

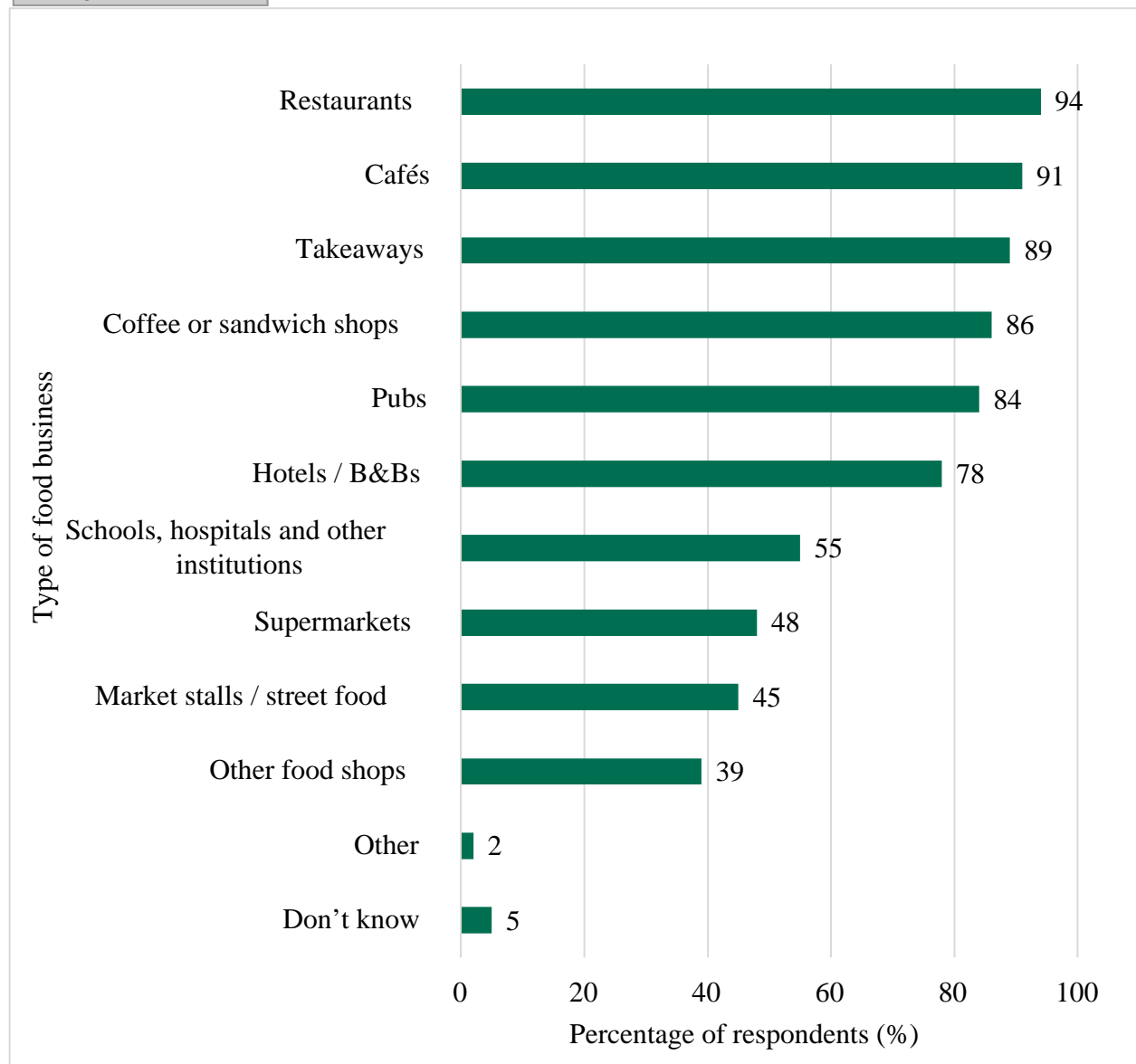
Food and You 2 FHRs Wave 6: Chapter 2 - Understanding and use of the FHRs

