

## **SCORES ON THE DOORS FOOD HYGIENE RATING SCHEME APPEALS PROCEDURE**

Telford & Wrekin Council undertakes food hygiene inspections of all food businesses within the Borough. This is undertaken in line with the Food Law Code of Practice, March 2006', which is issued by the Food Standards Agency. All Local Authorities must follow and implement the provisions of the code that apply to them.

This procedure outlines the main principles of the code of practice that are applicable to the food hygiene inspection rating of food businesses and how this is applied to the Star Rating System that will be used for Scores on the Doors.

It is important to note that the ratings will only be given following every primary inspection and not a secondary inspection.

A primary inspection is a planned full inspection.

The Council will not be re-assessing a food business during the interim period.

Even if improvement works have been completed re- visits will not be undertaken with a view to changing the score given.

The next primary inspection could be between 6 months - 2 years later.

This is in line with the guidance below.

### **Inspection Ratings**

The Food Law Code of practice states: -

#### **4.1.6: Frequency of Inspection: Inspection Ratings**

Inspection ratings determine the interval that should elapse between one primary inspection of a food business and the next and the priority of the next primary inspection of that business relative to the other businesses in the Food Authority's planned inspection programme (See also [Annex 5 of the Code of Practice](#))

The inspection rating(s) of a food business should be assessed or reassessed at the conclusion of every primary inspection in accordance with Annex 5 of the code of practice (or any amendment thereto that may be notified to Food Authorities by the Agency).

Inspection ratings should not be re-assessed at secondary inspections.

Inspection programmes should be planned so that businesses are inspected no later than 28 days after the relevant date determined by the inspection rating, apart from circumstances outside the control of the Food Authority such as seasonal business closures."

#### **4.1.7: Early Inspection**

Circumstances may arise that make it appropriate to bring forward a primary inspection. Such circumstances may include when the Food Authority:

- Receives a new registration application;
- Receives a consumer complaint;
- Receives a request to change registration details;
- Becomes aware of any material change in the ownership, management, layout or nature of operation of a food business;
- Receives a referral under the Home Authority Principle;
- Receives a request or other information from the Agency;
- Becomes aware of a possible outbreak of foodborne infection;
- Becomes aware that the business may be closed at the time of the due date because of seasonal closure

#### **Star Rating**

The following three criteria are used to determine the star rating and are only assessed at the time of inspection.

#### **Food Hygiene and Safety**

- The current level of compliance with food hygiene practices and procedures, including cleaning practices, temperature control and potential contamination from raw to cooked food.

#### **Structure and Cleaning**

- The current level of compliance relating to the structure of the premises including the state of repair of the walls, floors, ceiling, lighting, ventilation and washing facilities etc

#### **Management and Control**

- Confidence in the management of the business including having and using a documented Food Safety Management System and adequate training/supervision of all food staff.

The following table outlines the ratings and scores that are used in order to work out the star rating that will be given to the premises.

Risk Rating Categories	←—————→					
	Excellent			Poor		
Food Hygiene and Safety	0	5	10	15	20	25
Structure and Cleaning	0	5	10	15	20	25
Management and Control	0	5	10	20	30	

These risk ratings are used as they are the only ones that are directly controllable by the food business. The total score from the three categories in the above table is then used to determine the star rating set out in the table below.

Star Rating	Score ***	Compliance General Guidance	Performance Level
5  Star	0 to 5	Very high standards of compliance with food safety legislation. Demonstrating best practice in managing and achieving this.	Excellent
4  Star	10 to 15	High standard of compliance with food safety legislation. Robust food safety management.	Very Good
3  Star	20 to 25	Good level of legal compliance. Only minor safety issues not addressed.	Good
2  Star	30	Mainly compliant with food safety legislation. An understanding of food safety and standards being maintained or being improved.	Adequate
1  Star	35 to 45	Some non-compliance with food safety legislation - more effort required.	Inadequate
No Star	50 or more	A general failure to comply with legal requirements. Little or no appreciation of food safety.	Very Poor

### Complaints/ Appeals against Star Rating

Where a proprietor believes that an inspection has resulted in an unfair rating of the hygiene standards of the food business, then an appeal should be made to the officer or their line manager. The inspecting officer will then be

required to justify the score given and any reassessment will be made to the rating.

Once the business has received their rating score they have 14 days to express their dissatisfaction and lodge an appeal in writing. They can appeal to the inspecting officer or their line manager. The business will be signposted to the website, [www.telford.gov.uk /scoresonthedoors](http://www.telford.gov.uk/scoresonthedoors) where the right to reply facility is also available. Alternatively the business can write to

Mrs Nicky Minshall  
Team Leader (Food, Health and Safety)  
Telford and Wrekin Council  
Environmental Health  
Darby House  
PO Box 214  
Telford  
TF3 4LE  
Tel: (01952)381820  
Fax: (01952)381806  
Email: [scoresonthedoors@telford.gov.uk](mailto:scoresonthedoors@telford.gov.uk)

On receipt of the appeal a confirmation of receipt letter will be sent to the business. The officer/line manager will then determine if the appeal is justified and write to the business within 14 days. If the appeal/complaint is justified the website will be amended within 28 days. If you are still unhappy with the decision of the Team Leader (Food, Health and Safety) you can follow the corporate complaints procedure.

Details available upon request from  
Environmental Health  
PO Box 214  
Lawn Central  
Telford  
TF3 4LE  
Tel:01952 381818 (Monday to Friday, 8:30am to 5.15pm)

or from

Telford and Wrekin Council  
Civic Offices  
Telford  
TF3 4LD  
Telephone:01952 380000 (Monday to Friday, 8:30am to 5.15pm)  
[www.telford.gov.uk/Council+democracy/Customer+complaints/](http://www.telford.gov.uk/Council+democracy/Customer+complaints/)