

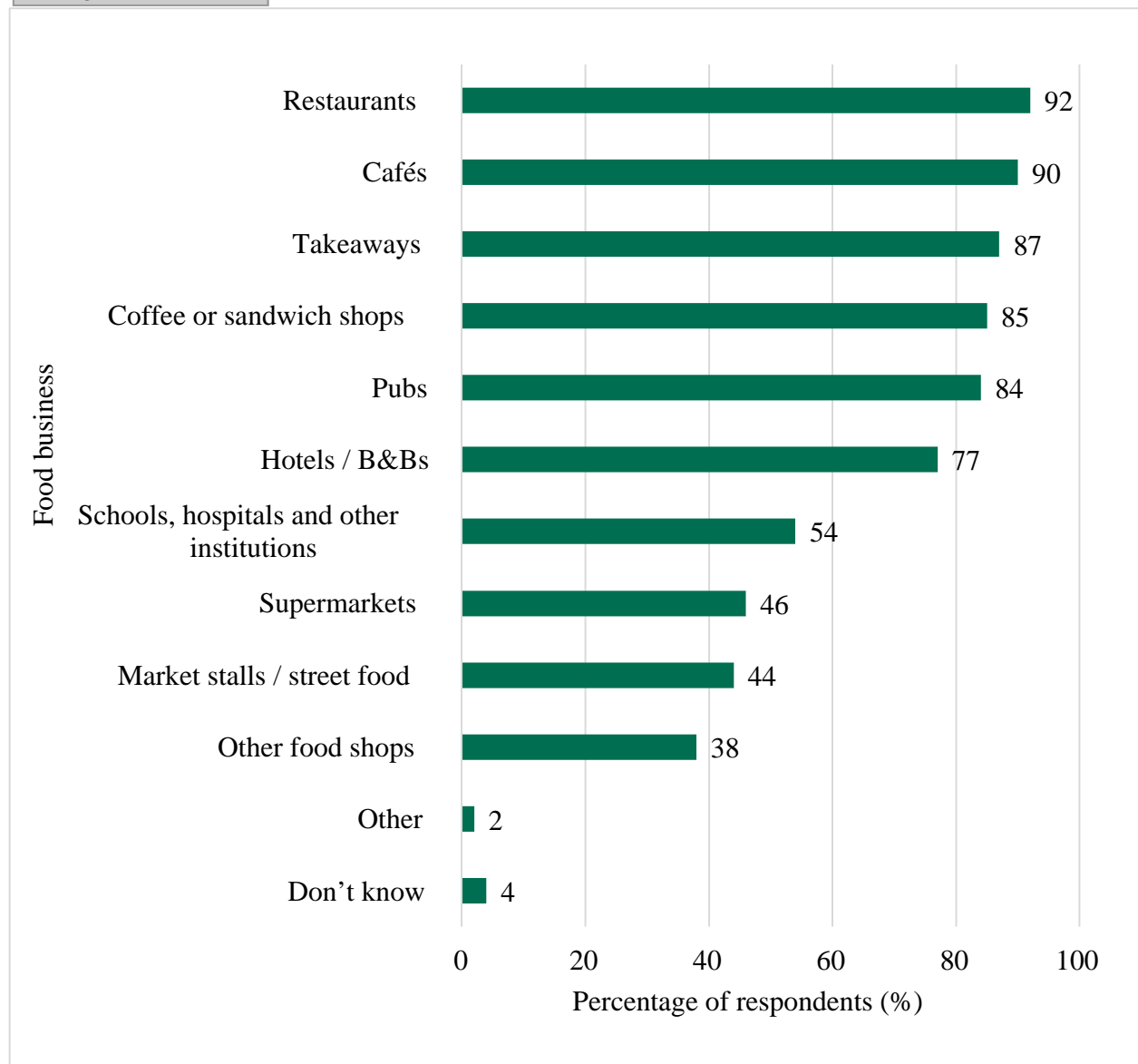
# Chapter 2: Understanding and use of the FHRs

## Understanding of the FHRs

**Figure 8. Respondents' knowledge of food businesses covered by the FHRs.**

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	Column1	Column1											
Don't know	4												
Other	2												
Other food shops	38												
Market stalls / street food	44												
Supermarkets	46												
Schools, hospitals and other institutions	54												
Hotels / B&Bs	77												
Pubs	84												
Coffee or sandwich shops	85												
Takeaways	87												
Cafes	90												
Restaurants	92												

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Respondents were asked which types of food businesses, from a given list, they thought were covered by the FHRS. Most respondents thought that restaurants (92%), cafés (90%), takeaways (87%), coffee or sandwich shops (85%), pubs (84%) and hotels or B&Bs (77%) were covered by the FHRS. Just over half of respondents (54%) thought that schools and other institutions were covered by the FHRS. Less than half of respondents thought that supermarkets (46%), and market or street food stalls (44%) were covered by the FHRS (Figure 8) [\(footnote 1\)](#) .

