Survey

Thank you for taking part in this survey on behalf of Food Standards Scotland (FSS) and Public Health Scotland (PHS) in order to gain feedback on an upcoming framework called Eating Out, Eating Well. Feedback from your organisation is required to help shape the framework and ensure that it is suitable for businesses such as your own. We are hoping to speak with the individual in the business who has responsibility for menu creation. This important survey should take about 20 minutes of your time.

Your opinion will be treated with confidentiality and anonymity. It will be aggregated with over 100 responses from similar sized catering outlets from across Scotland.

If you would prefer to complete this over the phone please contact and let her know when is best to call and which number is best to reach you on.

Taylor McKenzie are Market Research Society Company Partners and as such are governed by a strict code of conduct. As of May 2018 we are also fully General Data Protection Regulation (GDPR) compliant.

Under GDPR, all companies & organisations must be able to demonstrate a legal basis for processing and holding an individuals data.

Outlet details	
Outlet name	
What is your name?	
What is your position in the business?	
Does your premises of Please select ALL that a Yes, sit in Yes, takeaway/food to g	

Intro

Screening

Are you the individual responsible for the design of your menu?	
Yes, fully responsible	
Yes, partially responsible	
O Not responsible for this	

Your Business
How would you describe the type of outlet you work in?
Which of these best describes your business? Please select
Workplace restaurant
Contract caterer
Quick service restaurant or takeaway e.g. fish and chip shops, fried chicken shop, Indian and Chinese, pizza shop etc.
Full-service restaurant (sit-in / table service) e.g. Italian/Indian/Chinese etc restaurant, family friendly dining, bistro etc
Café/coffee shop
O Bakery shop
Sandwich shop
Convenience retailer or grocer selling food to go (e.g. filled rolls / soup)
Pubs/bars
Hotels/B&B
Leisure/tourism
Other Other
Other: Please write in
Which of the following best describes your business?
O Independently operated
Operated as part of a national or multi-national chain
O Part of a franchise
Other Other
Other: please write in

How many outlets do you operate across?
O 1
O 2
3
O 4
O 5
O 6 to 10
O 11+

How many employees, both full and part time, does your business employ?	
O-5	
6-10	
11-15	
16-20	
21-25	
26-35	
36-50	
O 51+	

Glasgow City Council

What Local Authority area(s) does your business operate in? Select ALL that apply Aberdeen City Council Inverclyde Council Aberdeenshire Council Midlothian Council **Angus Council** North Ayrshire Council Argyll and Bute Council North Lanarkshire Council City of Edinburgh Council Orkney Islands Council Clackmannanshire Council Perth and Kinross Council Comhairle nan Eilean Siar Renfrewshire Council **Dumfries and Galloway Council** Scottish Borders Council **Dundee City Council Shetland Islands Council** East Ayrshire Council South Ayrshire Council East Dunbartonshire Council South Lanarkshire Council East Lothian Council Stirling Council East Renfrewshire Council The Highland Council Falkirk Council The Moray Council Fife Council West Dunbartonshire Council

West Lothian Council

Below are some statements that have been made by owners and decision makers of food outlets across Scotland.

Please read the below statements and score how much you agree and disagree with each statement by scoring from 0 - completely disagree to 10 - completely agree.

	0	1	2	3	4	5	6	7	8	9	10
Healthy eating is a priority for my establishment	\bigcirc	\bigcirc	\bigcirc	\circ	\circ	\bigcirc	\bigcirc	\bigcirc	\circ	\bigcirc	\bigcirc
My typical customer is very health conscious	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\circ	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\circ
Healthy eating options play a central role in our menu offering	\bigcirc	\circ	0	\circ							
We are limited in how much impact we can have on how healthy our food is	\bigcirc										
We could offer a healthier menu if we had more support	\bigcirc										
Our offer works well and I worry that adding healthier options could impact sales	\bigcirc	\circ									
Making it easier for customers to make healthy choices is something we would prioritise	0	0	0	0	0	0	0	0	0	0	0
Our customers are often looking for healthier food when they use us	\bigcirc	\bigcirc	\bigcirc	\circ	\circ	\circ	\bigcirc	\circ	\circ	\circ	\circ
Our customers are looking for good value and big portions when they use us	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\circ	\bigcirc	\bigcirc	\bigcirc	\circ	\circ	\circ
Our customers are looking for an indulgent high quality experience with us	\bigcirc	\circ									
I have a good understanding of healthy and nutritious food	\bigcirc	\circ									
We focus on producing balanced and nutritious meals / food	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\circ	\bigcirc	\bigcirc	\bigcirc	\circ	\bigcirc	\bigcirc

