



## **Impact of ROF on FHRS**

### **Deliberative workshop with consumers**

#### **Agenda**

#### **Draft v9**

**6 hours**

**10a.m. to 4pm**

## **Materials**

- Sign in sheets
- Post-it notes and pens
- Plain paper
- Blu-tack
- Projector
- HDMI cable
- Flipchart and pens – check with venue
- Dictaphone and batteries / phones for recording
- Laptops
- Incentives
- Stimulus
- FSA 'observer' guidelines

## **Table allocation**

- Participants pre-allocated to tables to ensure diversity at each – demographic and attitudinal
- Name tags on tables

Timings	Discussion area	Materials
	<b>1. Welcome and introduction</b>	
10.00-10.15	<ul style="list-style-type: none"> <li>• Introductions (research team and FSA)</li> <li>• Background to the research</li> </ul>	Presentation
	<b>2. FHRS views and behaviour</b>	
10.15-11.15	<ul style="list-style-type: none"> <li>• At tables, brief participant introductions</li> </ul> <p><b>Use of FHRS</b></p> <ul style="list-style-type: none"> <li>• Direct participants to their pre-completion 'homework' exercise               <ul style="list-style-type: none"> <li>• When do you use FHRS: everyday, special occasions, when travelling to new places/on holiday etc?</li> <li>• <u>Do you use it differently for certain types of food businesses? For which types of food businesses would you be more / less likely to check?</u></li> <li>• How frequently do you check a rating? Do you check regularly or just once and assume it stays the same?</li> <li>• How do you use it – stickers, website, Apps, social media?</li> <li>• If you don't use it regularly, why not?</li> <li>• Do you notice when a rating displayed at a business changes/is updated?</li> </ul> </li> </ul>	Participants' 'homework'

Timings	Discussion area	Materials
	<ul style="list-style-type: none"> <li>Do you notice when a food business does not display a rating sticker? (<i>NB some FBOs may not display in Wales/NI even though they should</i>) If so, would this affect your decision to use a food business? Why/why not?</li> </ul> <p><b>Knowledge and understanding of FHRS</b></p> <ul style="list-style-type: none"> <li>As far as you know, are food hygiene ratings available for all food outlets? <ul style="list-style-type: none"> <li>Which outlets display stickers? [Probe for awareness of mandatory requirement (Wales, NI) vs. voluntary (England)]</li> </ul> </li> <li>[England only] Do you assume that food businesses everywhere are generally OK (as it's usually only higher ratings - 4s and 5s – which are displayed under the voluntary scheme in England)?</li> <li>What do you assume/ do if no rating is displayed?</li> <li>Who do you think gives a food business its rating?</li> <li>How do you assume the rating is decided? What information is used to decide?</li> <li>What information about a food business do you get from a FHRS rating? <ul style="list-style-type: none"> <li>Spontaneous responses; probe stickers vs. online – is the information you get different?</li> <li>Prompted – show pictures of FHRS ratings stickers and screenshots of online rating (rating number; rating description; date of inspection)</li> </ul> </li> </ul>	<p>Handout A: Pictures of FHRS rating scales including stickers and online screenshots</p>

Timings	Discussion area	Materials
	<ul style="list-style-type: none"> <li>• What information do you use/ find helpful? Why?               <ul style="list-style-type: none"> <li>• <u>Do you pay attention to the date of inspection? If so, how often do you check this? How much does it matter if it's not very recent? If it's not recent, what difference does that make (if any)?</u></li> </ul> </li> <li>• How frequently do you assume that ratings are reviewed and refreshed?</li> <li>• Is it expected that ratings are reviewed even if no changes have taken place to the business? Does it matter if the rating is therefore not very recent?</li> <li>• What questions do you have about FHRS and how it works? Moderator to flip chart remaining questions from the table.</li> </ul>	
	<p><b>3. FHRS inspections system, Primary Authority NIS and risk segmentation</b></p>	
11.15-12:05	<p><b>Presentation 1: What happens currently</b></p> <ul style="list-style-type: none"> <li>• The scale and scope of the inspections regime - 'pop quiz' to give some initial foundational knowledge</li> <li>• Q&amp;A with FSA representative to provide more detail / clarification</li> </ul>	Powerpoint Presentation (including video)

