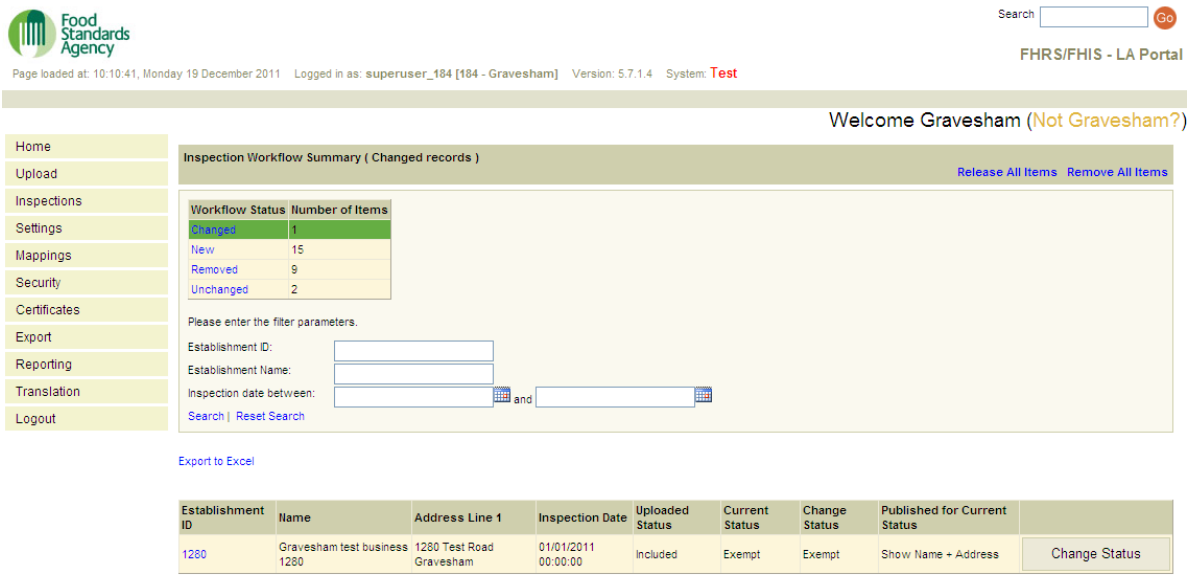
ii) ***New*** – records that are new and have not been included in the previous upload;

iii) ***Removed*** – records that were included in the previous upload, but have been omitted from the current upload; and

iv) ***Unchanged*** – records that were included in the previous upload and have not changed.



4. To view the records in any of the categories, click on the category you wish to view. This will list each record within that category and the category selected will be highlighted in green:



You may wish to export a list of records and this can be achieved by clicking on 'Export to Excel'.

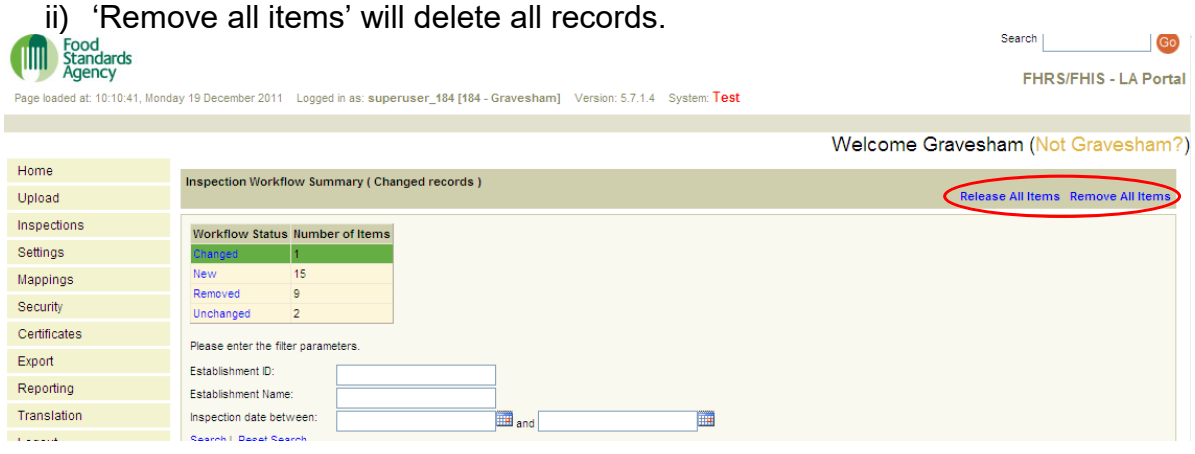
This option is available in each of the 'work-flow' boxes – Awaiting action, Notification, Appeals, Determination and Publication.

8.3 Changing the status of records

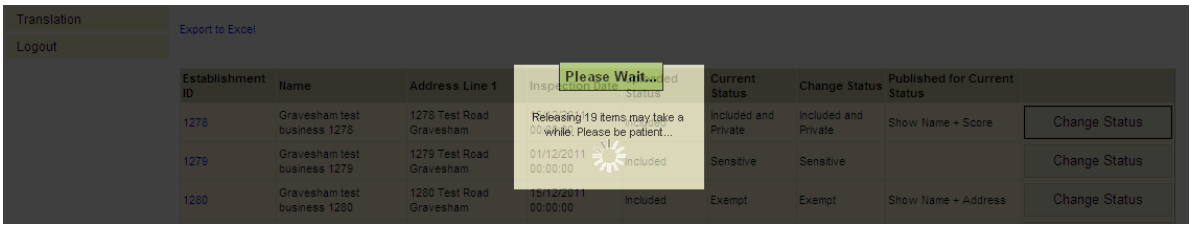
At this stage, you have the option to change the status of any record (this option will also be available in the other work-flow stages after you have released the records). Please see guidance on statuses for further details.

8.4 Releasing data for publication

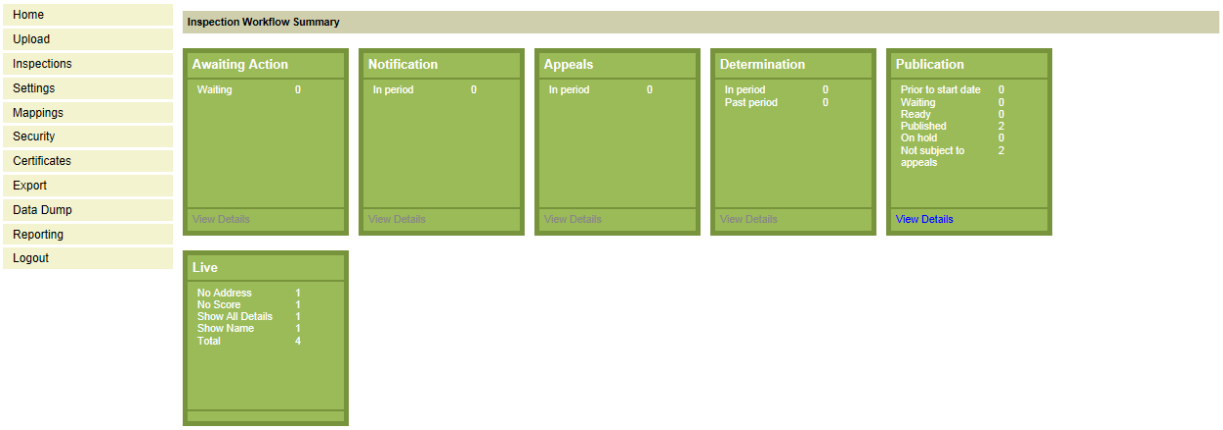
1. You will notice that there are two blue 'links' at the top right of the screen:
   i) 'Release all items' will release the records to the website or the appeals process, as appropriate; or
   ii) 'Remove all items' will delete all records.



2. Select ‘release all items’. You will receive a message that X number of records are being released.



3. Once the records have been released, you will be re-directed to the ‘inspections’ page. You should now see that there are zero records in the ‘Awaiting Action’ box and the ‘Notification’, ‘Appeals’, ‘Determination’ and ‘Publication’ boxes should be populated in line with the data uploaded: The ‘publication’ box may show that there are a number of records ‘Ready’. You do not need to take any further action. The records will remain as ‘ready’ for a few minutes whilst the background process is run to publish the records.



4. Within the publication ‘box’ the categories shown are as follows:
    a. Prior to start date – any records that have an inspection date early than the ‘Earliest inspection date for publication’ you have specified via the settings menu
    b. Waiting – establishments with an appeals determination date in the future
    c. Ready – records that are waiting for the background process to publish them to run. This runs automatically every 5 minutes.
    d. Published – establishments with a rating which are published on the consumer facing website.
    e. On-hold – Establishments which have been placed on hold
    f. Not subject to appeals – establishments which are not subject to appeals (excluded, exempt, awaiting inspection and sensitive)

5. Within the live ‘box’ the categories shown are as follows:
    a. No address – establishments with a status of ‘Included and Private’ and Awaiting Inspection and Private
    b. No score – establishments with a status of ‘Exempt’
    c. Show all details – establishments with a status of ‘Included’ and ‘Awaiting Inspection’

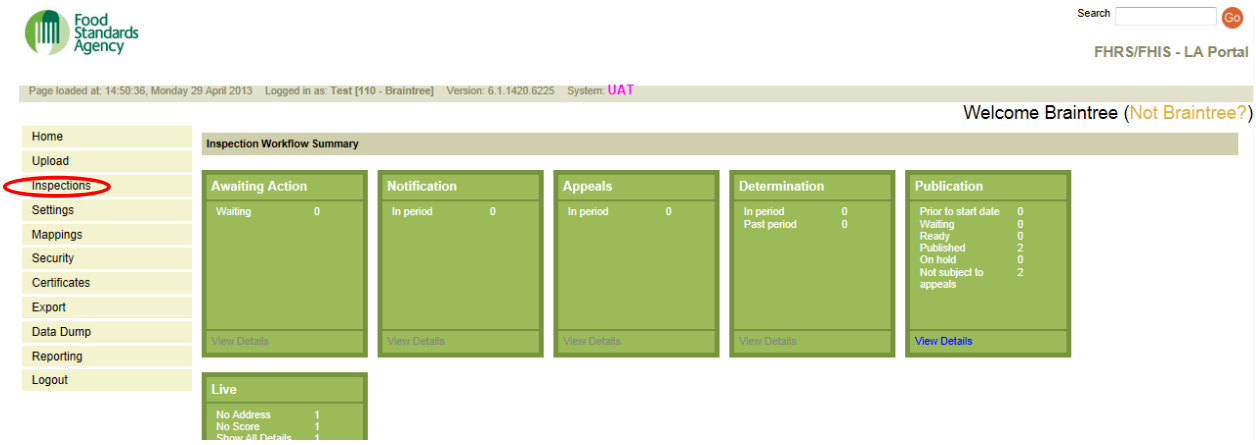
d. Show name – establishments with a status of ‘Exempt and private
e. Total – Total number of establishments

9 Statuses

9.1 Manual Status Changes

To change the status of any record:

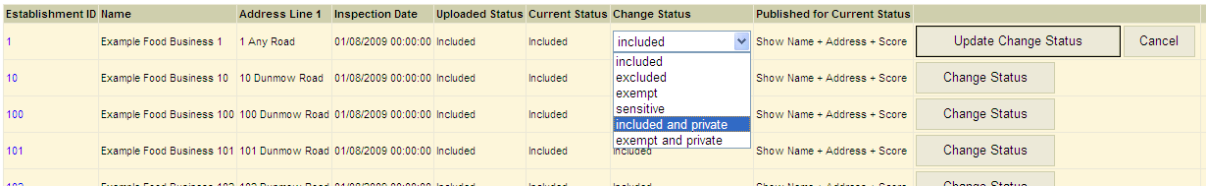
1. Locate the record – via the inspections menu select ‘view details’ of the appropriate workflow box, where the record currently resides e.g. ‘awaiting actions’, ‘notification’, ‘appeals’, ‘determination’ or ‘publication’;



2. To locate the individual record, either scroll through the list of records or enter the establishment ID or the establishment name into the search facility;

3. Against the appropriate record, click the ‘change status’ button;

4. To change the status, from the drop-down list in the ‘Change Status’ column select the new status that you wish to assign to the establishment. In the example below, Example Food Business 1 will be changed from ‘Included’ (the current and uploaded status) to ‘Included and private’.

