

Chapter 4: Eating out and takeaways

Introduction

[The Food Hygiene Rating Scheme \(FHRS\)](#) helps people make informed choices about where to eat out or shop for food by giving clear information about the businesses' hygiene standards. Ratings are typically given to places where food is supplied, sold or consumed, including restaurants, pubs, cafés, takeaways, food vans and stalls.

The FSA runs the scheme in partnership with local authorities in England, Wales and Northern Ireland. A food safety officer from the local authority inspects a business to check that it follows food hygiene law so that the food is safe to eat. Businesses are given a rating from 0 to 5. A rating of 5 indicates that hygiene standards are very good and a rating of 0 indicates that urgent improvement is required.

Food businesses are provided with a sticker which shows their FHRS rating. In England businesses are encouraged to display their FHRS rating, however in Wales and Northern Ireland food businesses are legally required to display their FHRS rating ([footnote 1](#)). FHRS ratings are also available on the FSA website.

This chapter provides an overview of respondents' eating out and takeaway ordering habits, the factors that are considered when deciding where to order a takeaway from, and recognition and use of the FHRS.

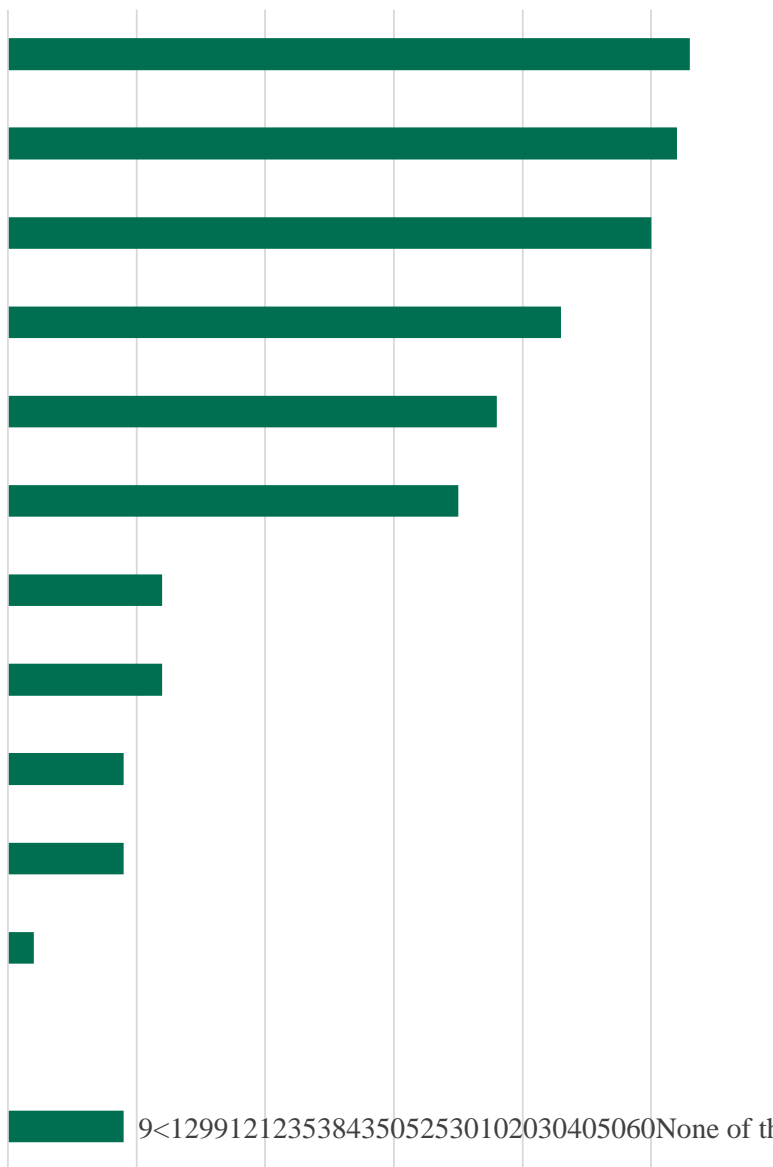
Prevalence of eating out and ordering takeaways

Figure 9: Type of food business respondents had eaten at or ordered food from in the previous 4 weeks

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Type of food business



Type of food business	Percentage of respondents
None of these	9
Facebook Marketplace	0
Food-sharing app	2
Food van or stall	9
Entertainment venue	9
Hotel / B&B / Guesthouse	12
Canteen	12
Takeaway - via online delivery company	35
Fast food outlet - eat out or takeaway	38
Pub or bar	43
Takeaway - directly from takeaway or restaurant	50

