

F&Y2 Wave 7-8 NI: 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 found at the time of local authority food hygiene inspections. Ratings are given to places where food is supplied or sold directly to people, such as restaurants, pubs, cafés, takeaways, hotels, schools, hospitals, care homes, supermarkets, and other retailers.

The FSA runs the scheme in partnership with district councils in Northern Ireland, and with local authorities in England and Wales. In Northern Ireland, district council food safety officers are responsible for checking food hygiene standards at food premises to assess compliance with legal requirements through unannounced hygiene inspections. 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 Northern Ireland and Wales food businesses are legally required to display their FHRS rating, however in England businesses are encouraged to display their FHRS rating. [\(footnote 1\)](#) FHRS ratings are also available on the [FSA website](#) and via other third-party apps.

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.

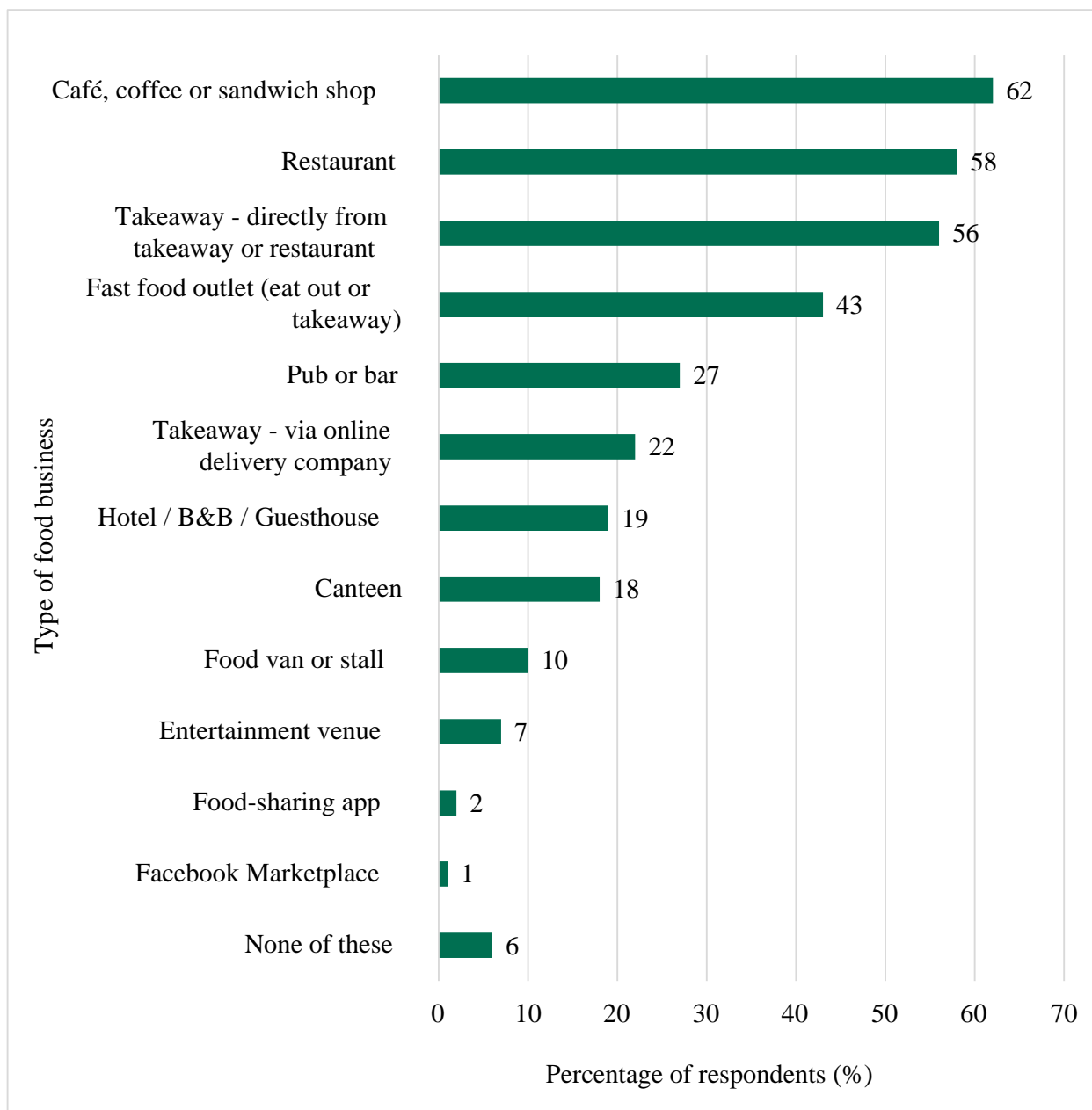
Prevalence of eating out and ordering takeaways