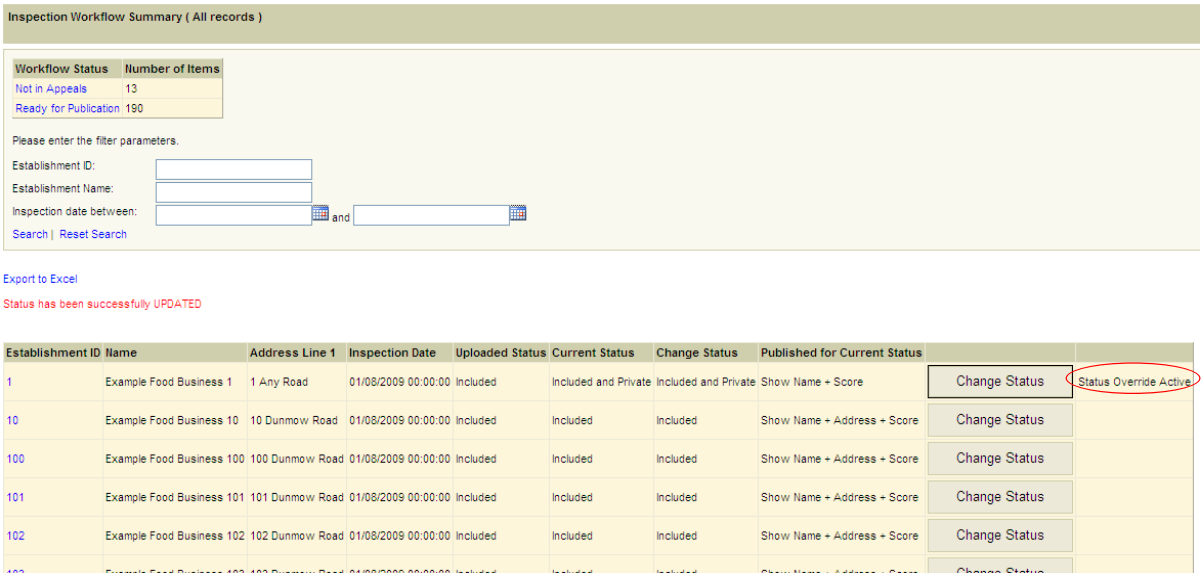


5. To save the change click on the ‘Update Change Status’ button. This will apply the status ‘Included and private’ to the record when it is published. Please note, this will require the record to be released if it is currently in ‘awaiting actions’ and for the record to pass through the notification and appeals periods, as appropriate. You will see that both the ‘current status’ and ‘changed status’ show as ‘Included and private’, whereas the ‘uploaded status’ still reflects the status that was uploaded.

NB: A manually changed status is not overwritten when you complete a new upload. To revert the status back to the original status and allow it to be overwritten please see the next section; Removing Manual Status Changes.

9.2 Removing Manual Status Changes

1. Once you have completed a manual status change you will notice a new column appear on the right. This will display the text ‘Status Override Active’ next to the establishment that has had its status manually changed.



2. To return a status to its original and also allow it to be overwritten when completing a new upload click on the ‘Change Status’ button.

3. A new box will now appear with the text ‘Remove Override’. Click this box and the status will be reverted back to the original and allow future uploads to override the current status.

4. The status will now revert back to the uploaded status.

10 Handling Appeals

10.1 Overview

If the business owner or manager thinks that the rating is unfair or wrong, they can appeal in writing. This appeal must be sent to the local authority within 21 days (this includes weekends and public holidays) of being notified of the rating.

Appeals may be submitted using a standard form. Template forms are available via the frequently asked questions on the FHRS/FHIS site - http://www.food.gov.uk/multimedia/webpage/faqsen#elem014 - or the food business operator may submit the appeal via a letter or email. In Wales the prescribed form must be submitted.

LA customisable forms can be found and downloaded at this link:
https://fsa.riams.org/resource/files/57

10.2 How appeals are shown in the system

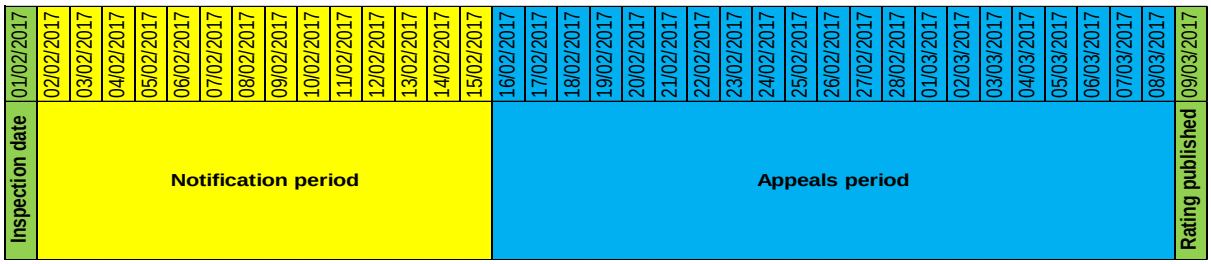
Data uploaded will appear in the relevant 'workflow' box, based on the FHRS ratings or FHIS result and the inspection date.

Any establishment achieving the top rating of '5 – Very good' or 'Pass' or 'Pass and Eat Safe' will be published immediately upon releasing the records for publication. For establishments with a rating below this or 'Improvement Required', the FHRS/FHIS system will suppress a record from publication until the notification and appeal periods have elapsed.

Within the settings menu of the system, you can set the notification period – the maximum is 14 days, you may set it to less than this based on local requirements – the appeal period is set at 21 days and cannot be amended.

For example, an establishment inspected on 01/02/2011 - assuming that the notification and appeals periods are both 14 days and no appeal is received - the rating would be published to the FHRS site on 02/03/2011:

An establishment inspected on 01/02/2017 - assuming that the notification period is 14 days and no appeal is received - the rating would be published to the FHRS site on 09/03/2017:

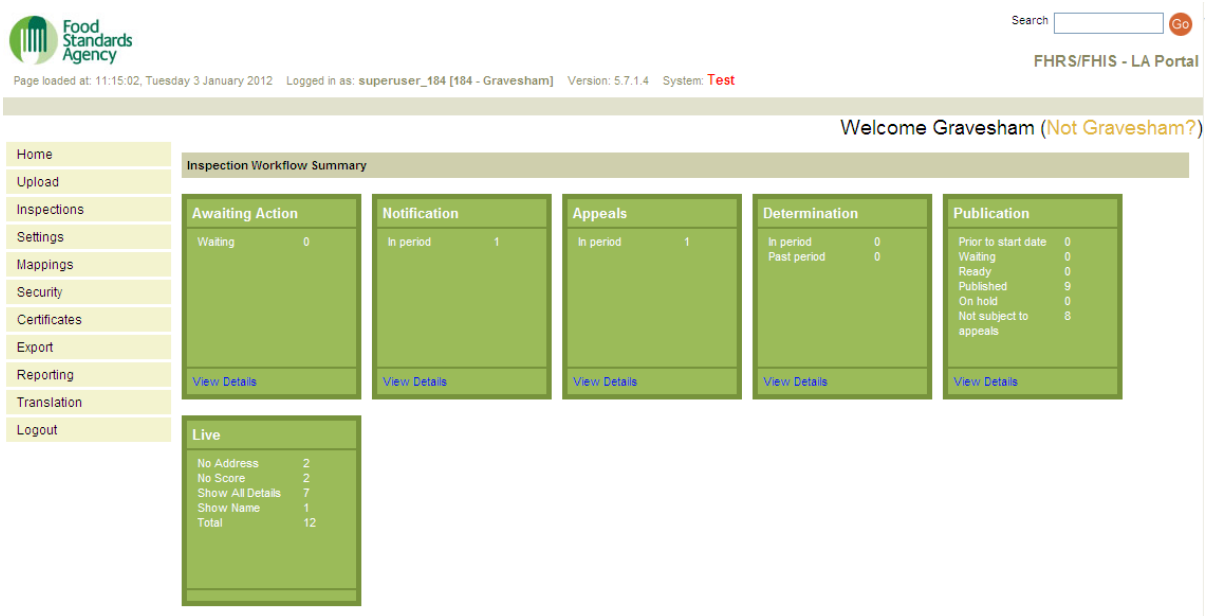


10.3 What to do on receipt of an appeal

You should locate the record on the system. This can be done by either clicking on the 'view details' of the workflow box in which the record currently resides, or by using the search facility.