Understanding of the FHRs

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

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| Type of food business | Percentage of respondents (%) |
|---|-------------------------------|
| Dont know | 5 |
| Other | 2 |
| Other food shops | 39 |
| Market stalls / street food | 45 |
| Supermarkets | 48 |
| Schools, hospitals and other institutions | 55 |
| Hotels / B&Bs | 78 |
| Pubs | 84 |
| Coffee or sandwich shops | 86 |
| Takeaways | 89 |
| Cafes | 91 |
| Restaurants | 94 |

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Source: Food & You 2: Wave 6

Respondents were asked which types of food businesses, from a given list, they thought were covered by the FHRS. Most respondents thought that restaurants (94%), cafés (91%), takeaways (89%), coffee or sandwich shops (86%), pubs (84%) and hotels or B&Bs (78%) were covered by the FHRS. Fewer respondents thought that that schools and other institutions (55%), supermarkets (48%), and market or street food stalls (45%) were covered by the FHRS (Figure 8) ([footnote 1](#)).

Use of the FHRS

All respondents, regardless of their knowledge about the scheme, 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 (43%) respondents had checked the food hygiene rating of a food business in the previous 12 months ([footnote 2](#)).

Respondents in Wales (59%) were more likely to have checked the food hygiene rating of a business than those in England (42%), and those in Northern Ireland (48%).

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 25-34 years had checked the food hygiene rating of a business compared to 22% of those aged 80 years and over.
- **Children under 6 years in household:** respondents with children (under 6 years) in the household (55%) were more likely to have checked a food hygiene rating of a business than those with no children under 6 years in the household (41%).
- **Household size:** those living in households of 3-persons or more (for example, 55% of those in a household with 5 or more people) were more likely to have checked the rating of a business than those living in a 1-person household (33%).
- **NS-SEC:** respondents in some occupational groups (for example, 48% of those in lower supervisory and technical occupations, , managerial, administrative and professional occupations (47%) and full-time students (47%) were more likely to have checked the food hygiene rating of a business than respondents in all other occupational groups (for example, 36% of those in those in small employers and own account workers) and those who were long term unemployed and/or had never worked (29%). Those who were

