



FOOD STANDARDS AGENCY  
SUPPORTED SCHEME

# SCORES ON THE DOORS

## ADMINISTRATIVE PROCEDURE



**ALEHM**  
The Association of London Environmental Health Managers

## **INTRODUCTION**

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## A. SUPPLEMENT

### A QUICK GUIDE TO WHAT TO DO NOW WE ARE LIVE.

- A1. Weekly uploads of new data (complete refresh) as per issued timetable – where possible, upload should be automated.
- A2. Once a week check all new inspections carried out during the previous week for accuracy and consistency with good practice and scoring guidance.
- A3. Notify all businesses (back to 1 January 2006 if not already done so) of their rating. For all new inspections, use standard form to explain how rating arrived at. Send right of reply form, certificate and sticker (signed and dated) and explanatory leaflet if required.
- A4. Regularly check website for data integrity.
- A5. Ensure IT department notify you of any rejected records and take appropriate action.
- A6. Carry out internal monitoring checks in accordance with procedure.
- A7. Check your authorities scoring of national chains against that of other authorities, with particular emphasis on confidence in management score, where the business will have a company food safety management system established.
- A8. Maintain publicity and profile of the scheme – produce posters and put these and consumer leaflets in libraries, receptions, leisure centres etc.
- A9. Promote 5 Star businesses with 'Proud Owners' posters and advertisements. Use newspaper articles and presentations by Members.
- A10. Report any faults, problems, suggestions etc through Implementation Group representatives for your sector food liaison group.
- A11. Regularly discuss and give feedback at sector group meetings.
- A12. Keep your dedicated Scores on the Doors web pages up to date.

## 1. SCOPE OF THE SCHEME

1.1 The details of the scheme are contained in the Consistency Framework. However, set out below are the key criteria for the scheme:

1.1.1 From launch all premises subject to inspection since 1 January 2006 are included. This is the preferred approach of the Steering Group, however if individual authorities choose not to include premises from that date, they should make this clear and will be responsible for explaining their difference in approach. This should preferably be done via LA's own web pages.

1.1.2 Prior to data upload, all authorities should carry out checks on the validity of their data to ensure as far as possible accuracy of ratings in line with the consistency guidance and training provided.

1.1.3 Food premises across all inspection rating categories A-E are included.

1.1.4 Premises subject to Alternative Enforcement Strategies may be excluded if not inspected since 1 January 2006. However if inspected and subsequently made subject to AES the rating will remain as originally determined.

1.1.5 Premises subject to EC Regulation 853/2004 are excluded from the scheme. However if any authority chooses to apply the code of practice rating scheme to such premises, they may be included.

1.1.6 Authorities that choose to unitise larger premises and apply separate ratings may continue to do so. The location of the unit must be clearly described in the business name field, e.g. 'Asda delicatessen'.

1.1.7 Authorities using the Retail Enforcement Pilot scheme for lower risk premises may choose not to display data for such premises. An explanation of this should be made on the LA's own website.

1.1.8 Premises that are operated by sole traders from a residential address are excluded from the scheme.

1.1.9 Premises where legal action is being considered or in progress are excluded from the scheme. N.B. It has been suggested that the concern of prejudicing proceedings by publishing a star rating may not be relevant. LA's may wish to consult their legal departments for advice on whether they need to exclude such premises.

## 2. **DATABASE**

2.1 The following data will be extracted from the local authority database and sent to the central website according to the criteria specified:

2.1.1 Business name or trading name.

*Checks required: Spelling and format.*

2.1.2 Address.

*Checks required: Spelling and format. Postcodes (preferably in full but can be first 3 characters only if that is all that is available).*

2.1.3 Ward. This data is optional.

2.1.4 Telephone number.

*Checks required: No mobile numbers displayed, format only to be 020 8xxx xxxx , 020 7xxx xxxx or 01xxx xxxxxx. No hyphens (-) or slashes (/).*

2.1.5 Unique case number. I.e. worksheet or other inspection number relating to the inspection that gave rise to the rating.

2.1.6 Inspection date. Preferred format dd-mm-yyyy, however site will convert to the format above dates provided in 4 other formats (only if one of the formats that has already been agreed by London Councils). Only inspections dated 14 days before the date of the upload of data will be submitted on each occasion to allow the authority time to carry out data integrity and accuracy checks. Only inspections carried out from 1/1/06. The web site will now filter out any inspections less than 14 days old and reject them.

