

# Environmental Health 'Scores on the Doors'



## Frequently asked questions

### **How can I make sure I get four or five stars when I am inspected?**

By complying with the law. The star system is not asking for any more than what the law requires. The stars reflect how well you are complying with the law.

### **Does this mean that I no longer have to do Safer Food Better Business?**

No. Having a written food management system is a legal requirement and having one will increase your star rating.

### **How much extra paperwork will this create for my business?**

None. The paperwork is done by the Food Safety Officer at the same time as your routine inspection.

### **Can I choose to opt out of the scheme?**

No. The scheme is designed for all catering establishments whether you run a staff canteen, school, hospital, pub, take away or restaurant etc.

### **Is it a legal requirement to display my stars?**

No. While you are not obliged to display your stars all scores will be published on the council's website and can be accessed by all.

### **Won't different Food Safety Officers give different scores?**

No. Food Safety Officers receive ongoing training on how to score a food business to ensure consistency.

### **Why have you chosen star ratings – won't this confuse the public?**

No. The public already understand five star ratings in tourism where five is good and one is not so good. The certificates and window stickers make clear that our stars relate to the food hygiene and safety of your business.

### **Will the food safety award scheme cost me anything?**

No. There is no financial cost to your business.

### **What if I disagree with the star rating received?**

You will be told your star rating before it is published and there will be right of reply and an appeals procedure.

### **How long will the star rating last for?**

Normally until your next routine inspection (but see below)

### **Can I request a revisit after the initial inspection if I complete all the work required before my next routine inspection is due?**

Yes. Your star rating is designed to reflect what is found at the time of the inspection and this is the score that will be put on the website. However, if you complete all of the requirements within the time allowed you will be able to apply for a revisit not less than 3 months later. Your star rating will then be reassessed.

For more information contact the Commercial Team on 01263 516008 or visit: [www.northnorfolk.org](http://www.northnorfolk.org) or [www.scoresonthedoors.org.uk](http://www.scoresonthedoors.org.uk)

# Environmental Health 'Scores on the Doors'



## Food Safety Rating Scheme

### Food Business Fact Sheet



This fact sheet explains the food safety award scheme and star ratings. All catering premises having a food hygiene inspection are given a star rating to show the level of compliance with food safety legislation. All star ratings are displayed on the Council's website. The premises may also display their rating using a certificate and/or window sticker showing the number of stars received. The Freedom of Information Act requires the Council to provide information on food safety inspections upon receipt of a written request. This scheme provides that information in an accessible and easy to understand way.

### **The stars explained**

All food premises are given a score after their routine inspection. It is this score that decides how often a premises is inspected. This depends on the food safety risk it presents. Some elements of that scoring will be used to determine the number of stars received. These elements are:

- Food Hygiene and Safety (procedures, practices, temperature control, etc)
- Structure and cleaning (cleanliness, layout, condition, facilities, etc) and
- Confidence in Management/control procedures (written food safety systems, confidence in how the food business is operated, etc)

Each area is described below with a breakdown of the achievable scores.

If you would like this leaflet in large print, audio, Braille, alternative format or in a different language please contact a member of the Commercial Team on 01263 516008.



# Scores on the Doors

How the food safety rating scheme works

## Food hygiene and safety

- 0** Excellent standards of food hygiene. Full compliance with the law in this regard.
- 5** Very good standards of Food hygiene. Few offences which were very minor and could easily be rectified.
- 10** Good standards of food hygiene which were being maintained or improved. Some minor offences were seen and there was room for improvement.
- 15** Fair standards of food hygiene. Some major and many minor offences were seen. More effort needed to prevent fall in standards.
- 20** Generally poor standards of food hygiene and/or a serious offence had risked food safety.
- 25** Very bad standards of food hygiene. Serious offences had put food safety at risk. Evidence was collected to support criminal proceedings.

## Structure and cleaning

- 0** Excellent standards of structure, facilities and cleaning. Full compliance with the law in this regard.
- 5** Very good standards of structure, facilities and cleaning. Few offences which were very minor and could easily be rectified.
- 10** Good standards of structure, facilities and cleaning, which were being maintained or improved. Some minor offences were seen and there was room for improvement.
- 15** Fair standards of structure, facilities and cleaning. Some major and many minor offences were seen. More effort needed to prevent fall in standards.
- 20** Generally poor standards of structure, facilities and cleaning and/or a structural problem had risked food safety.
- 25** Very bad standards of structure, facilities and cleaning. Serious structural problems had put food safety at risk. Evidence was collected to support criminal proceedings.



## Confidence in management and control procedures

- 0** There was an excellent written HACCP-based food safety management system, that worked well, and an excellent track record.
- 5** There was a very good written food safety management system that worked well. The business had a very good track record. Any gaps in the written system were minor and easily rectified. The business was able to demonstrate effective control of hazards. OR; It was the first inspection of a new business that had an excellent, written, HACCP-based food safety management system that worked well.
- 10** The written food safety management system was not yet completed or there was evidence that the system was not being followed. Food hazards were understood and control measures in place. Had a satisfactory track record until now.
- 20** No food safety management system. A varying track record, Poor appreciation of hazards and control measures, and staff training needs.
- 30** No food safety management system. Poor track record, many untrained staff and no appreciation of hazards or quality control. Evidence collected to support criminal proceedings.

## Scoring

	<b>0-5</b>	<b>Excellent</b>
	<b>10-15</b>	<b>Very Good</b>
	<b>20-25</b>	<b>Good</b>
	<b>30-35</b>	<b>Fair</b>
	<b>40-45</b>	<b>Poor</b>
<b>No stars</b>	<b>45</b>	<b>Major improvements required</b>

The star rating is calculated by adding all the three scores together to give a final figure, i.e. **Food Hygiene and Safety + Structure + Confidence in management = Star rating**

For example:  
a business may score: 5 for Food Hygiene and Safety; 10 for Structure and 5 for Confidence in Management therefore the star rating would be:

**5+10+5 = 20** which is three stars.

The LOWER the score in each category the HIGHER the star rating and the BETTER the premises is in complying with food hygiene legislation.

The star rating does NOT relate to the quality or type of food served at the premises – although if out of date/mouldy food is found at the premises then a higher score would be given in the Food Hygiene and Safety category and therefore a lower star rating would be received.