Please read the below summary of the Eating out, eating well framework (EOEW).

As outlined in the Scottish Government's 'Diet and healthy weight delivery plan' and 'Out of home action plan', Food Standards Scotland alongside Public Health Scotland are developing a new 'Eating Out, Eating Well' Framework which will include a code of Practice for Children's menus.

This will be voluntary for businesses to sign up to and will aim to support out of home businesses to make the food they provide for their customers healthier. It will also support the achievement of Scottish Dietary Goals and the aim to half childhood obesity by 2030. Recent statistics show that the Scottish diet is too high in calories and too high in fats, sugar and salt, while too low in fruits and vegetables, oil rich fish and fibre. This framework is part of a package of proposals which will help to address this.

Please read the below statements and score how much you agree and disagree with each statement by scoring from 0 - completely disagree to 10 - completely agree.											
	0	1	2	3	4	5	6	7	8	9	10
I am genuinely interested in finding out more about this framework	\bigcirc										
I would only consider this framework if there was a clear business benefit	\bigcirc	\circ									
Realistically we are far too busy to find the time for a framework like this	\bigcirc	\circ									
Our business would benefit from the type of support this framework could offer	\bigcirc	\circ									
For this framework to be successful customers need to be made aware of it through advertising	0	0	0	0	0	0	0	0	0	0	0
The recognition of being on a framework like this could benefit our business	\bigcirc	\circ									
Making it easier for customers to make healthy choices is something we would prioritise	0	0	0	0	0	0	0	0	0	0	\circ

Below are the names of some food, waste and sustainability awards or recognition schemes and for each please tell us if you...

a: Currently hold. b: Are working towards this. c: Have heard of. d: Have never heard of

	Currently hold	Are working towards	Have heard of	Have never heard of
Eat Safe	0	\circ	\circ	\circ
Hospitality Zero	\circ	\circ	\circ	\circ
Healthcare Retail Standard	0	0	0	0
Peas Please	0	\circ	\circ	\circ
Scottish Grocer's Federation - Healthy living Program	0	0	0	0
Soil Association – Food for Life	0	0	0	0
Taste our Best	0	\circ	0	0
Healthy living award	0	0	0	0

Recognition schemes

How much do you agree or disagree with the following statement in relation to recognition schemes like the ones we have just discussed and the 'Eating out, Eating well' framework....

"They offer a clear benefit to the businesses that can sign up to them"	
Agree strongly	
Agree slightly	
O Neutral	
O Disagree slightly	
Disagree strongly	

2-3 times per year

Yearly

Less often

Is your menu....

Select ALL that apply

Printed
On a board
Online
On an app (e.g Just eat, deliveroo, own app etc)
On a QR code

Would you be happy for us to add an anonymised version of your menu as an appendix to your responses, this will be used for further analysis by TMcK & FSS?

O Yes

Other

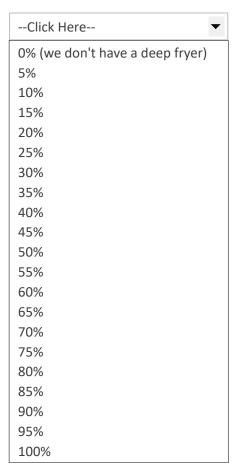
Do you have daily or weekly specials?

Please select ALL that apply

Yes, daily
Yes, weekly
No

Approximately. What %, if any, of the food you sell is deep fried?

Please think about all the food you sell and tell us the proportion that is deep fried...