## Use of the FHRS

Respondents were asked if they had checked the food hygiene rating of a food business in the previous 12 months (either at the business premises or online) regardless of whether they decided to buy food there or not. Around 4 in 10 (41%) respondents had checked the food hygiene rating of a food business in the previous 12 months [\(footnote 2\)](#).

Respondents in Wales (54%) were more likely to have checked the food hygiene rating of a business than those in England (40%), and to a lesser extent those in Northern Ireland (46%).

Checking of food hygiene ratings varied between different groups of people:

- Age group: younger respondents were more likely to have checked a food hygiene rating of a business than older adults. For example, 59% of those aged 16-24 years had checked the food hygiene rating of a business compared to 18% of those aged 75 years and over.
- Children (under 16 years) in household: respondents with children (under 16 years) in the household (49%) were more likely to have checked a food hygiene rating of a business than those with no children under 16 years in the household (37%).
- NS-SEC: full-time students (57%) were more likely to have checked the food hygiene rating of a business than respondents in all other occupational groups for example, those in



	Column1	Column1											
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 caf?s	46												
In restaurants	69												
In takeaways	70												

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Source: Food and You 2 Wave 4

Respondents who had checked the food hygiene rating of a business were asked which types of food businesses they had checked the hygiene ratings for in the last 12 months. Most respondents had checked the food hygiene rating takeaways (70%) and restaurants (69%). Less than half of respondents (46%) had checked the food hygiene rating of cafés, 33% had checked coffee or sandwich shops and 32% had checked the rating of pubs (Figure 9) [\(footnote 3\)](#).

## Figure 10. How respondents had checked the hygiene rating of food businesses.

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Change to chart view



Column1												
FHRS sticker displayed at the food business (such as in a business' window or on the door)	83											

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Respondents who had checked the food hygiene rating of a business were asked how they had checked the rating. Most (83%) respondents had looked at the food hygiene rating sticker displayed at the food business. Almost a quarter (23%) of respondents had checked via an online food ordering website or app (for example, Just Eat, Deliveroo, Uber Eats), 22% had checked the food hygiene rating of a business on a food business' own website, and 15% of respondents had checked on the Food Standards Agency's food hygiene ratings website (Figure 10) [\(footnote 4\)](#) .

Most respondents in England (83%), Wales (89%), Northern Ireland (89%) were most likely to have checked the hygiene rating of a food business via a food hygiene rating sticker displayed at the business\*\*. However, respondents in England (24%) were more likely to have checked the hygiene rating of a food business via an online food ordering website or app than those in Northern Ireland (11%) or Wales (13%).

How the hygiene rating of a food business was checked varied between different groups of people:

- Age group: adults under 34 years (for example, 42% of those aged 25-34 years) were more likely to have checked the hygiene rating of a food business via an online food ordering website or app (for example, Just Eat, Deliveroo, Uber Eats) than adults aged 35 or over (for example, 6% of those aged 75 years or over).
- Urban vs rural: respondents who lived in an urban area (26%) were more likely to have checked the hygiene rating of a food business via an online food ordering website or app (for example, Just Eat, Deliveroo, Uber Eats) than those who lived in a rural area (9%).
- Food security [\(footnote 5\)](#) : respondents with very low food security (33%) were more likely to have checked the hygiene rating of a food business via a food businesses own website than those with high food security (20%).

In some cases, how different groups of people checked the hygiene rating of a food business may indicate the likelihood that the group would use a particular service when eating out or ordering takeaway, such as an online food ordering website or app (for example, Just Eat, Deliveroo, Uber Eats). For example, younger adults were more likely to have eaten food from an online food ordering website or app and to have checked the hygiene rating of a food business via an online food ordering website or app compared to older adults [\(footnote 6\)](#).