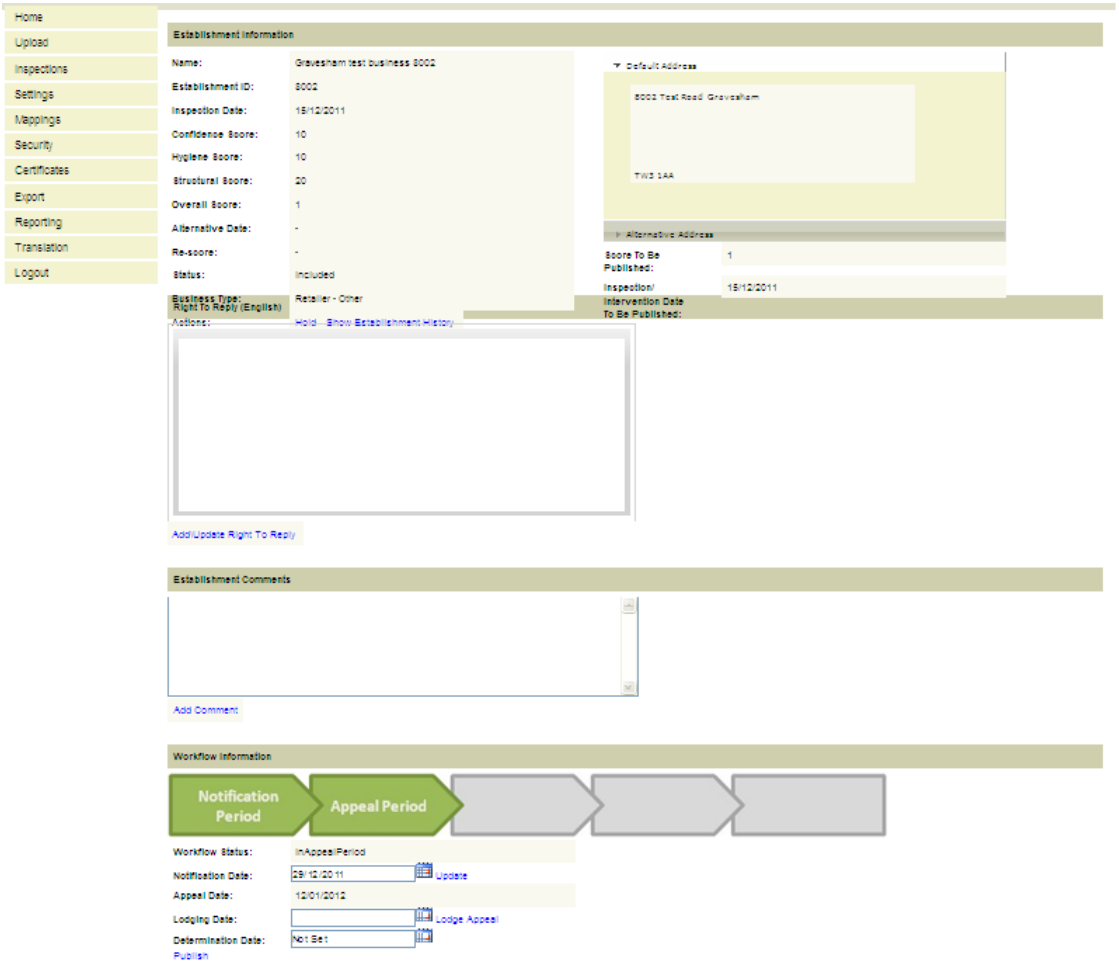
To use the search facility, enter the establishment name or ID number in the search box and click on the 'Go' button.

In the following example, one record is currently within the notification period and one is in the appeal period i.e. the notification period has elapsed and the establishment is now within the 21 day period to submit an appeal:



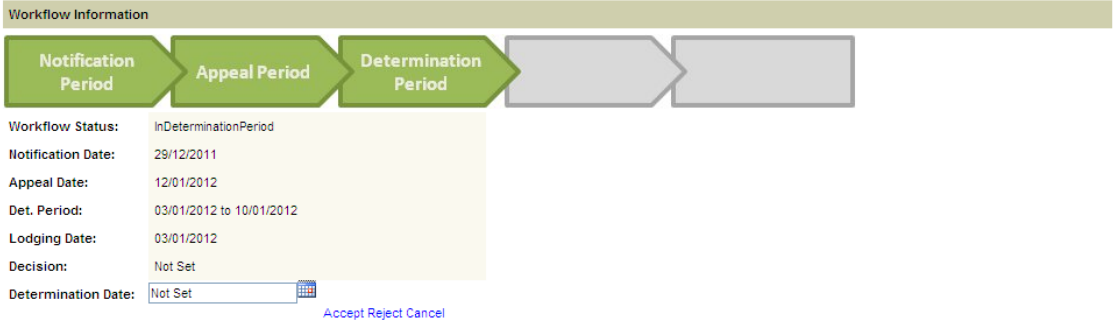
To record that an appeal has been lodged, click on view details in the appropriate ‘workflow’ box. In the normal course of events, this will be the ‘appeals’ workflow box, but you may also record that an appeal has been lodged at the ‘Notification’ stage.

To access the individual record, click on the establishment ID to bring up the establishment information screen:



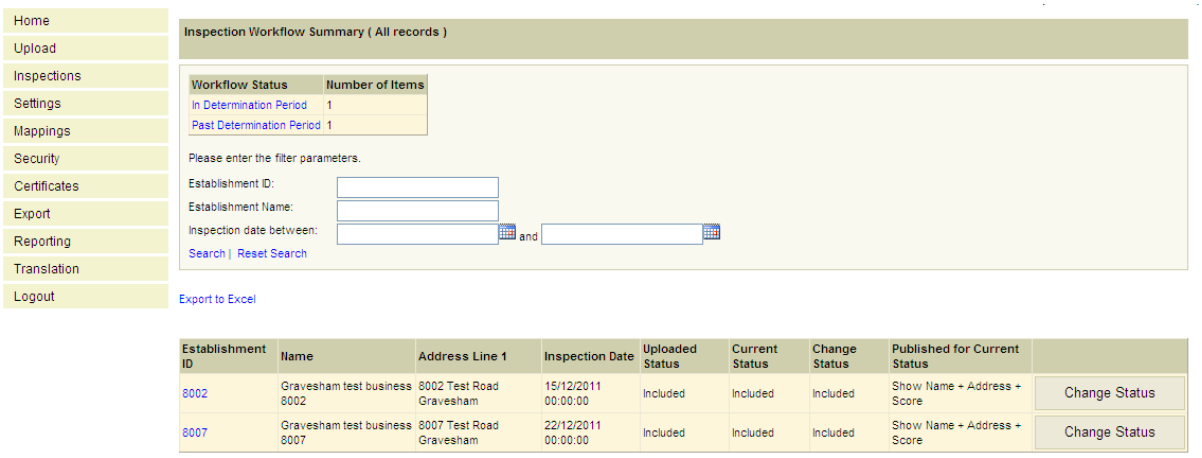
To lodge an appeal, you should scroll down the page, enter the lodging date and click on ‘Lodge Appeal’.

You will notice that the ‘Workflow Information’ will now show that the record is in the ’Determination Period’ i.e. an appeal has been lodged and is awaiting determination:



The record for the relevant establishment will now appear in the ‘Determination’ workflow box:

Appeals should be determined within twenty one calendar days. However, the record will not be published onto the website until you indicate that the appeal has been determined. If this goes beyond twenty one days, the record will remain in the ‘Determination’ stage of the workflow, but will appear under the heading ‘Past Determination Period’ to indicate that the determination period has elapsed but the appeal has still not been resolved:



10.4 Determining an appeal

Before marking an appeal as determined, you must ensure that the record for the establishment on the system contains the correct FHRS rating. If the appeal has been unsuccessful, and the original rating is to stand, then this will not require the record to be re-uploaded. However, if the rating is changed on appeal, you must complete a new upload to the portal containing the amended record, with the new scores that resulted from the appeal.

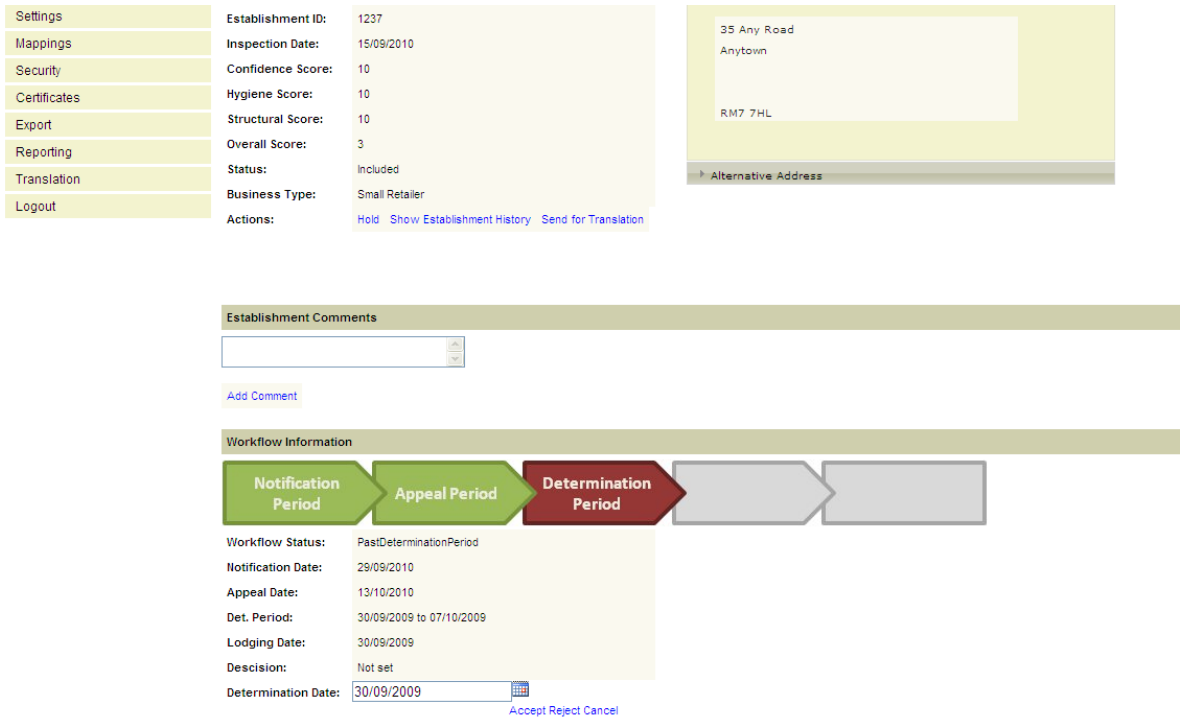
To determine appeals:

a) **Appeal rejected** (the rating given at the original inspection is to stand)
   i) Access record via inspections workflow
   ii) Enter the determination date
   iii) Click on reject
   iv) The record will move from the ‘Determination’ workflow box to published and will be published on the website.

