

**Health and Social Care Committee
Food Hygiene Rating (Wales) Bill
FHR 24 - Urdd and Llangollen International Eisteddfod Interview Responses Summer 2012**



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Food Hygiene Rating (Wales) Bill

National Assembly for Wales Outreach Team

**FHR 24 - Urdd and Llangollen International Eisteddfod Interview Responses
Summer 2012**

Y Pwyllgor Iechyd a Gofal Cymdeithasol

Bil Sgorio Hylendid Bwyd (Cymru)

Tîm Allgymorth Cynulliad Cenedlaethol Cymru

**FHR 24 - Ymatebion i'r Cyfweiliadau yn Eisteddfod yr Urdd ac Eisteddfod Ryngwladol Llangollen
Haf 2012**

Health and Social Care Committee - Food Hygiene Rating (Wales) Bill – URDD and Llangollen International Festival Interview responses

The National Assembly for Wales' Outreach team conducted interviews with members of the public, and with businesses that could be affected by the Bill at the URDD Eisteddfod in Caernarfon, and the Llangollen International Festival.

This document contains responses from interviewees, as well as their details. Some of the respondents preferred to stay anonymous.

Stats

Number businesses interviewed: 9

Number of people representing businesses interviewed: 16

Number of interviews with members of the public: 12

Number of members of the public interviewed: 15

Total number of interviews: 21

Total number of interviewees: 31

Businesses interviewed

Name: Anonymous 1

Business name: B&B and restaurant

Contact details: Anonymous

Constituency & Region: Brecon and Radnorshire, Mid and West Wales

Other: currently have a 5 star rating, which is displayed in the bar

Name: Sarah Reast

Business name: Machineations Wales Visitor Centre

Contact details: Machinations, Old Village Hall, Llanbrynmair, Powys, Wales, SY19 7AA. Tel.01650 521 738. Machinations@btconnect.co.uk.

Constituency & Region: Montgomeryshire, Mid and West Wales

Other: currently have a 4 star rating. Happy to be used in press releases and blogs etc and would like to receive a report once the Committee has concluded its work.

Name: Karen Evans

Business name: The Penrhos Arms

Contact details: The Penrhos Arms, Cemmaes, Machynlleth, Powys, SY20 9PR. Tel 01650 511 243, www.penrhosarms.com, info@penrhosarms.com, ggmolly281@live.co.uk.

Constituency & Region: Montgomeryshire, Mid and West Wales

Other: They currently have a 4 star rating displayed in the bar. Happy to be used in press releases and blogs etc and would like to receive a report once the Committee has concluded its work. She gave the following quote: *"I'm glad that the Outreach staff dropped in today so I could voice my opinion on the proposed Bill. In general I think the Bill is a good idea, but they should look to breakdown the criteria further than just have one star rating system so it doesn't cause customers confusion."*

Name: Iona Jones

Business name: Siop y Pentre

Contact details: 01766 770882, Llanfrothen, Penrhyndeudraeth, Gwynedd LL48 6AQ. 01766 770882. cafficroesor@gmail.com.

Constituency and Region: Dwyfor Meirionnydd, Mid and West Wales

Other: Currently have a 4 star rating.

Name: Sarah Burton and colleague

Business name: Y Forwyn Siocled

Contact details: Y Forwyn Siocled, Cwmergyr, Ponterwyd, Aberystwyth, Ceredigion, SY23 3LD. Telephone: 01970 890301 / 07738 219269. Email: sarah@yforwynsiocled.co.uk, sarah_burton@hotmail.com.

Constituency and Region: Ceredigion, Mid and West Wales

Other: would like a copy of the report.

Names: Anonymous 2

Business name: Anonymous - 3 anonymous staff at an URDD food stand

Contact details: Anonymous

Constituency and Region: Anonymous

Other: They have a 5 star rating

Name: Amanda Cropper and three staff

Business Name: Cwmni Bwyd Dolen

Contact details: Anonymous

Constituency and Region: Aberystwyth, Mid and West Wales

Other: Happy for her name and the business' name to be used for press and for the Committee to publicise. Currently have a 5 star rating.