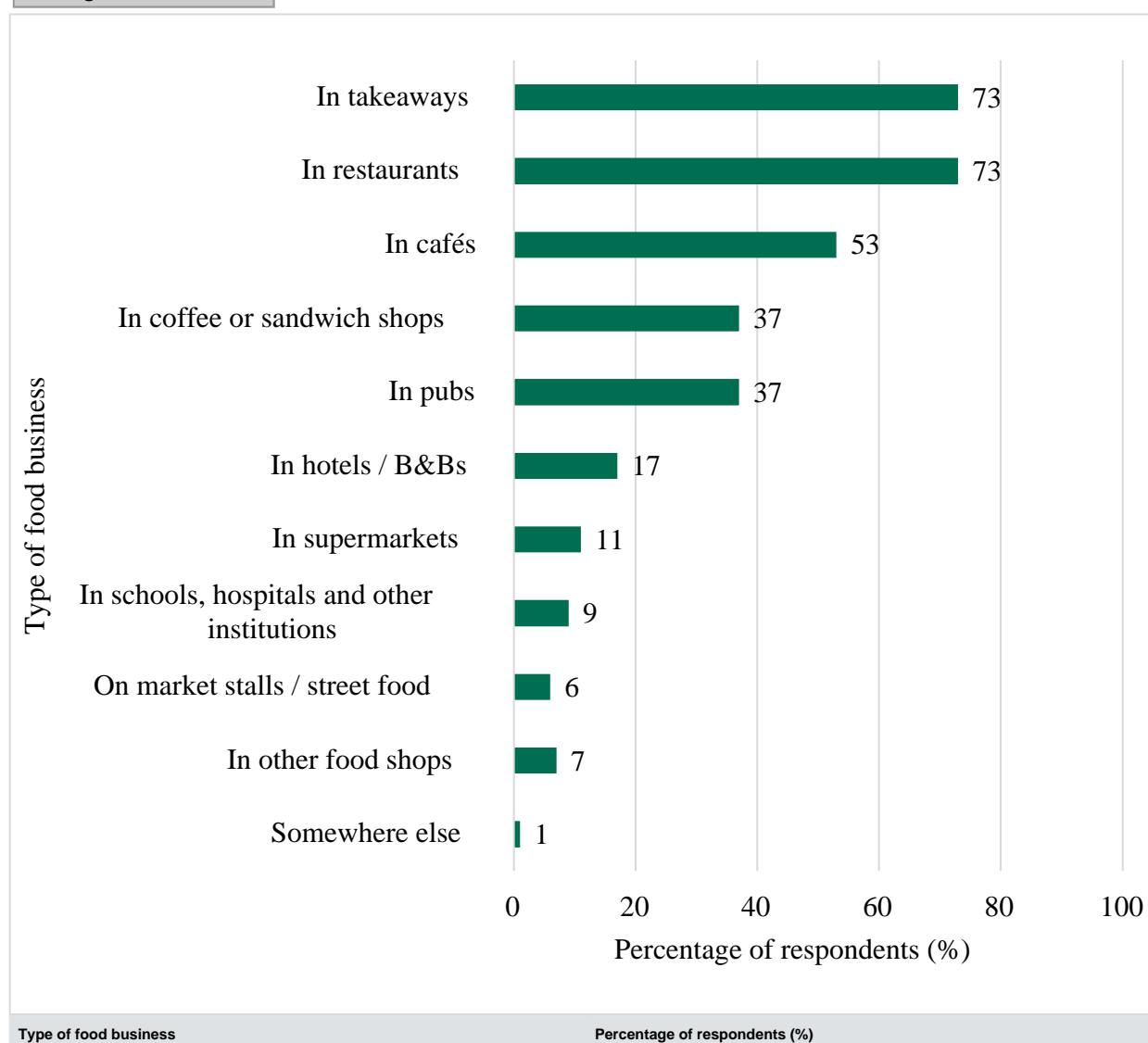
unemployed and/or who had never worked (12%) were more likely than most other occupational group (for example, 3%** of those in semi-routine and routine occupations) to report that they don't know whether they had checked the rating of a food business in the last 12 months.

- **Region (England):** respondents from the East Midlands (48%), North-West England (46%) and Yorkshire and the Humber (45%) were more likely to have checked the food hygiene rating of a business than respondents from South-West England (34%).
- **Food security (footnote 3):** respondents with low (48%) or very low (56%) food security were more likely to have checked the food hygiene rating of a business compared to 39% of those with high food security.
- **Ethnic group:** Asian or Asian British respondents (53%) were more likely to have checked the food hygiene rating of a business than white respondents (42%).

Figure 9. Food businesses where respondents had checked the food hygiene rating in previous 12 months

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| | |
|--|----|
| Somewhere else | 1 |
| In other food shops | 7 |
| On market stalls / street food | 6 |
| In schools, hospitals and other institutions | 9 |
| In supermarkets | 11 |
| In hotels / B&Bs | 17 |
| In pubs | 37 |
| In coffee or sandwich shops | 37 |
| In cafes | 53 |
| In restaurants | 73 |
| In takeaways | 73 |