Approximately. What %, if any, of the food you sell is pre-made externally and ready to cook or sell?

e.g pre-prepared soup, cakes, chicken nuggets etc...

Click Here ▼
0% (all our food is cooked from scratch)
5%
10%
15%
20%
25%
30%
35%
40%
45%
50%
55%
60%
65%
70%
75%
80%
85%
90%
95%
100%

ininking now about the way in which	n vegetables	are incorporated	i into your to	oa oπering
	Yes, a lot	Yes, a little	No	Not applicable
We use vegetables as a core ingredient in some of the items on our menu (e.g. the vegetables form a main part of the dish)	0	0	\circ	0
We offer vegetables as a side to our dishes	\circ	\circ	\circ	0
We offer seasonal vegetables throughout the year	0	0	0	0
Thinking now about the way in which	h fruit is inco	rporated into yo	ur food offe	ring
	Yes	No		Not applicable
We offer fruit as a side to our dishes	\circ	C)	0
We offer fruit based desserts		C)	\circ
Please add any additional comments	for context to	the above quest	tion	
ricase and any additional comments		The above quest		
Please add any additional comments Restaurant style limitations Vegetables used in soups or sauces Vegan/Vegetarian menu	for context to	the above ques	tion	
Vegetables as integral parts of our menus				
Fruit and vegetables used in side dishes				
Fruit used in baking and desserts				
Cost of fruit and vegetables				
Availability				
Seasonal fruit and vegetables				
Don't use fruit or vegetables in menu				
Local and ethical sourcing				
Pre-packaged to go				
Wastage (e.g., due to short shelf life and la	ck of customer d	lemand)		
Other				
□ N/A				

Your menu
Do you offer smaller or half portions from your menu?
Yes, this is part of the menu
Yes, we cater for this when asked

103, this is part of the menu
Yes, we cater for this when asked
No No
oes your menu offer healthier choices which have been labelled as being healthier e.g lower
alorie, lighter etc
Yes, this is part of the menu
Yes, we cater for this when asked
No No
o you have calorie information available on the food you sell?
Yes, this is part of the menu
Yes, we can tell customers if they ask
No No
o you offer set menus or meal deals as part of your menu?
Yes
O No

Thinking about all of the items you sell on your menu
What food item(s) are most popular just now?
How would you best describe this item?
Sandwiches/filled rolls/wraps etc. (include paninis, subs and toasties but not burgers)
Savoury pastries (include sausage rolls, steak or chicken or cheese bakes, pies)
Meat dishes e.g. burgers, fried chicken, kebabs etc
Other main meal
Fried sides e.g. chips, onion rings
Fried chicken, chicken wings, nuggets or strips (or other chicken sides)
Fried other
Pizza (slices, half and whole pizzas)
Pasta (including noodle dishes)
Salad (meal)
Salad, vegetable sides
Soup
Discretionary foods such as crisps and savoury snacks, confectionery, biscuits, cakes, sweet pastries or puddings or ice cream
Other
Other: Please write in

Thinking about all of the items you sell on your menu
Which drink(s) are most popular?
How would you best describe this item?
Sugary drinks e.g. full sugar coke, irn bru lemonade
Energy drinks
Low/ no sugar soft drinks e.g. diet coke, pepsi max, diet irn bru
Water or plain milk
Fruit juice or smoothies
Shakes/frappes
Tea and coffee
Specialist coffees (with added syrups/ cream)
Hot chocolate
Alcoholic beverages
Other
Other: Please write in

Does your menu cater for children?
Please select ALL that apply
Yes, we have a specific childrens menu
Yes, we can offer smaller portions from the adult menu
□ No
On the childrens menu do you offer a meal deal / set menu?
Yes
○ No
NO NO
What is included? Please select ALL that apply
What is included?
What is included? Please select ALL that apply
What is included? Please select ALL that apply Starter
What is included? Please select ALL that apply Starter Main
What is included? Please select ALL that apply Starter Main Dessert