Name: Jo Pearce

Business Name: Cwmni Bwyd Dolen/Catering and Food Preparation Lecturer at Coleg Ceredigion.

Contact details: pearcej54@hotmail.com

Constituency and Region: Aberystwyth, Mid and West Wales

Other: Happy for her name and the business' name to be used for press and for the Committee to publicise. Currently have a 5 star rating. Want's a copy of the report.

Name: Anonymous 3

Business Name: Anonymous (small Welsh mobile food business)

Contact details: Anonymous

Constituency and Region: Anonymous

Other: Anonymous

Name: Anonymous 4

Business Name: Anonymous (one of four different food stalls the company had at the show – large mobile food business, registered in Wales but used to be based in England)

Contact details: Anonymous

Constituency and Region: Anonymous

Other: Anonymous

Question	Answer	Business Interviewed
Do you think it is a good idea that food businesses will be required to display their food hygiene ratings? If not why not?	<ul style="list-style-type: none">• Yes.• Believes that the content of food should be displayed as well as cleanliness.	Anonymous 1
	<ul style="list-style-type: none">• Yes	Sarah Reast, Machineations Wales Visitor Centre
	<ul style="list-style-type: none">• Yes, as lots of places don't display it.	Karen Evans, The Penrhos Arms
	<ul style="list-style-type: none">• Not sure• Not enough information provided as to why the rating has been awarded• A low rating could put customers off going to eat in certain places if they have a low rating, but the customer wouldn't know the reasons behind the rating. It could cause confusion.• Thinks the Government have bigger things to worry about	Iona Jones, Siop y Pentre
	<ul style="list-style-type: none">• Not sure, she feels that it should be brought in across the UK rather than just in	Sarah Burton and

	<p>Wales.</p> <ul style="list-style-type: none"> • Some food businesses at the URDD are not Welsh companies, so she feels it's unfair that some might have to display the rating while others won't. • She feels that customers at shows are more interested in the type of food they want rather than the rating the establishment would have on display. • Thinks it's a waste of time and money, and the Government should have more important things to be getting on with. If the environment standards set by the Local Authority were not met they would be closed down anyway. 	colleague, Y Forwyn Siocled
	<ul style="list-style-type: none"> • Yes • They have a 5 star rating that they have displayed in the past and it has helped them attract customers 	Anonymous 2
	<ul style="list-style-type: none"> • Yes. • Public should have information on the standard of the food business they are buying their food from; however the current rating system can be unfair. • Hazard Analysis & Critical Control Points plan is unfair for small businesses, as smaller businesses use a HACCP plan which is off the shelf, whereas large businesses can develop their own HACCP plan (following set criteria). Small businesses invariably don't have the resources to do so themselves. • From her experience those businesses who set their own plans achieve higher ratings than those who don't. • Also a business's rating can be affected too heavily by keeping paper work up to date. It should have an effect but not to the extent to which it does currently. • Although they currently have a 5 star rating, they do not promote it. They do at their business back in Aberystwyth, but not at shows. • Important that there is a re-assessment system in place, so that businesses are not stuck with a low rating for a long period of time. 	Amanda Cropper, Cwmni Bwyd Dolen
	<ul style="list-style-type: none"> • Broadly speaking it's a good idea. 	Jo Pearce, Cwmni Bwyd Dolen/Catering and Food Preparation Lecturer at Coleg Ceredigion
	<ul style="list-style-type: none"> • Yes, the consumer will benefit. • Food businesses should comply to set standards. 	Anonymous 3