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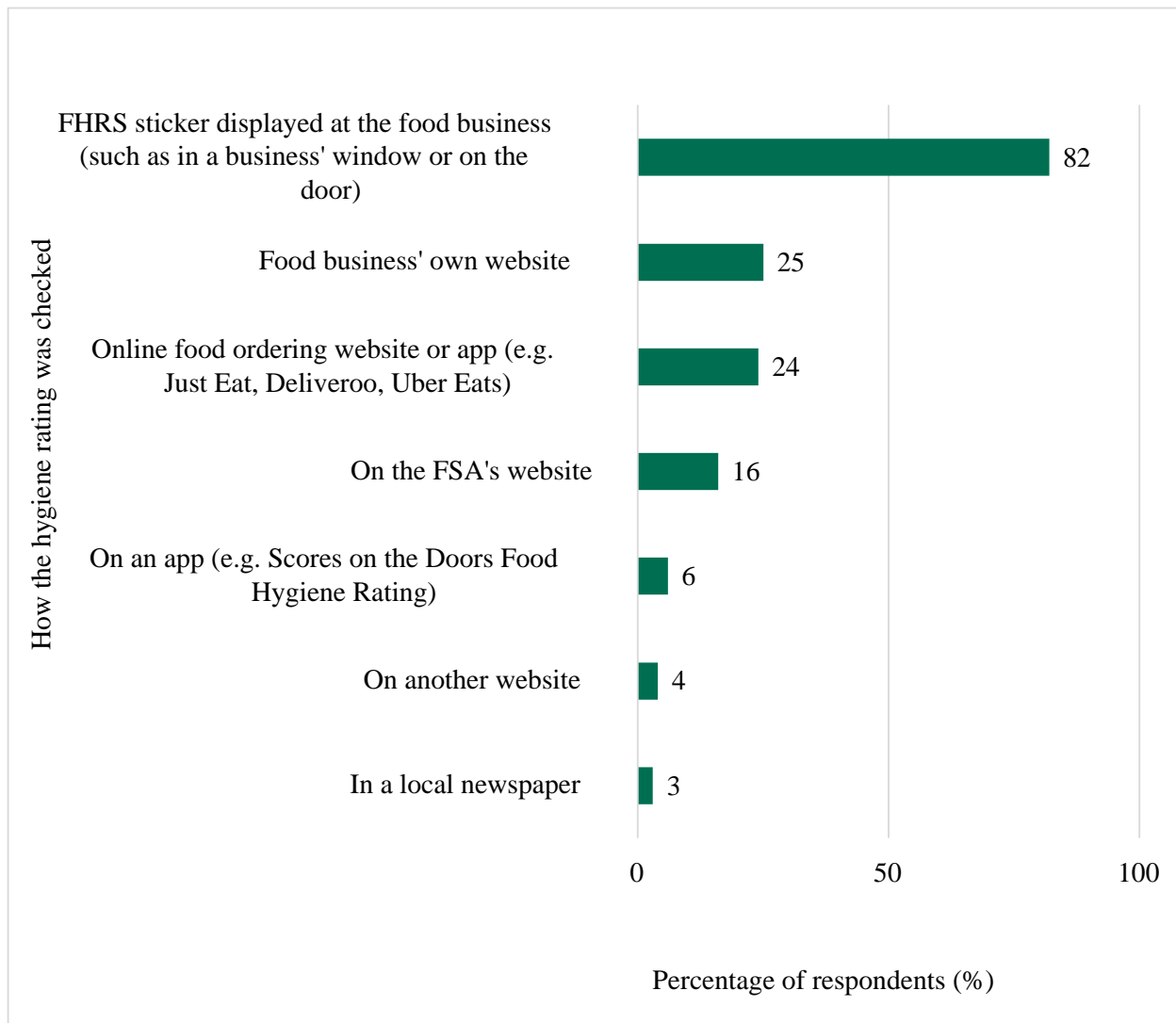
Source: Food & You 2: Wave 6

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 previous 12 months. Most respondents had checked the food hygiene rating of takeaways (73%) and restaurants (73%). Over half (53%) had checked the food hygiene rating of cafés, 37% had checked coffee or sandwich shops and 37% had checked the rating of pubs (Figure 9) ([footnote 4](#)).

