

## Questions Summary: Plymouth Best Food Forward Awards for Caterers serving the general public

### About your business



We'll start with some basic questions about your business.

1. What is the registered name and address of your business?
2. Plymouth City Council business registration number (Your business needs to be registered with Plymouth City Council in order to participate.)
3. Please confirm that your business has a current Food Hygiene rating of 5. (A rating of 5 is required in order to progress and this will be checked as part of the awards process.)
4. Where can we find you online? Please let us know any website or social media pages connected to your business.
5. Please provide a short description of what your business offers (Tell us about your business - who it serves, how long it has been running and what its aims and values are.)
6. Average numbers of meals served in your business every day / week / month (This can be a rough estimate. Please specify below, indicating which figure relates to day, week and month. If there's anything more you can tell us about how many meals your business serves (e.g. annual figures, seasonal figures), please do share this too.)
7. Contact name and telephone number (Who is best to contact if we need to get in touch and what telephone number can we use to reach them? This can be a mobile number or a landline number.)

### Encouraging healthier eating



## Action Area 1: encouraging healthier eating

This set of questions is about how your business manages:

- Sugar
- Salt
- Fats
- Vegetable, fruit and fibre content
- Portion sizes and promotions

1. How is your business sugar smart when it comes to drinks? **(Core Actions)** (If your business is currently taking the following core actions, please tick to indicate. If a core action does not apply to your business, please state this and the reason why using the 'other' option.)

- Free drinking water is available for all (e.g. jugs of water on tables, self-service water dispenser, visibly promoting free water as an option to customers)
- No added-sugar drinks are actively promoted
- No energy drinks are on offer
- Other (please specify)

2. How is your business sugar smart when it comes to drinks? **(Additional Actions)** (If your business is currently taking any of the following additional actions, please tick to indicate. Doing something related to this that isn't listed? Please specify using the 'other' option.)

- Customers are encouraged to add less sugar to hot drinks (e.g. no sugar dispensers on tables, providing half-teaspoon sized sachets, providing only natural sweeteners)
- All fruit juices are pure, unsweetened and no larger than 150ml undiluted or 330ml diluted with water
- Pricing structures help promote sugar-free options (e.g. reduced prices for bottled water and healthier alternatives, additional charge for sugary drinks)
- The business is signed up to Plymouth's Sugar Smart campaign ([www.foodplymouth.org/sugar-smart-plymouth](http://www.foodplymouth.org/sugar-smart-plymouth))
- Other (please specify)

3. How is your business sugar smart when it comes to food? **(Core Action)** (Please tick to indicate if your business is taking the following core action (and tell us *how* in the next question answer box asking for specific examples). If it does not apply to your business, please state this and the reason why using the 'other' option.)

- Efforts are made to use low or no sugar ingredients (without using artificial sweeteners and syrups as replacements)
- Other (please specify)

4. Please provide specific examples of how your business is making efforts to use low or no sugar ingredients.

5. How is your business sugar smart when it comes to food? **(Additional Actions)** (If your business is currently taking any of the following additional actions, please tick to indicate. Doing something related to this that isn't listed? Please specify using the 'other' option.)

- Chocolate bars and other sugary products are not prominently displayed and are the smallest possible size (e.g. cakes with less than 27g sugar, chocolate bars with less than roughly 100 calories)
- Alternatives to biscuits, cakes and desserts are on offer and visibly promoted (e.g. scones, fruits and nuts)
- Other (please specify)

6. How is your business salt smart when it comes to food? **(Core Action)** (Please tick to indicate if your business is taking the following core action (and tell us *how* in the next question answer box asking for specific examples). If it does not apply to your business, please state this and the reason why using the 'other' option.

- Efforts are made to reduce the overall amount of salt used in recipes
- Other (please specify)

7. Please provide specific examples of how your business is making efforts to reduce the overall amount of salt used in recipes.

8. How is your business salt smart when it comes to food? **(Additional Actions)** (If your business is currently taking any of the following additional actions, please tick to indicate. Doing something related to this that isn't listed? Please specify using the 'other' option.)