	<ul style="list-style-type: none"> • However the Environmental Health Inspector in their County Council have found it difficult to assess their business, because inspections happen without notice and their mobile unit almost always operate outside of their registered CC. • Thought it would have to be the CC that administers the process. Inspectors currently tell him that they can't come out to inspect, and it's difficult to inspect those who operate in a variety of CC's as you need to be registered at each authority you operate within to get rated. • How realistic is it in practice that they will be able to rate every food business with this in mind? • The fact that different CC's would rate businesses wouldn't bother him; he imagined that the rating criteria would be robust enough to counteract any inconsistency between inspectors, so it doesn't worry him. 	
	<ul style="list-style-type: none"> • Businesses should display it, keep them on their toes. • Can't think of any negatives for their business. • They have been awarded 5 stars for the CC they currently operate in, and they are checked in every CC they operate in. • Complained that inspectors differ greatly, and many don't appreciate the differences between a restaurant and a mobile food unit. Commented that the inspector in Wrexham CC is fantastic. The rating system/inspector should be aware of the differences and show flexibility. • They also mentioned that they receive contradictory advice with regards to how to maintain or improve standards from inspectors from different CC's. 	Anonymous 4
<p>Do you think the Bill will benefit the public in terms of enabling them to make better informed choices about where to eat or shop for food?</p> <p>(Supplementary) Do you think you will make use of food hygiene rating information to decide</p>	<ul style="list-style-type: none"> • It will make people more aware, but they will want to know why they have achieved that rating. • Thinks that awareness will lead to people discussing and comparing places, which will play a role in the decisions they make. <p>(Supplementary)</p> <ul style="list-style-type: none"> • Personally he won't use the rating; he will rely on local word of mouth, though he admitted he doesn't go out to eat often. • Believes that if he is made aware of the rating that it will be reassuring rather than the deciding factor. 	Anonymous 1
	<ul style="list-style-type: none"> • Broadly speaking yes • She was worried that the majority of people won't know what criteria is set, and 	Sarah Reast, Machineations Wales

where to eat out or purchase food?	<p>the star system could be misleading to customers</p> <p>(Supplementary)</p> <ul style="list-style-type: none"> N/A 	Visitor Centre
	<ul style="list-style-type: none"> Yes People will have a better idea of what they are eating, the cleanliness and reassurance of how up to date the information is. Concerned it could confuse people. 1 rating system is not enough; they need to breakdown the categories further to better inform customers, with an overall pass or fail if a set mark is achieved, followed by marks for individual categories. <p>(Supplementary)</p> <ul style="list-style-type: none"> Yes, these things worry her as a consumer 	Karen Evans, The Penrhos Arms
	<ul style="list-style-type: none"> Possibly, but it could be misleading <p>(Supplementary)</p> <ul style="list-style-type: none"> No, would go based on taste of food and quality of service 	Iona Jones, Siop y Pentre
	<ul style="list-style-type: none"> In some cases The public won't know what the rating means <p>(Supplementary)</p> <ul style="list-style-type: none"> Not particularly -it wouldn't worry her too much when selecting a place to eat As long as it's a rating of 3 or above she wouldn't care 	Sarah Burton and colleague, Y Forwyn Siocled
	<ul style="list-style-type: none"> Yes and no She said she felt sorry for any establishment that has a rating of 1 or 2 as a result of not keeping paper work up to date Customers would not be aware that it is a factor Paper work should be separate, as it currently affects the rating, but doesn't affect the standard of the food. She mentioned that her sister runs a campsite in Ceredigion who was given a rating of 1 out of 5 because she hadn't received the relevant file, and therefore her paper work wasn't up to date, despite the facilities 	Anonymous 2

	<p>being spotless.</p> <p>(Supplementary)</p> <ul style="list-style-type: none"> • Yes, she would re-consider going somewhere for food if it had a rating of 1 or 2 out of 5. • She would prefer two ratings on show – one for administration, another for cleanliness etc. 	
	<ul style="list-style-type: none"> • Yes, to be able to find information on all food businesses online will help their decision making process. Though she has slightly mixed feelings as it could have a damaging effect on small businesses. <p>(Supplementary)</p> <ul style="list-style-type: none"> • Consumers should look at the broader picture. Feels that if customers are regulars and like it they should not be deterred by a lower rating, but she imagined that it would be a bigger factor when going somewhere new. 	<p>Amanda Cropper, Cwmni Bwyd Dolen</p>
	<ul style="list-style-type: none"> • Maybe, the scheme needs to be better explained to the consumer so they know what a rating of 2 out of 5 means in reality. You could lose 4 points for not keeping you HACCP file up to date (which she thought was too severe). Customers wouldn't know this. <p>(Supplementary)</p> <ul style="list-style-type: none"> • Personally as a consumer she would probably still go to places with a low rating if she has been there many times before as she knows the criteria which is set. 	<p>Jo Pearce, Cwmni Bwyd Dolen/Catering and Food Preparation Lecturer at Coleg Ceredigion</p>
	<ul style="list-style-type: none"> • Yes <p>(Supplementary)</p> <ul style="list-style-type: none"> • Wouldn't deter him from going somewhere he'd been before, but it would be a consideration when choosing somewhere new. 	<p>Anonymous 3</p>
	<ul style="list-style-type: none"> • Yes as customers would dine with confidence. <p>(Supplementary)</p>	<p>Anonymous 4</p>