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

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| Type of food business | Percentage of respondents (%) |
|--|-------------------------------|
| In a local newspaper | 3 |
| On another website | 4 |
| On an app (e.g. Scores on the Doors Food Hygiene Rating) | 6 |
| On the FSA's website | 16 |
| Online food ordering website or app (e.g. Just Eat, Deliveroo, Uber Eats) | 24 |
| Food business' own website | 25 |
| FHRS sticker displayed at the food business (such as in a business' window or on the door) | 82 |

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Source: Food & You 2: Wave 6

Respondents who had checked the food hygiene rating of a business were asked how they had checked the rating. Most (82%) respondents had looked at the food hygiene rating sticker displayed at the food business. A quarter (25%) had checked the food hygiene rating of a business on a food business' own website, 24% had checked via an online food ordering website or app (for example, Just Eat, Deliveroo, Uber Eats), and 16% of respondents had checked on the FSA's website (Figure 10) [\(footnote 5\)](#).

Respondents in England (81%), Wales (90%), Northern Ireland (88%) 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 (26%) 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 (14%).

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

- **Age group:** adults under 44 years (for example, 45% of those aged 25 to 34 years) were more likely to have checked the hygiene rating of a food business via an online food ordering website or app than adults aged 45 years or over (for example, 3% of those aged 65 to 79 years).
- **Urban vs rural:** respondents who lived in an urban area (28%) were more likely to have checked the hygiene rating of a food business via an online food ordering website or app than those who lived in a rural area (11%).
- **Region (England):** respondents who lived in London (36%) were more likely to have checked the hygiene rating of a food business via an online food ordering website or app than those who lived in the South-East (20%) and South-West of England (19%). Those who lived in London (24%) were also more likely to have checked the food hygiene rating of a food business on the FSA's website than those in South-West England (9%).
- **Food security:** respondents with very low food security (37%) and low food security (30%) were more likely to have checked the hygiene rating of a food business via an online food ordering website or app compared to 19% of those with high food security.

In some cases, how different groups check the hygiene rating of a food business may indicate where they eat out or how they order takeaways. 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 (for example 62% of those aged 25 to 34 years had ordered food from an online food ordering website and 45% had checked the rating using on this website or app) compared to older adults (for example, 8% of those aged 65 to 79 years had eaten food from an online ordering website or app and 3% had used this to check the rating of a food business) [\(footnote 6\)](#).

Respondents who had checked the food hygiene rating of a business (at the business's premises, online or in leaflets or menus) in the previous 12 months were asked how often the rating was easy to find. 14% of respondents reported that the food hygiene rating was always easy to find, 67% reported that that the rating was easy to find most of the time and 17% reported it was easy to find about half of the time or occasionally [\(footnote 7\)](#).