Kids menu
Does the meal deal include the option of a portion of fruit and or vegetables? O Yes O No
Whats included?
Whats included?
Fruit Piece of Fruit (e.g., Banana, Apple) Fruit Salad Small Fruit (e.g., Berries, Grapes) Carrot Sticks Side of Vegetables Side Salad Vegetable Soup Fruit Juice Other Why not
Why not No Customer Demand Wastage (e.g., due to short shelf life and lack of customer demand) Other
Is this a) optional e.g part of a selection that can be swapped for chips or b) built into the meal deal
It is optionalit is built into the meal deal

What type of drink(s) is available as part of the meal deal? Please select ALL that apply
Sugary drinks e.g. full sugar coke, irn bru lemonade
Energy drinks
Low/ no sugar soft drinks e.g. diet coke, pepsi max, diet irn bru
Water or plain milk
Sugar free juice / squash e.g. fruit shoot, robinsons etc
Sugary juice / squash e.g. fruit shoot, robinsons etc
Fruit juice or smoothies
Shakes/frappes
Tea and coffee
Specialist coffees (with added syrups/ cream)
Hot chocolate
Other
Other: Please write in

Do you have children's options that are different depending on the age group?
Yes No
What are the age brackets?
Do the children's items on the menu include calorie information?
Yes, this is part of the menu
Yes, we can tell customers if they ask
O No

Childrens menu

Thinking just about th	e items you sell to kids
What food item is most	
popular just now?	
Thinking just about the	e items you sell to kids
Breaded/Fried Meat Or	Fish (e.g., Chicken Goujons, Fish Fingers)
Burgers	
Chips	
Grilled or Steamed Mea	at/Fish (e.g., Chicken, Fish, Sausages, Mini Steaks)
Kids Lunchbox/Platter	
Pizza or Pasta	
Salad	
Sandwiches, Toasties, E	ggs/Beans on toast
Soup	
Other	
□ N/A	
How would you best d	lescribe this item?
Sandwiches/filled rolls/	wraps etc. (include paninis, subs and toasties but not burgers)
Savoury pastries (includ	de sausage rolls, steak or chicken or cheese bakes, pies)
Meat dishes e.g. burger	rs, fried chicken, kebabs etc
Other main meal	
Fried sides e.g. chips, or	nion rings
Fried chicken, chicken w	vings, nuggets or strips (or other chicken sides)
Fried other	
Pizza (slices, half and w	hole pizzas)
Pasta (including noodle	dishes)
Salad (meal)	
Salad, vegetable sides	
Soup	
Discretionary foods suc	h as crisps and savoury snacks, confectionery, biscuits, cakes, sweet pastries or puddings or ice
Other	
Other: Please write in	

Thinking just about all	l of the items you sell to kids
What drink(s) are most popular?	
How would you best d	lescribe this item?
Sugary drinks e.g. full su	ugar coke, irn bru lemonade
Energy drinks	
Low/ no sugar soft drin	ks e.g. diet coke, pepsi max, diet irn bru
Water or plain milk	
Fruit juice or smoothies	5
Sugar free juice / squas	h e.g. fruit shoot, robinsons etc
Sugary juice / squash e.	g. fruit shoot, robinsons etc
Shakes/frappes	
Tea and coffee	
Specialist coffees (with	added syrups/ cream)
Hot chocolate	
Other	
Other: Please write in	

In this final section we are going to ask you a little bit more about the upcoming Eating Out, Eating Well framework

As mentioned, this voluntary Eating Out, Eating Well Framework, will support caterers who are looking to provide healthier food for their customers.

Below are some elements that could be included in this framework, please rate how important or unimportant it would be for each to be included in order for businesses like yours to support achievement of a healthier diet for people living in Scotland?