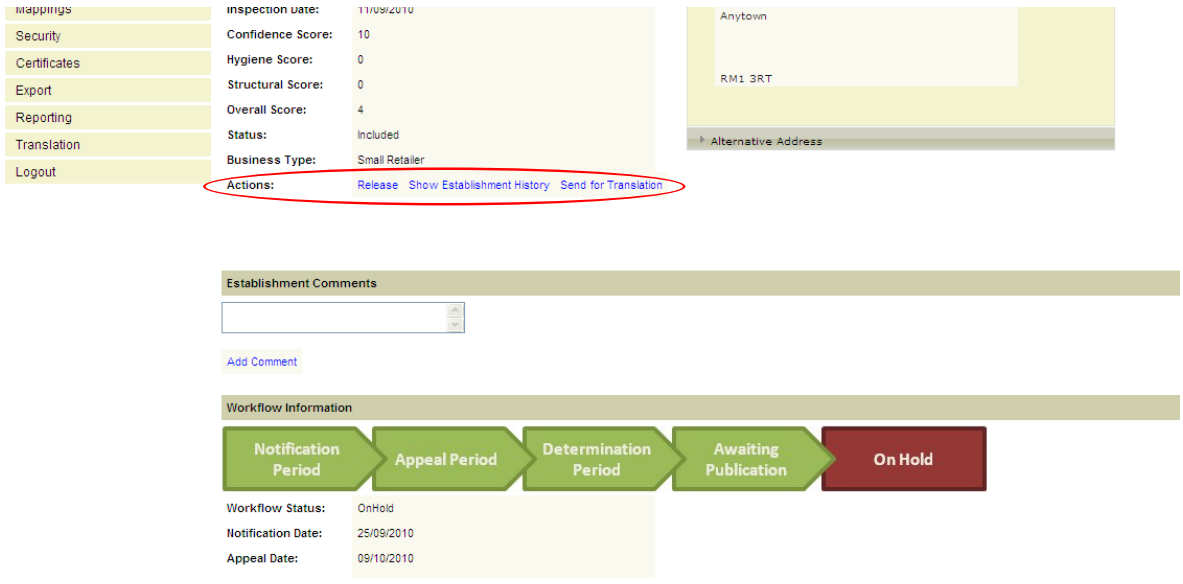
b) **Appeal accepted** (a new rating has been given)
   i) Re-upload your data with the record for which the appeal is to be accepted, amended to reflect the new rating (this may require you to re-export your dataset from your local system to a new FHSR upload file)
   ii) Release the data
   iii) Locate the record for the relevant establishment (the easiest way to do this is to enter the business name (or part of it) or the establishment id into the search box and click ‘Go’)

iv) From the individual record details (accessed by clicking on the business name from the search result returned), enter the determination date and click on ‘publish’.

Enter the date on which the appeal was determined in the box ‘Determination Date’:



If you accept or reject the appeal and then realise that the FHRS rating for the establishment is incorrect, you can ‘Hold’ the record to prevent publication and allow you to upload the correct FHRS rating. The ‘Hold’ option can be found against the ‘Actions’ option (underlined in red above).



You can then re-upload your dataset, containing the correct record for the premises (remembering that each upload overwrites the previous upload, so the upload must not just contain the record with the change but should be the full dataset) and enter the determination date for the record after releasing the data.

10.5 'Informed date' – transition to statutory scheme. Applies to LAs in Northern Ireland and Wales only

As part of the FHR (Wales) act 2013 and the FHR (Northern Ireland) act 2016, businesses will be deemed to be bound by the requirements of the act once they receive an inspection or re-inspection from the date the acts came into force (28th November 2013 in Wales and 7th October 2016.

For businesses not scheduled for an inspection within the 'transition period' (18 months from the date the act came into force was used in Wales) LAs may write to the business to inform them of their rating, the requirements of the act and issue a new ratings sticker. From this point in time the business will be deemed to be bound by the requirements of the act. Businesses informed of the requirements of the Act in this way will be able to appeal against the rating in the same way as a business subject to an inspection.

To enable the IT system to open the appeal process for businesses informed of the act in this way, the date on which the business is informed of their rating is required. This 'informeddate' can be contained in the upload or entered manually via the LA portal.

PLEASE NOTE: INFORMED DATES SHOULD ONLY BE SUPPLIED/ENTERED FOR BUSINESSES INFORMED OF THE ACT UNDER THE TRANSITIONAL ARRANGEMENTS. THE DATE ON WHICH THEY ARE FIRST INFORMED SHOULD BE SUPPLIED

Upon upload or entry of the 'informeddate' the LA will be able to lodge an appeal against the business via the FHRS LA Portal for a period of 21 days from the informed date. During this period any previous rating published on food.gov.uk/ratings will continue to be published.

Field name	Format	Rules	Action
Informeddate	Valid UK date format e.g. dd/mm/yyyy etc indicating the date on which the business was informed of it's rating under the FHR (Wales) act 2013 or FHRS (NI) Act 2016 The supply of the information via the LA upload file is not mandatory. The manual entry of the date via the	a) Cannot be earlier than the date on which the acts come into force (28/11/2013 in Wales and 07/10/2016 in Northern Ireland); and b) if uploaded, the date must continue to be present in the upload. If a date previously uploaded is absent from the upload file it shall be assumed that an	An appeal can be lodged for a period of 21days from the 'informeddate' for those businesses with a 0, 1, 2, 3 or 4 rating During this period the previously published rating will continue to be displayed on food.gov.uk/ratings If an appeal is lodged, the previous rating will be replaced by the

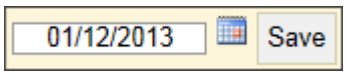
	LA portal is also permitted.	informeddate is no longer applicable to the business.	‘awaiting publication’ image.

An additional column to indicate the informed date is shown via the LA portal in the relevant workflow box (found under the inspections menu):

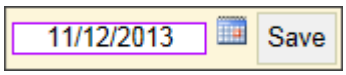
= Manually entered Informed Date

Establishment ID	Name	Address Line 1	Inspection Date	Informed Date	Uploaded Status	Current Status	Change Status	Published for Current Status	
FHR - CNWY - 001	Ceredigion 001	Ceredigion Business English 1 Address1	09/11/2013 00:00:00	Business informed	Included	Included	Included	Show Name + Address + Score	Change Status
FHR - CNWY - 012	Ceredigion 012	Ceredigion Business English 1 Address1	18/11/2013 00:00:00	Business informed	Included	Included	Included	Show Name + Address + Score	Change Status
FHR - CNWY - 013	Ceredigion 013	Ceredigion Business English 1 Address1	01/01/2012 00:00:00	12/12/2013 Save	Included	Included	Included	Show Name + Address + Score	Change Status
FHR - CNWY - 014	Ceredigion 014	Ceredigion Business English 1 Address1	01/01/2012 00:00:00	Save	Included	Included	Included	Show Name + Address + Score	Change Status
FHR - CNWY - 015	Ceredigion 015	Ceredigion Business English 1 Address1	01/01/2012 00:00:00	01/11/2013 Save	Included	Included	Included	Show Name + Address + Score	Change Status
FHR - CNWY - 016	Ceredigion 016	Ceredigion Business English 1 Address1	01/01/2012 00:00:00	15/11/2013 Save	Included	Included	Included	Show Name + Address + Score	Change Status
FHR - CNWY - 017	Ceredigion 017	Ceredigion Business English 1 Address1	01/01/2012 00:00:00	Save	Included	Included	Included	Show Name + Address + Score	Change Status
FHR - CNWY - 018	Ceredigion 018	Ceredigion Business English 1 Address1	01/01/2012 00:00:00	Save	Included	Included	Included	Show Name + Address + Score	Change Status
FHR - CNWY - 019	Ceredigion 019	Ceredigion Business English 1 Address1	01/03/2012 00:00:00	Save	Included	Included	Included	Show Name + Address + Score	Change Status

These boxes will show either:



- the informeddate uploaded to the system;



- the informeddate manually entered (indicated by the mauve outline);

- an empty box indicating that the business has not yet been informed of the rating under the act; or

- 'business informed' indicating that the business has been subject to an inspection or re-inspection since the act came into force.

11 Handling 'Right to Reply' Comments

11.1 About 'right to reply'

1. Under the terms of the Food Hygiene Rating Scheme (FHRS) and Food Hygiene Information Scheme (FHIS), food business operators (FBOs) may submit 'right to reply' comments to their local authority for publication on www.food.gov.uk/ratings.

2. These will be displayed under the detailed information for the record relating to their business. Further information on the 'right to reply' process can be found in the 'Brand Standard'[1] - http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrsguidance.pdf (Section 7 refers) and http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrssafeguards.pdf

3. The 'right to reply' gives FBOs the facility to explain to potential customers any actions that have been taken after the inspection to improve hygiene standards at the premises or to say if there were atypical circumstances at the time of the inspection that might have affected the food hygiene rating. It is not an opportunity to complain or criticise the food hygiene rating scheme or your food safety officer.

4. If the FBO feels that the rating given was unfair then the appeal process should be used (see Section 7 of the 'Brand Standard'[1]- http://www.food.gov.uk/multimedia/pdfs/enforcement/fhrsguidance.pdf).

5. The 'right to reply' comments may be submitted via the standard form, available via the FSA website - https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses#safeguards - or in writing by letter or via email.

6. FBOs can find information on the 'right to reply' process on the FSA website

11.2 Moderating the comments received

1. The comments received from FBOs should be reviewed and moderated as necessary by the authority, paying particular attention to the following:

- you should ensure that the 'right to reply' comments received are from the food business operator or someone authorised by the FBO;
- you should remove any offensive, clearly inaccurate, irrelevant or defamatory remarks, including remarks about the inspecting officer or other businesses. In Wales the FBO will be advised that the text does not meet the purpose of the

‘right to reply’, as it contains offensive, defamatory, clearly inaccurate or irrelevant remarks, and should be invited to revise the text.; and

- the ‘right to reply’ is limited to 5000 characters, so the comments should be as concise as possible, without losing the intended message (please note: the comments will be truncated if the character limit is exceeded).