	<ul style="list-style-type: none"> As a consumer she would still dine at a place she has been before if she found out it has a low rating. Compared the rating system to a driving test, they might have been having a bad day which meant they had a bad rating. 	
Do you think the Bill will improve businesses' food hygiene standards?	<ul style="list-style-type: none"> Yes, though he thought that some of the inspectors are power hungry. Happy that the Welsh Government were planning on keeping the existing criteria. 	Anonymous 1
	<ul style="list-style-type: none"> Not necessarily. Disagrees with the criteria set, believes there is too much emphasis on administrative side, and it should be relaxed. She said that if she spent as much time on the administrative element as they wanted her to, she wouldn't have time to run the business & put the things she is writing about into practice. Practice could suffer as a result. Currently the administrative side is just about achievable, worried that the Bill could lead to more, which would make it unmanageable. Believes that the inspector should be able to adopt a more common sense approach, and have the authority to make a judgement on site, with a greater recognition for rules that have been adhered to in principle. The Bill could have a negative effect on small businesses. She considers herself to be a small business, and margins are tight. Thinks that larger businesses have more resource and therefore small businesses may find it more difficult to compete. She thinks that a sliding scale should be adopted based on turnover rather than employees (as they employ a number of part-time staff). Believes that more should be expected of a large hotel than a small B&B. Also concerned that the Bill could be burdensome to the point that it stops people from setting up new businesses. She mentioned a member of staff who is currently finding it difficult to set up a new business due to the red tape that exists already. Strong feeling that the Bill shouldn't add to the difficulties already experienced. 	Sarah Reast, Machineations Wales Visitor Centre
	<ul style="list-style-type: none"> Yes As an owner you can fall behind, she said that the state of some establishments would surprise people. The Bill would be a good way of keeping businesses on their toes. Thinks that checks should happen more than once a year. 	Karen Evans, The Penrhos Arms

	<ul style="list-style-type: none"> • In terms of the effect it would have on them as a business; no • She said that they already adhere to the relevant standards. It isn't a form of marketing, or publicity for them, just a matter of course. • Mentioned that she thinks that the administrative part of the criteria shouldn't be as influential as others. The paper work should also be simplified. She appreciates the importance of it, and that its' reassuring for businesses that they are doing things right. 	Iona Jones, Siop y Pentre
	<ul style="list-style-type: none"> • Yes • Though she considers herself to be a small business they should be held to the same standards as other larger competitors • Criteria set is acceptable 	Sarah Burton and colleague, Y Forwyn Siocled
	<ul style="list-style-type: none"> • Yes • Some businesses may be cutting corners, this would make it more transparent and force businesses to be on the ball • Thinks that assessors should give businesses a second chance and come back for another assessment within a month to avoid businesses being stuck on a rating of 1 or 2 out of 5. 	Anonymous 2
	<ul style="list-style-type: none"> • Yes it would improve standards. 	Amanda Cropper, Cwmni Bwyd Dolen
	<ul style="list-style-type: none"> • Hopefully. There are some companies that need a close eye to scrutinise them to improve standards, though she does have some concerns. • Inspectors are short staffed; they don't come out on weekends. Would all local authorities really be able to inspect every food business on a regular enough basis for this to work? • In their last inspection the inspector didn't assess the premises, just looked through the HACCP file. Felt that premises inspection should play a bigger role in determining what rating a business gets than it currently does. • They have not been inspected for two years; she thinks that it's important to get inspected. • Some inspectors are power hungry, and not realistic in their recommendations. There is a big difference between one inspector to the next, this is a big concern. • Fears that rating system may be damaging for small businesses. • The HACCP file is too confusing at the moment; it needs to be simplified so it 	Jo Pearce, Cwmni Bwyd Dolen/Catering and Food Preparation Lecturer at Coleg Ceredigion

