



Scores on the Doors Scheme - Factsheet

• Purpose of the scheme

The scheme has one primary purpose – to provide consumers with information about the standards of hygiene at food premises found by authorised officers of Spelthorne Council following planned inspections.

• How does your score translate to stars

The star rating you are awarded is calculated on the risk score your business has received as a result of your last inspection. This score can usually be found on the last page of your inspection report. The conversion table from score to stars is detailed below. For example if you scored 5 for food hygiene, 5 for structure and 5 for confidence in management, this gives a total score of 15 which converts to 4 stars.

To convert your score into a star rating, add up the 3 compliance scores for:

- Food hygiene
- Structure
- Confidence in management

And then look up the star rating in this table:

Total of 3 Scores	Description	Stars
0 - 5	Excellent	5 - ★★★★★
10 - 15	Very Good	4 - ★★★★
20 - 25	Good	3 - ★★★
30 - 35	Fair	2 - ★★
40 - 45	Poor	1 - ★
Over 45	Major Improvement Required	0

• Who is included

The scheme will include registered premises within the borough of Spelthorne who have received a food hygiene inspection since 1 April 2007. However it will exclude low risk premises which are subject to an alternative inspection strategy; these premises will have scored 30 or less in their risk rating, E or Fs.

• Updating the website

After an official inspection or a re-assessment, the score will be uploaded onto the website within 14 days. The score is then available for review by the public via the Council website, www.spelthorne.gov.uk or the national website www.scoresonthedoors.org.uk.

• Appeals

Where a food business operator strongly disagrees with an inspection score, then a written appeal should be made to the Head of Environmental Health and Building Control within 14 days of the inspection, setting out the specific reasons for the disagreement.