Type of food business	Percentage of respondents
Café, coffee or sandwich shop	52
Restaurant	53

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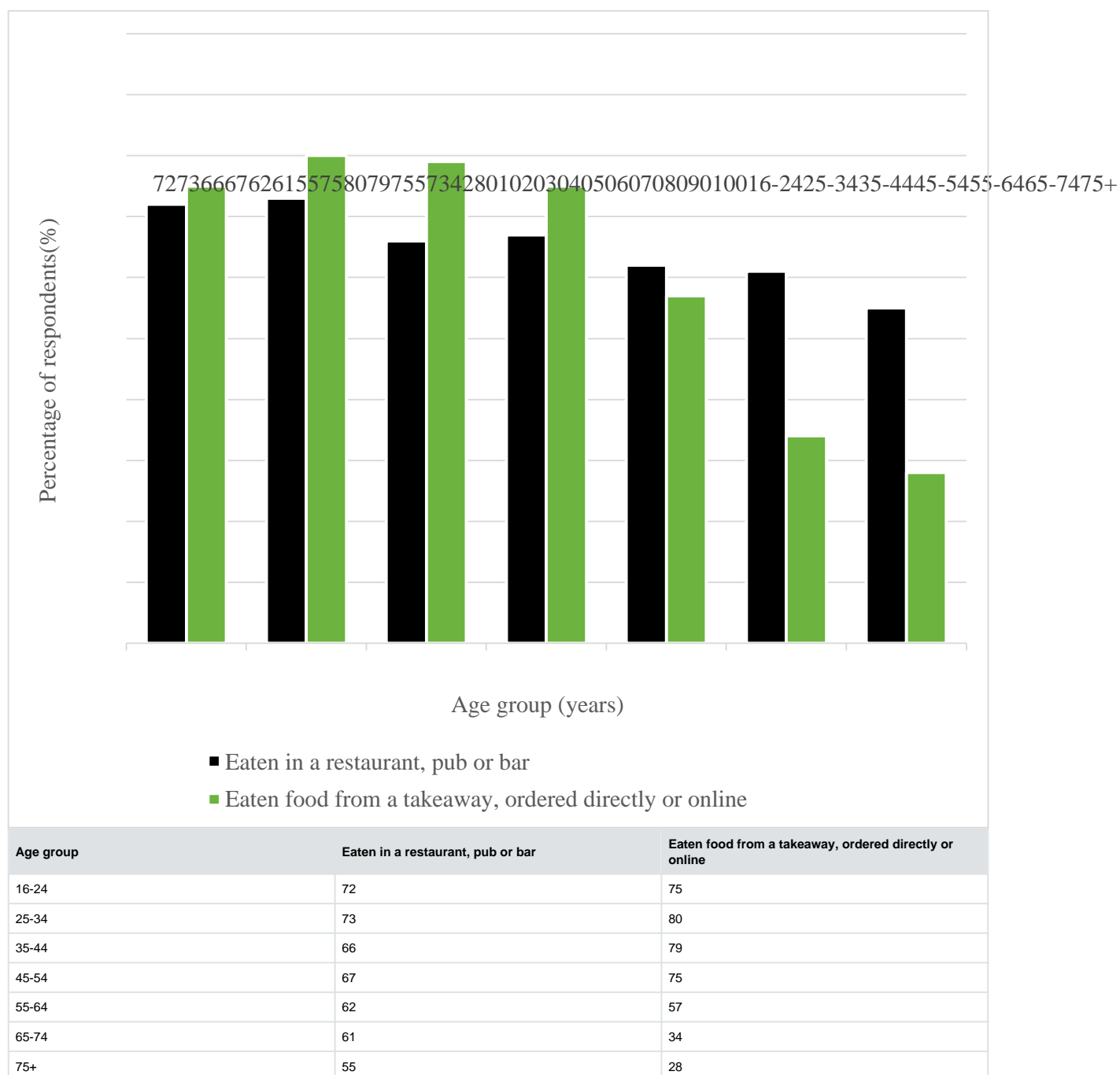
Source: Food & You 2: Wave 4

Respondents were asked where they had eaten out or ordered food from in the previous 4 weeks. Around half had eaten out in a restaurant (53%), from a café, coffee shop or sandwich shop (either to eat in or take out) (52%) or ordered a takeaway directly from a takeaway shop or restaurant (50%) and 43% had eaten out in a pub or bar. Over a third of respondents had eaten food from a fast-food outlet (either to eat in or take out) (38%) or ordered a takeaway from an online food delivery company (for example, Just Eat, Deliveroo, Uber Eats) (35%). Around 1 in 10 (9%) respondents had not eaten food from any of the listed food businesses in the previous 4 weeks (Figure 9) [\(footnote 2\)](#).