	<p>doesn't frighten people. Women's Institutes for example, are scared to death of participating in courses with tests (such as the level 2 award in safety and catering). The language needs to be simplified to make it less intimidating, and less technical.</p>	
	<ul style="list-style-type: none"> • Yes, it will improve systems used within businesses, and how they record information. • It would improve how businesses are run. Despite this he mentioned that they don't currently have a rating, so he doesn't have any direct experience of how well the rating system currently works. • Paperwork is burdensome for small businesses at the moment, with risk analysis, environmental health etc...he imagined that this proposed legislation wouldn't affect the amount of paperwork businesses would be required to complete. • The WG should make sure that this doesn't mean more bureaucracy for food businesses or they will spend more time as administrators than they would anything else. • Legislation would be particularly relevant for those businesses with agency staff, more so than those who have regular staff. 	Anonymous 3
	<ul style="list-style-type: none"> • Yes definitely. Though the current rating system has too much paperwork. 	Anonymous 4

Additional comments

Where should businesses display their ratings?	<ul style="list-style-type: none"> • Online, company's website and entrance way to the business. 	Amanda Cropper, Cwmni Bwyd Dolen
	<ul style="list-style-type: none"> • Somewhere easy to find, especially online. • Very important that the information is easily understandable though, or it won't be of any use. • Explanation on what the star system means and how a rating has been reached in layman's terms. 	Jo Pearce, Cwmni Bwyd Dolen/Catering and Food Preparation Lecturer at Coleg Ceredigion
	<ul style="list-style-type: none"> • Display on the stall. 	Anonymous 3

	<ul style="list-style-type: none"> No preference 	Anonymous 4
This legislation would mean that Welsh food businesses' have to display their ratings, but businesses from outside Wales operating here would not. Does this concern you?	<ul style="list-style-type: none"> No problem with English mobile food businesses not displaying ratings in Wales, and Welsh firms having to. Felt confident that they would always get a 5 star, so if anything it would be an advantage to them. 	Amanda Cropper, Cwmni Bwyd Dolen
	<ul style="list-style-type: none"> Wouldn't bother her, as long as there were no additional financial implications on Welsh companies. Those who are operating appropriately should be doing this as a matter of course anyway, so theoretically it shouldn't have a big effect. 	Jo Pearce, Cwmni Bwyd Dolen/Catering and Food Preparation Lecturer at Coleg Ceredigion
	<ul style="list-style-type: none"> No problem with it. Confident they would get a 5 star if an inspector actually came out to rate them. With effective advertising it would be a benefit. 	Anonymous 3
	<ul style="list-style-type: none"> Not fair that Welsh registered mobile food businesses have to provide ratings and those from outside would not, but could be beneficial if you have a high rating. 	Anonymous 4

Members of the public interviewed

Names: Annest Jones (left) & Elain Jones (right)

Contact details: N/A

Occupation: Students, year 8, Ysgol Uwchradd Bodedern

Constituency and Region: Anglesey, North Wales

Other: Happy for us to use their details and picture for committee purposes and for publicity.



Name: Bronwen Hughes.

Contact details: bronwen.hughes@flintshire.gov.uk.

Occupation: Headmistress at a school in Wyddgrug.

Constituency and Region: Anglesey, North Wales.

Other: Keep off blogs etc.

Name: Anonymous 1

Contact details: Anonymous

Occupation: Works in a coffee shop in Pwllheli

Constituency and Region: Dwyfor Meirionnydd, Mid and West Wales

Other: N/A

Name: Nia MacCarthy

Contact details: niamaccarthy@hotmail.com

Occupation: Teacher in a Welsh school in Blackwood

Constituency and Region: Caerphilly, South Wales East

Other: Happy to work with us in the future if any opportunities arise. Provided the following quote: *"It's nice that the Assembly has come to speak to people at a grass roots level to hear their views. The Welsh Government needs to ensure that small rural businesses are not negatively affected and that this Bill boosts the economy and doesn't restrict people from starting businesses."*

Name: Bethan Jones

Contact details: N/A

Occupation: Nurse at a school in Caernarfon

Constituency and Region: Arfon, North Wales

Other: N/A

Name: Will Williams

Contact details: N/A

Occupation: N/A

Constituency and Region: Arfon, North Wales

Other: N/A

Names: Jasmin (left) and Lesley Cepon (right)

Contact details: N/A

Occupation: Lesley works for Morrisons in Chapel Street, Caernarfon. Jasmin is a student.