11.3 Entering comments onto the Local Authority Portal

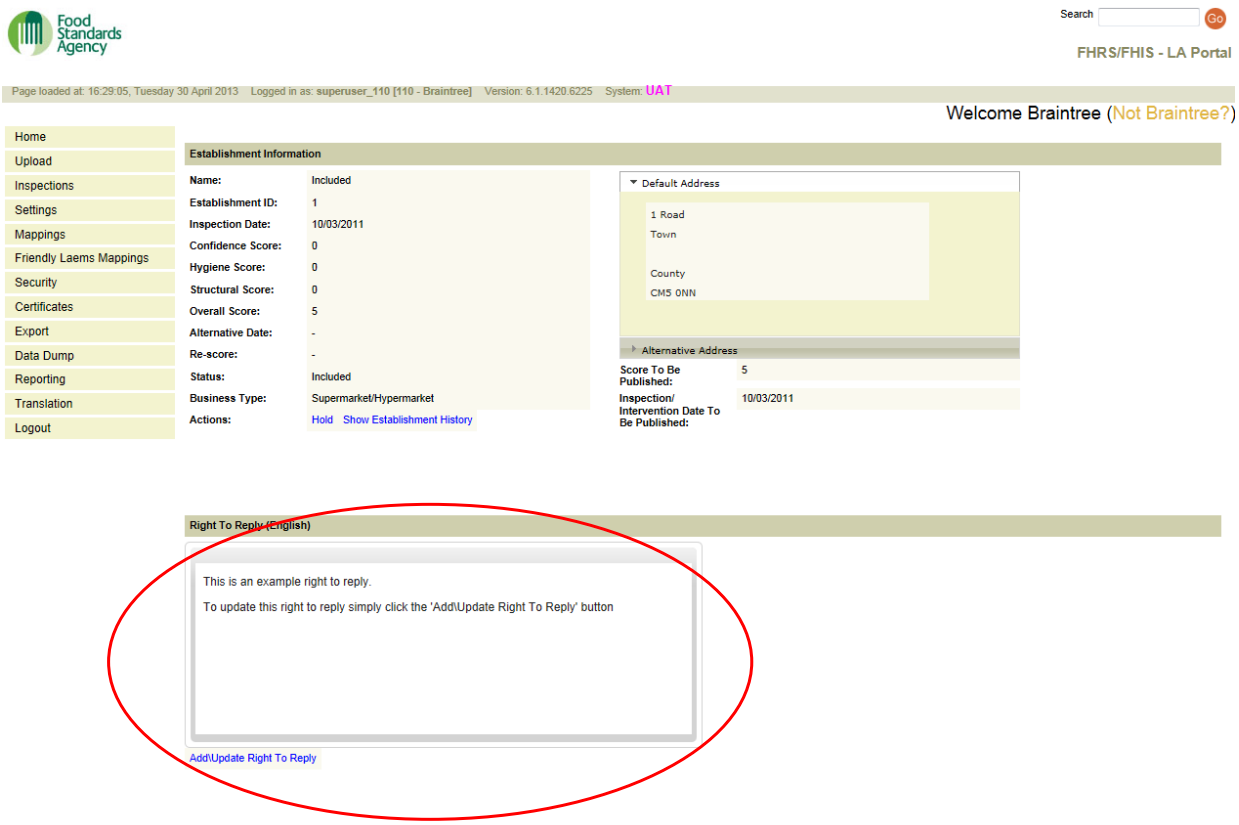
2. The moderated comments should be entered under the business record via the LA portal. To do this:

   i) Login to the Local Authority Portal at https://ratingsportal.food.gov.uk/

   ii) Locate the record for the business to which the 'right to reply' comments relate. The quickest way to do this is to enter the business name (or part of it) in the search box (top right of the screen) and hit the 'Go' button. Alternatively, you can 'view details' under the relevant part of the workflow (inspections menu) and click on the record concerned;

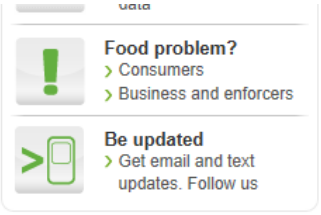
   iii) Click on the business name from the search results/workflow. This will show the individual business record;

   iv) At the foot of this screen, you will see the box for entering the 'right to reply':



   v) You may copy and paste the comments for the business or type the comments into this box. However, you should ensure that you moderate the comments as necessary (see para 7);

   vi) Clicking on 'Add/Update Right to reply' will publish the comments on the website under the details for the record:



What the business says

This is an example right to reply.

To update this right to reply simply click the 'Add\Update Right To Reply' button

About comments made by the business:
A business has the right to reply to its local authority about the food hygiene rating given. This means a business may draw attention to improvements made since the inspection and/or explain particular circumstances at the time of inspection that might have affected the rating the business was given. The comments made by the business have been reviewed and may have been edited by a local authority food safety officer so they fit the terms and conditions of this website but the accuracy of any statements made has not been verified.

Are you the business owner or manager?

If any information on this page is incorrect you can email the correct information to your local authority by using the email address to the right.

vii) The heading 'What the business says' will be displayed above the comments with some information 'About these comments' appearing after the comments.

viii) If you need to remove or amend the comments at any point, you should repeat the steps at i - vii.

11.4 'Right to reply' and new inspection records

1. The 'right to reply' comments will only be relevant to a particular inspection/intervention. Therefore, when a new inspection/intervention record is published, the right to reply comments previously entered will automatically be removed from the website. Any new comments relating to this new inspection/intervention will need to be entered per step 8(i) to vii.

11.5 Establishment comments

1. The additional box 'Establishment comments' allows the entry of any relevant comments about the establishment. These comments will not be published on the FHRS website and may be used for comments about the establishment that will be useful for others within the LA accessing the portal. As with any information held, these comments may be subject to a Freedom of Information request, so this should be considered before entering comments.

12 Creating Certificates

12.1 Overview

PLEASE NOTE: certificates should no longer be issued as part of the scheme. See section 9 of the brand standard.

It is recommended that local authorities use their own local database for the issuing of letters and stickers. This allows a more efficient management of the scheme i.e. it does not introduce the extra steps of extracting data from your local database and uploading this file to the FHRS system in order to issue FHRS materials to food business operators.

If you do use the certificate facility for any other purpose you should be aware that the list will only show published records i.e. the list will **not** contain records currently in the notification or appeals stages of the workflow.

12.2 Creating a mail merge list

1. Login to the LA portal and select 'Certificates' from the menu on the left hand side.

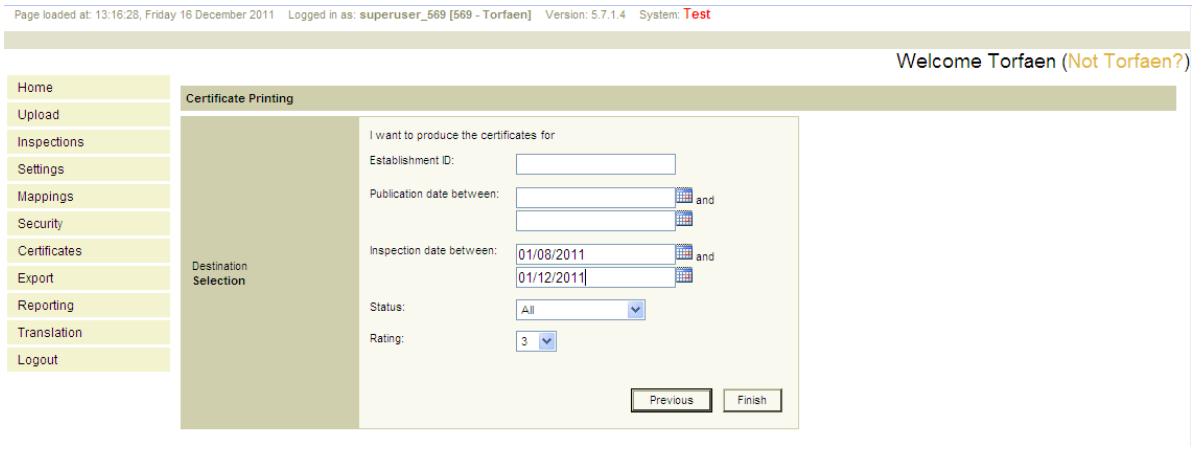
2. Select 'Mail Merge' and then click on the 'Next' button, as follows:

3. You have the choice to specify one of the following:

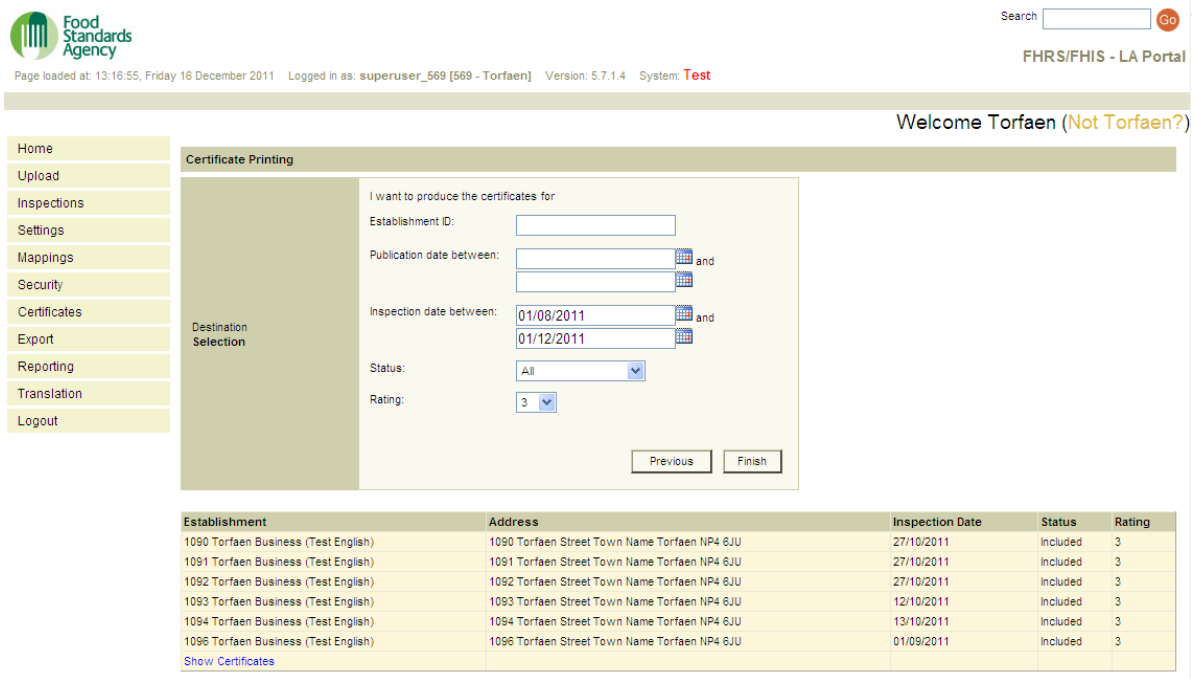
- *The establishment ID of an individual establishment*. When performing the mail merge for the first time you may wish to select a single record and print a single certificate, as you may need to re-align some of the fields in the CertificateTemplate.doc document, so that this works with your printer set-up.
- *All records published within a specified date range* – you specify the start and end dates for this range; or
- *All records with an inspection date within a specified range* - you specify the start and end dates for this range.
- *Records with a specified status* – included, included and private etc

- *Records with a specified rating*

You may use a combination of these to select what should be included in the excel file for mail merge. In the following example, records with an inspection date between 01/08/2011 and 01/12/2011 with a rating of '3' will be exported to an excel file.



4. When you've entered your selection, click on the 'Finish' button to produce the list:



5. Click on 'Show Certificates' to export the list to excel. If the list is particularly long, you will need to scroll down the page, as the 'Show Certificate' link will always appears at the foot of the list.

