

FREQUENTLY ASKED QUESTIONS

SCORES ON THE DOORS

01. What is “scores on the doors”?

"Scores on the doors" is a scheme which allows the public to view the latest hygiene rating following a food hygiene inspection carried out by environmental health practitioners. The score will be in the form of a star rating.

02. Why is Broxbourne Council introducing the scheme?

The Council is introducing the scheme for several reasons. It is expected that the scheme will help drive up food hygiene standards even further and will give the public information they are legally entitled to receive in a format they readily understand, such as a star rating.

03. Is this a national scheme?

No. Several local authorities in the Hertfordshire and Bedfordshire regions have signed up to the scheme so you should expect to see a certificate on the front door of most food establishments in the region. The Food Standards Agency is considering a compulsory national scheme.

04. Which businesses will get a star rating?

All premises with a catering outlet such as restaurants, takeaways, schools and pubs serving food.

05. How will a business get a star rating?

Following a programmed inspection the officer will score the business based on a national scoring scheme endorsed by the Food Standards Agency. The officers are trained in scoring and have been doing this for years. For the first time, the scores given for hygiene, structure and management will be used to calculate a simple star rating for the business. The star rating will be issued on a certificate and sent to the business to display on the front door or front window. The rating is also available on the council's website and at One-stop-Shops

06. What does the star rating mean?

The star rating lets you see at a glance the hygiene standards in the business at the time of inspection, ranging from 0 stars (poor level of hygiene) to 5 stars (excellent standards of hygiene observed).

Stars	Description
5	Excellent hygiene, highly confident in management
4	Very good
3	Good
2	Satisfactory
1	Fair hygiene, some non-compliance with hygiene legislation. More effort required to prevent fall in standards
0	Poor hygiene, follow up action likely

07. When will all businesses be rated?

The hygiene rating will be given at the next primary inspection. The inspection due date depends on when the business was last inspected and the hygiene conditions found at the time. The worst performing businesses are inspected more often than the better performing businesses. There are currently approximately 350 premises covered by this scheme in the borough and it is anticipated it will take approximately 2 years to get round to all the caterers.

08. Can the star rating be changed?

Yes, but only when a primary food hygiene inspection is undertaken. A primary food hygiene inspection will only take place when it is due unless the business ownership details change or if serious breaches of food legislation are identified during a routine visit.

09. How often will the rating change?

As soon as a new food inspection has been completed.

10. Do businesses have to display their star rating?

No. Displaying the certificate is voluntary however if they do wish to display the certificate then it must be visible from the outside of the premises, or at the entrance to the catering facility where it is within a building therefore enabling the public to view the latest hygiene score before deciding to enter.

11. What if a business disagrees with the star rating?

The rating is based on a statutory framework and will not be changed. However, if a business believes it has not been treated fairly the council's formal complaints procedure can be used and the matter will be investigated. The score will change at the next food hygiene inspection only which can be anytime between 6 months and 2 years.

12. Who do I contact if I want more information about the scheme?

You can telephone Environmental Health on 01992 785511 or email envhealth@broxbourne.gov.uk