Constituency and Region: Arfon, North Wales

Other: Happy to be used in press release etc.



Names: Georgiana Hughes and Melanie Owen

Contact details: Georgiana_hughes@hotmail.co.uk, melanieowen@hotmail.co.uk.

Occupation: Students, Year 12, Penglais School

Constituency and Region: Ceredigion, Mid and West Wales

Other: Happy for details to be used for blogs etc.

Name: Lon Jones

Contact details: N/A

Occupation: N/A

Constituency and Region: Aberconwy, North Wales

Other: N/A

Name: Barry Owen

Contact Details: j.b.owen@ntlworld.com

Occupation: Not stated

Constituency and Region: Swansea West, South Wales West

Other: Fine to use his name for the Committee, but not for press releases or blog. He would like a copy of the report.

Name: Richard Thom

Contact Details: Not stated

Occupation: Not stated

Constituency and Region: Alyn and Deeside, North Wales

Other: Fine to use his name for the Committee, but not for press releases or blog.

Name: Trisha Jones

Contact Details: Not stated

Occupation: 6th form student at Ysgol Ruabon, Wrexham, studying Welsh, Sociology and Religious Education.

Constituency and Region: Wrexham, North Wales.

Other: Happy for us to use her details and picture in press, blogs and for the Committee.



Question	Answer	Person(s) Interviewed
<p>Do you think it is a good idea that food businesses will be required to display their food hygiene ratings? If not why not?</p>	<ul style="list-style-type: none"> • Yes 	Annest Jones and Elain Jones
	<ul style="list-style-type: none"> • Yes 	Bronwen Hughes
	<ul style="list-style-type: none"> • Yes, good idea. 	Anonymous 1
	<ul style="list-style-type: none"> • No • WG shouldn't be wasting time and money on such a trivial issue • Concerned that it will lead to even more difficulties for people who want to start up and run businesses in wales, thinks there's too much red tape and costs as it is. Could have a negative effect on the economy in Wales. A potential or existing business could decide to set up in England instead if the perception is there are additional hoops to jump through in Wales. • Government should concentrate on improving the standards of school meals, making them healthier. They currently sell pasties, chips and other foods of that type every day. Also people who have free school meals only get given around £1.30 a day, which means they are more likely to buy unhealthy foods like chips which are more affordable. 	Nia Maccarthy
	<ul style="list-style-type: none"> • Yes 	Bethan Jones
	<ul style="list-style-type: none"> • Yes – if places don't show it, then it probably means they have a poor rating and want to hide it. 	Will Williams
	<ul style="list-style-type: none"> • Yes 	Jasmin and Lesley Cepon
	<ul style="list-style-type: none"> • No – badly rated businesses would lose customers. Businesses could close, less jobs etc. 	Georgiana Hughes and Melanie Owen
	<ul style="list-style-type: none"> • Yes – a good way of making more people aware that business are being rated in this way 	Lon Jones
	<ul style="list-style-type: none"> • Very good idea. There are some dubious food outlets, so this would mean that the 	Barry Owen