Timings	Discussion area	Materials
	<p><b>Presentation 2: Changes: ROF programme and risk segmentation</b></p> <ul style="list-style-type: none"> <li>• Overview of ROF programme</li> <li>• Risk segmentation – what happens now and how this might be changing</li>   <li>• Q&amp;A with FSA representative to provide more detail / clarification</li> </ul> <p><b>Presentation 3: Changes - PA NIS system and possible implications for inspections and for FHRS</b></p> <ul style="list-style-type: none"> <li>• What is a Primary Authority?</li> <li>• What is NIS?</li>   <li>• Q&amp;A with FSA representative to provide more detail / clarification</li> </ul>	
	<p><b>4. Reflection on what we've learnt so far</b></p>	
<p>12:05- 12.30</p>	<p>Group discussion about what we've learned so far:</p> <ul style="list-style-type: none"> <li>• What's new / interesting / concerning?</li> </ul>	

Timings	Discussion area	Materials
	<ul style="list-style-type: none"> <li>• What else do you need to know?               <ul style="list-style-type: none"> <li>• Individuals to use post-it notes to record further questions/ gaps in their knowledge and stick them to the 'Need to Know' flipchart board over lunchtime</li> </ul> </li> <li>• What, if anything, about the potential changes discussed would impact how you feel as a consumer about the FHR system?</li> </ul>	'Need to Know' flipchart  Post-it notes
	<b>5. Lunch</b>	
12.30-1.15	<ul style="list-style-type: none"> <li>• During the break, we'd re-group and discuss with the FSA team and need for changes to approach/questioning focus in the afternoon.</li> <li>• Facilitators to review 'Need to Know' board to inform this</li> </ul>	
	<b>6. Key FHR design characteristics</b>	
1.15-2.30pm	Group discussions on tables  <b>Topic 1: Different approaches for different businesses</b> <ul style="list-style-type: none"> <li>• <i>Recap: the suggestion is that food businesses would be given a risk-rating which would determine the inspection and regulation approach.</i></li> <li>• Grouping exercise: participants to work together to group different food business types (on cards – include multi-site/ chain businesses and single site businesses, and a range</li> </ul>	Presentation slides available on tables if needed  Cards of business types

Timings	Discussion area	Materials
	<p>of business types) according to risk – one pile for low, one pile for medium and one pile for high risk.</p> <ul style="list-style-type: none"> <li>• Why have you grouped them in this way?</li> <li>• What do the lower risk businesses have in common? What do the higher risk businesses have in common?</li> <li>• What are the most important things that should be considered when a business' risk is determined?</li> <li>• Introduce <b>Handout B</b> – examples of businesses considered lower and higher risks by FSA. <ul style="list-style-type: none"> <li>• Any questions / surprises?</li> </ul> </li> <li>• Do you expect all food businesses to receive a FHRS score (even the low risk ones)? Why? Why not? <ul style="list-style-type: none"> <li>• What determines whether you would/ would not expect a FHRS rating?</li> </ul> </li> <li>• How would you feel if low risk businesses were excluded from physical inspections and did not receive ratings in the future? <ul style="list-style-type: none"> <li>• How would it make you feel about that business in particular?</li> <li>• How would it make you feel about the food industry as a whole?</li> <li>• How would it make you feel about the FHRS? (Probe for any risk of reduced credibility in the eyes of consumers)</li> </ul> </li> </ul>	<p>Handout B: examples of high and low risk businesses.</p>



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	<ul style="list-style-type: none"> <li>• How would you feel if low risk businesses had less frequent physical inspections and therefore ratings may be less recent (<i>NB this already happens – see note at end – it’s just the definition of risk that would change/be broadened</i>)?               <ul style="list-style-type: none"> <li>• How would it make you feel about that business in particular?</li> <li>• How would it make you feel about the food industry as a whole?</li> <li>• How would it make you feel about the FHRS? (Probe for any risk of reduced credibility in the eyes of consumers)</li> </ul> </li> <li>• Moderator to explain: one of the changes using risk segmentation would be that food businesses in the same category might be treated differently depending on their risk profile. How do you feel about this?</li> </ul> <p><b>Topic 2: Using data to assure that food businesses are compliant</b></p> <ul style="list-style-type: none"> <li>• <i>Recap: Primary authorities could use compliance data (such as audit data and pest control reports) from businesses and local authorities to check compliance with food hygiene standards and to determine what level of inspection/ scrutiny their partner businesses need, i.e. the frequency or scope of physical inspections needed (NB no business will ever be removed completely from local inspections if they are part of a NIS).</i></li> <li>• What do you expect primary authorities to consider when assessing how often a business would need a physical inspection?               <ul style="list-style-type: none"> <li>• Facilitator to make a flipchart list</li> </ul> </li> </ul>	