6. An excel list will be created. You will have the option to open or save this list.

- If you choose 'save' the file will be saved as an excel file (you will be prompted on where this should be saved to)

- If you choose ‘open’ the file will be opened in excel as a read-only ‘.aspx’ file. If you wish to save this file, you will need to select ‘save as’ and choose to save the file as in excel.

7. You can now exit the LA Portal, as the production of the certificates using ‘mail merge’ will be carried out in WORD and EXCEL.

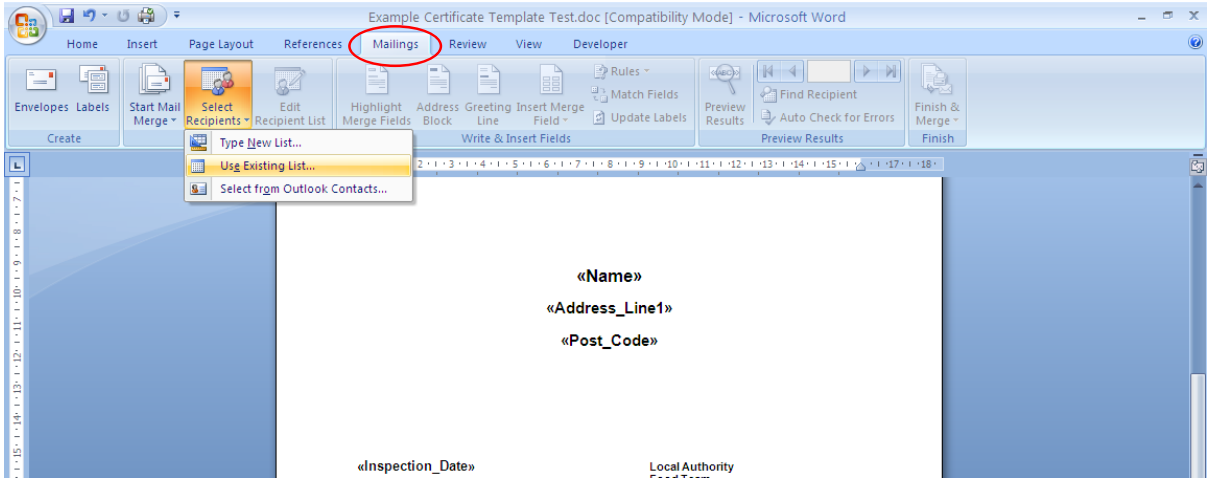
12.3 Completing a mail-merge in Word

1. Open WORD.

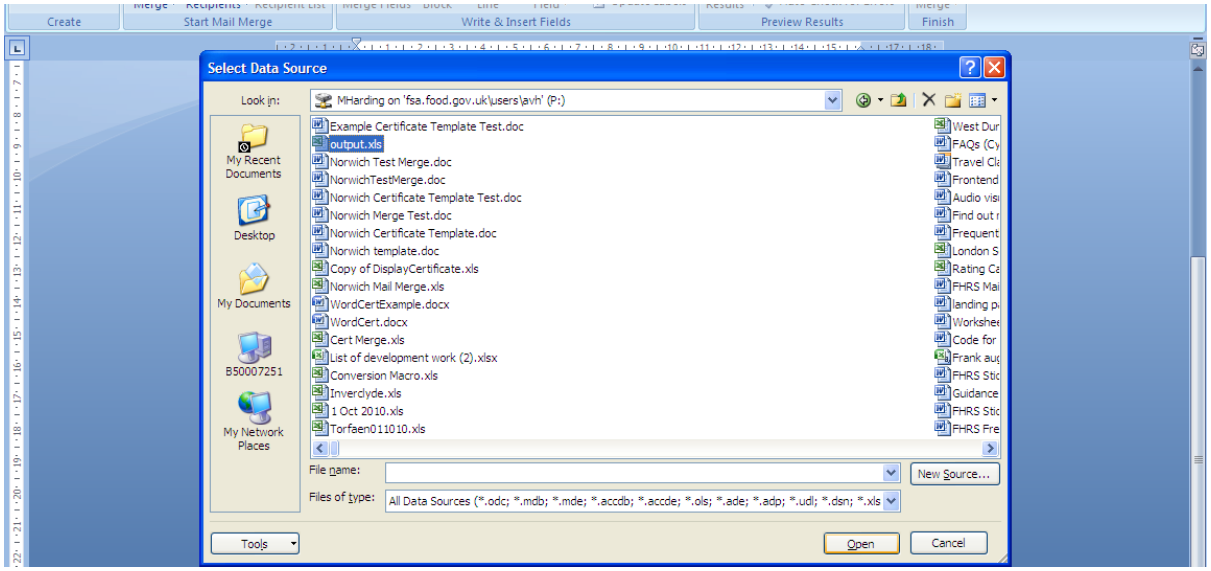
2. Open the certificate template document http://www.food.gov.uk/multimedia/worddocs/fhrscertificatemailmerge.doc and complete as necessary i.e. type in the contact details and paste the electronic signature and LA logo. DO NOT amend the merge fields (those shown within ‘<< >>’, such as <<Name>>, <<Inspection_Date>>), as these relate to the fields which are exported from the FHRS system.

3. Click on the ‘Mailings’ tab (WORD 2007) or the equivalent in the version of WORD used.

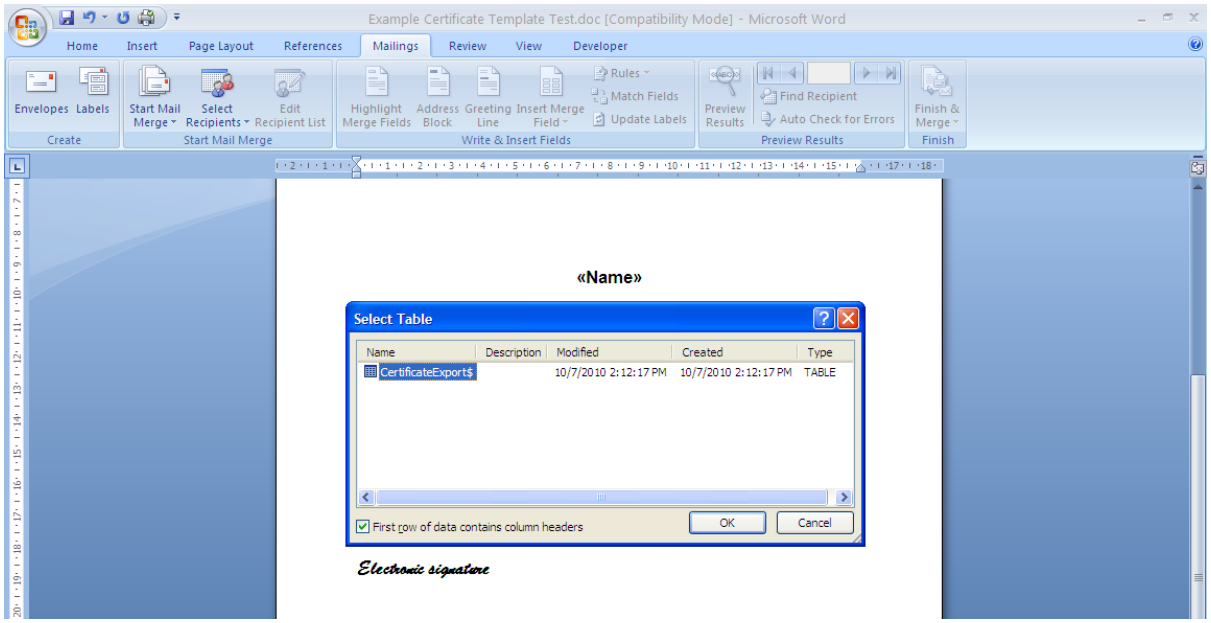
4. Click on ‘Select Recipients’ and choose ‘Use existing list’



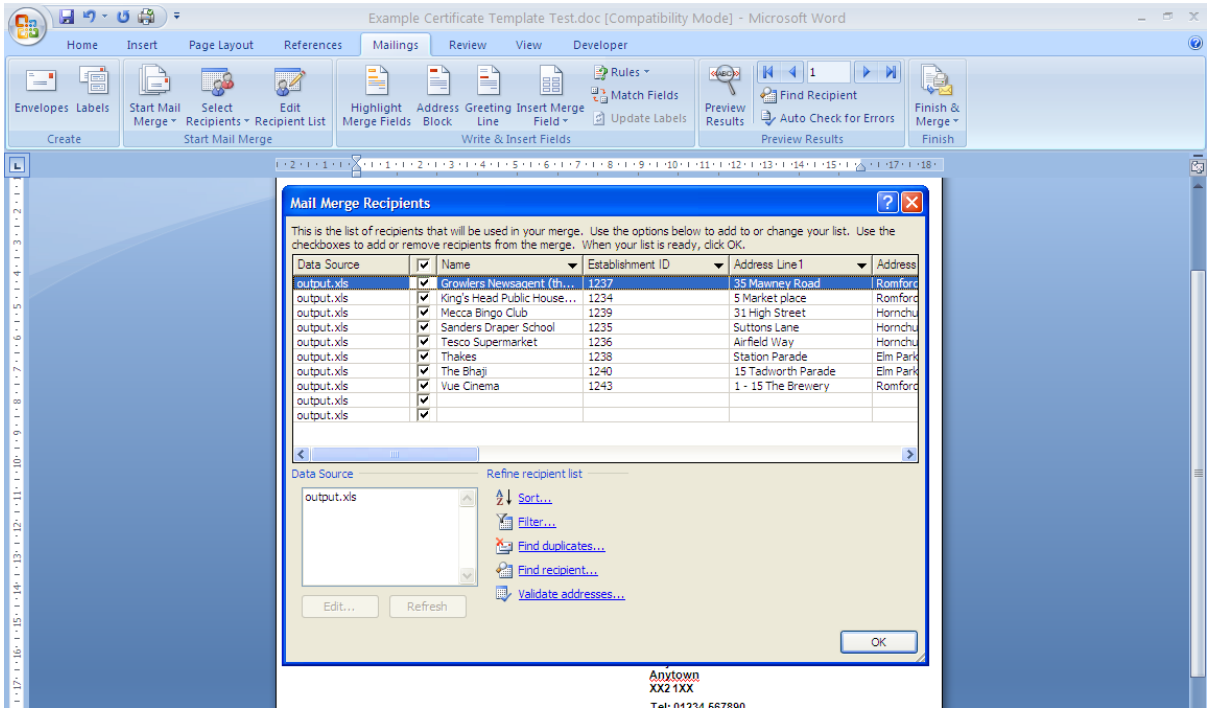
5. Locate the excel list (output.xls / or the custom name you used) that you exported from the LA Portal and select open.



