

ON THE SCORES ON THE DOORS

The five star rating scheme

the scheme explained
to you



Chiltern
District Council



SCORES
ON THE
DOORS[®]

What's the score?

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

The scheme applies to all caterers and retailers handling and preparing open food to the public. For example, restaurants, takeaways, cafes, sandwich shops and delicatessens. The food business will be given a certificate and sticker to display in their window or door that shows their food hygiene rating out of five stars. The scores will also be published online at www.chiltern.gov.uk/scoresonthedoors



What do the star ratings mean?

The different five star ratings are explained in the table below:

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.

Why are we doing it?

We are making the star ratings publicly available so that you can make informed choices about the places in which you eat out and purchase food, and through this, to encourage businesses to improve hygiene standards.

How can I find out a star rating for a particular business?

Look for the sticker displayed on the window or door. If you cannot see one ask the business directly, or you can search for their score at **www.chiltern.gov.uk/scoresonthedoors**. If there is not a star score on the website they may be a new business and awaiting an inspection. Also some businesses are not included in the scheme because they only sell low-risk food, for example packaged food that does not need to be refrigerated.

For more details on exclusions from the scheme please view our policy at **www.chiltern.gov.uk/scoresonthedoors**

Do businesses have to display their rating?

No. Displaying the certificate and sticker is voluntary, however you can view all scores on the website.

How does a food business get a star rating?

After a food hygiene inspection, the officer scores the business based on a national scoring system set out by the Food Standards Agency. The scores given are for compliance with hygiene, structural and management requirements. From this a star rating is awarded.



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www.chiltern.gov.uk/scoresonthedoors