Figure 10: Prevalence of eating out in a restaurant, pub or bar, or from a takeaway by age group in the previous 4 weeks

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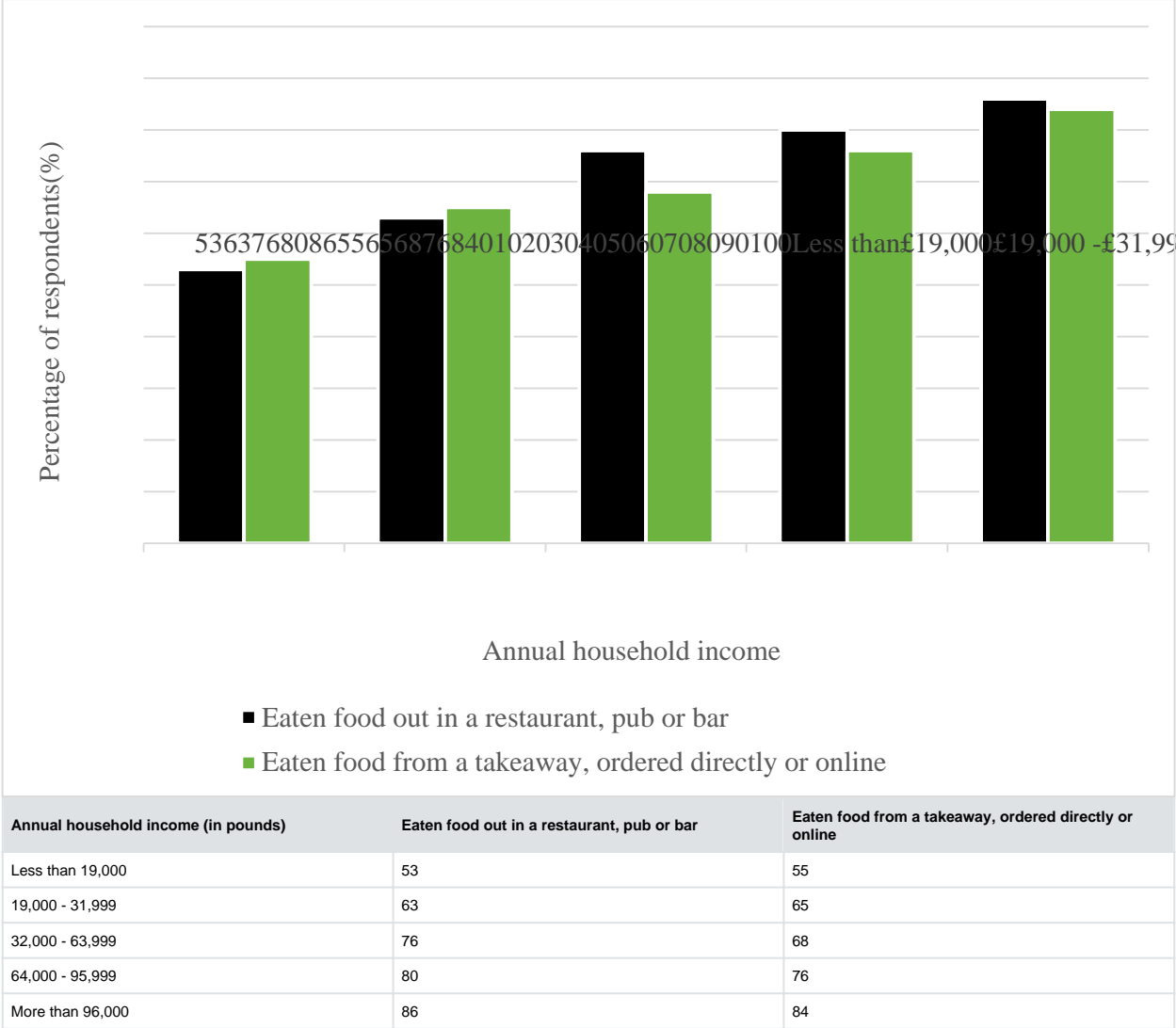
Source: Food and You 2: Wave 4

Younger respondents were more likely to have eaten out in a restaurant, pub or bar, or from a takeaway (ordered directly or online) in the previous 4 weeks compared to older respondents. For example, 73% of respondents aged 25-34 years had eaten out in a restaurant, pub or bar compared to 55% of those aged 75 years or over. Similarly, 80% of respondents aged 25-34 years had eaten food from a takeaway (ordered directly or online) compared to 28% of those aged 75 years or over (Figure 10).