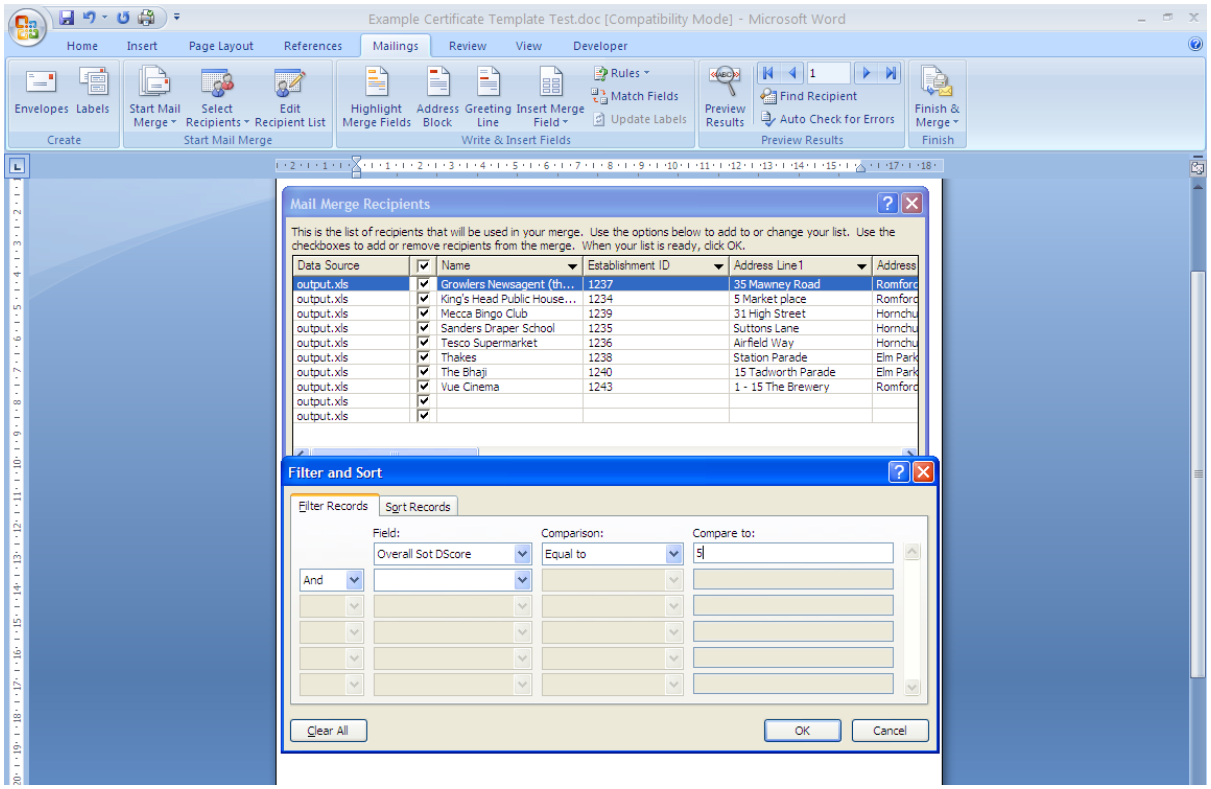
6. Press the OK button when presented with the following screen:



7. Click on the ’Edit recipients/Edit recipients list’ option in WORD:



8. To print certificates of a given score only, select filter (found under the 'Refine recipients list' heading):



9. The mail merge process will allow you to specify that only records with a specific value in a specific field are merged and printed.

The FHRS rating of each establishment is exported to the column 'Overall SotDScore', so to select that only those certificates for a given rating are printed, you should:

- In the 'Field' drop-down select 'Overall SotDScore' (this sets the column containing the FHRS rating)
- In the 'Comparison' drop-down select 'Equal to'
- In the 'Compare to' drop-down select the FHRS rating for which certificates should be printed.
- In the above example, only those establishments with an FHRS rating equal to 5 will be merged.
- In addition you can add a further filter for the Status of the establishments where a status filter has not been chosen for extracting the data from the portal i.e. included, you should:
- In the 'Field' drop-down select 'Status Name' (this sets the column containing the Status).
- In the 'Comparison' drop-down select 'Equal to'
- In the 'Compare to' enter the status 'Included' for which certificates should be printed.

10. Click on 'Finish and merge' and select either:

- 'Print documents' if you are ready to print the certificates i.e. the printer has been loaded with the necessary blank certificates for the selected FHRS rating; or
- 'Edit documents' which will allow you to review the details to be printed before printing the certificates.

Repeat 7 – 10 to print certificates for a different FHRS rating.

13 Reporting

13.1 Overview

The FHRS/FHIS system has a reporting function which provides a number of useful reports for analysis, data management and consistency purposes.

The system allows the export of data from these reports in a range of formats. This data can then be used for analysis or to display data on your local authority website for example. The available reports are listed below:

Report	Description
Business Type	Lists businesses which may have the wrong status provided e.g. included which should be excluded. *NB: This report uses a pre-defined list to compare the status against the supplied business type provided. There may be occasions where the correct status has already been applied. This report is a guide only and the LA should use their own judgement when changing business types.*
Data Management	Lists the following details entered in the settings menu: LA contact details, notification period, earliest date for inspection. It also shows establishments which are on-hold and those which have had their status manually changed within the Inspections menu.
Distribution of Ratings	Shows a distribution of all ratings and those establishments not subject to a rating (sensitive, excluded etc.). This report contains 4 pages, page 1 is the total numbers, page two is a percentage distribution of ratings only, page 3 is a percentage distribution of ratings and establishments not subject to a rating and page 4 shows a bar chart of percentage distribution of ratings. This report can be run for your LA, region or country.
Distribution over time	Shows the distribution of ratings displayed as above for the local authority month by month.
Establishment List	Lists all establishments within the portal for your LA.
Movement in Ratings	Details the current rating for each establishment compared with their previous ratings. This report can be run for your LA, region of country.
Rescore Visits	Details establishments which have received a re-rating comparing it to their previous rating: *NB: Only establishments which have been uploaded with a re-score result will be shown e.g. if a premises is subject to a requested revisit but this does not change the rating and a reinspectionresult is not supplied or if the LA use inspection/partial inspection/audit and just change the three component scores, these will not be included*.

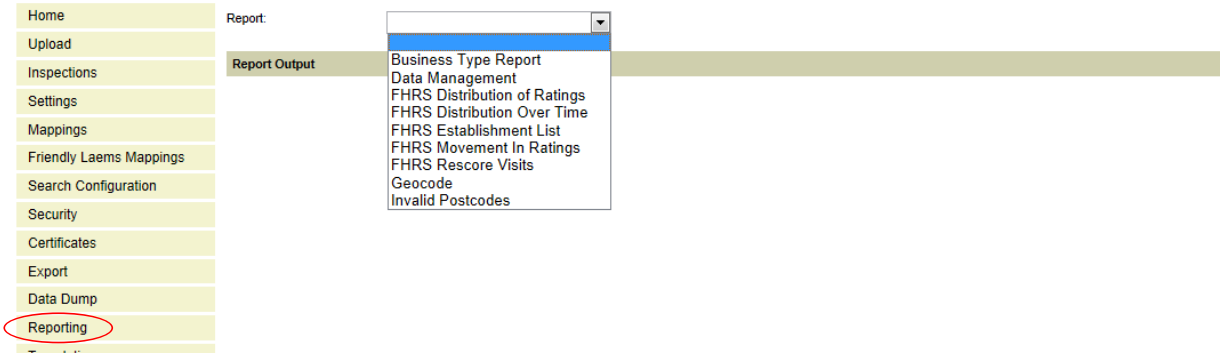
Invalid Postcodes	Details postcodes which are invalid or not located within the local authority boundary

13.2 Accessing Reports

1. Login to the LA portal and select ‘Reports’ from the menu on the left hand side.

2. You will be presented with a drop down menu listing the reports

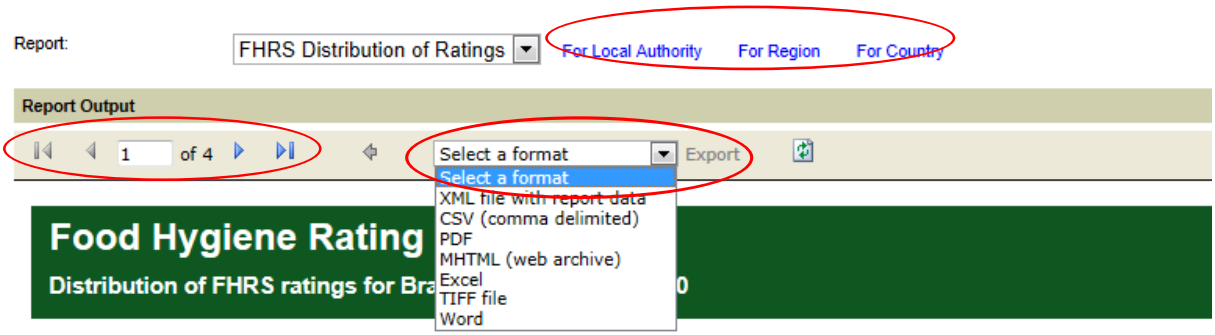
3. Click on the report you want and wait for it to show on screen



13.3 Viewing and downloading Reports

Viewing

The reports are viewable on screen. Some reports are displayed on one page and may require scrolling, others are displayed over a number of pages and you will need to use to navigation bar to move between pages in the report:

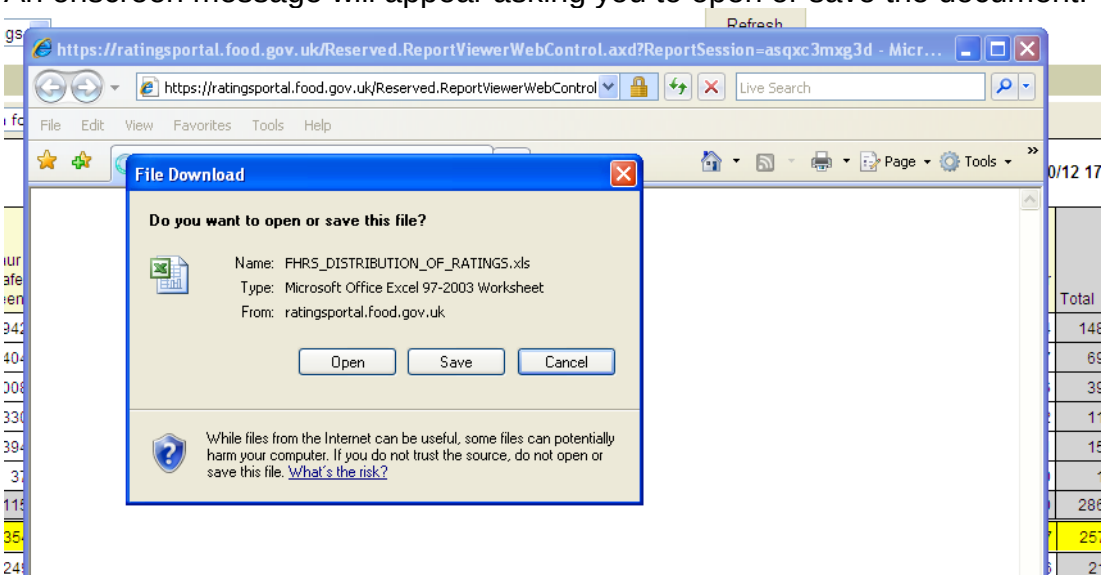


Some reports are available for the local authority area, region or country. You need to click on the blue text, as above, next to the Report drop down menu to select which area you require. You can only view and download one area at a time.

