

FHRS Audit 2021 Technical report: Appendix A Audit questionnaire

Data

| Question | Shopper guidance | Answer set | Format |
|--|--|------------------------|--------------------------------|
| Date of visit | - | - | Date/Month/Year |
| Time of visit | - | - | Hours/Minutes |
| Organisation visited | - | [verbatim comment box] | - |
| Establishment type | - | - | - |
| Region | - | - | England/Northern Ireland/Wales |
| Standing facing the outlet, what was on the left of the outlet? | Record the name and type of establishment – for example, White Horse pub or Marks and Spencer | [verbatim comment box] | - |
| Standing facing the outlet, what was on the right of the outlet? | Record the name and type of establishment – for example, White Horse pub or Marks and Spencer | [verbatim comment box] | - |
| Please upload an image of the outlet | (The picture must show the signage of the outlet– please refer to the briefing notes for examples) | - | - |

Location type

| Question | Shopper guidance | Answer set | Format |
|---|---|---|--|
| Did this premises have its own entrance(s)? | - | Yes/No | - |
| How many public entrances did the outlet have? | - | 1/2/3 or more | - |
| Was the outlet on an external road or street or within a larger establishment? | - | On a road/street in a larger establishment. Somewhere else (please explain) | compulsory comment for 'Somewhere else (please explain)' |
| Was the site open at the time of your visit? | If no, please detail any further information about the closure. | Yes/No - Stopped trading/No - does not exist/No - Closed at time of visit/Yes but I was unable to gain access to the outlet - please comment/No - Other reason - please comment | If no, remainder of form to close (apart from Please specify whether the site has stopped trading/didn't exist or was closed at the time of the visit) and compulsory comment box for further details. |
| If it is closed at the time of visit, please arrange a revisit during trading hours. If it is permanently closed, go back to MSL so that they can provide a replacement like-for-like business. | - | - | - |

| Question | Shopper guidance | Answer set | Format |
|--|--|---|---|
| Did you see an FHRS sticker at this outlet? | Please note: If you could not locate a sticker, please describe exactly where you looked, including whether you were able to enter the outlet. | Yes/No: please comment | - |
| Was the sticker displayed on one or more entrances? | Please explain which entrances were not displaying | One entrance only - please comment/Some of the entrances - please comment/All entrances | Only visible if more than 1 entrance selected |
| Did you check the following location inside the outlet for a sticker or certificate? | - | - | - |
| In the area just inside the customer access point of the internal outlet | - | Yes/No (please explain) | Only applicable to no own entrance |
| On the inside of the door(s) or window(s) | - | Yes/No (please explain) | Only applicable to no own entrance |
| In the area just inside the entrance | - | Yes/No (please explain) | Only applicable to no own entrance |
| On the walls in the main service area | - | Yes/No (please explain) | Applicable to all |
| At the counter or till | - | Yes/No (please explain) | Applicable to all |

| Question | Shopper guidance | Answer set | Format |
|---|------------------|---|---|
| At the entrances to any public areas (for example, the kitchen) | - | Yes/No (please explain) | Applicable to all |
| Somewhere else (please state where) | - | Yes/No (please explain) | Applicable to all compulsory comment for somewhere else |
| Was the rating displayed on the Takeaway leaflet? | - | Yes Bilingual/Yes English only/No/Not applicable - not a takeaway | - |
| Please upload photos of the back and front of takeaway leaflet | - | Upload | - |

Food Hygiene Rating Scheme stickers

| Question | Shopper guidance | Answer set | Format |
|--|------------------|-----------------------|--------|
| How many FHRS sticker did you see at the outlet? | - | 1/2/3/4/5/More than 5 | - |
| If "more than 5" is selected, then prior to the start of the first loop, we need a instruction on screen saying "You will only be asked to record details about the first five FHRS stickers that you saw at the outlet in the next few questions" | - | - | - |

Sticker 1

| Question | Shopper guidance | Answer set | Format |
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| | | | |
|---|--|---|---|
| Sticker 1: What was the food hygiene rating format? | - | Sticker/Alternative format | - |
| Sticker 1: What was the food hygiene rating format? | - | New style sticker (with dragon logo) Old style sticker/alternative format | - |
| Sticker 1: Was the food hygiene rating visible from the outside of the premises? | For example, could you see the sticker or certificate without entering the premises? | Yes/No | - |
| Sticker 1: Was the FHRS sticker clearly visible? | By “clearly visible” we mean not obscured by any other stickers or posters and not blocked from view by any furniture. | Yes/No | - |

