



A guide for food business operators about the Scores on the Doors scheme



Star Rating	Level of compliance
*****	Excellent
****	Very Good
***	Good
**	Fair
*	Poor
Zero stars	Very Poor

Visit: www.york.gov.uk/business/food/
Tel: (01904) 551 525

What is ‘Scores on the Doors’?

It is an information scheme, which rates food businesses on their standards of hygiene and compliance with food safety law. Your food business will be given between 5 stars (excellent) and zero stars (very poor) according to the results from your last food hygiene inspection (unless you are very low risk).

What are the aims of the scheme?

The aims of the scheme are: -

- To provide customers access to information to allow them to make an informed choice about where to eat in the area.
- To provide an incentive for businesses to improve their standards of food hygiene.
- To promote transparency and consistency in food hygiene inspections.
- To secure long-term improvements in food hygiene in food businesses

How is my star rating calculated?

After a food hygiene inspection your business is risk rated in a number of categories using the scheme set out in Annex 5, Food Law Code of Practice (England). Three of these categories are in direct control of the food business operator, namely:

1. **Food hygiene and safety** – including your food handling practices & procedures and temperature control
2. **Structure** – including cleanliness, layout, condition of the structure, available wash hand basins, lighting, ventilation etc
3. **Confidence in management/control systems** – including your ‘track record’, your willingness to act on previous

advice, your attitude towards food safety, and whether you have a fully implemented documented food safety management system, such as Safer Food Better Business.

Your star rating will be calculated by adding the scores for these 3 categories together. The better your compliance the more stars you will receive.

When will star ratings be re-assessed?

Your star rating will only be re-assessed at your next food hygiene inspection. Revisits to amend the star rating will not be made, even if improvements have been made.

However, the star rating can be withdrawn if standards deteriorate. Therefore, you should keep your premises and food safety practices up to standard all the time to maintain your rating.

Right of reply

A right of reply will be available on the website. This is provided so you can detail any improvements you have made following your last food hygiene inspection. All comments will be vetted by the Food & Safety Unit before they are placed on the website.

Where will the information be available

From 15 June 2009, the star rating for your business will be displayed on the scores on the doors website and if you achieve 2 stars or above you will be sent a certificate to display on your premises. Soon customers will expect to see this in all food premises.

To access your star rating (from June), or, to check out existing schemes visit: www.scoresonthedoors.org.uk

Appeals

You will have the right to appeal your food hygiene risk rating, which determines your star rating. The first point of contact is the inspecting officer, or, the Food & Safety Unit Manager. The appeal process will then be escalated in line with City of York Council's corporate complaints procedure.

How can I improve my star rating?

To get more stars you need to make sure you are fully complying with food safety law.

Initially, you must make sure that you have completed the works that the officer told you about at your last inspection.

In general, we expect that you, and any staff you employ, follow good food hygiene practices and your premises and equipment must be clean and in good repair.

Also, you must have a documented food safety management system in place, such as, Safer Food Better Business. This pack is available free of charge from the Food Standards Agency by telephoning (0845) 606 0667

It is also important that standards are maintained between inspections

For further information about the scheme or advice on how to improve your star rating please contact the Food & Safety Unit on telephone (01904) 551 525 or visit our website at www.york.gov.uk/business/food