

THE SCORES ON DOORS

The five star rating scheme

the scheme explained
to businesses



Chiltern
District Council



SCORES
ON THE
DOORS[®]

What's the score?

Scores on the Doors is a scheme to publicly show how well you are complying with food hygiene law.

You will be given a certificate and a sticker to display that shows your food hygiene rating out of five stars. You are encouraged to display the sticker in a prominent place in your business, for example a window or door. Your score will also be made available online at

www.chiltern.gov.uk/scoresonthedoors



Why are we doing it?

We are making your star rating publicly available, so that customers can make better informed choices as to where they wish to shop or eat out in the Chiltern district. The scheme is intended to show your level of compliance with food hygiene law and is not intended to be a measure of food quality.

The Scores on the Doors Scheme will replace the previous Food Safety Award Scheme based on a Gold, Silver, Bronze award.

How do we calculate your star rating?

When we inspect your business, the officer follows a Code of Practice produced by the Food Standards Agency. As part of the inspection, officers rate your business on compliance with hygiene, structural and management requirements. It is these three ratings that give you the number of stars. The different star ratings are explained in the table to the right.

Star Ratings

Excellent



Excellent level of compliance with food hygiene legislation and recommended best practice guidance.

Very Good



Very good level of compliance with food hygiene legislation.

Good



Good level of compliance with food hygiene legislation. Some minor issues not addressed.

Fair



Broad level of compliance with food hygiene legislation. Standards being maintained or improved.

Poor



Poor level of compliance with food hygiene legislation. More effort required.

Very Poor

No stars

A general failure to comply with legal requirements. Little or no appreciation of food safety.



Officers from Chiltern District Council judge a business on what they find at the time of inspection.

Revisits will not be carried out for the purpose of re-assessing the star rating score as businesses should aim to maintain standards at all times and not simply respond to failures highlighted following an inspection.



Your right to reply

If you wish to make comments about the star rating you have received, then please complete the 'Right to Reply' on the website. Comments will be vetted by the Council prior to being published.

What to do if you do not agree with your star rating?

If you do not agree with the star rating that the inspecting officer has issued, then you should discuss the rating with that officer for a further explanation. If you still do not agree that your star rating is accurate please contact the Environmental Health Manager within 14 days of notification of your star rating.

For further information call **01494 732058**, email: **envhealth@chiltern.gov.uk** or visit : **www.chiltern.gov.uk/scoresonthedoors**