

26 July 2023

[REDACTED]
Kia ora [REDACTED]

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 22 June 2023. You requested the following information:

- How many eateries are pulled up for being grubby?

The Council has interpreted “grubby” as a business that fails to keep its kitchen clean. The Council completed a total of 989 verifications between 1 July 2022 to 30 June 2023. 16 verifications were non-compliant for cleaning and sanitising.

The Council awards food businesses who obtain high standards with an ‘excellent’ grade. This is the only grade issued by WCC. To obtain an excellent grade, the business must score 80 or higher during their verification. The system used is the Ministry for Primary Industries’ scoring, which we then enter into MPI’s system [Titiro](#), where all verifications across the country are entered.

A significantly low score is likely to result in an unacceptable outcome for their verification. An unacceptable outcome will result in a shorter timeframe until their next verification. Any serious non-compliance will result in a WCC Food Safety Officer attending, with a range of compliance tools available, closure being one of them.

If a business had a historically poor compliance record, they would be unlikely to get an excellent grade off the back of one positive verification. They would have to sustain that period to demonstrate that high standards were now in place.

Right of review

If you are not satisfied with the Council’s response, you may request the Office of the Ombudsman to investigate the Council’s decision. Further information is available on the Ombudsman website, www.ombudsman.parliament.nz.

Please note, we may proactively release our response to your request with your personal information removed.

Thank you again for your request, if you have any questions, please feel free to contact me.

Kind regards

Asha Harry
Official Information