



## GUILDFORD BOROUGH COUNCIL SCORES ON THE DOORS POLICY

### Introduction

Guildford Borough Council undertakes food hygiene inspections of certain food businesses within the Borough in accordance with the [‘Food Law Code of Practice, March 2006’](#), issued by the [Food Standards Agency](#).

This policy document outlines the main principles of the Code of Practice that are applicable to the food hygiene inspection rating of food businesses and how this will be applied to Guildford’s Scores on the Doors scheme

### 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.**”*

### Details of the scheme

1. The scope of the Guildford Scores on the Doors scheme will include registered food premises within the borough of Guildford, but will exclude low risk premises which are subject to an alternative inspection strategy and establishments subject to approval under Regulation 853/2004.
2. The issuing of food hygiene inspection rating scores will be assessed by an authorised officer on a rolling basis in accordance with the Food Law Code of Practice, and will be communicated to the food business operator at the conclusion of every primary inspection.
3. The following table outlines the ratings and scores which are used in order to determine the score 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 ratings are the only ones that are directly controllable by the food business and are the reason they have been used to determine the Guildford Scores on the Doors star rating.

The total score from the 3 categories in the above table is then given the star rating as follows:-

Score	Level of Compliance	Star Award
Up to 5	Excellent	*****
Up to 15	Very Good	****
Up to 25	Good	***
Up to 35	Fair	**
Up to 45	Poor	*
Above 46	Major Improvements Required	None

4. This scoring will only be carried out at the time of the primary inspection (as in 2 above) and this is the star rating that will be awarded and posted online. In accordance with the Code of Practice, **premises will not be re-assessed following interim or secondary visits** even if remedial works have been completed. The score will stand until the next primary inspection is carried out (for exceptions see 5 below).
5. The only circumstances under which premises will be re-assessed will be when the next primary inspection is brought forward (as per Section 4 chapter 4.1.7 of the Food Law Code of Practice). For example, should an authorised officer discover serious hygiene defects at a premises that has previously scored well, as a result of a consumer complaint or during the course of an investigation of a food poisoning, the next primary inspection can be brought forward and a revised score awarded. If the new primary inspection indicates that the premises should receive fewer stars, then the record will be updated with the amended score posted online.

#### *“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.”*

6. Where a food business operator strongly disagrees with an inspection score, then a written appeal should be made to the Head of Environmental Health & Licensing with 14 days of the inspection, setting out the specific reasons for the disagreement. The inspecting officer will then be required to justify the score given and any reassessment will be made to the rating at the next available update (usually one week). The decision of the Head of Environmental Health & Licensing services will be final.
7. Only the current food inspection rating will be displayed on the website.
8. The Internet web page will include a “right to reply” section for the use of proprietors, which will be uploaded onto the site following the agreement of the Head of Environmental Health and Licensing services. Food businesses can use this facility to indicate the improvements that they have made following their previous primary inspection.
9. Food proprietors will be provided with a sticker with the relevant number of stars, that they will be requested to put on display.
10. The Food Standards Agency is undertaking a pilot project for this type of scheme to apply on a national basis. This may alter how businesses will be rated in the future so it is important to note that both the score and rating given to a premises is subject to change. A star rating could go down or up if a national scheme is different to the above scoring system. The Council will endeavour to keep businesses and users informed of any developments.