

## Scores On The Doors

### Improving Your Score



### Introduction

Every food business which is inspected by their local home authority needs to understand the implications of the Scores on the Doors Scheme and how it will effect their business.

Currently most consumers probably are not aware of the Scores on the Doors scheme but with a national campaign being organised by the government agencies it is very likely that consumers will start looking at the star ratings of eating establishments and Yes they will start voting by their feet.

Business that have high star ratings will see their business increase while low star ratings will see a decrease.

Smart Successful businesses will ensure their star rating will increase!

## Here is some frequently asked questions about Scores on the Doors.

### What are Scores on the Doors schemes?



Local authority enforcement officers are responsible for inspecting food businesses to ensure they meet the legal requirements on food hygiene. Under the **Scores on the Doors schemes**, each food outlet is given a hygiene rating or score that reflects the inspection findings and may display this in their premises where consumers can see it.

Scores are also available via websites where consumers can see the scores for all the participating businesses in the local area.

### What is the purpose of Scores on the Doors schemes?

The primary purpose of these 'scores on the doors' schemes is to allow consumers to make informed choices about the places in which they eat out and from which they purchase food, and through this, to encourage businesses to improve hygiene standards.

### What exactly do Scores on the Doors schemes assess?

Scores on the doors schemes are designed to rate standards against legal requirements on food hygiene – these are set at European Union level. The standards are assessed as part of the inspection process.

### How do scores on the doors schemes differ from hygiene awards?

Scores on the doors schemes should be designed so that the top score represents 'full compliance' with the legal requirements of food hygiene legislation.

In contrast, hygiene award schemes are designed to recognise businesses that have achieved standards of hygiene over and above the legal requirements. Such schemes can be compatible with, and run along side, scores on the doors schemes.

### Is it a legal requirement for a business to display its Star Rating?

No a business is not obligated to display its star rating however if it does it must be clearly visible at the entrance of the premises.

Please note that the business's start rating will be available for anyone to access on the local home authority website .

## What does a an Inspection by your EHO involve?



Your local home authority environmental health officer can turn up to inspect your premises at any time – They do not need to make an appointment with you -.

It is important that you understand what the EHO is looking at and how you can manage and point them into the right direction.

The following will be covered off by an EHO inspection;

- **Health & Safety**
- **Food Hygiene Management Arrangements** – this will include your HACCP and your staff training.
- **Practices** – They will be looking at what you say you are doing compared to what you are actually doing. This will include; temperatures, cleaning, cross contamination, personal hygiene and stock control.
- **Premises** – Here they will be looking at the structure of your premises, equipment, pest control, design & layout of the premises and waste disposal.
- **General** – The following would be covered under this category; allergens, claims, labelling & packaging and quality systems.
- **Records** – This is where they will be looking at your records such as temperature checks, training, intake checks.

Based on their findings from the above they will then issue your premises with a score which equals to the number of stars your premises receive. A 5 star rating means your systems are excellent while 1 star ratings suggests your systems require significant improvement. .

**All smart successful businesses will ensure everything is in place prior to the EHO inspection.**

## Now The Important Stuff!!



## How Do You Improve Your Star Rating?

The Environmental Health Inspector follows best practice when auditing premises; this includes following key guidelines issued by the Food Standard Agency.

These guidelines are followed by the EHO's and smart successful business's which adopt this guidelines and ensure they are followed will get high star ratings. If not you have every right to challenge the inspection.

So lets have a look at these guidelines issued to food establishments;

### **Safe Food Better Business & Cook Safe**

Safe Food, Better Business is the guidelines issued to catering establishments in England and Wales. In Scotland its called Cook Safe.

Both guidelines are very similar but have different wordings and terminology for example Safe Food, Better Business does not refer to HACCP while Cook Safe refers to HACCP frequently.

## **It's all about HACCP!!!!!!!!!!!!!!!!!!!!**

Although Safe Food Better Business does not refer to HACCP but it is based on the HACCP principles.

Under the Food Hygiene Regs 2006 it became a legal requirement that food establishments must be able to show what they do to sell food that is safe to eat and have written it down. This is generally accepted that food establishments must now have a documented food safety management system in place.

### **Not having a food safety management system in place could result in your business being prosecuted and will result in a LOW STAR RATING.**

Your documented food safety management system must identify the following hazards and how you manage these hazards;

1. **Cross Contamination** – Cross contamination is one of the most common reasons of food poisoning and the risks must be identified and controlled in your business. Cross contamination would also include physical contamination and allergen management.
2. **Cleaning** – Effective cleaning is essential in getting rid of poisonous bacteria and stopping them spreading into the food.
3. **Chilling** – The chilling of food delays the growth of bacteria and certain foods must be stored at legal required temperature.
4. **Cooking** – It is essential that food is cooked at the correct temperature so any harmful bacteria is destroyed. It is also essential that cooked food is stored correctly and doesn't come into contact with uncooked food such as raw chicken. Cooking would also cover the reheating of the food and the hot holding of the food.
5. **Management** – The management of your food safety system is essential and would include managers checks such as opening and closing checks, stock control, training & supervising staff, approving your suppliers and contractors and the corrective actions when things go wrong.

## **Document all that you!!!!**

As we send previously your food safety management system needs to be documented, this would include writing up procedures in how you manage the day to day running of your business. For example what temperature should your fridges be running at and what you should be doing if the temperature is higher than what it should be. The procedure should also state what type of check you should be.

## **Show me!!!!!!**

On all the monitoring you do on your food safety management system you must be able to demonstrate that you are actually doing what you are saying you are doing.

This means you need to have documented records on your checks that you are doing. You

therefor need documented records for; all temperature checks, training, goods coming in, start up and closing checks, cleaning records etc.

It is extremely essential that you have records in place. Without completed records for the EHO to review then you would get a low Star Rating.

## So How Do You Get A High Star Rating?

In summary to get a High Star Rating you need to ensure you have the following;

- A documented food safety management system in place which identifies the key hazards, how you control these hazards, how you monitor the hazards and what the actions are when things go wrong. The system will also need to be reviewed, validated and reviewed on a regular basis.
- Your documented system will have written procedures and records which are completed on a daily basis.
- On the day of the visit the system needs to operating effectively.

It is also important that if you someone reviewing your system on a regular basis. This doesn't just help your Star Score but reduces your risk of food safety being compromised and being prosecuted.

### **Further Information**

If you require any further information on this report or how to implement an effective food safety management system please contact us at [info@globalfoodconsultancy.com](mailto:info@globalfoodconsultancy.com) or visit us at [www.globalfoodconsultancy.com](http://www.globalfoodconsultancy.com)

Further information on the Score on the Doors Scheme can be obtained by your local Environmental Health Officer or from the Foods Standard Agency.

### **About Global Food Consultancy Ltd.**

Global Food Consultancy Ltd specialises in food safety management consultancy to food manufacturers, caterers and restaurants.

Global Food Consultancy Ltd is a private company registered in England & Wales. Reg No 7109717

#### **Disclaimer:**

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