Figure 11: Prevalence of eating out in a restaurant, pub or bar, or from a takeaway by annual household income in the previous 4 weeks

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Source: Food and You 2: Wave 4

Respondents with a higher household income were more likely to have eaten out in a restaurant, pub or bar, or have eaten food from a takeaway (ordered directly or online) in the previous 4 weeks compared to respondents with a lower income. For example, 86% of respondents with an income of £96,000 or over had eaten out in a restaurant, pub or bar compared to 53% of those with an income of £19,000 or below. Similarly, 84% of respondents with an income of £96,000 or over had eaten food from a takeaway (ordered directly or online) compared to 55% of those with an income of £19,000 or below (Figure 11).

The prevalence of eating out in a restaurant, pub or bar or eating food from a takeaway (ordered directly or online) in the previous 4 weeks also varied between different types of people in the following ways:

- household size: respondents who lived in larger households were more likely to have eaten food from a takeaway than those who lived in smaller households. For example, 80% of respondents living in 4-person households had eaten food from a takeaway compared to 40% of respondents living alone
- children under 16 years in household: respondents who had children in the household (77%) were more likely to have eaten food from a takeaway than those who did not have children aged 16 years or under in the household (59%). However, the prevalence of eating out in a restaurant, pub or bar did not differ between those with (66%) or without (66%) children aged 16 years or under in the household**
- NS-SEC: full-time students and those in some occupational groups were more likely to have eaten out in a restaurant, pub or bar or have eaten food from a takeaway compared to those in other occupational groups or those who were long term unemployed and/or had never worked. For example, 74% of full-time students and 69% of those in intermediate occupations had eaten food from a takeaway compared to 60% of those in semi-routine and routine occupations and 53% of those who were long term unemployed and/or had never worked. Similarly, 75% of full-time students and 73% of those in managerial, administrative, and professional occupations had eaten out in a restaurant, pub or bar compared to 47% of those in semi-routine and routine occupations and 31% of those who were long term unemployed and/or had never worked
- urban/rural: respondents who lived in an urban area (66%) were more likely to have eaten food from a takeaway than those who lived in a rural area (54%). However, the prevalence of eating out in a restaurant, pub or bar did not differ between those who lived in urban (66%) or rural (66%) areas**
- food security: respondents with high (71%) or marginal (64%) food security were more likely to have eaten out in a restaurant, pub or bar than those with low (48%) or very low (48%) food security. However, the prevalence eating food from a takeaway did not differ greatly between those with different levels of food security (for example, 66% of those with very low food security compared to 62% of those with high food security)
- ethnic group: white respondents (67%) were more likely to have eaten out in a restaurant, pub or bar compared to Asian or British Asian respondents (54%), however Asian or British Asian respondents (73%) were more likely to have eaten food from a takeaway compared to white respondents (62%)
- long term health condition: respondents with no long-term health condition (71%) were more likely to have eaten out in a restaurant, pub or bar compared to respondents who had a long-term health condition (58%), however the prevalence of eating food from a takeaway did not differ greatly between those with (58%) or without (66%) a long-term health condition**.

Eating out and takeaways by mealtime

Figure 12: Frequency of eating out or buying food to takeout mealtime

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Source: Food & You 2: Wave 4

Respondents were asked how often they ate out or bought food to take out for breakfast, lunch, and dinner. Respondents were least likely to eat out or buy food to take out for breakfast, with 55% of respondents never doing this. Around half of respondents (52%) reported that they ate out or bought takeout food for lunch 2-3 times a month or less often. Respondents were most likely to eat out or buy food to take out for dinner, with 59% doing this 2-3 times a month or less often and 24% doing this about once a week or more often (Figure 12) [\(footnote 3\)](#).