	<p>consumer knows it has been checked, and are told what the standard of cleanliness is like.</p> <ul style="list-style-type: none"> • Good idea. It should be mandatory to hold all food businesses to the same standards. 	Richard Thom
	<ul style="list-style-type: none"> • Yes. • It would have to be local authorities that administer this as it would be difficult to do centrally. • Local authorities don't always do what they are supposed to, mentioned that in Wrexham they have a Youth Council, but others such as Anglesey don't, and Swansea's doesn't have a supervisor. In Wrexham they have a full youth council. Could this be the same, where some authorities are very good at administrating it and others are not? • Feared that it could be a postcode lottery. Tight guidelines should be set for the LA to follow. 	Trisha Jones
<p>Do you think the Bill will benefit the public in terms of enabling them to make better informed choices about where to eat or shop for food?</p> <p>(Supplementary) Do you think you will make use of food hygiene rating information to decide where to eat out or purchase food?</p>	<ul style="list-style-type: none"> • Yes, it will make people more aware <p>(Supplementary)</p> <ul style="list-style-type: none"> • Yes, it would have to be a rating of 5 out of 5 for them to eat there if it were on display 	Annest Jones and Elain Jones
	<ul style="list-style-type: none"> • Yes, cleanliness and safety is important - so the more information available the better • As a parent the rating is important <p>(Supplementary)</p> <ul style="list-style-type: none"> • Yes, it will make her think more carefully about where they currently go to eat • She thought that this rating should be shown along with information on how healthy the food is, though she went on to say that too many ratings would make it confusing • It would defiantly influence choosing a place to eat if they hadn't been there before 	Bronwen Hughes
	<ul style="list-style-type: none"> • Yes • He worked in a kitchen for 15 years, so he knows what criteria is set etc, others do not, and won't be aware that paper work plays a large role in establishing what 	Anonymous 1

	<p>rating will be awarded</p> <ul style="list-style-type: none"> • Thinks it could be a bit misleading as a result, and there should be a brief explanation on any materials displayed highlighting what criteria the ratings are based on <p>(Supplementary)</p> <ul style="list-style-type: none"> • Doesn't use the rating system at the moment to choose where to buy food, but may in the future 	
	<ul style="list-style-type: none"> • Possibly <p>(Supplementary)</p> <ul style="list-style-type: none"> • It may make you think twice about where to eat, especially new places 	Nia Maccarthy
	<ul style="list-style-type: none"> • Yes • It's important that the public have confidence in the standard of the food they are purchasing • Some information regarding what criteria the star rating is based on should be included <p>(Supplementary)</p> <ul style="list-style-type: none"> • Yes, it would make her think twice eating somewhere again, especially if they were going somewhere new • It would have to be a rating of 4 or 5 out of 5 for her to eat there 	Bethan Jones
	<ul style="list-style-type: none"> • Yes • Important to keep the ratings simple to avoid confusion <p>(Supplementary)</p> <ul style="list-style-type: none"> • Yes. You don't know what goes on behind closed doors, so he would choose places with higher ratings 	Will Williams
	<ul style="list-style-type: none"> • She thinks so. Let's you know the standard of the place before you make a selection • However she doesn't know what it means at the moment (i.e. if 1 is excellent or if 5 means excellent) 	Jasmin and Lesley Cepon

	<ul style="list-style-type: none"> Doesn't know what the criteria are, or that keeping paper work up to date plays a role. Despite this she thinks one rating is enough. <p>(Supplementary)</p> <ul style="list-style-type: none"> Yes Especially for going to places they weren't familiar with. If they had the choice of going somewhere they had been going to for years which they found out had a rating of 1 or 2, they would go somewhere else with a better rating. 	
	<ul style="list-style-type: none"> Yes <p>(Supplementary)</p> <ul style="list-style-type: none"> Definitely for new places. Would still go to places they have been to in the past if they had a poor rating, but it would leave a doubt in their minds. Information presented to customers should be kept simple, one rating system is enough, but paper work/admin shouldn't play a role in customers' decision making process. 	Georgiana Hughes and Melanie Owen
	<ul style="list-style-type: none"> Yes it will give consumers a better more informed choice Promotional material should include information on criteria set, not enough information at present 	Lon Jones
	<ul style="list-style-type: none"> Yes <p>(Supplementary)</p> <ul style="list-style-type: none"> Yes. Would re-consider going somewhere he'd been many times before if they displayed a low rating. It would make him ask questions of the establishment if it didn't have a high rating, such as what parts of the criteria did they not fulfil. If he went to somewhere he hadn't been before it would need a rating of at least 3 out of 5. 	Barry Owen
	<ul style="list-style-type: none"> Yes, though the current rating system is not very clear. The scale should be simplified; people don't currently know what the ratings represent. This is essential for it to be useful to businesses and the customer. <p>(Supplementary)</p>	Richard Thom