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|---|--|--|---|
| Sticker 1: Where was the sticker located? | - | On the inside of the door(s) or window(s) so that it is visible from outside of the outlet/On the inside of the door(s) or window(s) so that it is visible from inside the outlet only/In the area just inside the entrance?/On the walls in the main service area/At the counter or till/At the entrances to any non-public areas for example, the kitchen/Somewhere else - please comment. In the area just inside the entrance?/On the walls in the main service area/At the counter or till/At the entrances to any non-public areas for example, the kitchen/Somewhere else - please comment. | Only visible for locations with their own entrance. |
| Sticker 1: What rating was on the sticker? | - | Awaiting inspection 0 – (Urgent Improvement Necessary) 1 – (Major Improvement Necessary) 2 – (Improvement Necessary) 3 – (Generally satisfactory) 4 – (Good) 5 – (Very Good) | - |
| Sticker 1: What date was displayed on the sticker? | If a sticker was on display, the date will be shown on the reverse of the sticker. | [Date - Month - Year] Not applicable date not visible. Unable to access. | - |
| Sticker 1: Please upload a photo of sticker 1 | - | Upload | - |

Sticker 2

| Question | Shopper guidance | Answer set | Format |
|----------|------------------|------------|--------|
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|---|--|---|---|
| Sticker 2: What was the food hygiene rating format? | - | Sticker/Alternative format | - |
| Sticker 2: What was the food hygiene rating format? | - | New style sticker (with dragon logo) Old style sticker/alternative format | - |
| Sticker 2: Was the food hygiene rating visible from the outside of the premises? | For example, could you see the sticker or certificate without entering the premises? | Yes/No | - |
| Sticker 2: Was the FHRS sticker clearly visible? | By “clearly visible” we mean not obscured by any other stickers or posters and not blocked from view by any furniture. | Yes/No | - |

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|---|--|--|---|
| Sticker 2: Where was the sticker located? | - | On the inside of the door(s) or window(s) so that it is visible from outside of the outlet/On the inside of the door(s) or window(s) so that it is visible from inside the outlet only/In the area just inside the entrance?/On the walls in the main service area/At the counter or till/At the entrances to any non-public areas for example, the kitchen/Somewhere else - please comment. In the area just inside the entrance?/On the walls in the main service area/At the counter or till/At the entrances to any non-public areas for example, the kitchen/Somewhere else - please comment. | Only visible for locations with their own entrance. |
| Sticker 2: What rating was on the sticker? | - | Awaiting inspection 0 – (Urgent Improvement Necessary) 1 – (Major Improvement Necessary) 2 – (Improvement Necessary) 3 – (Generally satisfactory) 4 – (Good) 5 – (Very Good) | - |
| Sticker 2: What date was displayed on the sticker? | If a sticker was on display, the date will be shown on the reverse of the sticker. | [Date - Month - Year] Not applicable date not visible. Unable to access. | - |
| Sticker 2: Please upload a photo of sticker 2 | - | Upload | - |

Sticker 3

| Question | Shopper guidance | Answer set | Format |
|----------|------------------|------------|--------|
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| | | | |
|---|--|---|---|
| Sticker 3: What was the food hygiene rating format? | - | Sticker/Alternative format | - |
| Sticker 3: What was the food hygiene rating format? | - | New style sticker (with dragon logo) Old style sticker/alternative format | - |
| Sticker 3: Was the food hygiene rating visible from the outside of the premises? | For example, could you see the sticker or certificate without entering the premises? | Yes/No | - |
| Sticker 3: Was the FHRS sticker clearly visible? | By “clearly visible” we mean not obscured by any other stickers or posters and not blocked from view by any furniture. | Yes/No | - |

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|---|--|--|---|
| Sticker 3: Where was the sticker located? | - | On the inside of the door(s) or window(s) so that it is visible from outside of the outlet/On the inside of the door(s) or window(s) so that it is visible from inside the outlet only/In the area just inside the entrance?/On the walls in the main service area/At the counter or till/At the entrances to any non-public areas for example, the kitchen/Somewhere else - please comment. In the area just inside the entrance?/On the walls in the main service area/At the counter or till/At the entrances to any non-public areas for example, the kitchen/Somewhere else - please comment. | Only visible for locations with their own entrance. |
| Sticker 3: What rating was on the sticker? | - | Awaiting inspection 0 – (Urgent Improvement Necessary) 1 – (Major Improvement Necessary) 2 – (Improvement Necessary) 3 – (Generally satisfactory) 4 – (Good) 5 – (Very Good) | - |
| Sticker 3: What date was displayed on the sticker? | If a sticker was on display, the date will be shown on the reverse of the sticker. | [Date - Month - Year] Not applicable date not visible. Unable to access. | - |
| Sticker 3: Please upload a photo of sticker 3 | - | Upload | - |