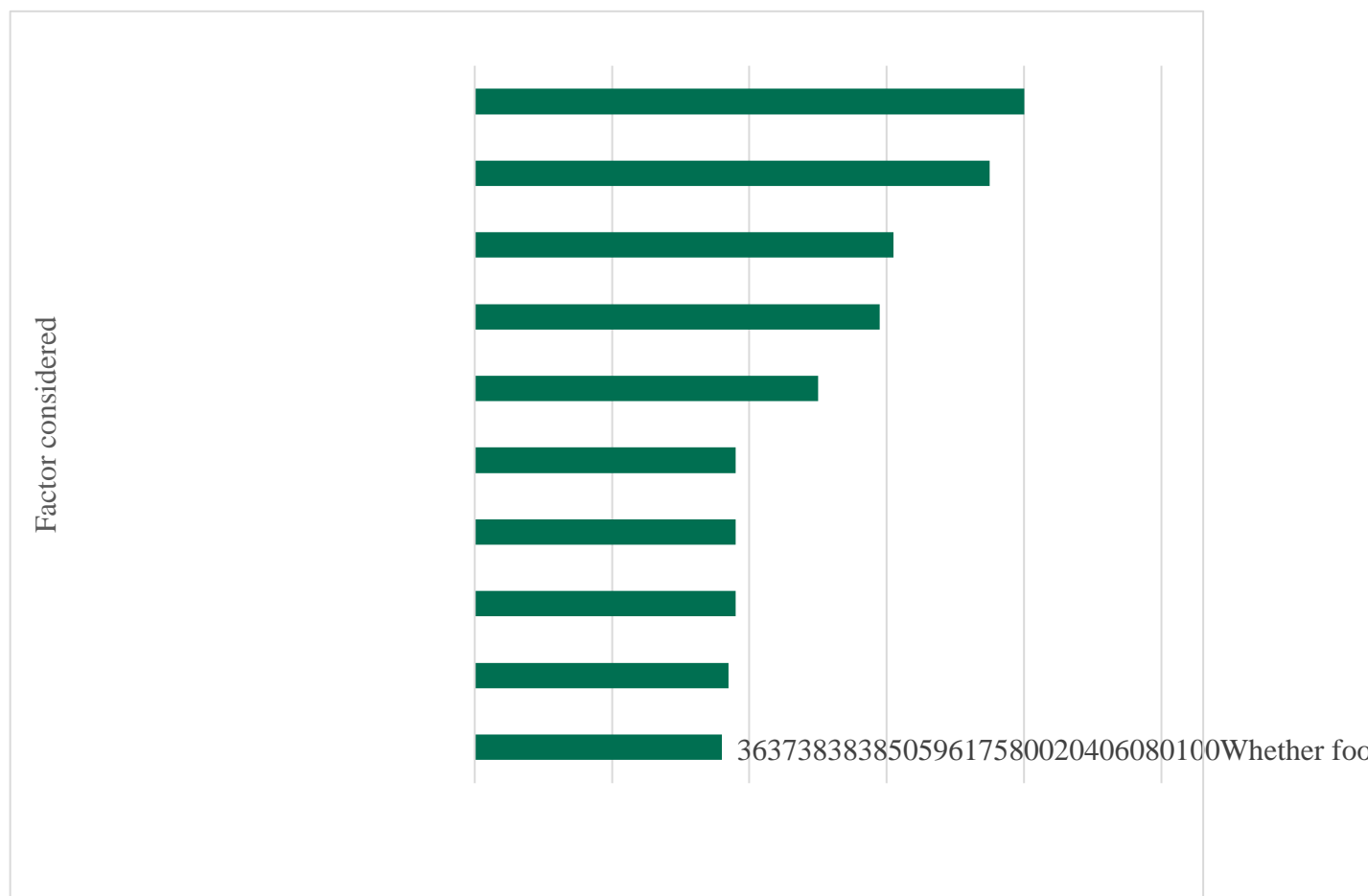
Factors considered when ordering a takeaway

Respondents were asked which factors, from a given list, they generally considered when deciding where to order a takeaway from [\(footnote 4\)](#).

Figure 13: Factors considered when ordering a takeaway

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Factors considered	Percentage of respondents
Calorie information provided	2
Allergen information provided	5
Healthier options provided	8
Independent business or chain	11
Reviews	29
Delivery or collection option	32
Whether food can be ordered online	36
Location of takeaway	37
Offers, deals, discounts	38
Delivery or collection times	38
Food hygiene rating	38
Recommendation	50
Type of food	59
Price	61
Quality of food	75
Experience of the takeaway	80

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Source: Food & You 2: Wave 4