When asked where they had eaten out or ordered food from in the previous 4 weeks, around 6 in 10 respondents reported eating in or taking food out from a café, coffee shop or sandwich shop (62%), and/or having eaten in a restaurant (58%), and/or having ordered a takeaway directly from a takeaway shop or restaurant (56%) (Figure 8). [\(footnote 2\)](#)

Figure 8. 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	Percentage (%)
None of these	6
Facebook Marketplace	1
Food-sharing app	2
Entertainment venue	7
Food van or stall	10

Type of food business	Percentage (%)
Canteen	18
Hotel / B&B / Guesthouse	19
Takeaway - via online delivery company	22
Pub or bar	27
Fast food outlet (eat out or takeaway)	43
Takeaway - directly from takeaway or restaurant	56
Restaurant	58
Cafe, coffee or sandwich shop	62

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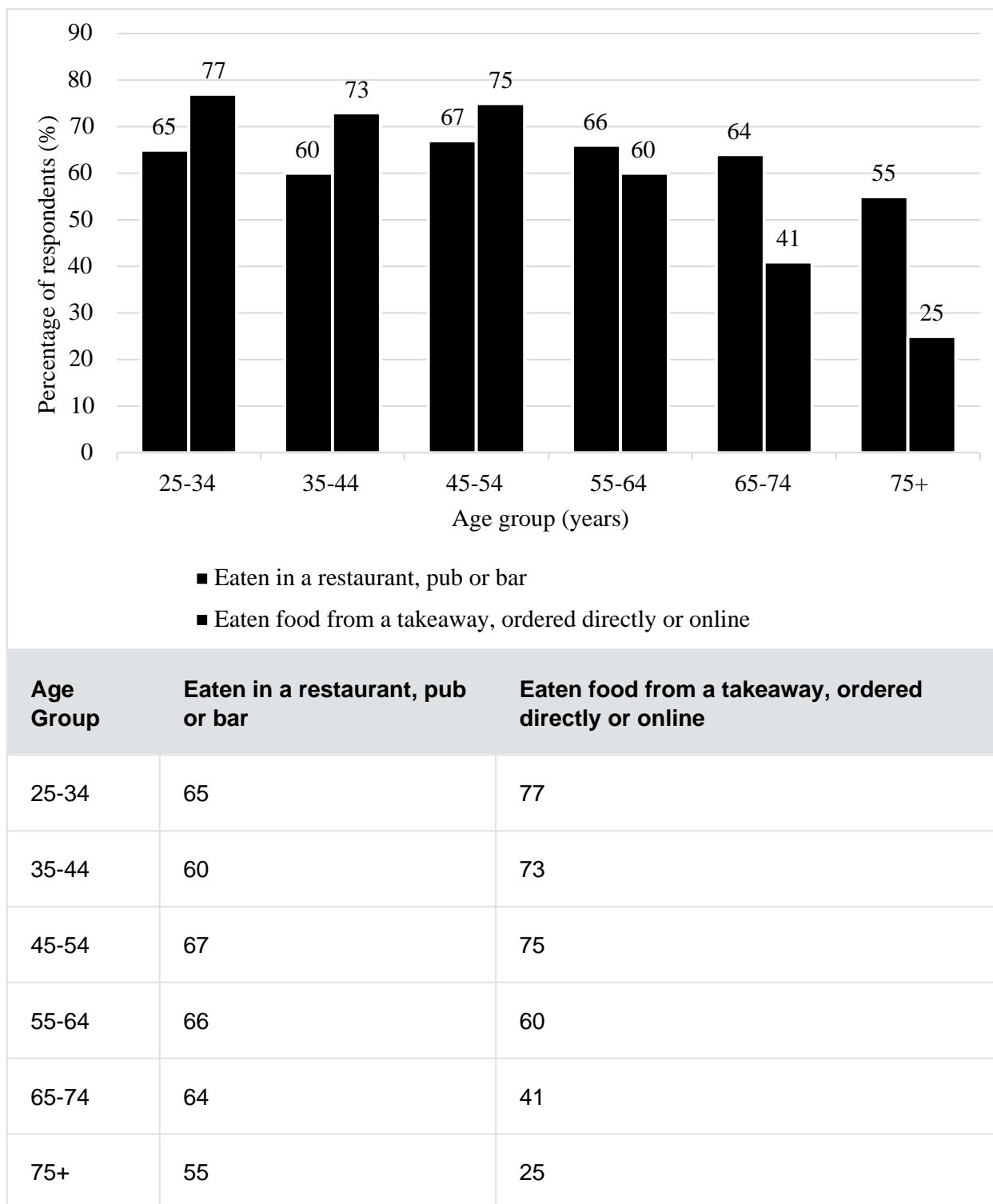
Source: Food & You 2: Wave 8