Please score each from 1 to 5 with 1 being not very important and 5 being very important

	1 - Not very important	2	3 - Neutral	4	5 - Very important
Action on Calories - Calorie labelling and calorie recommendations — providing a recommended maximum calorie content for menu items or product	0	0	0	0	\circ
Action on Portion Sizes - Providing smaller portions more readily and reducing portion size of high calorie menu items	\circ	\circ	0	0	\circ
Increase fruit, vegetables, fibre and oil rich fish across the menu	\circ	\circ	\circ	\circ	\circ
Reducing levels of fat, sugar and salt in recipes and pre-packed products	\circ	\circ	\circ	\circ	\circ
Promotions to support increasing uptake of healthier choices	\circ	\circ	\circ	\circ	\circ
Action on increasing healthy choices; reducing less healthy options, making healthier options appealing to customers	0	0	0	0	\circ
Reducing food waste	\circ	\circ	\circ	\circ	\circ
Local sourcing	\circ	\circ	\circ	\circ	0
Ethical sourcing	0	0	0	0	0

Thinking about the same elements, please tell us for each if \dots

a) Already implementing b) Definitely considering c) Would maybe consider d) Not right for my business

	Already do this	Definitely Considering	Would maybe consider	Not right for my business
Action on Calories - Calorie labelling and calorie recommendations – providing a recommended maximum calorie content for menu items or product	0	0	0	0
Action on Portion Sizes - Providing smaller portions more readily and reducing portion size of high calorie menu items	\circ	\circ	\circ	\circ
Increase fruit, vegetables, fibre and oil rich fish across the menu	\circ	\circ	\circ	\circ
Reducing levels of fat, sugar and salt in recipes and pre-packed products	\circ	\circ	\circ	\circ
Promotions to support increasing uptake of healthier choices	\circ	\circ	\circ	\circ
Action on increasing healthy choices; reducing less healthy options, making healthier options appealing to customers	\circ	\circ	\circ	\circ
Reducing food waste	0	0	0	0
Local sourcing	0	\circ	0	\circ
Ethical sourcing	0	0	0	0

Code of practice to encourage and support businesses to make children's menus healthier

Below are some elements that could be included in this framework as part of a specific code of practice to encourage and support businesses to make children's menus healthier, we would like to know how important or unimportant it would be for each to be included in order for businesses like yours to support achievement of this...

Please score each from 1 to 5 with 1 being not very important and 5 being very important

	1 - Not very important	2	3 - Neutral	4	5 - Very important
Reducing levels of fat, sugar and salt in recipes and pre-packed products offered for children	\circ	0	\circ	0	0
Providing at least one portion of fruit and vegetables in every children's meal	\circ	0	\circ	\circ	0
Offering alternatives to fried foods	0	\circ	0	0	0
A fruit based dessert always being available	0	\circ	0	\circ	0
Not offering sugary drinks as part of a children's menu	\circ	\circ	\circ	\circ	\circ
Increasing promotion of healthier choices	\circ	\circ	\circ	\circ	\circ
Providing small or half portions from the adult menu for children, where practical	\circ	\circ	\circ	\circ	\circ
Customer facing advertising to encourage customers to seek out and ask for healthier options for their children from businesses that are supporting the code of practice	0	0	0	0	0

Thinking about the same elements in relation to making childrens menu's healthier, please tell us for each if ...

a) Already implemented b) Definitely considering c) Would maybe consider d) Not right for my business

	Already do this	Definitely Considering	Would maybe consider	Not right for my business
Reducing levels of fat, sugar and salt in recipes and pre-packed products offered for children	0	\circ	0	0
Providing at least one portion of fruit and vegetables in every children's meal	\circ	\circ	\circ	\circ
Offering alternatives to fried foods	0	0	0	0
A fruit based dessert always being available	0	0	0	0
Not offering sugary drinks as part of a children's menu	\circ	\circ	\circ	\circ
Increasing promotion of healthier choices	0	0	0	\circ
Providing small or half portions from the adult menu for children, where practical	\circ	\circ	\circ	\circ

Thinking now about the overall framework...

What type of support would be important to you if you were working towards the new Eating Out, Eating Well framework and childrens menu code of practice?