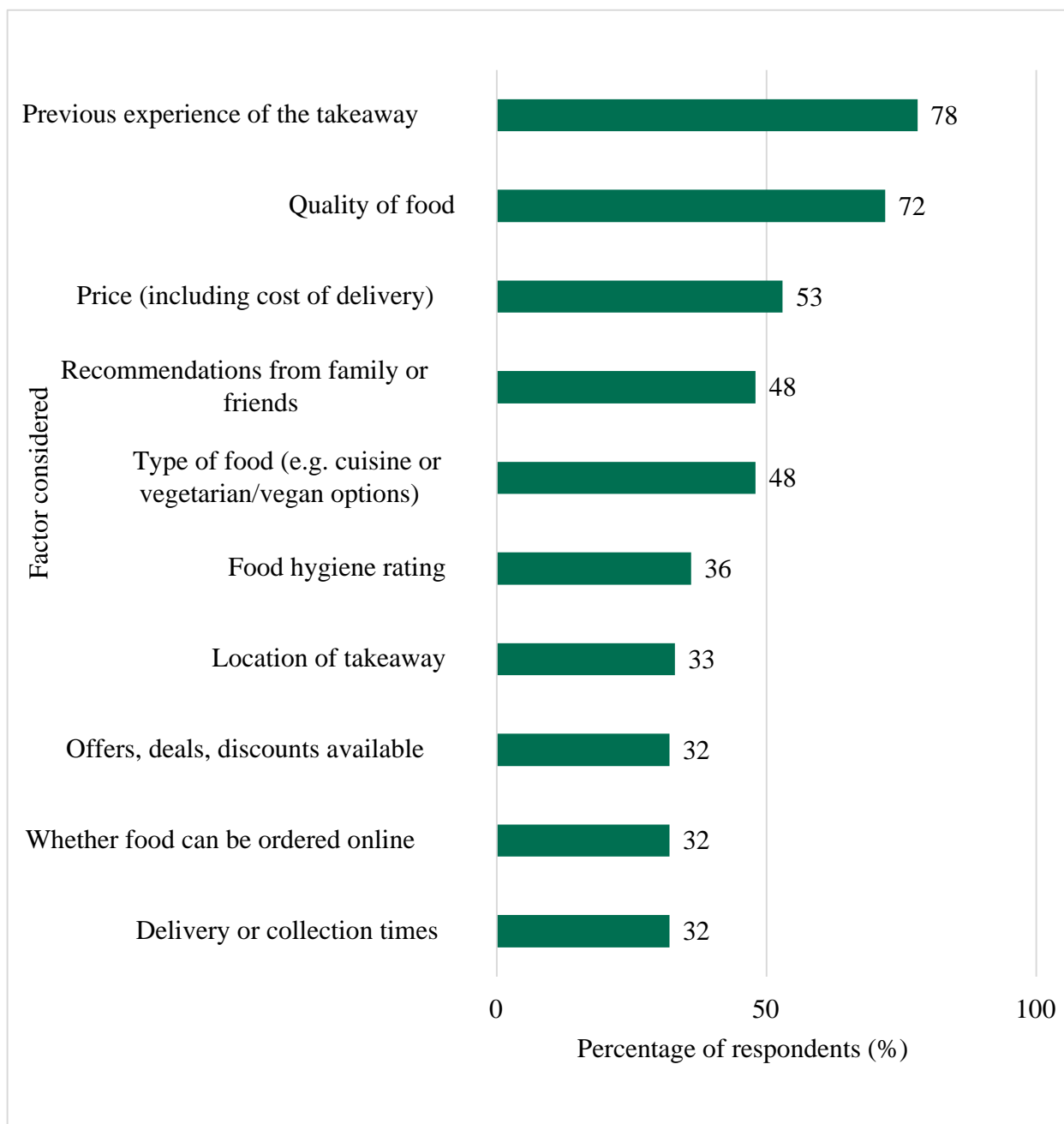
FHRS usage when eating out or buying takeaway

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 [\(footnote 8\)](#).

Figure 11. Ten most common factors taken into consideration when ordering a takeaway.

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| Factors considered | Percentage of respondents (%) |
|--|-------------------------------|
| Whether information about calories is provided | 2 |
| Whether allergen information is provided | 6 |
| Whether healthier options are provided | 8 |
| Whether it is an independent business or part of a chain | 10 |
| Reviews, for example, on TripAdvisor, Google, social media, or in newspapers | 26 |
| Whether there is a delivery or collection option | 27 |
| Delivery or collection times | 32 |
| Whether food can be ordered online | 32 |
| Offers, deals, discounts available | 32 |
| Location of takeaway | 33 |
| Food hygiene rating | 36 |
| Type of food (e.g. cuisine or vegetarian/vegan options) | 48 |
| Recommendations from family or friends | 48 |
| Price (including cost of delivery) | 53 |

| Factors considered | Percentage of respondents (%) |
|-------------------------------------|-------------------------------|
| Quality of food | 72 |
| Previous experience of the takeaway | 78 |

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Source: Food & You 2: Wave 6

Of those who had ordered food from a takeaway, the factors most commonly taken into consideration when deciding where to order from were the respondents' previous experience of the takeaway (78%) and the quality of food (72%).