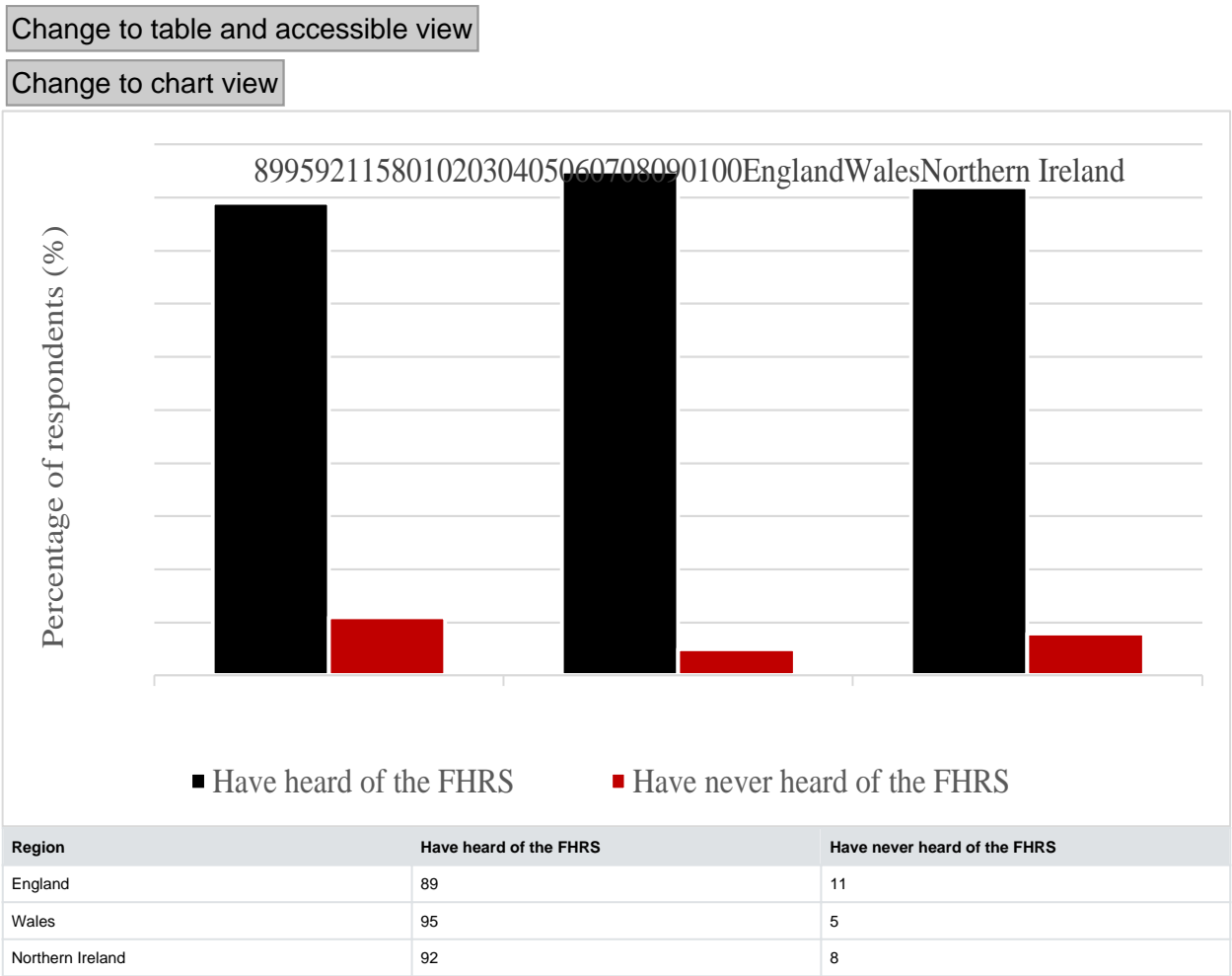
Of those who had ordered food from a takeaway, the factors most commonly considered when deciding where to place an order were the respondents' previous experience of the takeaway (80%) and the quality of food (75%). Around 4 in 10 (38%) respondents considered the food

hygiene rating when deciding where to order a takeaway from (Figure 13) [\(footnote 5\)](#).

Awareness and recognition of the FHRS

Most respondents (89%) reported that they had heard of the FHRS. Over half (59%) of respondents reported that they had heard of the FHRS and had at least a bit of knowledge about it [\(footnote 6\)](#) [\(footnote 7\)](#).

Figure 14: Percentage of respondents who had heard of the FHRS by country



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Source: Food and You 2: Wave 4

Most respondents living in England (89%), Wales (95%), and Northern Ireland (92%) had heard of the FHRS (Figure 14)**.

Respondents in Wales (74%) were more likely to report that they had heard of the FHRS and had at least some knowledge of the FHRS compared to those in England (57%) and Northern Ireland (65%)**.

When shown an image of the FHRs sticker, most (88%) respondents reported that they had seen the FHRs sticker before. Recognition of the FHRs sticker was comparable across England (87%), Wales (95%) and Northern Ireland (94%) ^{**} [\(footnote 8\)](#).