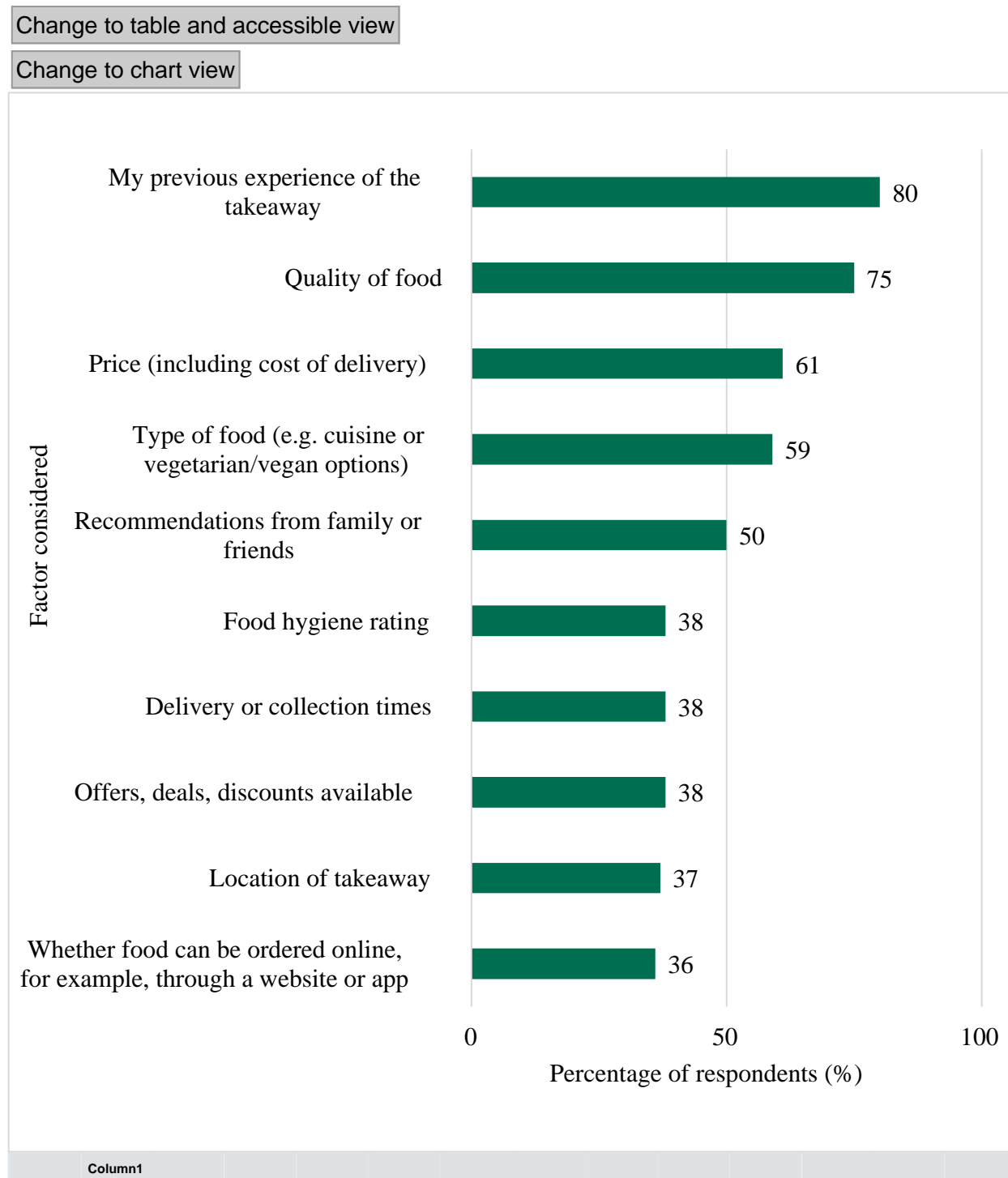
Respondents who had checked the food hygiene rating of a business in the last 12 months were asked how often the rating was easy to find. Around 1 in 5 respondents reported that that food hygiene rating was always (18%) easy to find, 62% reported that that the rating was easy to find most of the time and 18% reported it was easy to find about half of the time or less often [\(footnote 7\)](#) .

## **FHRS usage when eating out or buying takeaway**

Respondents were asked which factors, from a given list of responses, they generally considered when deciding where to eat out or order a takeaway from [\(footnote 8\)](#).

## Factors considered when ordering a takeaway

**Figure 11. Ten most common factors considered when ordering a takeaway.**







My previous experience of the takeaway	80																			
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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 11) [\(footnote 9\)](#) .

Around 4 in 10 respondents in England (38%) and Northern Ireland (40%) consider the food hygiene rating when ordering takeaways compared to 46% of those in Wales\*\*.