- Salt is only offered to customers if they ask (e.g. not automatically offered, not available on tables or front counter)
- Efforts are made to use either salt-free or reduced-salt ingredients in meals (e.g. lower salt soy sauce, reduced salt baked beans, low salt stocks, tinned fish in spring water rather than brine)
- Any snacks offered are the smallest possible size and lower salt options (e.g. low salt crisps, unsalted nuts)
- Any salt shakers have minimal holes to limit the amount of added salt that can be dispensed
- Other (please specify)

9. How is your business Smart with Oils and Fats when it comes to food? **(Core Actions)** (Please tick to indicate if your business is taking the following core actions (and tell us *how* in the next question answer box asking for specific examples). If it does not apply to your business, please state this and the reason why using the 'other' option.)

- Efforts are being made to entirely cut out or minimise saturated fats in recipes (low saturated fat products have 1.5g or less per 100g)
- Efforts are being made to reduce the use of red and processed meats and increase the quality of meat OR no meat at all is used

- Skimmed / semi-skimmed / non-dairy milk alternatives are used as standard, rather than full fat milk
  - Other (please specify)
10. Please provide specific examples of how your business is making efforts to cut out or minimise saturated fats in recipes.
11. Please provide specific examples of how your business is making efforts to reduce the use of red and processed meats and increase the quality of meats used (or alternatively tell us that no meat is used).
12. How is your business Smart with Oils and Fats when it comes to food? **(Additional Actions)** (If your business is currently taking any of the following additional actions, please tick to indicate. Doing something related to this that isn't listed? Please specify using the 'other' option.)
- Only leaner cuts of meat (with most fat trimmed off) and/or meat products with 5g or less of saturated fat per 100 grams are used OR no meat at all is used
  - All ingredients used and products offered are free of trans fatty acids (e.g. without hydrogenated fats, including hydrogenated vegetable oils)
  - Only unsaturated oils are used for deep and/or shallow frying, following the Good Frying Guide practices
  - Customers can choose to order food with unsaturated or lower-fat options of condiments, dressings or spreads or without any at all
  - Other (specify)
13. How is your business boosting vegetable, fruit and fibre consumption? **(Core Actions)** (Please tick to indicate if your business is taking the following core actions. If it does not apply to your business, please state this and the reason why using the 'other' option.)
- Customers are offered the choice of a portion of salad, vegetables or fruit with all meals
  - High fibre bread (e.g. granary, wholemeal) is offered as standard, with a choice of other breads as alternatives where available
  - Other (please specify)
14. How is your business boosting vegetable, fruit and fibre consumption? **(Additional Actions)** (If your business is currently taking any of the following additional actions, please tick to indicate. Doing something related to this that isn't listed? Please specify using the 'other' option.)
- Fresh fruit and/or vegetables are available as snacks
  - Fruit-based desserts that are low fat and low sugar are offered (e.g. fruit crumbles with low sugar and fat content)
  - High fibre carbohydrate options are offered (e.g. whole-wheat pasta, brown rice, wholemeal chapatis, pancakes or scones)
  - At least two portions of vegetables (or one portion of vegetables and one portion of pulses) are included in all main meals

- My business has pledged an action as part of the Veg Cities campaign ([www.vegcities.org](http://www.vegcities.org))
- Other (please specify)

15. How is your business promoting healthier options? **(Core Actions)** (Please tick to indicate if your catering is taking the following core actions. If it does not apply to your business, please state this and the reason why using the 'other' option.)

- Healthier meals (low in sugar, salt and fat) are offered and are always available and are easily visible on the menu (e.g. at the start of the menu or featured as a special)
- Healthier cooking methods (e.g. steaming, boiling, grilling or baking) are used for the majority of the menu
- Small portion sizes are offered as well as standard, which are cheaper than larger portions (e.g. choice of small meal / product, mini desserts, half portions of cake)
- Other (please specify)

16. How is your business promoting healthier options? **(Additional Actions)** (If your business is currently taking any of the following additional actions, please tick to indicate. Doing something related to this that isn't listed? Please specify using the 'other' option.)