2.1.7 Inspection rating scores for all 8 code of practice criteria.

*Checks required: All scores provided. All scores within range of code of practice. All scores to be provided including any zeros, or blanks to equate to zero in order to ensure total score is provided to end user. Accuracy and consistency.*

2.1.8 Inspection rating category. I.e. A-E

*Checks required: Correct rating according to total of scores for the 8 parameters.*

2.1.9 Premises type description.

*Checks required: No codes or abbreviations. Accurate description – e.g. café. No exempt premises (see section 1. above).*

2.1.10 Cuisine type. This data is optional.

*Checks required: No codes or abbreviations. Accurate description – e.g. Chinese or Chinese restaurant.*

2.1.11 Date business opened. Not required.

- 2.1.12 Easting and northing. This data is optional and depends on whether the property record is attached to the LPG.
- 2.1.13 UPRN. This data is optional and depends on whether the property is attached to the LPG.
- 2.1.14 Authority name and unique LA four digit identity code.
- 2.1.15 System key. A unique database reference to the property record.
- 2.1.16 Status. I.e. opened or closed property record. Closed property record data will not be uploaded.
- 2.2 All LA's are recommended to keep baseline records of ratings at the time of joining the live scheme to enable tracking of scoring data and trends in ratings.

### **3. UPLOADING TO THE CENTRAL SERVER**

- 3.1 Data will be automatically uploaded from the local authority database on a weekly basis using the solution provided by London Connects that best suits their local circumstances.
- 3.2 As detailed in 2.1.6 above, the web site will only accept uploaded data for inspections carried out 14 days earlier. This will ensure that each authority has at least a full week (Monday to Friday) to check the integrity and accuracy of the data of inspections carried out in the previous week.
- 3.3 Authorities may wish to set up standard reports to produce a list of all inspections carried out in the previous week to aid data integrity and accuracy checks.
- 3.4 Authorities will be provided with confirmation of the number of records received at the central server. Confirmation of any rejected records and the reason will also be given.
- 3.5 Authorities are encouraged to check the website on a regular basis to ensure their data is being displayed and is accurately displayed.
- 3.6 It is recommended all LA's fully document their IT set up and establish internal procedures to ensure continuity in the event of unforeseen circumstances or changes in EH or IT support staff.

### **4. NOTIFYING BUSINESSES**

- 4.1 Businesses inspected since 1 January 2006 will need to be notified of their rating that will be displayed on the website. These businesses can be notified by mail, whilst sending the certificate and sticker (see section 5. below) and the business leaflet (see section 6. below).

- 4.2 Authorities may choose their preferred method for notifying businesses of their rating that are inspected after the launch of the scheme:
- 4.2.1 A standard form (Scores on the Doors Scoring Summary Sheet – See Appendix 1) is provided in template for all authorities to use. Local authorities may wish to have this form reproduced on self-carbonating pads. For consistency authorities are asked to use this standard form.
- 4.2.2 Inspecting officers may complete the form on site and use it to explain to the business how their rating was devised and leave with the business. In this case the officer may wish to leave the relevant window sticker (see section 5. below) or affix it to the window themselves.
- 4.2.3 Some authorities may choose for their officers not to advise the business of the rating at the time of the inspection, in order to give them time to consider the rating, or for officer safety or other reasons. In this case, they may wish to leave a copy of the business leaflet and will send the completed summary sheet to the business at the same time as sending the certificate and sticker (see section 5. below).

## **5. CERTIFICATES AND STICKERS**

### **5.1 STICKERS**

- 5.1.1 The scheme has standard window stickers which are supplied centrally through the FSA. There are 6 different stickers, one for each star rating 1 to 5 and one for 'No Stars'.
- 5.1.2 Every business inspected under the scheme is entitled to receive a window sticker, which will be distributed to the business as indicated in 4.2 above. If a business has more than one entrance, usually only one sticker will be issued, which should be displayed at the main entrance. If a business is unitised, the LA must make it clear to the business to which unit the rating applies and where the sticker should be displayed to avoid confusion.
- 5.1.3 The stickers are produced with a security feature, in that they are printed on the back with a place for the officer to sign and date and put their authority name and the inspection reference. The officer must complete these details with a *ballpoint pen* (to avoid being rubbed away), regardless of whether the sticker is left at the time of inspection or sent afterwards.
- 5.1.4 Stickers remain the property of the local authority and can be removed by an officer of the authority at any time.
- 5.1.5 Businesses are not obliged to display the sticker.
- 5.1.6 It is recommended that when an inspection of a business already displaying a sticker is carried out, that the officer removes the sticker before leaving the premises (even if they intend to send a replacement).