Older respondents were less likely to have eaten food from a takeaway (ordered directly or online) in the last 4 weeks than younger respondents (Figure 9) ([footnote 3](#)). For example, 25% of those aged 75 or over had eaten food from a takeaway in the last 4 weeks, compared to 77% of those aged 25-34 years. There were no significant differences by age for eating out in a restaurant, pub or bar.

Figure 9. 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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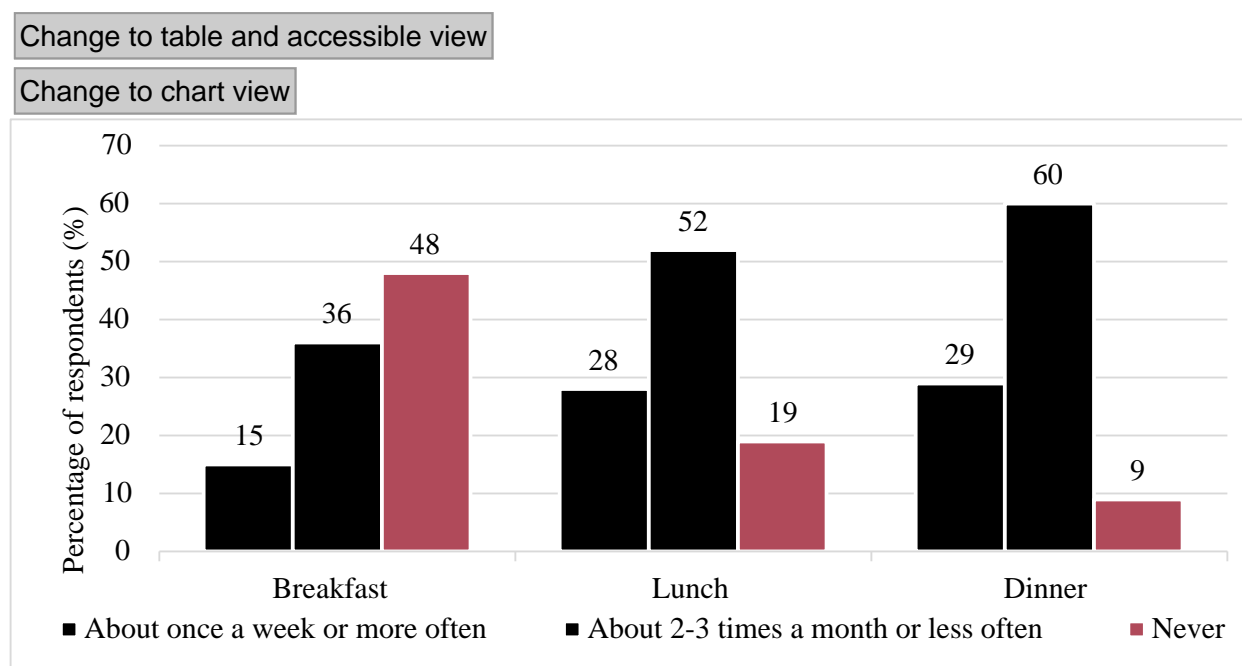
The prevalence of eating out in a restaurant, pub or bar or eating food from a takeaway (ordered directly or online) in the previous 4 weeks also varied between different types of people in the following ways:

- 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, 77% of respondents living in a household with 4 people had eaten food from a takeaway compared to 43% of respondents living alone
- children under 16 years in household: respondents who had children in the household (71%) 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 (61%)
- annual household income: respondents with a higher household income (for example with an income of £64,000-£95,999) were more likely to have eaten out in a restaurant, pub or bar (81%) and to have ordered a takeaway (76%) in the previous 4 weeks compared to respondents with an income below £19,000 (48% and 54% respectively)
- food security: respondents with high or marginal food security (68%) were more likely to have eaten out in a restaurant, pub or bar than those with low or very low food security (54%). However, the prevalence of ordering food from a takeaway did not differ between those with high/marginal food security (63%) and those with low/very low food security (68%)
- long term health condition: respondents without a long-term health condition (67%) were more likely to have eaten out in a restaurant, pub or bar compared to respondents who had a long-term health condition (55%). However, the prevalence of ordering food from a takeaway did not differ between those with (60%) or without (66%) a long-term health condition

Eating out and takeaways by mealtime

Respondents were least likely to eat out or buy food to take out for breakfast, with 48% 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 (Figure 10). 60% of respondents reported eating out or buying food to take out for dinner 2-3 times a month or less often. [\(footnote 4\)](#)

Figure 10. Frequency of eating out or buying food to take out by mealtime.



Response	Breakfast	Lunch	Dinner
About once a week or more often	15	28	29
About 2-3 times a month or less often	36	52	60
Never	48	19	9

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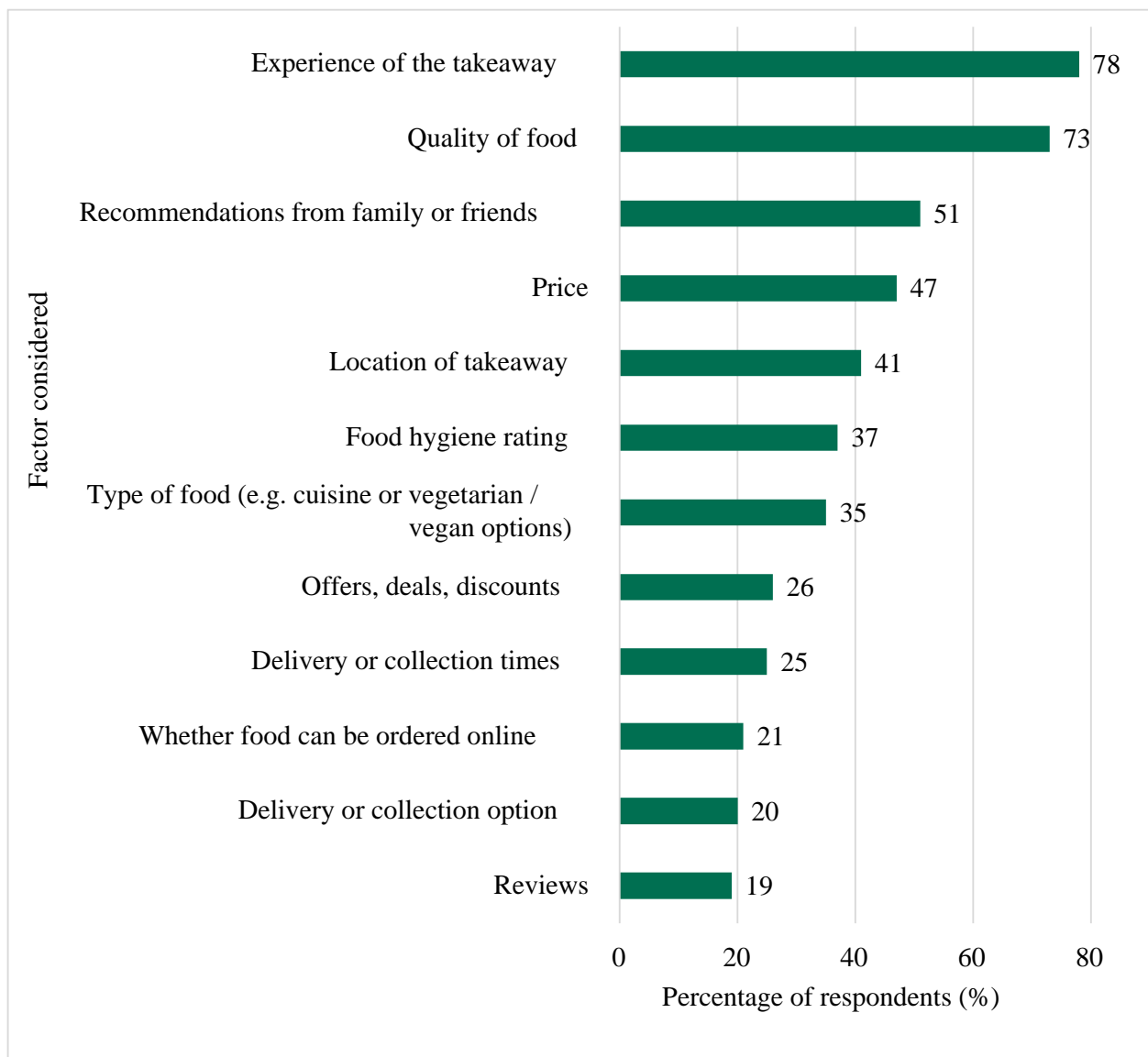
Factors considered when ordering a takeaway