Please score each from 1 to 5 with 1 being not very important and 5 being very important

	1 - Not very important	2	3 - Neutral	4	5 - Very important
Guidance documents in accessible language	\circ	\circ	\circ	\circ	\circ
Sector specific guidance, e.g. Indian, Chinese, Fish and Chip shops etc	\circ	\circ	\circ	\circ	0
Customer Service type support e.g. webchats, telephone support, dedicated email address	0	0	0	0	\circ
Online support e.g. website hosting information about the Framework, guidance, webinars (live or pre-recorded), training presentations etc.	0	0	0	0	0
Dedicated team support for those working towards the framework e.g. one to one support/training	\circ	0	\circ	0	\circ
Peer support, e.g. being put in touch with other caterers who are working toward achievement of the framework	0	0	0	0	0
Promotional materials that can be used in the catering outlet e.g. posters, shelf talkers etc	0	0	0	0	0
What other support, if any, do you consider working towards the Eatin practice?			-		-

consider working towards the Eating Out, Eating Well framework and childrens menu code of practice?
Resources - menu & calorie support
Personal support - tailored to my buisness/industry specific
Acknowledgement of current practices
Customer awareness
Incorporate it into things we already do, health and safety etc
Funding
Keep it simple
Resources - training & advice
Cultural understanding
Public education - parents and children
Examples of good practice and focus on nutrition
Realistic targets

Peer support/ comms between the industry

As a buisness we have other priorities

Do not be preechy / penalise

Time poor

Work with suppliers on reducing cost of healthier foods

What other support, if any, do you think should be considered to help businesses like yours

certain

How likely or unlikely would you be to consider adopting the Eating Out, Eating Well framework in your place of work?
Please select the ONE phrase that best describes how likely you are to consider this
O - No chance, almost no chance we would consider this
1 - Very slight possibility we would consider this
2 - Slight possibility we would consider this
3 - Some possibility we would consider this
4 - Fair possibility we would consider this
5 - Fairly good possibility we would consider this
6 - Good possibility we would consider this
7 - Probable we would consider this
8 - Very probable we would consider this
9 - Almost sure we would consider this
10 - Certain we would consider this
Taking into consideration all that may be involved in adopting the Eating Out, Eating Well
framework in your place of work
Being completely honest, how certain are you that the answer you have just given is what you
would actually do?
Please answer on a scale of 0-10 means where 0 means not at all certain and 10 means complete

How likely or unlikely would you be to consider adopting the Children's Menu Code of Practice in your place of work? Places select the ONE phrase that best describes how likely you are to consider this
Please select the ONE phrase that best describes how likely you are to consider this
O Not applicable
O - No chance, almost no chance we would consider this
1 - Very slight possibility we would consider this
2 - Slight possibility we would consider this
3 - Some possibility we would consider this
4 - Fair possibility we would consider this
5 - Fairly good possibility we would consider this
6 - Good possibility we would consider this
7 - Probable we would consider this
8 - Very probable we would consider this
9 - Almost sure we would consider this
10 - Certain we would consider this
Taking into consideration all that may be involved in adopting the Children's Menu Code of Practice in your place of work
Being completely honest, how certain are you that the answer you have just given is what you
would actually do?
Please answer on a scale of 0-10 means where 0 means not at all certain and 10 means completely
certain

Which of these age ranges do you fall into? Please select from the drop down
O Under 18
18-24
25-34
35-44
45-54
55-64
65-74
75+
Are you Please select
○ Female
○ Male
O Non-binary
Prefer to self describe
O Prefer not to say
Would you say your outlet is predominantly based Please select
City
Carge town
Medium sized town
Small town
Village
Rural area/in the country
What is your ethnic group? Please select one
O White
Mixed/Multiple ethnic groups
Asian/Asian British
Black/ African/Caribbean/Black British
Other ethnic group
Prefer not to say
Other: Please write in

About you	
Do you have any further comments to add on any of the topics covered in this survey	

Would you be happy for more detail if required	or Taylor McKenzie Research to re-contact you to discuss your comr ?	ments in
Yes		
O No		
Please enter your conta	act details below	
Name		
Mobile number		
Email		

Finally

You have now completed our survey.

Thank you for taking the time to give us your feedback, we really appreciate it.

Please press **submit** to register your response