

Food Business Operator  
Lucy Claire Catering  
Ashprington  
Barton Road  
Bramley  
Guildford  
Surrey  
GU5 0EB

**Anita Kristensen**  
**Senior Environmental Health Officer**  
E-mail: [environmentalhealth@waverley.gov.uk](mailto:environmentalhealth@waverley.gov.uk)  
Telephone: 01483 523393  
Reference: WK/202007708  
Date: 23rd September 2021

Dear Sir/Madam,

**Food hygiene inspection report and your food hygiene rating**

**FOOD HYGIENE RATING**

I inspected your business premises on 9th September 2021 to check compliance with the requirements of food hygiene law and I am writing now to outline my findings and to tell you what your food hygiene rating is.

**Inspection report**

I have enclosed a copy of your inspection report. This outlines my findings about how you are complying with the Food Hygiene (England) Regulations 2013 and associated legislation. My findings are listed under three areas:

- Compliance with food hygiene and safety procedures
- Compliance with structural requirements
- Confidence in management/control procedures.

**Your food hygiene rating**

Waverley Borough Council operates the national Food Hygiene Rating Scheme. More details of the scheme are available at [www.waverley.gov.uk/foodhygienratingscheme](http://www.waverley.gov.uk/foodhygienratingscheme). This is designed to help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in food outlets at the time they are inspected to check compliance with legal requirements. Details of how ratings are calculated are enclosed.

On the basis of the standards found at the inspection, I am pleased to be able to tell you that you have achieved the top rating of '5'. Details of how this was calculated are as follows:

Compliance with food hygiene and safety procedures	0 - Very Good
Compliance with structural requirements	0 - Very Good
Confidence in management/control procedures	5 - Good
Total score	
Food hygiene rating	<b>5 - Very good</b>

A sticker showing your rating is enclosed. You can tell your customers how good your hygiene standards are by putting the sticker up in the window or on the door. If you do not have a suitable glass surface, you could fix the sticker onto a transparent surface before fixing that onto a wall or other surface. Please destroy the sticker showing your previous rating as only one rating – the most recent rating - should be displayed. To continue to display a previous rating may constitute an offence under the Consumer Protection from Unfair Trading Regulations 2008.

Your rating will be published on the Food Standards Agency's website at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings) within **28** days of the date of inspection.

### **Where may I get further information?**

Surrey County Council Trading Standards Team is offering every food business 30 minutes FREE advice. You can contact the business advice team at [business.advice@bucksandsurreytradingstandards.gov.uk](mailto:business.advice@bucksandsurreytradingstandards.gov.uk) or on 03001232329.

If you have any questions or concerns about your inspection report or your food hygiene rating, please contact me by telephone or email or Suzanne Robinson, Environmental Health Manager on 01483 523034.

Yours sincerely,

Anita Kristensen  
Senior Environmental Health Officer

## Food Hygiene Rating scheme - how your rating is calculated

### Your inspection

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

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

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

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

### Your food hygiene rating

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

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

Total score	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
Highest permitted individual score	5	10	10	15	20	-
Rating						