- Larger sizes and additional extra are not promoted to customers, to discourage adding extra calories to hot drinks or desserts (e.g. offering small size as standard, not upselling toppings, cream or ice cream)
- Toppings on hot drinks and desserts cost extra or are not offered at all
- All adult and child meal deals, menus and promotions include a healthy side option (e.g. fruit, vegetables or salad) and drink (e.g. water, milk, unsweetened fruit juice less than 150ml)
- At least 75% of dishes on the menu are freshly prepared, either on site or at a local hub
- All employees involved in preparing, serving or selling food have undertaken training in healthier catering food practices relevant to the business
- Healthier food options are regularly promoted via the business's website and social media
- Other (please specify)

17. Is there anything else that you would like to tell us about how your business encourages healthier eating?

# Supporting communities



1. How is your business meeting community needs? **(Core Actions)** (Please tick to indicate if your business is taking the following core actions. If it does not apply to your business, please state this and the reason why using the 'other' option.)
  - Healthy options are included on the menu that cater for people with diverse dietary and / or cultural needs (e.g. gluten-free, food allergies, halal, etc.)
  - Other (please specify)
2. How else is your business meeting community needs? **(Additional Actions)** (If your business is currently taking any of the following actions, please tick to indicate. If there are other ways that you are supporting your community, please specify using the 'other' option.)
  - Feedback is actively requested from customers in order to help improve the food offered and reduce waste
  - Non-alcoholic varieties of drinks are also offered if serving alcoholic beverages (e.g. non-alcoholic beers, wines or cocktails)
  - Information is on display to help people access food support services (e.g. Plymouth Food Aid Network, Plymouth Cash First leaflet, etc.)
  - The business actively supports food-related initiatives in the local community (please tell us how in the next question answer box)
  - Other (please specify)
3. If relevant, please tell us about how your business is actively supporting food-related initiatives in the local community
4. How is your business ensuring that it is a welcoming and accessible space? **(Core Actions)** (Please tick to indicate if your business is taking the following core actions. If it does not apply to your business, please state this and the reason why using the 'other' option.)
  - The business is disabled friendly – staff recognise when individuals might need extra help and offer this without needing to be asked e.g. offering to pay at table rather than trying to get to the till
  - The business actively welcomes breastfeeding (e.g. ensuring staff are appropriately trained, displaying posters or stickers, upholding the right to breastfeed in the event of complaints)
  - Other (please specify)

5. How is your business ensuring that it is a welcoming and accessible space?  
**(Additional Actions)** (If your business is currently taking any of the following actions, please tick to indicate.)
- A baby-changing unit is available
  - Disabled toilets are available on the ground floor
  - There is level access with no steps anywhere
  - Doors are easy to open
  - Access to any till areas is easy - there is clear access free of obstacles such as chairs
  - A selection of seating styles are available, including chairs with armrests
  - Flooring (especially in toilet areas) is non-slip
  - Large print menus are available in easy to read colours and without any shine that produces a glare under lights
  - A Hearing Loop system is installed
  - Any outdoor seating areas are smoke-free or otherwise protected from cigarette smoke and e-cigarette vapours
  - Staff are provided with / encouraged to attend training opportunities around accessibility issues
  - Any website or social media pages clearly highlight the level of accessibility of the venue to enable customers to plan ahead
  - Other (please specify)
6. How is your business championing your local economy? (If your business is currently taking any of the following actions, please tick to indicate.)
- Local people living within the PL1 - PL9 postcode areas are employed at the business
  - The business is a Real Living Wage employer, paying employees higher than the statutory national living wage (see [www.livingwage.org.uk](http://www.livingwage.org.uk) for information)
  - Efforts are made to source ingredients and products from local, regional and UK suppliers
  - Information is available to customers about where ingredients and products are sourced (e.g. local and regional producers, country of origin)
  - The business is part of the LiveWell Wellbeing at Work Charter
  - Other (please specify)
7. How is your business supporting ethical sourcing? (If your business is currently taking any of the following actions, please tick to indicate.)
- All eggs used are free-range
  - Fish listed on the Marine Conservation Society 'Fish To Avoid' list is not used
  - Fairtrade products are used where possible and are clearly highlighted on the menu (e.g. tea, coffee, sugar, cocoa, bananas, etc.)
  - Any meats served (including pre-prepared products) are from farms that meet higher UK animal welfare standards (e.g. RSPCA Assured, Red Tractor Enhanced Welfare, Pasture For Life)
  - Certified organic ingredients and / or products are used

- Any palm oil used is certified as sustainable by a recognised scheme (e.g. Roundtable on Sustainable Palm Oil certified)
- Efforts are made to ensure that products and ingredients used are not contributing to deforestation (e.g. sustainably sourced wood/paper products, avoiding meat, eggs or dairy from animals fed with soy)
- Other (please specify)

8. Is there anything else that you would like to tell us about how your business helps to support local communities?