



GLEN INNES SEVERN COUNCIL

Scores on Doors Policy

RESOLUTION NUMBER: <i>24.02/20</i>	MEETING: <i>27 February 2020</i>
<i>28.09/15</i>	<i>24 September 2015</i>

1. INTRODUCTION

Scores on Doors is a scheme for disclosing the inspection result achieved by a food premises inspection. The Scores on Doors Scheme in NSW is intended to assess participating food businesses against food safety legislation with particular emphasis on those food handling practices known to be linked to foodborne illness.

This assessment, using a standardised checklist and scoring scheme, will generate a star rating which is designed to be displayed in a prominent location within the premises. This allows consumers to make informed choices about the places where they eat out or from which they purchase food thereby encouraging businesses to maintain and improve their hygiene standards.

The 'Scores on Doors' Scheme is designed to reward well performing businesses; it is an incentive for businesses to improve and maintain a high level of food hygiene without further stigmatising poor performing businesses. Additionally, it is designed to apply 'market pressure' on businesses to improve compliance and regulatory consistency.

2. AIMS OF POLICY

This policy is designed to detail how Scores on Doors will work. It outlines the requirements of the Scheme in relation to food businesses and Council. The policy also provides consumers with an understanding of the workings of the Scores on Doors Scheme.

3. POLICY STATEMENT

The Scheme only applies to certain medium and high risk retail food service businesses. These businesses must be processing and selling food in NSW that is:

- ready-to-eat;
- potentially hazardous (i.e. requires temperature control); and
- for immediate consumption.

Reference Number:	Version Number: 2 Date: 27/2/2020	Review Date: February 2023	Responsible Officer: MP&RS
Related Documents:			

These businesses include:

- Restaurants;
- Take away shops;
- Pubs;
- Hotels;
- Cafes;
- Bakeries;
- Clubs.

The Scheme is not intended for delicatessens, low risk food premises or those serving pre-packaged food, for example supermarkets, service stations, butchers, green grocers, temporary markets, mobile food vending vehicles, or premises licensed by the NSW Food Authority.

4. THE SCORES ON DOORS INSPECTION PROGRAM

Council officers will use the programmed, unannounced inspection system currently in place to conduct the Scores on Doors inspections.

Businesses cannot opt out of the Scheme even if they are dissatisfied with their score. The results of any follow-up re-inspections or enforcement activity, further to an unannounced inspection, will not be used to generate or amend a Scores on Doors rating.

Council is not obliged to carry out any additional inspections solely for the purposes of the Scheme. Council can choose whether or not they will allow a further additional unannounced inspection to regrade a food business which is dissatisfied with its score and all issues have been rectified.

5. ISSUE OF HYGIENE AND FOOD SAFETY RATING

After the Council officer completes the inspection check sheet, the points received by the business are added together and a corresponding star rating is assigned. The lower the point score received, the better the star rating.

6. STANDARDISED INSPECTIONS

During an inspection, food businesses participating in the Scores on Doors Scheme will be assessed using the standardised inspection check sheet, the **Food Premises Assessment Report (FPAR)**. The content of the check sheet has been developed in consultation with NSW councils and is based on legislative requirements of the **Food Standards Code (FSC)**.

The FPAR is designed to be used as a checklist of compliance and features a scoring system whereby points are accrued for non-compliance from which a star rating (3, 4 or 5 stars) will be determined. Points are issued for certain breaches related to risk, ranging from one (1) point (minor) to eight (8) points (critical).

Reference Number:	Version Number: 2 Date: 27/2/2020	Review Date: February 2023	Responsible Officer: MP&RS
Related Documents:			

If a critical food safety issue is identified during the inspection, it is dealt with by the inspector as per the Council's enforcement guidelines.

Under these guidelines, Council officers use a range of enforcement tools depending on the severity of the issue. A variety of enforcement tools are available which range from warning letters through to penalty notices, prohibition orders, seizure orders and prosecution. Businesses identified as having a critical food safety issue are ineligible to display a star rating.

Points	Rating	Definition
0-3	★★★★★ Excellent	The business has achieved the top grade which means that it achieved the highest level of compliance with food safety standards.
4-8	★★★★ Very Good	The business has very good food safety practices in place. Some minor areas where standards were not met will need to be addressed.
9-15	★★★ Good	The business has a good standard of food safety. A number of areas, although not serious, need to be corrected.

7. SCORES ON DOORS CERTIFICATE TO BE DISPLAYED

Council provides the business with a certificate which depicts the star rating achieved during the inspection. The certificate must be displayed at each public entrance to the premises or in a prominent location where food is ordered the premises or in a prominent location where food is ordered and remains the joint property of the NSW Food Authority and Council. Only the official Scores on Doors Certificate may be displayed. Businesses should not display a false Certificate or one that is not the most recent.

The certificate will be provided by Council within seven (7) days of the inspection or can be issued on the spot. The Certificate includes an expiry date, and the Certificate must be displayed until the next routine inspection by Council unless the business is deemed ineligible to display the Certificate due to critical food safety breaches.