Around 4 in 10 (36%) respondents considered the food hygiene rating when deciding where to order a takeaway from (43% Wales, 40% Northern Ireland, 35% England)** (Figure 11) ([footnote 9](#))

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

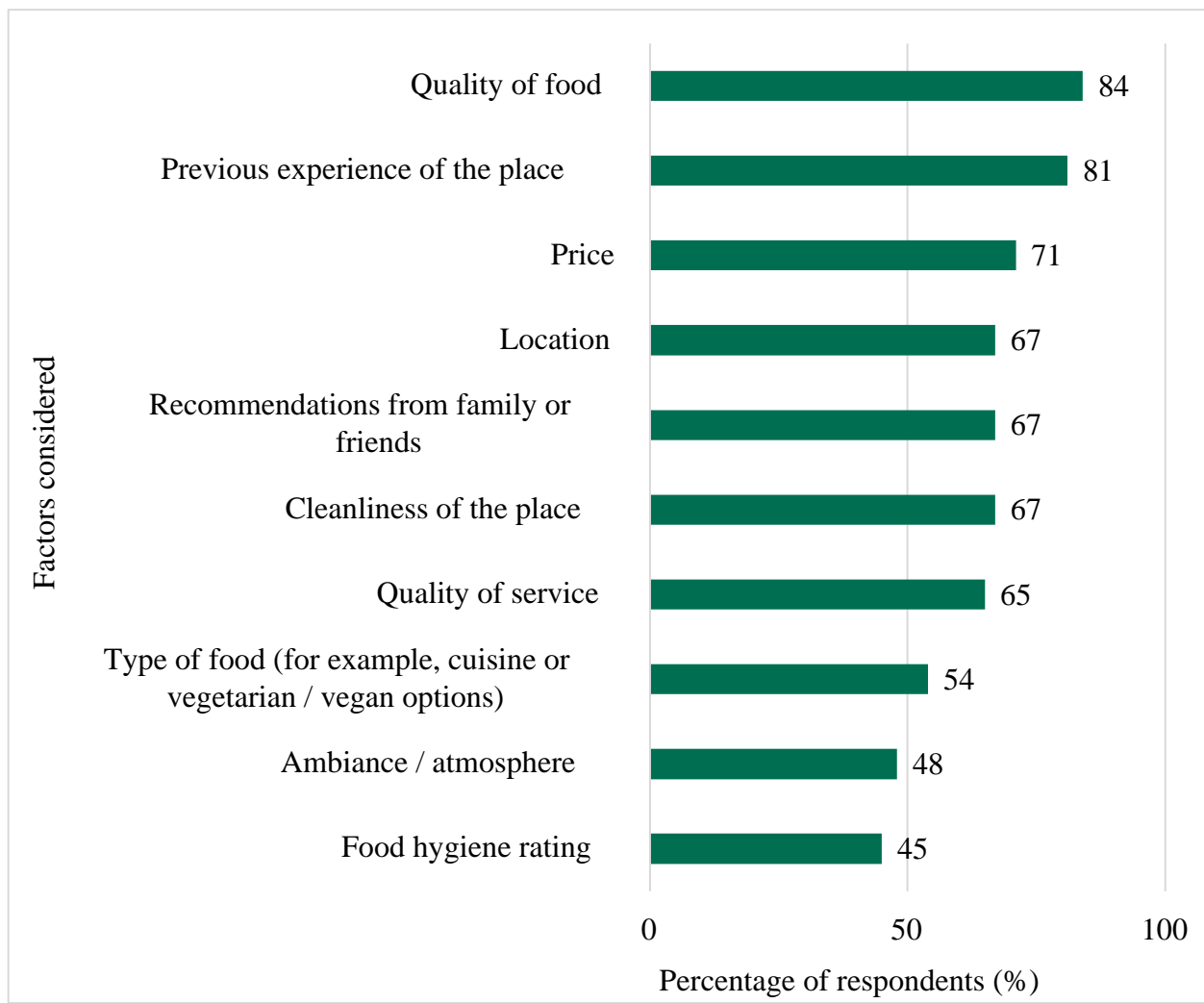
- **Age group:** respondents aged between 25 and 34 years (48%) were more likely to consider the food hygiene rating when ordering takeaways compared to all other age groups (for example, 27% of those aged 80 years or over).
- **Children under 6 years in the household:** respondents living in households with children under the age of 6 years (44%) were more likely to consider the food hygiene rating when ordering takeaways compared to those in households without children under the age of 6 present (34%).
- **Region (England):** respondents from the East Midlands (43%), North-West England (42%) and London (39%) were more likely to consider the food hygiene rating when ordering takeaways compared to those in South-East England (28%).
- **Responsibility for food shopping:** respondents who are responsible for food shopping (37%) are more likely to consider the food hygiene rating when ordering takeaways compared to those who never do the food shopping (19%).