Consideration of the food hygiene rating when deciding where to order a takeaway varied between different groups of people:

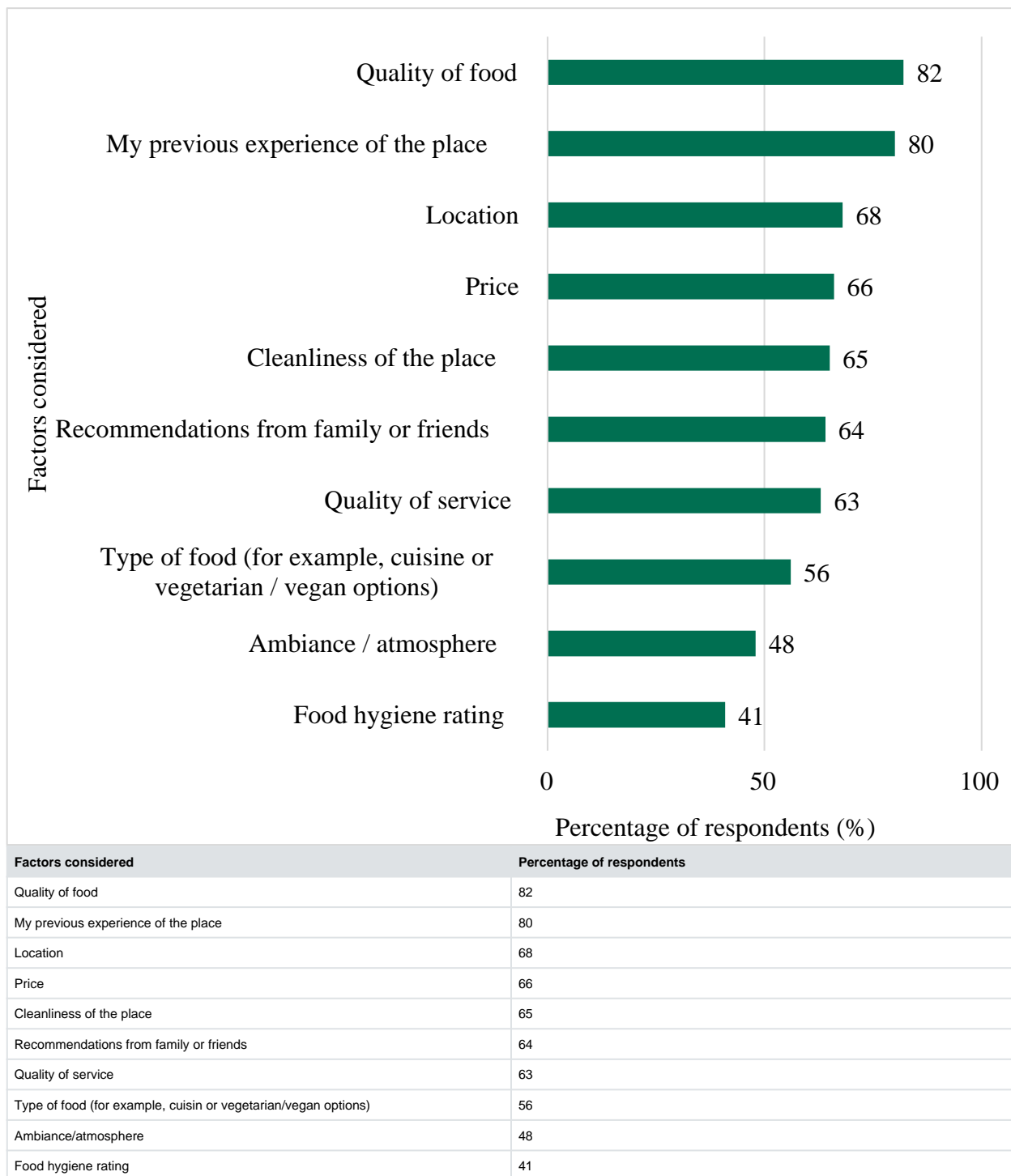
- Age group: respondents aged 44 years or below (for example, 45% of those aged 25-34 years) were more likely to consider the food hygiene rating when ordering takeaways compared to adults aged 75 years or over (22%).
- Annual household income: respondents with an income of £19,000 or below (45%) were more likely to consider the food hygiene rating when ordering takeaways compared to those with an income above £96,000 (28%).
- Urban vs rural: respondents who lived in an urban area (40%) were more likely to consider the food hygiene rating when ordering takeaways compared to those who lived in a rural area (30%).
- Food security: respondents with very low food security (54%) were more likely to consider the food hygiene rating when ordering takeaways compared to those with high food security (35%).