The Scheme operates separately to the Name and Shame Scheme operated by the NSW Food Authority and will have no effect upon this latter scheme or upon the exercise of regulatory functions in relation to food safety.

Reference Number:	Version Number: 2 Date: 27/2/2020	Review Date: February 2023	Responsible Officer: MP&RS
Related Documents:			

8. APPEALS PROCESS

Food businesses may seek a review of its star rating within seven (7) days of receiving the Certificate.

The appeal must be made in writing to Council. In the appeal the proprietor(s) must specify what non-compliance they wish to appeal and either provide evidence of any mitigating circumstances that may have resulted in the non-compliance or provide supporting evidence of improvements undertaken to rectify the non-compliance. Council must advise the proprietor(s) that their request has been received and give a determination of the appeal within 14 days following the conclusion of the investigation. The review can be an internal desk review by a Council officer other than the inspector who conducted the initial assessment. A further inspection of the premises may be required. Any reinspection's will be charged at the rate shown in Council's Operational Plan at the time. Any unannounced re-inspections are to be undertaken within 3 months of Council approving the review. Only one re-inspection can be undertaken within the standard inspection period.

Examples of circumstances that may be considered in an appeal:

- Emergency situations;
- Structural issues that have arisen in the past seven (7) days;
- Equipment faults that have occurred in the past 24 hours and have not resulted in a food safety issue;
- Interpretation of FSC requirements.

Examples of circumstances that will not be considered in an appeal:

- Lack of knowledge on FSC requirements;
- Issues with staff;
- High risk food safety issues;
- Long term issues.

If Council's review results in an amended rating Council should issue a revised Certificate. Otherwise, it should notify that the score remains unchanged.

9. INELIGIBLE BUSINESSES AND REMOVAL OF RATING

A food business is not eligible to receive or display a rating, regardless of the final points score, if:

- a) The 'Authorised Officer' assigns a 'critical' breach (breach score of 8) during the inspection,
- b) A 'full' inspection is not undertaken, and/or

Reference Number:	Version Number: 2 Date: 27/2/2020	Review Date: February 2023	Responsible Officer: MP&RS
Related Documents:			

- c) A food business is inspected due to a complaint, or Council becomes aware of a significant change in food safety standards at the premise, inspection indicates a critical food safety breach.

If any of the above situations occur, the food business will be deemed ineligible to display its current rating and the existing certificate may be removed.

10. APPLICABILITY

This Policy applies to food businesses located in the Glen Innes Severn Local Government Area.

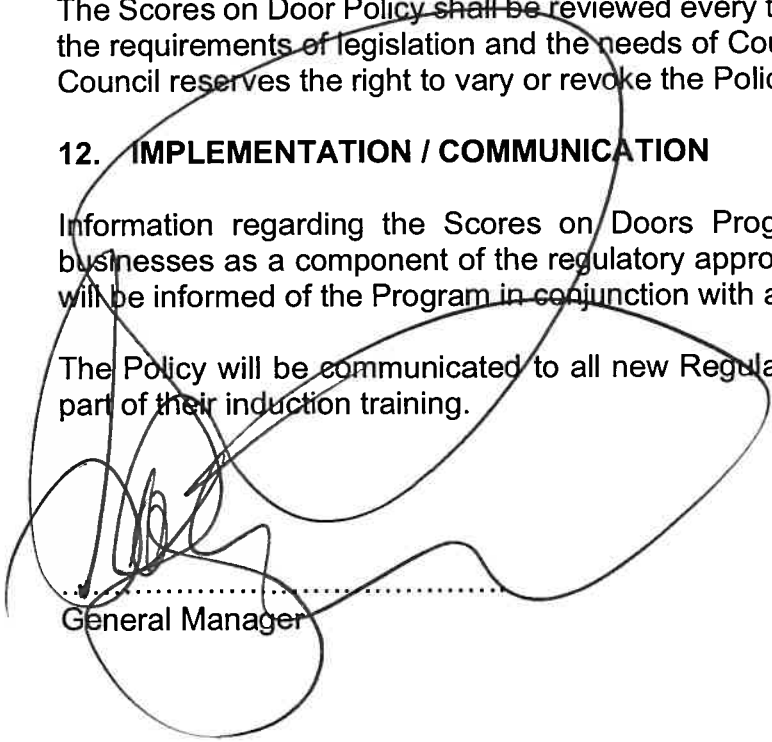
11. VARIATION AND REVIEW

The Scores on Door Policy shall be reviewed every three (3) years to ensure that it meets the requirements of legislation and the needs of Council, or earlier if deemed necessary. Council reserves the right to vary or revoke the Policy at its discretion.

12. IMPLEMENTATION / COMMUNICATION

Information regarding the Scores on Doors Program will be provided to new food businesses as a component of the regulatory approval process. In addition, businesses will be informed of the Program in conjunction with annual food shop inspections.

The Policy will be communicated to all new Regulatory and Planning staff members as part of their induction training.



.....
General Manager

23/3/20
.....
Date

Reference Number:	Version Number: 2 Date: 27/2/2020	Review Date: February 2023	Responsible Officer: MP&RS
Related Documents:			