Factors taken into consideration when eating out

Figure 12. Ten most common factors taken into consideration when eating out.

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| Factors considered | Percentage of respondents (%) |
|---|-------------------------------|
| Whether information about calories is provided | 5 |
| Whether allergen information is provided | 8 |
| Whether the place is child-friendly | 14 |
| Whether healthier options are available | 16 |
| Whether it is an independent business or part of a chain | 20 |
| Reviews, for example, on TripAdvisor, Google, social media | 32 |
| Offers, deals or discount available | 39 |
| Food hygiene rating | 45 |
| Ambiance / atmosphere | 48 |
| Type of food (for example, cuisine or vegetarian / vegan options) | 54 |
| Quality of service | 65 |
| Cleanliness of the place | 67 |
| Recommendations from family or friends | 67 |
| Location | 67 |
| Price | 71 |
| Previous experience of the place | 81 |
| Quality of food | 84 |

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Source: Food & You 2: Wave 6

Of those who eat out, the factors most commonly taken into consideration when deciding where to eat were the quality of food (84%) and the respondents' previous experience of the place (81%). Over 4 in 10 (45%) 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. Around one in 10 (11%) reported that they always checked the food hygiene rating of a business on arrival, 19% of respondents reported that they did most of the time and 32% did this about half the time or occasionally. Around a third (34%) of respondents reported that they never checked the food hygiene rating of a business upon arrival [\(footnote 11\)](#).

Respondents in Wales (48%) and Northern Ireland (38%) were more likely to report that they always checked the rating on arrival or did this most of the time compared to those in England (28%). Respondents in England (36%) were more likely to report that they never checked the rating upon arrival compared to Northern Ireland (25%) and Wales (18%).

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, None of these. Base = 4918, 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 = 4918, all online respondents and those answering the Eating Out postal questionnaire.
3. The definition of food security and measures used are described in the Technical Terms and Definition section of the report.
4. 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 = 2283, 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. Question: How did you check these ratings? Responses: I looked at an FHS 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, Just Eat, Deliveroo, Uber Eats), 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 = 2283, 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.

6. Question: In the last 4 weeks, have you eaten food... ? (Select all the apply) Responses: In a restaurant, In a pub/ bar, From a café, coffee shop or sandwich shop (either to eat in or take out), From a canteen (for example, at work, school, university, or hospital), In a hotel, B&B or guesthouse, From a takeaway ordered directly from a takeaway shop or restaurant, From a takeaway ordered 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), From a mobile food van or stall, From an entertainment venue (for example, cinema, bowling alley, sports club), From Facebook Marketplace (for example, pre-prepared food or meals), From a food-sharing app (for example, Olio or Too Good To Go), None of these. Base= 4457, all online respondents and those answering the Eating Out postal questionnaire, excluding 'not stated'. Please note, percentages shown do not add up to 100% as multiple responses could be selected.
7. Question: When you look for FHS 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 = 2283, 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= 3284, 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 = 3702, 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 = 4756, 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.