FHRs usage

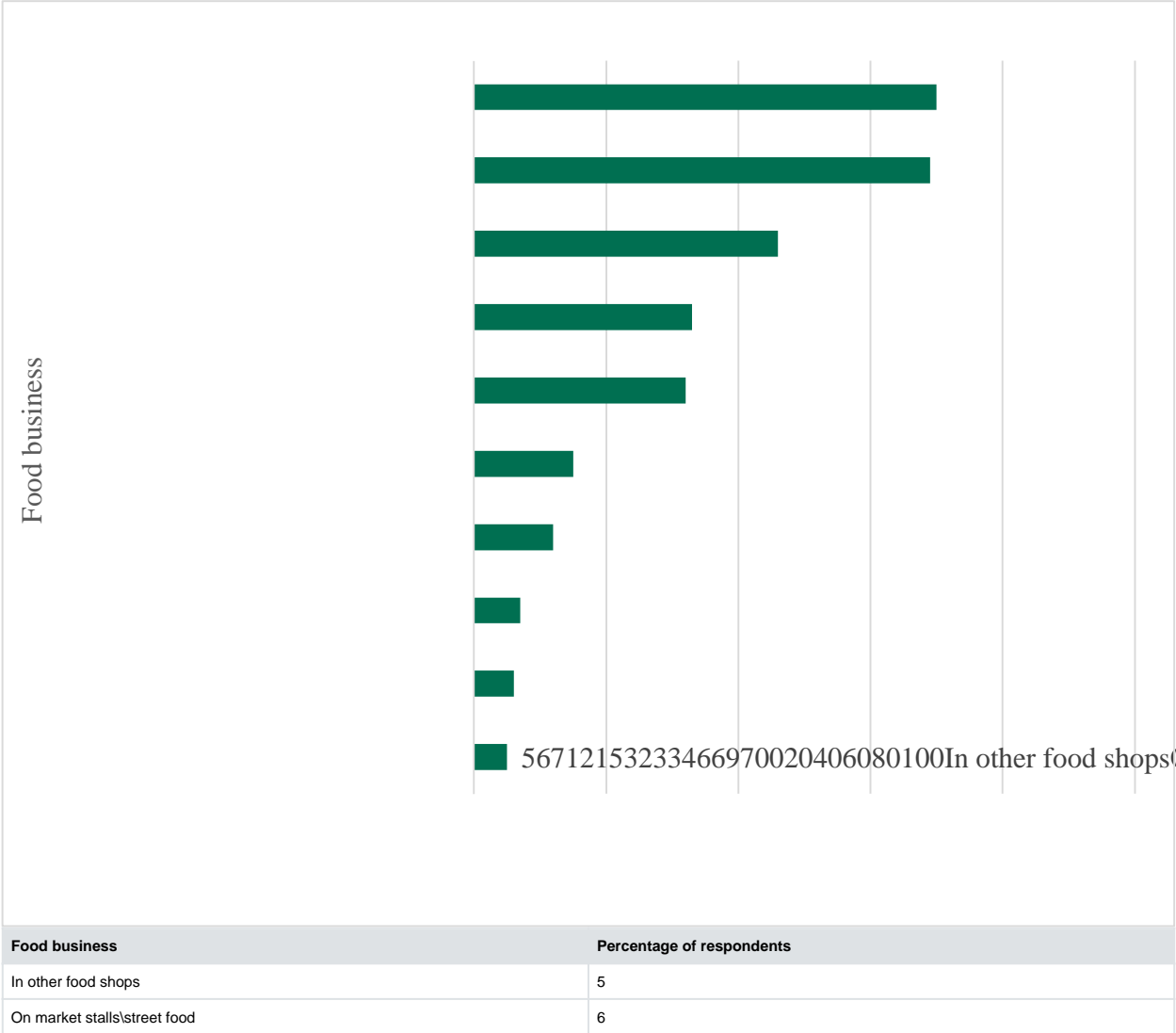
Respondents were asked if they had checked the hygiene rating of a food business in the last 12 months. Around 4 in 10 (41%) respondents reported checking the food hygiene rating of a business in the previous 12 months [\(footnote 9\)](#).

Respondents living in Wales (54%) were more likely to have checked the hygiene rating of a food business in the last 12 months compared to respondents in England (40%) and Northern Ireland (46%)^{**}.