	<ul style="list-style-type: none"> Probably. Thinks that the good restaurants would get higher ratings, so it would be the poorer ones who suffer. 	
	<ul style="list-style-type: none"> Yes, people will know how clean things are. <p>(Supplementary)</p> <ul style="list-style-type: none"> Yes, she currently uses it. One business in Wrexham has a low rating and is renowned for being dirty, so she doesn't go there. Said a food establishment would need to have a rating of 3 or above for her to eat there. However when it came to mobile food units she said that she would choose based on price alone, she doesn't hold them to the same standard as she would a restaurant. 	Trisha Jones
Do you think the Bill will improve businesses' food hygiene standards?	<ul style="list-style-type: none"> Yes It will put more pressure on businesses to reach an effective rating 	Annest Jones and Elain Jones
	<ul style="list-style-type: none"> Yes Though she worried about the costs associated for businesses especially small business 	Bronwen Jones
	<ul style="list-style-type: none"> Yes Thinks the criteria set is fine at the moment, but the frequency of visits should be increased Worried that small companies may find it difficult to keep up with the paper work if the Bill creates more administrative work for businesses 	Anonymous 1
	<ul style="list-style-type: none"> Yes However worried that it could mean that small businesses cost rise (e.g need more staff to meet the criteria and keep books up to date). 	Nia Mccarthy
	<ul style="list-style-type: none"> Yes 	Bethan Jones
	<ul style="list-style-type: none"> Yes, otherwise they will lose customers Customers should be able to ask why that rating has been achieved Small businesses could be affected more than larger companies. Despite this an assessment should happen more than once a year and reassessments should happen quickly to avoid being stuck with a bad rating for months. 	Will Williams

	<ul style="list-style-type: none"> • Yes, it will keep businesses on their toes • Felt that businesses should be given an initial warning about their paper work rather than it resulting in a lower rating 	Jasmin and Lesley Cepon
	<ul style="list-style-type: none"> • Yes, they would try harder if they knew the rating would be on show • Business side shouldn't be included in the rating, it should focus on standard of the food 	Georgiana Hughes and Melanie Owen
	<ul style="list-style-type: none"> • Yes 	Lon Jones
	<ul style="list-style-type: none"> • Yes – they would be forced to as customers would choose competitors with higher ratings, and they would lose business. • The fact that businesses could be punished by losing 4 points if they don't keep their paperwork up to date is a good thing. • It's important that businesses keep on top of this so that they keep records of how long food has been kept for, and that it has been stored at the appropriate temperature. 	Barry Owen
	<ul style="list-style-type: none"> • Yes, and also a good way for businesses to attract more customers. • Gives the business something to aim for and promote. 	Richard Thom
	<ul style="list-style-type: none"> • Yes, other laws such as carrier bag charge has changed social behaviour for the better, and made them more aware of environmental issues, and she believes that this could do the same for food standards. 	Trisha Jones

Additional comments

Where should businesses display their ratings?	<ul style="list-style-type: none"> • Ratings should be displayed at the entrance (in the window or door), or in a prominent position before you enter the building. Also displayed online and on any advertising materials. 	Barry Owen
	<ul style="list-style-type: none"> • The company's website, front window and all promotional material. • Where possible it should also explain why the business has achieved the rating; i.e. if it achieved a rating of 3 out of 5, what criteria did it reach to get it, and what criteria it didn't meet to get 5 stars. 	Richard Thom

	<ul style="list-style-type: none"> • Online, windows of restaurants, takeout menus, but explanation as to why it has achieved that rating as well, not just the rating itself. 	Trisha Jones
This legislation would mean that Welsh food businesses' have to display their ratings, but businesses from outside Wales operating here would not. Does this concern you?	<ul style="list-style-type: none"> • If he was at a show he would find it difficult to choose between a stall from outside Wales which didn't display its rating, and a Welsh food stall with a low rating. However if the Welsh stall had a rating of 3 or above, it would make the choice easy. 	Barry Owen
	<ul style="list-style-type: none"> • Didn't concern him. 	Richard Thom
	<ul style="list-style-type: none"> • She thought other nations within the UK would probably follow suit given time. 	Trisha Jones