- 5.1.7 If the rating of the premises remains unchanged, the officer may choose to re-date and sign the existing sticker if they consider it appropriate.
- 5.1.8 Stickers are only provided with adhesive on the front surface, so where a suitable window surface is not available, such as on market stalls, the business will need to affix it to a transparent surface before affixing that on a wall etc.

## 5.2 CERTIFICATES

- 5.2.1 The scheme has standard template certificates, the stationery for which is supplied centrally by the FSA. The stationery features a security measure of a star shaped watermark and is pre-printed with the Scores on the Doors scheme logo, the title 'Star Rating Certificate' and the website address ([www.food.gov.uk/scores](http://www.food.gov.uk/scores)).
- 5.2.2 A template for the formatting of the certificate is provided in Microsoft Word on the Toolkit CD supplied by the FSA, which will enable the standard wording and the appropriate star rating to be applied. (See section 6. below). The business name, date of inspection, name and designation of the signing officer, inspection reference and authority logo are inserted by the authority.
- 5.2.3 Standard merge report templates can be set up to enable the details from each inspection to be easily inserted onto the certificate. For example, Northgate the company supplying the M3 software system have produced a standard report for their customers using the scheme to utilise.
- 5.2.4 Certificates can be printed in black only or in colour to correctly display the authority logo.
- 5.2.5 Certificates should be signed by the person designated to do so by the authority – this may be the inspecting officer or a more senior person. When setting up merge templates a scanned version of the officer's signature may be used.
- 5.2.6 Every business inspected under the scheme is entitled to receive a certificate, which will be distributed to the business as indicated in 4.2 above.
- 5.2.7 Certificates remain the property of the local authority and can be removed by an officer of the authority at any time.
- 5.2.8 Businesses are not obliged to display the certificate.
- 5.2.9 It is recommended that when an inspection of a business already displaying a certificate is carried out, that the officer removes the certificate before leaving the premises.

5.2.10 To avoid confusion and for consistency with information provided on the web site, all authorities MUST add the following statement to the standard format of the certificate:

“This rating applies to the time of the last inspection *only* and is simply a snapshot in time and so may not represent current conditions at the business.”

## **6. RIGHT OF REPLY**

6.1 Under this scheme, there will be no re-inspection and re-rating of premises between primary inspections and so a right of reply facility is provided for businesses to register comments in relation to the score they receive.

6.2 It is not possible to enable businesses to submit comments on-line due to difficulties in verifying who submits the comments. The reply will therefore be entered by the local authority.

6.3 Each authority must supply 3 email address details to [support@nonstopgov.com](mailto:support@nonstopgov.com). These will be used as user names to log into the right of reply facility. It is preferred if at least one address is of a generic nature, e.g. [foodsafety@xxxxxxxx.gov.uk](mailto:foodsafety@xxxxxxxx.gov.uk). A password has been provided to enable log-in to the facility.

6.4 A standard form has been produced (Appendix 2) for businesses to record their reply and return to the authority. This consists of a series of standard statements and tick boxes plus up to 5 lines of free text.

6.5 The authority should provide the business with the right of reply form at the same time as advising the business of their star rating. This will therefore be handed over at the end of the inspection or sent with the notification and certificate, depending on the procedure of the authority concerned.

6.6 The business has 14 days to return the form if they wish their comments to be displayed. However it is at the authority's discretion to allow more time.

6.7 Within 14 days of receipt of the form, the authority must review the comments and enter them onto the premises record, by logging in [http://eforms.yourlondon.gov.uk/off/servlet/ep.search?auth=1902&search=fsa\\_admin&st=scores](http://eforms.yourlondon.gov.uk/off/servlet/ep.search?auth=1902&search=fsa_admin&st=scores) and completing the on-line form. LA's should have registered 3 email addresses, as in 6.3 above and these are the user names to be used when logging in. A password has been supplied to the 3 email addresses, which can be changed when logging in. The authority need not verify the accuracy of the comments, and a statement that they have not been verified will appear on the website. Should it be necessary, the authority may edit the free text part of the reply, but only if it is defamatory or offensive.

