

Scores On The Doors – Scheme definition and operation.

1. Star rating mechanism

1.1 The scores are based on the addition of the following food hygiene risk scores as defined in Annex 5 of the Food Standards Agency statutory Food Law Code of Practice:

1. Confidence in management (possible scores 0, 5, 10, 20 and 30 where 0 represents the highest confidence)

2. Compliance: Hygiene & Safety (possible scores 0, 5, 10, 15, 20 and 25 where 0 represents the highest standards of hygiene)

3. Compliance: Premises Structure (possible scores 0, 5, 10, 15, 20 and 25 where 0 represents the highest standards of structure and cleanliness)

Stars	Total of 1 to 3 above
5	0 - 5
4	6 - 15
3	16 - 25
2	26 - 35
1	36 - 45
No stars	Over 45

2. Certificate Star Icons and Associated Text.

2.1 These explanatory ratings will be displayed on the webpage from where SOTD results are accessed.

2.1.1 Five Stars



Very high standards of food safety management.
Fully compliant with food safety legislation.

2.1.2 Four Stars



Good food safety management. High standard of compliance with food safety legislation.

2.1.3 Three Stars



Good level of legal compliance.

2.1.4 Two Stars



Some compliance with food safety legislation.
More effort required to meet all legal requirements.

2.1.5 One Star



Poor level of compliance with food safety legislation
- much more effort required.

2.1.6 No Stars



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

3. **Scheme operation**

- 3.1 All programmed inspections or other interventions that qualify for risk rating any qualifying food premises will generate a star rating for the business concerned. Only those ratings arising from inspections made after the date of the commencement of the scheme will be included.
- 3.2 Babergh reserves the right to change star ratings between routine inspections where there has been a serious deterioration in standards, for example following a complaint or a food poisoning outbreak. This will only happen in very exceptional circumstances.
- 3.3 Babergh will not accept any application for changing star ratings from food business operators before the date of the next programmed inspection or other qualifying intervention, whether or not improvements in food safety have been made.
- 3.4 Premises rated as Category E under Annex 5 of the Food Standards Agency statutory Food Law Code of Practice: are not included in the scheme. In exceptional circumstances, and on application by the relevant food business operator, some Category E businesses may be eligible where they are in that category through exceptionally good management. Babergh's decision in this matter will be final.
- 3.5 Within 10 days of a risk rating inspection, the FBO will be sent a star certificate and covering letter. The letter will include terms and conditions for display of the certificate.
- 3.6 Businesses that achieve five stars at two or more consecutive inspections are awarded a Five Star Elite certificate.

4. **'Right to Reply' and appeals against star rating**

- 4.1 **Food business operators may apply to have additional text added to their rating to explain any improvements made since inspection. Any addition will be at Babergh's discretion and subject to qualifying comment. Applications must be made within 28 days of the date on the certificate covering letter.**
- 4.2 Any FBO that remains aggrieved by their rating should contact the inspecting officer for advice on how it was made. If this fails to resolve the issue, the FBO can write to the Food and Safety Regulation Manager to request a review of their rating within 28 days of the date on the certificate covering letter. The Food and Safety Regulation Manager will investigate and decide whether a review is justified and if any further action is needed.
- 4.3 If an FBO remains aggrieved after this process, a formal complaint should be made via the Council's standard complaints procedure.
- 4.4 Star ratings will not be published on the Babergh website until at least 28 days after the inspection, and in the case of an appeal, not until this has been determined.

5. **Officer procedures**

- 5.1 Risk rating inspections carried out at premises that appear likely to result in zero or one star ratings must, where possible, always be subject to extensive photographic verification of contraventions. In all cases, detailed notes must be made on the report form/letter and the inspection checklist so that a) the rating can be justified if necessary and b) the FBO can be advised of improvements required in order to improve the star rating.
- 5.2 For multi-site businesses, a Scores on the Doors HO letter (WP document on M3) should be sent to the Head Office for their information.
- 5.3 The Food and Safety Team will record and hold regular risk rating exercises to ensure team consistency for scoring. The team will also participate in any County-wide exercises of a similar nature.
- 5.4 The Senior Food and Safety Officer will review all risk ratings made by the team for the first three months of operation of the scheme. In the event of a discrepancy, the risk rating will be amended and a revised star certificate will be issued. The Senior Food and Safety Officer's decision will be final.
- 5.5 After three months operation, the need to check all risk ratings will be reviewed by the Food and Safety Regulation Manager and subject to amended procedures as necessary.

6.0 New premises/premises changing ownership

6.1 New food business operators may be at a potential disadvantage in terms of star ratings because of their lack of awareness of the need for a food safety management system. This may arise:

- When a new food business opens
- When there is a change of Designated Premises Supervisor/licensee in a licensed premises
- When there is a change of ownership of any other type of food business

6.2 The absence of a FSMS will result in an automatic score of 20 for Confidence in Management and at least 5 for hygiene, meaning that the premises will at best be rated with three stars and more likely only two stars.

6.3 In all of these circumstances the onus is on the new FBO to register the business 28 days before beginning to trade, which would allow time for a Food and Safety Officer to advise the FBO on all legal requirements, including the need for a FSMS. In practice however this does not always occur.

6.4 Where a premises which has already been given a star rating changes ownership or becomes vacant it is important that the star rating is removed from the website as it is no longer valid.

6.5 Action to be taken by officers

- Where a new food business registers before opening, the FBO should be advised of the need for a FSMS before the initial inspection.
- Where a new food business opens without registering (or the registration form is not received until after the business has already begun trading), the normal procedure will be for an inspection to be carried out without prior notice or advice. In exceptional circumstances, and at the discretion of the officer involved, the initial visit may be treated as an advisory visit.
- Where an existing business changes hands this will be treated as above depending on whether or not a new registration form has been received.
- Where there is a change of Designated Premises Supervisor/licensee in licensed premises the standard letter ES/FS – 173 will be sent which advises the FBO of the need to prepare a FSMS and the likely effect on the star rating of failing to do so. The next inspection carried out after this letter has been sent will generate the star rating.
- Where a premises which has already been given a star rating changes ownership, as soon as this comes to the attention of an officer, they must pass the details to the Business Support Officer so that the M3 record can be closed and the SOTD pages on the website updated accordingly.