Figure 15: Food businesses where respondents had checked the food hygiene rating in the last 12 months

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Food business	Percentage of respondents
In schools, hospitals and other institutions	7
In supermarkets	12
In hotels /B&Bs	15
In pubs	32
In coffee or sandwich shops	33
In cafes	46
In restaurants	69
In takeaways	70

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Source: Food & You 2: Wave 4

Respondents who said they had checked the hygiene rating of a food business in the last 12 months were asked what types of food businesses they had checked. The most common types of food business which respondents had checked the food rating of were takeaways (70%) and restaurants (69%). Respondents were less likely to report that they had checked the food hygiene rating of cafés (46%), coffee or sandwich shops (33%) or pubs (32%) (Figure 15) [\(footnote 10\)](#).

1. Legislation for the mandatory display of FHRs ratings was introduced in November 2013 in Wales and October 2016 in Northern Ireland.
2. Question: In the last 4 weeks, have you eaten food... ? (Select all the apply) Responses: Ordered a takeaway directly from a takeaway shop or restaurant, From a café, coffee shop or sandwich shop (either to eat in or take out), Ordered a takeaway from an online food delivery company (e.g. Just Eat, Deliveroo, Uber Eats), From a fast food outlet (either to eat in or take out), In a restaurant, In a pub/ bar, From a canteen (e.g. at work, school, university, or hospital), From a mobile food van or stall, In a hotel, B&B or guesthouse, From an entertainment venue (e.g. cinema, bowling alley, sports club), From a food-sharing app (e.g. Ollo or Too Good To Go), From Facebook Marketplace (e.g. pre-prepared food or meals), None of these. Base= 4755, all online respondents and those answering the Eating Out postal questionnaire (see Annex A). Please note, percentages shown do not add up to 100% as multiple responses could be selected.
3. Question: At the moment, how often, if at all, do you eat out or buy food to take out for...? A) Breakfast, B) Lunch, C) Dinner. Responses: Several times a week, About once a week, About 2-3 times a month, About once a month, Less than once a month, Never, Can't remember. Base= 4755, all online respondents and those answering the Eating Out postal questionnaire.
4. Including takeaway ordered directly from a takeaway shop or restaurant or via an online food delivery company.
5. Question: Generally, when ordering food from takeaways (either directly from a takeaway shop or restaurant or from an online food delivery company like Just Eat, Uber Eats or Deliveroo) what do you consider when deciding where to order from? Responses: My

previous experience of the takeaway, Quality of food, Price (including cost of delivery), Type of food (e.g. cuisine or vegetarian/vegan options), Recommendations from family or friends, Food Hygiene Rating, Location of takeaway, Whether there is a delivery or collection option, Offers, deals or discount available, Delivery/ collection times, Whether food can be ordered online e.g. through a website or app, Reviews e.g. on TripAdvisor, Google, social media, or in newspapers and magazines, Whether it is an independent business or part of a chain, Whether healthier options are provided, Whether allergen information is provided, Whether information about calories is provided, None of these, Don't know. Base= 3233, all online respondents who order takeaways.

6. Question: Have you heard of the Food Hygiene Rating Scheme? Responses: Yes, I've heard of it and know quite a lot about it, Yes, I've heard of it and know a bit about it, Yes, I've heard of it but don't know much about it, Yes, I've heard of it but don't know anything about it, No, I've never heard of it. Base = 4755, all online respondents and those answering the Eating Out postal questionnaire.
7. Responses to other FHRS questions not included in this report are available in the full dataset and tables. A more detailed FHRS report will be published separately.
8. Question: Have you ever seen this sticker before? Responses: Yes, No, Don't know/ Not sure. Base = 4755, all online respondents and those answering the Eating Out postal questionnaire.
9. Question: In the last 12 months, have you checked the hygiene rating of a food business? You may have checked a rating at the business premises, online, in leaflets or menus whether or not you decided to purchase food from there. Responses: Yes, I have checked the Food Hygiene Rating of a food business, No, I have not checked the Food Hygiene Rating of a food business, Don't know. Base = 4755, all online respondents and those answering the Eating Out postal questionnaire.
10. Question: In which of the following kinds of food businesses have you checked the hygiene ratings in the last 12 months? Responses: In takeaways, In restaurants, In cafés, In coffee or sandwich shops, In pubs, In hotels & B&Bs, In supermarkets, In other food shops, In schools, hospitals and other institutions, On market stalls/street food, Manufacturers (Business-to-Business traders), Somewhere else, Don't know. Base = 2085, all online respondents and all those who completed the Eating Out postal questionnaire who have checked the Food Hygiene Rating of a food business in the last 12 months.