## Factors considered when eating out

### Figure 12. Ten most common factors considered when eating out.

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Of those who eat out, the factors most commonly considered when deciding where to eat were the quality of food (82%) and the respondents' previous experience of the place (80%). Around 4 in 10 (41%) respondents considered the food hygiene rating when deciding where to eat (Figure 12) ([footnote 10](#)).

### How often respondents checked a food business' hygiene rating upon arrival

Respondents were asked how often they checked the food hygiene rating of a restaurant or takeaway upon arrival. One in 10 (10%) reported that they always checked the food hygiene

rating of a business on arrival, 20% of respondents reported that they did this most of the time and 31% of respondents did this less often (i.e. 'about half the time' or 'occasionally'). Just over a third (35%) of respondents reported that they never checked the food hygiene rating of a business upon arrival ([footnote 11](#)).

1. Question: Which of the following do you think are covered by the Food Hygiene Rating Scheme? Responses: restaurants, cafes, takeaways, coffee or sandwich shops, pubs, hotels/B&Bs, supermarkets, schools or other institutions, market stalls/street food, Manufacturers (Business-to-Business traders) (Wales only), other food shops, other. Base = 4755, all online respondents and all those who completed the Eating Out postal questionnaire.
2. 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.
3. Question: In which of the following kinds of food businesses have you checked the hygiene ratings in the last 12 months? Responses: In restaurants, In cafes, In takeaway, In coffee or sandwich shops, In pubs, In hotels/B&Bs, In supermarkets, In schools or other institutions, On market stalls/street food, Manufacturers (Business-to-Business traders) (Wales only), In other food shops, Somewhere else, Don't know. Base = 2085, all online respondents and those answering the Eating Out postal questionnaire who have checked the Food Hygiene Rating of a food business in the last 12 months.
4. Question: How did you check these ratings? Responses: I looked at an FHRs sticker displayed at the food business (such as in a business' window or on the door), I checked an online food ordering website or app (for example, JustEat, Deliveroo, UberEats), I checked the food business' own website, I checked on the Food Standards Agency's website, I checked on an app (for example, Scores on the Doors Food Hygiene Rating), I checked in a local newspaper, I checked on another website, Other, Don't know. Base = 2085, all online respondents and those answering the Eating Out postal questionnaire who have checked the food hygiene rating of a food business in the last 12 months.
5. The definition of food security and measures used are described in the Technical Terms and Definition section of the report.
6. 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 (for example, 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 (for example, at work, school, university, or hospital), From a mobile food van or stall, In a hotel, B&B or guesthouse, From an entertainment venue (for example, cinema, bowling alley, sports club), From a food-sharing app (for example, Olivo or Too Good To Go), From Facebook Marketplace (for example, pre-prepared food or meals), None of these. Base= 4755, all online respondents and those answering the Eating Out postal questionnaire. Please note,

percentages shown do not add up to 100% as multiple responses could be selected.

7. Question: When you look for FHRs ratings for food businesses, how often are they easy to find? Responses: Always, Most of the time, About half of the time Occasionally, Never, Don't know. Base = 2085, Base: 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.
8. Including takeaway ordered directly from a takeaway shop or restaurant or via an online food delivery company.
9. 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.
10. Question: Generally, when you eat out, what do you consider when deciding where to go? Please think about eating out in restaurants, pubs/ bars, and cafés/coffee shops/ sandwich shops. Responses: Quality of food, My previous experience of the place, Cleanliness of the place, Quality of service, Recommendations from family or friends, Price, Location, Type of food (for example, cuisine or vegetarian/vegan options), Food Hygiene Rating, Ambiance / atmosphere, Offers, deals or discount available, 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 available, Whether the place is child-friendly, Whether allergen information is provided, Whether information about calories is provided, None of these, Don't know. Base = 3616, all online respondents who eat out.
11. Question: When arriving at a restaurant or takeaway, how often, if at all, do you check a food business' hygiene rating upon arrival? Responses: I always check on arrival, I do this most of the time, I do this about half the time, I do this occasionally, I never check on arrival, Don't know. Base = 4575, all online respondents and those who completed the Eating Out postal questionnaire, who said how they checked the food hygiene rating of a food business, excluding those who don't eat at restaurants or order food from takeaways.