Timings	Discussion area	Materials
	<ul style="list-style-type: none"> <li>• What types of information could help them determine each of these factors?</li> <li>• Introduce <b>Handout C: Data and evidence sources available to authorities</b> (see note at end on this data)               <ul style="list-style-type: none"> <li>• Based on this list, how assured do you feel that a primary authority/ local authority would have enough information to judge a business's compliance with food standards?</li> <li>• What other reassurance would you need? What checks and requirements would need to be in place?</li> </ul> </li> <li>• <u>If a NIS is in operation and local authorities are inspecting outlets less frequently, could the primary authority use business data to confirm/ refresh i.e. not change) an existing rating?</u></li> <li>• How would you feel if the rating was determined (i.e. changed) through something other than a traditional physical inspection?               <ul style="list-style-type: none"> <li>• How confident would you feel in the rating?</li> <li>• What would be needed to make you feel confident?</li> </ul> </li> </ul>	Handout C
	<b>7. Coffee break</b>	
2.30-2.40	<ul style="list-style-type: none"> <li>• Break</li> </ul>	
	<b>8. Group task</b>	

Timings	Discussion area	Materials
2.40-3.20	<p><b>Group exercise</b></p> <ul style="list-style-type: none"> <li>• Each table to be split into two smaller groups and given some different food business examples:               <ol style="list-style-type: none"> <li>a. Group 1 (risk) – businesses that would be considered low risk and have no FHRs rating and businesses whose rating would be based on a more historic i.e. less recent physical inspection</li> <li>b. Group 2(data) – businesses whose rating had been refreshed based on business data/evidence rather than a physical inspection i.e. more up to date but not physical inspection</li> </ol> </li> <li>• Each group to agree:               <ul style="list-style-type: none"> <li>• How they would feel about buying food from that business</li> <li>• What reassurances they would need that it was safe to buy food from that business.</li> </ul> </li> <li>• Groups to feed back to rest of the room</li> </ul>	Instructions for group exercise
<b>9. Communicating to the public</b>		
3.20-3.45pm	<ul style="list-style-type: none"> <li>• <i>Recap: Currently, all businesses go through the same process to receive a FHRs rating. This food rating is communicated to the public via stickers displayed prominently at the outlet (mandatory in Wales and NI, voluntary in England) and via the FSA website. With the changes discussed here, the FSA needs to consider whether the way they tell the public about business's ratings should change too.</i></li> <li>• How well informed do you think the public is on how FHRs ratings are decided currently?</li> </ul>	

Timings	Discussion area	Materials
	<ul style="list-style-type: none"> <li>• Reflect back on discussions at the start of the day – how much did you know about what information is used to reach decisions on ratings currently?</li> <li>• In considering the changes we've talked about today, how should this change (if at all) the information provided to the public?               <ul style="list-style-type: none"> <li>• Would people need/ want to know that the rating has been decided through other means than a physical inspection? Even if it is on a par with the information already used in the food hygiene rating?</li> <li>• Should the date of any other regulatory activity (e.g. sampling visit, questionnaire etc.) be made available as part of FHRS?</li> </ul> </li> <li>• Should food businesses in PA NIS be given a different type of rating? Why / why not?</li> <li>• What do you want to know? How should it be communicated? As part of the sticker? On the website?               <ul style="list-style-type: none"> <li>• Probe – any danger of too much information/ confusion? (<i>NB FHRS is supposed to be simple, at a glance info</i>)</li> </ul> </li> </ul>	
3.45 – 4.00	<b>10. Wrapping up</b>	
	<ul style="list-style-type: none"> <li>• To what extent have your views on FHRS changed over the course of this workshop?</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Are you likely to use the scheme differently now? Why / why not?</li> <li>• Postcards – each participant to write on a postcard what they see as the main advantage and disadvantage on these proposed changes overall</li> <li>• Lead facilitator / FSA to thank participants and explain how their feedback will be used</li> </ul>	

## **Additional notes for moderators**

### **Information to be aware of:**

Some businesses are considered low risk and are exempt from FHRs already (both inspections and ratings):

- Visitor centres and similar establishments selling tins of biscuits or other wrapped goods
- Leisure centres with only vending machines (that sell drinks/chocolate/crisp)
- Newsagents selling pre-packed confectionery
- Chemist shops – that might sell protein bars, or other self-stable foods
- Off licences selling only drinks and wrapped goods (that do not require refrigeration)

### **More information about data used:**

**Business audit data** will vary by business, but typically businesses audit themselves, or commission a second (or third) party to do so, against their own standards for food safety (which may go above and beyond legal requirements), or against an accredited standard (in the case of third party auditing).

**Sampling data** will vary by business, but could include sampling to check for microbiological contamination, composition, authenticity, chemical contamination, quality etc.