

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.	-	-	-
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?	-	-	-

Question	Shopper guidance	Answer set	Format
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
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
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	-
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
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	-
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
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	-
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.	-

Question	Shopper guidance	Answer set	Format
Sticker 3: Please upload a photo of sticker 3	-	Upload	-

Sticker 4

Question	Shopper guidance	Answer set	Format
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
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.

Question	Shopper guidance	Answer set	Format
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
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