Sticker 4

| Question | Shopper guidance | Answer set | Format |
|----------|------------------|------------|--------|
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| | | | |
|---|--|---|---|
| Sticker 4: What was the food hygiene rating format? | - | Sticker/Alternative format | - |
| Sticker 4: What was the food hygiene rating format? | - | New style sticker (with dragon logo) Old style sticker/alternative format | - |
| Sticker 4: Was the food hygiene rating visible from the outside of the premises? | For example, could you see the sticker or certificate without entering the premises? | Yes/No | - |
| Sticker 4: Was the FHRS sticker clearly visible? | By “clearly visible” we mean not obscured by any other stickers or posters and not blocked from view by any furniture. | Yes/No | - |

| | | | |
|---|--|--|---|
| Sticker 4: Where was the sticker located? | - | On the inside of the door(s) or window(s) so that it is visible from outside of the outlet/On the inside of the door(s) or window(s) so that it is visible from inside the outlet only/In the area just inside the entrance?/On the walls in the main service area/At the counter or till/At the entrances to any non-public areas for example, the kitchen/Somewhere else - please comment. In the area just inside the entrance?/On the walls in the main service area/At the counter or till/At the entrances to any non-public areas for example, the kitchen/Somewhere else - please comment. | Only visible for locations with their own entrance. |
| Sticker 4: What rating was on the sticker? | - | Awaiting inspection 0 – (Urgent Improvement Necessary) 1 – (Major Improvement Necessary) 2 – (Improvement Necessary) 3 – (Generally satisfactory) 4 – (Good) 5 – (Very Good) | - |
| Sticker 4: What date was displayed on the sticker? | If a sticker was on display, the date will be shown on the reverse of the sticker. | [Date - Month - Year] Not applicable date not visible. Unable to access. | - |
| Sticker 4: Please upload a photo of sticker 4 | - | Upload | - |

Sticker 5

| Question | Shopper guidance | Answer set | Format |
|----------|------------------|------------|--------|
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| | | | |
|---|--|---|---|
| Sticker 5: What was the food hygiene rating format? | - | Sticker/Alternative format | - |
| Sticker 5: What was the food hygiene rating format? | - | New style sticker (with dragon logo) Old style sticker/alternative format | - |
| Sticker 5: Was the food hygiene rating visible from the outside of the premises? | For example, could you see the sticker or certificate without entering the premises? | Yes/No | - |
| Sticker 5: Was the FHRS sticker clearly visible? | By “clearly visible” we mean not obscured by any other stickers or posters and not blocked from view by any furniture. | Yes/No | - |

| | | | |
|---|--|--|---|
| Sticker 5: Where was the sticker located? | - | On the inside of the door(s) or window(s) so that it is visible from outside of the outlet/On the inside of the door(s) or window(s) so that it is visible from inside the outlet only/In the area just inside the entrance?/On the walls in the main service area/At the counter or till/At the entrances to any non-public areas for example, the kitchen/Somewhere else - please comment. In the area just inside the entrance?/On the walls in the main service area/At the counter or till/At the entrances to any non-public areas for example, the kitchen/Somewhere else - please comment. | Only visible for locations with their own entrance. |
| Sticker 5: What rating was on the sticker? | - | Awaiting inspection 0 – (Urgent Improvement Necessary) 1 – (Major Improvement Necessary) 2 – (Improvement Necessary) 3 – (Generally satisfactory) 4 – (Good) 5 – (Very Good) | - |
| Sticker 5: What date was displayed on the sticker? | If a sticker was on display, the date will be shown on the reverse of the sticker. | [Date - Month - Year] Not applicable date not visible. Unable to access. | - |
| Sticker 5: Please upload a photo of sticker 5 | - | Upload | - |

Other observations

| Question | Shopper guidance | Answer set | Format |
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| | | | |
|---|-----------------------|--|--|
| What alternative format/s was the rating promoted in? | - | Poster/Banner/Free standing sign such as an A board/ Certificate/Other (please describe) | compulsory comment for Other (please describe) |
| Is there anything else you feel may be relevant to this assessment? | If yes, please detail | Yes/No | compulsory comment for Yes |