Respondents were asked which factors, from a given list, they generally considered when deciding where to order a takeaway from. Of those who ordered food from takeaways, the factors most considered when deciding where to place an order were the respondents' previous experience of the takeaway (78%) and the quality of food (73%). In addition, 37% of respondents considered the food hygiene rating (Figure 11). [\(footnote 5\)](#)

Figure 11. Top 12 factors considered when ordering a takeaway.

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Factors considered	Percentage (%)
Reviews	19
Delivery or collection option	20
Whether food can be ordered online	21
Delivery or collection times	25
Offers, deals, discounts	26
Type of food (e.g. cuisine or vegetarian / vegan options)	35

Factors considered	Percentage (%)
Food hygiene rating	37
Location of takeaway	41
Price	47
Recommendations from family or friends	51
Quality of food	73
Experience of the takeaway	78

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Awareness and recognition of the FHRS

Most respondents in Northern Ireland (91%), England (86%) and Wales (93%) had heard of the FHRS (Figure 12). [\(footnote 6\)](#)

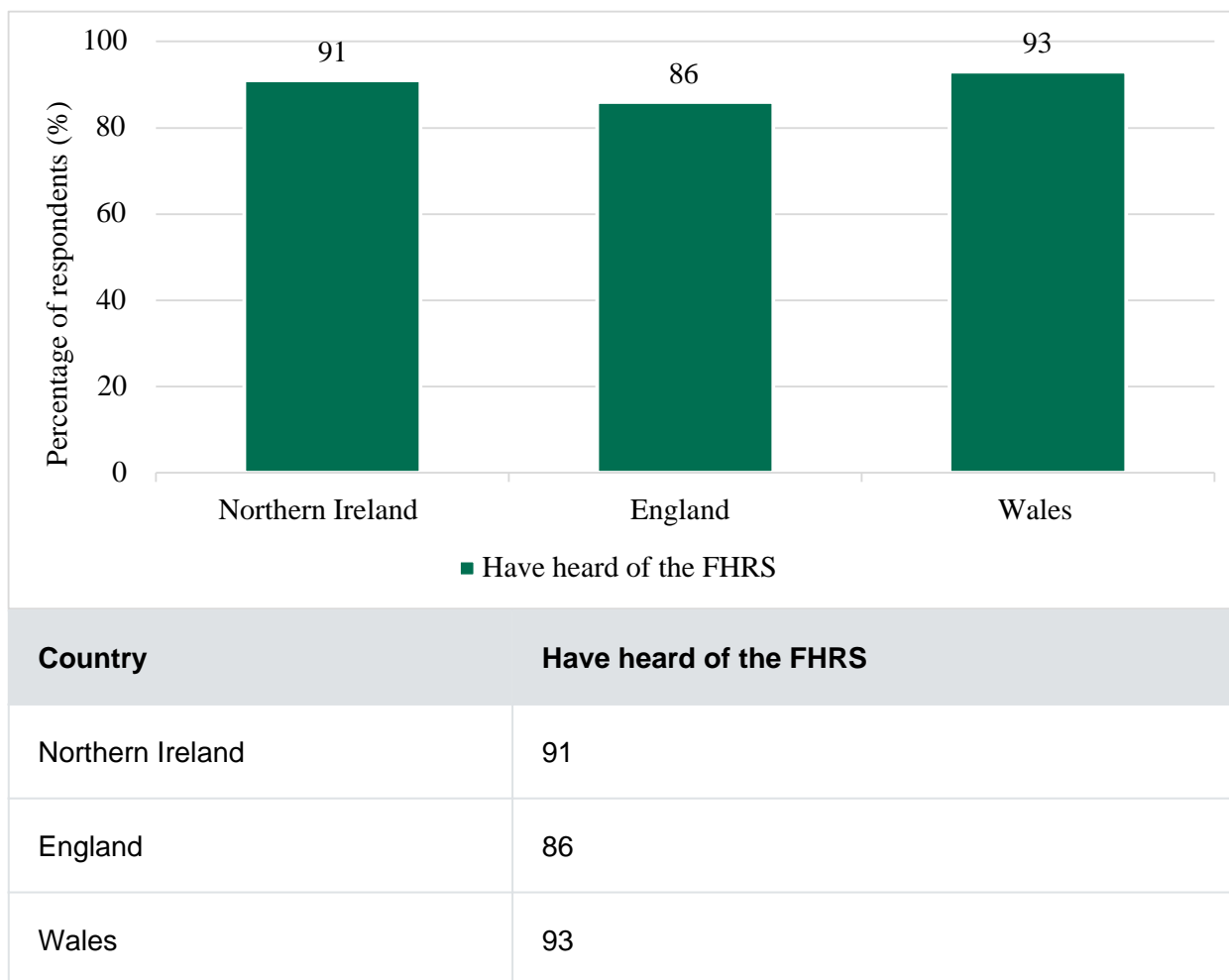
In Northern Ireland, 66% of respondents reported that they had heard of the FHRS and knew a bit or quite a lot about it, less than in Wales (74%) and more than in England (56%). [\(footnote 7\)](#)

When respondents were shown an image of the FHRS sticker, recognition was slightly higher in Northern Ireland (94%) and Wales (95%) than in England (89%). [\(footnote 8\)](#)

Figure 12. Percentage of respondents who had heard of the FHRS by country.