6.8 A right of reply only lasts until the next full inspection and so when a new inspection is uploaded the right of reply will automatically be removed from the site as it is linked to the inspection reference.

6.9 If a mistake is made or a subsequent amendment is required to a right of reply, the LA should log back in to the reply and amend it or remove information from all fields and save if the reply is to be removed completely.

## **7. COMPLAINTS ABOUT INDIVIDUAL PREMISES**

7.1 The website has a facility for members of the public to make a complaint about a premise direct to the local authority, through the 'Report It' system.

7.2 The 3 email addresses given in 6.3 above will be used for Non Stop Gov to forward the complaint to the authority via an email alert, which they will then deal with in accordance with their usual procedures. The e-mail will contain a link back to the SOTD Administration section of the website, where you will be able to view and pick-up the comment.

## **8. PUBLICITY AND MARKETING**

8.1 Details of the publicity and marketing are provided on the CD toolkit supplied to all participating authorities. This CD contains the following resources:

- How to use the toolkit
- The scheme logo
- Typography
- Certificate Template
- Artwork for posters
- Artwork for adverts
- Artwork for web banners
- Artwork for leaflets – business and consumers
- Approved copy lines

8.2 The scheme logo should only be used in accordance with the guidelines.

8.3 The template will ensure a consistent certificate format, with the addition of the authority logo. Please see revision at 5.2.10.

8.4 Artwork for posters is provided for authorities to produce as required to fit their own budgets and requirements. Posters include text only and the schemes 'Proud Owners' campaign, which can include photography.

8.5 Artwork for adverts is provided for authorities to produce as required to fit their own budgets and requirements. They can be produced in colour or black print only.

8.6 Artwork for web banners is provided for authorities to use on their own websites or use by partners as appropriate.

- 8.7 Artwork is provided for business and consumer leaflets to explain the scheme. They can be produced in colour or black print only. There is provision for the authority to add their own logo to the front of the leaflets.
- 8.8 Approved copy lines are provided for use in posters and adverts.
- 8.9 Authorities may use any or all of the resources depending on their own local circumstances and resources. However all materials must be used in accordance with the guidelines provided.
- 8.10 It is hoped authorities will use a range of the materials to raise the profile of the scheme over the life of the pilot, but particularly around the launch period. As a minimum authorities should make available the leaflets to businesses and consumers, either in colour or black print only.

## **9. STARTER PACK**

- 9.1 The FSA are supplying authorities with the stickers to support the scheme free of charge. Authorities can obtain appropriate numbers of each sticker from the publications department, contact: 0845 606 0667.  
Reference:  
5 star: FSA/SCORES/5  
4 star: FSA/SCORES/4  
3 star: FSA/SCORES/3  
2 star: FSA/SCORES/2  
1 star: FSA/SCORES/1  
No stars: FSA/SCORES/0
- 9.2 The London Steering Group made available initial supplies (100,000) of the colour business leaflet, in a generic format, i.e. without authority logos, funded from authority contributions to the scheme. These can be called up from the FSA publications department, contact 0845 606 0667.  
Reference: FSA/SCORES/BNESS
- 9.3 The London Steering Group also made available initial supplies (100,000) of the watermarked certificate stationery, also funded from the authority contributions to the scheme. Certificate paper is available from the FSA publications department, contact: 0845 606 0667.  
Reference: FSA/SCORES/CERT
- 9.4 Further copies of certificate paper and leaflets will be supplied at the authorities expense, subject to any remaining funds that may be available from the participating authorities contributions.

## **10. LOCAL AUTHORITY WEBSITES**

- 10.1 It is preferred that each authority will have it's own dedicated page for Scores on the Doors on it's own website. This should have a link that will take the user to the FSA site [www.food.gov.uk/scores](http://www.food.gov.uk/scores) from which the London site can be accessed by clicking on the map link for London or direct to [www.yourlondon.gov.uk/foodscores](http://www.yourlondon.gov.uk/foodscores). Authorities may use one of the standard web banners in the Toolkit mentioned in 8.6 above.
- 10.2 The Your London site has a map on the Scores on the Doors home page and a link to each authority website. Each authority should notify the web editor at Your London (via the feedback link at the bottom of the web page) of the address of their dedicated Scores on the Doors page so that this link can be updated from the current authority food safety home page.
- 10.3 Authorities should use their own pages to explain their participation in the scheme and any unique elements, such as their inclusion of approved premises or that they use AES or are in the Retail Enforcement Pilot scheme and so some low risk premises may not be displayed.
- 10.4 The page can also be used to publicise good news stories about the scheme such as 'Proud Owners' of 5 stars as per the toolkit.