Downloading

You can also download the reports into a range of formats for using in a variety of ways, including informing management reports, analysing data, placing data on your own website, freedom of information requests etc. To download reports click on the ‘Select a format’ drop down box as above and click the ‘Export’ button.

An onscreen message will appear asking you to open or save the document:



13.4 Report Refresh Times

Report	Refresh Time
Business Type	Hourly
Data Management	Hourly
Distribution of Ratings	Hourly
Distribution over time	Overnight
Establishment List	Hourly
Movement in Ratings	Overnight
Rescore Visits	Hourly
Invalid Postcodes	Overnight

13.5 Export Reports

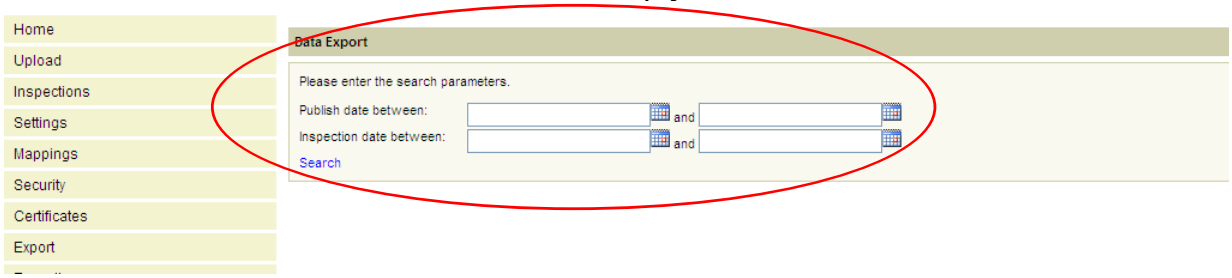
1. Login to the LA portal and select ‘Exports’ from the menu on the left hand side.

2. You have the choice to specify one of the following:

- All records published within a specified date range – you specify the start and end dates for this range;
- All records with an inspection date within a specified range - you specify the start and end dates for this range; or

(You may use a combination of the above to select what should be included in the Export Report.)

- To obtain all data, leave all boxes empty



3. To show data click ‘Search’, and the results will appear.

4. To view the report and export the report follow the ‘Viewing and downloading Reports’ guidance.

Notes:

- *The Data export takes all establishments from the portal, this includes those that are:*
  - *In Notifications or Appeals*
  - *On Hold*
  - *With a status of Sensitive and Excluded*
- *For establishments within Notifications or Appeals where previous inspection information is available, the currently displayed rating will be exported*
- *For establishments with a status of Sensitive, Excluded or Exempt the ratings field will be shown as their status rather than rating e.g. ‘Sensitive’*

13.6 Data Dump

Overview

The data dump provides a complete list of all data on FHRS which is displayed on the consumer facing website.

1. Login to the LA portal and select ‘Data Dump’ from the menu on the left hand side.

2. The data dump page will appear and show all establishments for your LA

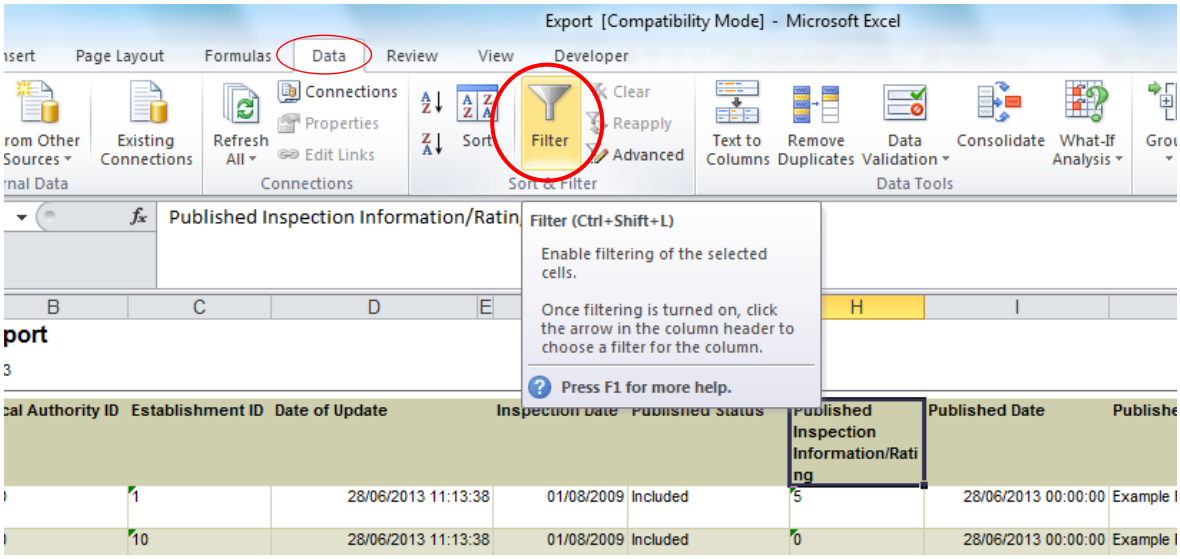
3. You can navigate through the list using the top bar or choose to export the list in a range of formats. The export process works the same as detailed in step 5 in the Reporting guidance above.

13.7 Analysing Data in Excel

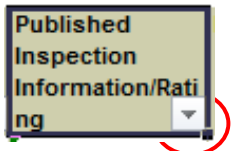
Once you have exported the data into Microsoft Excel you can then use features within Excel to look at the data.

Steps:

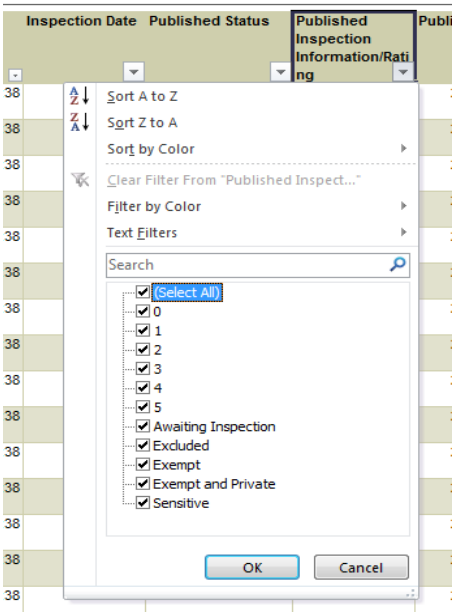
1. Select one of the heading cells. Click on the data tab and select the Filter button:



2. The following symbol should appear to the bottom right hand corner of each box



3. When you click on the filter button you can use it to filter the relevant column. You can do this by selecting a range of options e.g. 1,2 and 3 ratings and deselect the rest. Or use it just find your awaiting inspection establishments etc:



4. You can also filter other columns at the same time. E.g. you may wish to find all 0 and 1 rated establishments inspected between a certain date range. You can do this by only selecting 0 and 1 ratings under the 'Published Inspection Information/Rating' column and the 'Inspection Date' column. Under the

inspection date column you can select years or expand it out to select months and days.

14 Frequently Asked Questions

1. **I've forgotten my password and need it resetting.**

A: You can reset passwords using a system administrator account. If the system administrator account needs resetting another system administrator can do this. If not contact the FHRS team and they can reset your password for you.

2. **I am unable to get onto the system.**

A: Make sure you are using the correct username and password and not your LAEMS details or test/live account details. Your password is case sensitive. If you're copying and pasting your password ensure this doesn't pick up an extra space. Try a different account log in if you have more than one. If this doesn't work, contact the FHRS team for assistance.

3. **An establishment is showing on the front end and it should be, I need to remove it.**

A: You can place the establishment 'On Hold' this will remove it straight away. See guidance for this on page 11 'What if there is an error in a record?' section.

4. **We have discovered an error with our dataset and need to remove all data from the consumer facing site.**

A: Contact the FHRS team who can arrange for this to be done. This can usually be done straight away.

5. **Where can I find definitions for the business types?**

A: The LAEMS guidance provides descriptions for business types. You can find the guidance at this link:
http://www.food.gov.uk/multimedia/pdfs/enforcement/laemsguidance.pdf

6. **Why is a record that I've uploaded not been published on the website?**

A: There are several possible reasons for this:

i) The record has a status that does not result in the publication of record i.e. excluded or sensitive. NB: you should also check that the status has not been manually changed to a status not resulting in publication (see section 9).

ii) The new rating for the business is not '5 – very good' and the record new inspection is currently in the notification or appeals period (see section 1.6).

iii) The record is currently on-hold (see section 1.9)

iv) The data have not yet been published. Either the data still need to be released (see section 8.2) or the upload is still be processed and records will be published shortly (see section 8..4(3))

7. **A food business operator has contacted us asking why their recent rating has not been published on www.food.gov.uk. What should we do?**

A: **Do not** tell the fbo to contact the Food Standards Agency. Although the FSA provide the FHRS system, what is published on www.food.gov.uk is based upon the data uploaded by each local authority. In cases where LAs have

passed the fbo on to the FSA this has resulted in the FSA staff needing to get back to the LA as, in the majority of cases, the LA has not uploaded the new inspection record or the record is in the notification or appeals period. This does not present a good image of either organisation (the LA or the FSA). The recommended course of action:

i) Get the contact details of the fbo and let them know you will call them back;

ii) Check to see whether 8i – iv are applicable.
   a. To remove/change a manually entered status, see section 9.2
   b. To publish a record currently 'on-hold', see section 1.9
   c. To check if a record is in the notification or appeals periods see section 8.2

iii) If you are unsure as to the reason for the new record not being published or want to clarify what you should do, please contact the Agency (see section 15)

15 Contact details

If you have any queries about using the FHRS system, you can contact us as follows:

Email: hygieneratings@food.gov.uk

or

Michael Harding
Tel 020 7276 8730
michael.harding@food.gov.uk

James Blackburn
Tel: 020 7276 8434
james.blackburn@food.gov.uk

NB: if emailing we would recommend you use the generic hygieneratings@food.gov.uk address. This will ensure that your query will be dealt with promptly if either named contact is away from the office.