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FHRs usage

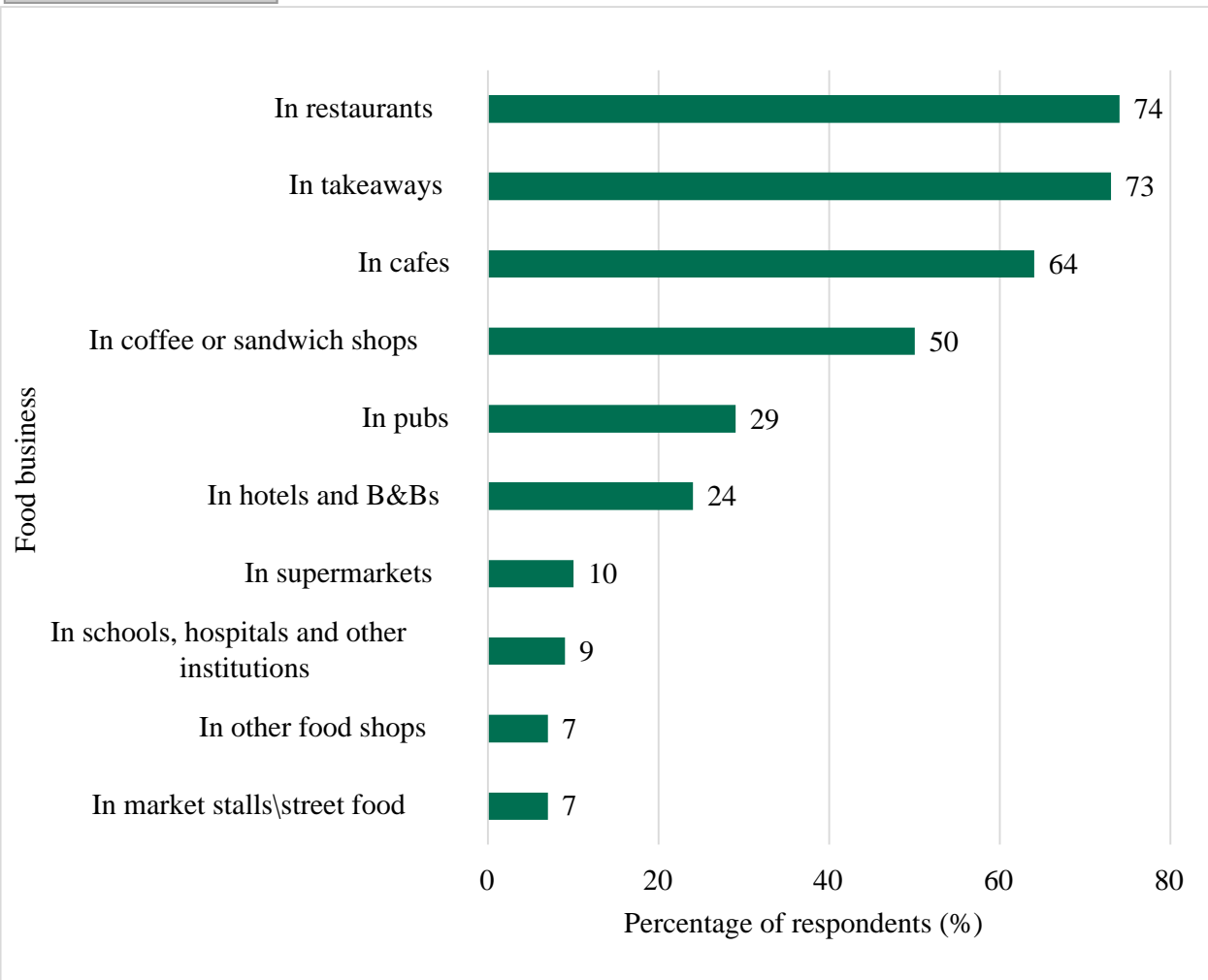
Respondents in Northern Ireland (49%) and Wales (58%) were more likely to have checked the food hygiene rating of a business in the last 12 months than those in England (41%) (although respondents in Wales were also more likely than those in Northern Ireland to do this).** ([footnote 9](#))

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. In Northern Ireland, the most common types of food business which respondents had checked the food hygiene rating of were restaurants (74%) and takeaways (73%) ([Figure 13](#)). ([footnote 10](#))

Figure 13. Food businesses where respondents in Northern Ireland had checked the food hygiene rating in last 12 months.

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Food business	Percentage (%)
In market stalls\street food	7
In other food shops	7
In schools, hospitals and other institutions	9
In supermarkets	10
In hotels and B&Bs	24
In pubs	29
In coffee or sandwich shops	50

Food business	Percentage (%)
In cafes	64
In takeaways	73
In restaurants	74

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Source: Food & You 2: Wave 8

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 that 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. Olio or Too Good To Go), From Facebook Marketplace (e.g. pre-prepared food or meals), None of these. Base = 1,304, all online respondents and those answering the Eating Out postal questionnaire in Northern Ireland. Wave 8.
3. Data for respondents aged 16-24 years is not reported due to a small number of respondents being in this group.
4. 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 = 997, all online respondents in Northern Ireland. Wave 8.
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= 903, all online respondents who order takeaways in Northern Ireland. Wave 8.

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 = Northern Ireland 1,304, England 2,452, Wales 1,210. Wave 8.
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. Wave 8.
8. Question: Have you ever seen this sticker before? Responses: Yes, No, Don't know/ Not sure. Base = 4,966 (England = 2,452, Wales = 1,210, Northern Ireland = 1,304), all online respondents and those answering the Eating Out postal questionnaire in England, Wales, and Northern Ireland. Wave 8.
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 = 4,966 (England = 2,452, Wales = 1,210, Northern Ireland = 1,304), all online respondents and those answering the Eating Out postal questionnaire. Wave 8.
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, In market stalls/street food, Manufacturers (Business-to-Business traders), Somewhere else, Don't know. Base = 647, all respondents who had checked the Food Hygiene Rating of a food business in the last 12 months in Northern Ireland. Wave 8.