## **11. SUPPORT AND FEEDBACK**

- 11.1 Ownership of this project lies with the Association of London Environmental Health Managers (ALEHM). Management of the project is carried out on behalf of ALEHM by the London Food Coordinating Group, who act as the Project Board.
- 11.2 The LFCG have appointed an Implementation Group to deal with ongoing support and development. Each of the 4 sector food liaison groups has 2 representatives on the Implementation Group.
- 11.3 All future enquiries and requests for support are to be channelled through the sector group representatives, who will either make appropriate referrals for direct support or advice or will raise issues for consideration at the Implementation Group.
- 11.4 Sector group representatives are as follows:

### North East Sector

Alison Cockerill – [alison.cockerill@walthamforest.gov.uk](mailto:alison.cockerill@walthamforest.gov.uk)

Telephone – 0208 496 2202

Carol Collins – [carol.collins@enfield.gov.uk](mailto:carol.collins@enfield.gov.uk)

Telephone – 020 8379 3677

#### North West Sector

Chris Carabine – [chris.carabine@barnet.gov.uk](mailto:chris.carabine@barnet.gov.uk)

Telephone – 020 8359 7407

Vacant Position

#### South East Sector

Philip Vine – [pvine@westminster.gov.uk](mailto:pvine@westminster.gov.uk)

Telephone – 020 7641 3028

Altan Ahmet – [altan.ahmet@lewisham.gov.uk](mailto:altan.ahmet@lewisham.gov.uk)

Telephone – 020 8314 9798

#### South West Sector

Jenny Winslet – [jenny.winslet@sutton.gov.uk](mailto:jenny.winslet@sutton.gov.uk)

Telephone – 020 8770 5594

Janine Avery – [javery@wandsworth.gov.uk](mailto:javery@wandsworth.gov.uk)

Telephone – 020 8871 6134

- 11.5 If LA's need to report faults in the system for which technical help is required, they must contact one of their representatives named above who have been set up to enable them to log an on-line support request.
- 11.6 Whilst enquiries or suggestions on the operation or development of the scheme may be raised directly with the Implementation Group representatives, Sector Groups are encouraged to actively discuss the project at meetings and give feedback or enquiries to be referred to the Implementation Group.
- 11.7 Now the scheme is operational LA's are asked not to use the Chair of LFCG, Rick Mason as the first contact for operational matters. However in the absence of a second NW sector representative, he will receive enquiries for the NW sector in the absence of Chris Carabine.  
Rick Mason – [rick.mason@barnet.gov.uk](mailto:rick.mason@barnet.gov.uk)  
Telephone - 020 8359 7865
- 11.8 The Implementation Group representatives will coordinate sign up to the Consistency framework document and procedures via liaison group meetings. All participating authorities are expected to sign up to the framework.
- 11.9 Where the Your London web master receives direct enquiries they will endeavour to answer them. However where these are specific to an individual authority they will be referred to that authority using previously supplied generic email addresses.
12. EVALUATION
  - 12.1 The FSA have now announced that the evaluation process of the pilot schemes is to be truncated, with a view to reporting a recommended scheme for national adoption to the FSA Board in March 2008.

- 12.2 This means that the original planned evaluation programme has to be amended. LA's that have already registered on the Greenstreet Berman will have received a letter explaining the revised process.
- 12.3 IT IS ESSENTIAL TO PROVIDE AS MUCH SUPPORTING EVIDENCE FOR THE LONDON SCHEME BY ALL PARTICIPATING LONDON AUTHORITIES TAKING PART IN THE SHORTENED EVALUATION.
- 12.4 ANY LA THAT HAS NOT ALREADY REGISTERED ON THE GREENSTREET BERMAN WEBSITE ARE REQUESTED TO DO SO.
- 12.5 LA's are requested to provide pre and post inspection rating scores for all premises receiving an inspection between 8<sup>th</sup> and 31<sup>st</sup> October and to provide the survey questionnaire to each of those businesses.
- 12.6 Any queries on the evaluation process should be directed to Phil Flaherty at the FSA [Philip.Flaherty@foodstandards.gsi.gov.uk](mailto:Philip.Flaherty@foodstandards.gsi.gov.uk) Telephone 020 7276 8445