



# SCORES ON THE DOORS

## PILOT SCHEME EXPLAINED TO BUSINESSES

**STAR RATINGS** – Each of the premises has a star rating as follows.

★★★★★	EXCELLENT	Very high standards of food safety management. Fully compliant with food safety legislation.
—★★★★—	VERY GOOD	Good food safety management. High standard of compliance with food safety legislation.
—★★★—	GOOD	Good level of legal compliance. Some more effort might be required.
—★★—	BROADLY COMPLIANT	Broadly compliant with food safety legislation. More effort required to meet all legal requirements.
—★—	POOR	Poor level of compliance with food safety legislation – much more effort required.
—NO STARS—	VERY POOR	A general failure to comply with legal requirements. Little or no appreciation of food safety. Major effort required.

To find more information and business ratings visit [www.food.gov.uk/scores](http://www.food.gov.uk/scores)

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FOOD HYGIENE RATED

**SCORES**  
ON THE DOORS

FOOD STANDARDS AGENCY  
SUPPORTED SCHEME

# WHAT'S THE SCORE?

Scores on the Doors is a pilot scheme supported by the Food Standards Agency to show how well food businesses are complying with food hygiene law.

You will be given a certificate and a sticker to display that shows your food hygiene rating as stars. You are encouraged to display the sticker in a prominent place in your business, for example on the window or door. Your score will also be made available online via [www.food.gov.uk/scores](http://www.food.gov.uk/scores)

## WHY ARE WE DOING IT?

We are making your star rating publicly available, so that your customers are informed about the food safety standards of your business. This means that high achieving businesses receive the recognition that they deserve, and underachieving businesses have an incentive to raise their game and improve food safety.

## HOW IS YOUR STAR RATING CALCULATED?

It's not an award scheme. Your local environmental health department must, by law, inspect your business. The inspectors follow a Code of Practice produced by the Food Standards Agency. As part of the inspection, officers rate your business on different issues. These include your hygiene, structure and hygiene management and it is the ratings for these three that give you the number of stars. The different ratings are explained on the back of this leaflet.

Officers judge a business on what they find at the time of the inspection – they normally visit without telling you that they are coming. Businesses will not be re-assessed between inspections.

A key reason why this scheme is being piloted is that food businesses must aim to maintain standards at all times. Not simply respond to failures highlighted following an inspection, only for standards to slip back again afterwards.

## WHAT IF I CANNOT FIND MY BUSINESS ON THE WEBSITE?

Some premises, including people catering from home, will not be listed. If there is not a score on the website the business may be new and the officers have not visited yet, or there may be legal action pending. Alternatively contact your local authority.

## RIGHT TO REPLY

If you wish to make comments about the star rating you have received, then complete the 'Right to reply' section, either on the website or on the right to reply form which is available from your local authority. Comments will be vetted by the local authority prior to being published on the website.

## WHAT TO DO IF YOU DO NOT AGREE WITH YOUR STAR RATING?

If you do not agree with the rating that the inspecting officer has issued, then you should discuss the rating with that officer. If you still do not agree that your star rating is accurate, please contact the food safety team manager within 14 days of notification of your star rating.

## HOW CAN I FIND OUT MORE?

Visit [www.food.gov.uk/scores](http://www.food.gov.uk/scores)