

# SCORES ON DOORS

## FREQUENTLY ASKED QUESTIONS?

### WHAT IS SCORES ON DOORS?

Scores on Doors is a NSW state-wide program involving the display of results of food business inspections for health, hygiene and food safety at retail food businesses. It is focussed on retail food service businesses that process and sell food that is ready-to-eat, intended for immediate consumption and potentially hazardous if not handled appropriately.

### BUSINESSES INCLUDED IN THE PROGRAM

Penrith City Council has chosen to include all fixed retail food businesses registered with us.

### BUSINESSES NOT INCLUDED

- Temporary food stalls at markets and events
- Mobile food vending vehicles, and
- Retail food businesses which hold a NSW Food Authority licence and are separately audited, such as butchers.

### HOW DOES IT WORK?

Routine inspections will be completed by Council's Environmental Health Officers as part of Council's current Food Safety Program. During an inspection, food businesses are assessed against a standardised Food Premises Assessment Report (FPAR) with points accumulating for non-compliances with food safety and hygiene standards and assigned a star rating reflecting their performance at the time of the inspection. The initial grade will result from unannounced routine inspections. Food businesses are encouraged to display the Certificate they are awarded in a prominent position, usually the front window or door or inside the business showing their score to promote their business.

### WHAT DO COUNCIL'S INSPECTIONS ASSESS?

Inspections assess:

- Food legislation compliance
- Food storage, preparation, handling and display procedures
- Cleaning and sanitising
- Food handler hygiene
- Food temperature control
- Maintenance and construction
- Pest control; and
- Waste control

### CAN MY SCORE BE RE-ASSESSED DURING A REINSPECTION OF A ROUTINE INSPECTION?

No. The rating awarded at the time of the initial unannounced inspection remains valid and no rating review will be undertaken at the time of an arranged reinspection.

## **CAN AN ADDITIONAL INSPECTION BE REQUESTED BY FOOD BUSINESS OWNERS TO SEEK A HIGHER RATING?**

Yes. If a food business wishes to improve their rating, they can request an additional inspection at any time after the original inspection, subject to the payment of the appropriate fee. These types of requests will be limited to one request per financial year with the additional unannounced inspection undertaken within 3 months of the request. Food businesses will be advised of this process if they were seeking a review of their rating.

## **IF MY FOOD BUSINESS IS ON TWO ROUTINE INSPECTIONS PER FINANCIAL YEAR, CAN MY STAR RATING BE CHANGED ON THE SECOND ROUTINE INSPECTION?**

Yes. In this circumstance, a new score will be calculated as the inspection will be unannounced and a full inspection will be undertaken. If your star rating changes, you will receive an updated Certificate.

## **WHAT IS THE PROCESS IF I REQUEST A REVIEW OF MY RATING?**

A food businesses may seek review of its star rating within 7 days of the date of the inspection. All appeals must be made in writing see Food Safety on Council's website for more information.

Grounds for appeal are limited to the following areas:

- Interpretation of the Food Standards Code or Food Act requirements
- Review of the score assigned to a particular breach or breaches
- Review of the total score assigned and associated rating, eg error made in the calculated total, or
- Review of the category to which a breach or breaches have been assigned.

The review will generally take the form of a desktop review and will be carried out by the Health Team Leader, or in the case of their inspection, the Environmental Health Coordinator or Manager. A further inspection of the food premises is not necessarily required.

A review may result in one of the following outcomes:

- No change to the score awarded
- Increase in the score awarded and amendment as appropriate of the star rating or
- Decrease in the score awarded and amendment as appropriate of the star rating.

Council will give notice of the outcome of its review and determination within 10 working days.

Council will not accept a third party right of appeal in relation to a star rating, including request from customers, members of the public or other businesses.

## **WHEN WILL I RECEIVE MY CERTIFICATE?**

When a food business scores 3, 4 or 5 stars, a letter will be sent in addition to the Certificate advising the proprietor about Scores on Doors within ten (10) working days of the inspection.

### DOES THE CERTIFICATE INCLUDE AN EXPIRY DATE?

Yes. The Certificate should be displayed until the next routine inspection.

### DO SCORES ON DOORS CERTIFICATES BELONG TO THE FOOD BUSINESS?

No. Certificates remain the property of Penrith City Council and the NSW Food Authority.

### CAN CERTAIN INSTANCES RESULT IN REMOVAL OF A CERTIFICATE?




Yes. Environmental Health Officers often undertake inspections outside of the routine inspection program due to complaints and other circumstances. A new score will be calculated if the inspection is unannounced and a full inspection was undertaken.

If this results in a change of the rating of the food business, the previous Certificate will be removed (even if it has not yet expired) and a new Certificate issued. In the event that a pass mark is not achieved the food businesses' original Certificate will be invalid and will need to be returned.

### WILL MY STAR RATING BE PUBLISHED ON COUNCIL'S WEBSITE?

Yes. Council will publish the ratings for food businesses on the Council website and other similar systems as it deems appropriate, but will not publish a rating if a review of it is underway and not yet concluded. By publishing the results of the inspections on Council's website combined with the display of the Certificate by a food business, it is a reminder that Council is actively working to maintain and promote high standards of hygiene and food safety in our community and that food businesses are operating at a very high standard.

### WHAT ARE THE RATINGS AND THEIR DEFINITION?

SCORE	DEFINITION
Excellent (0-3 points) 	The highest expected level of hygiene and food safety practices.
Very Good (4-8 points) 	Very good hygiene and food safety practices. Some minor areas need to be addressed to get a higher result.
Good (9-15) points 	Good general standard of hygiene and food safety. Some non-critical areas need attention to get a higher result.
No Grade (>15 or any critical 8 point food safety failure)	A business with hygiene and food safety issues requiring significant improvement does not get a certificate to display. Depending on the issue, businesses can be issued with warning or Improvement Notice directing them to make improvements. If they don't, they can be issued with a Penalty Notice and appear on the NSW Food Authority's Name & Shame Register. In the worst cases a food business can be closed under a Prohibition Order.  Businesses not participating in the "Scores on Doors" program also have no certificate.