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Food Hygiene Rating Scheme (FHRS) Public Attitudes Tracker

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The Food Standards Agency

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Contents

1. Executive Summary.....	3
1.1 Key Findings	4
2. Summary	7
2.1 Introduction to FHRS.....	7
2.2 About the FHRS Tracker.....	8
2.3 Methodology	8
2.4 Reporting	9
3. Findings.....	10
3.1 Consumer considerations.....	10
3.1.1 Considerations when eating out or purchasing takeaway food	10
3.2 Awareness and recognition.....	11
3.2.1 Awareness	11
3.3 Recognition of FHRS Branding	19
3.4 Consumer understanding of the scheme	20
3.4.1 Types of business given a rating	20
3.4.2 Views on Business display	21
3.5 Use of food hygiene rating	26
3.5.1 Use of food hygiene rating in decision making	26
3.5.2 Minimum acceptable rating.....	27
3.6 Consumer attitudes towards the scheme	30
3.6.1 Awareness of business display	30
3.6.2 Frequency of checking FHRS ratings	33
3.6.3 Avoiding poor performing businesses.....	38
3.7 Online food ordering services	39
4. Recommendations	43
Annex A: Questionnaire.....	44
Annex B: Demographics	55
Annex C: Socio-economic groups	56

1. Executive Summary

The Food Standards Agency (FSA) runs an annual consumer attitudes survey on the Food Hygiene Rating Scheme (FHRS) to track consumer awareness of the scheme, attitudes towards it and the use of the ratings over time.

The questions on FHRS are included in the wider [TNS consumer omnibus survey tracker](#). This report sets out the findings from Wave 8 of the FHRS tracker. Face to face interviews were conducted with a representative sample of 2,041 adults across England, Wales and Northern Ireland. The previous [wave \(Wave 7\) of the survey](#) took place in October 2018.

The key findings are highlighted below. More detail, including socio-demographic differences, are included in the main section of the report (refer to Annex C for an explanation of social grade criteria).

Unless stated otherwise, all comparisons made in this report between population groups and changes over time are statistically significant at the 5% level. This means that if there was no difference between the two groups or points in time, it would be unlikely (< 5% chance) that we would have observed such large differences in their results in this survey.

1.1 Key Findings



Awareness and Recognition of FHRs scheme

- **56%** of total respondents reported an awareness of the FHRs; 54% in England, 74% in Wales, and 59% in Northern Ireland (NI). All three show an increase from the previous wave.
- Since the tracker began in November 2014, **the proportion of respondents who are aware of the FHRs scheme has increased significantly** in England, Wales and Northern Ireland from 45% in Wave 1, to 56% in Wave 8.
- **Awareness of FHRs varies per country.** The largest increase is seen in Wales with 42% of respondents reporting awareness of the FHRs scheme in Wave 1 to 74% in Wave 8. England has seen an increase from 44% in Wave 1 to 54% in Wave 8, whilst Northern Ireland has seen a slight decline (60% in Wave 1 to 59% in Wave 8).
- When prompted with images of FHRs stickers, **84%** of respondents reported having seen them before. A larger proportion of respondents reported having seen the FHRs stickers in Northern Ireland (95%) and Wales (92%) than in England (84%). The figures of recognition for all countries has increased across waves.
- Of those respondents who reported awareness of the FHRs, **the most commonly reported source of information were stickers or certificates in a food business** (88% unprompted, 92% when prompted scores are included). This is consistent with previous waves.
- There has been an increase in Welsh respondents reporting having seen publicity materials containing further information about how to access food hygiene rating in Wales (56% up from 33%)

Use of FHRS scheme

- **65%** of those who reported awareness have used the FHRS component scores to decide where to purchase food or drink. This decreased by 8 percentage points since the last wave.
- The proportion of respondents who reported that they '**often**' or '**sometimes**' **check a food business' hygiene rating** in the last 12 months has gradually increased across waves; a total of 40% in Wave 1, and **51% in Wave 8**.
- The lowest acceptable food hygiene rating was reported as "**3**" and "**4**" equally (**39%** for both).



- In line with previous waves, the majority of respondents (**82%**) reported that they would not consider purchasing from a food business that had a rating lower than the rating that they considered 'acceptable'.



Attitudes towards FHRS scheme

- **86%** of respondents thought businesses should be required to display their rating at their premises, which is unchanged from the previous wave.
- Respondents in Northern Ireland were the most likely to report that businesses should display their ratings (97%) compared to Wales (92%) and England (85%). The proportion of respondents in Wales reporting that businesses should display their ratings has significantly increased from the previous Wave (87%) to the current wave (92%).
- **85%** of respondents reported that food businesses providing an online food ordering service should display their food hygiene rating. This decreased slightly by **1** percentage point since Wave 7 (2018), and **2** percentage points since the question was first asked in Wave 6 (2017).
- Respondents also thought that the hygiene rating should be displayed on various types of websites and apps (**86%** - food ordering and delivery companies such as Just Eat, Deliveroo and UberEats, **80%** - Business own websites).

- Respondents associate businesses who do not display a FHRS sticker with “poor hygiene standards” (62%), this is a consistent finding across waves and countries. It is important to note that it is a legal requirement for businesses in Wales and Northern Ireland to display their FHRS stickers prominently.

2. Summary

2.1 Introduction to FHRS

The Food Hygiene Rating Scheme (FHRS), which operates in England, Wales and Northern Ireland, was formally launched in November 2010 – a similar scheme known as the Food Hygiene Information Scheme (FHIS) operates in Scotland. The scheme is a Food Standards Agency (FSA)/local authority partnership initiative which provides information about hygiene standards in food premises at the time they are inspected to check compliance with legal requirements.

The transparency that this provides enables consumers to make informed decisions about where to eat out or shop for food and provides an important incentive for businesses to achieve and maintain compliance with food hygiene law. The scheme covers businesses supplying or serving food direct to consumers such as restaurants, takeaways, cafés, pubs, hotels, schools, hospitals, care homes, supermarkets and other retailers.

Since November 2014, the scheme in Wales includes businesses that trade only with other businesses, for example, manufacturers. In addition, since 2016 businesses that supply take away food to consumers are required to provide information on certain publicity materials, like takeaway menus, directing consumers to ratings information.

There are six hygiene ratings on a simple numerical scale ranging from '0' (urgent improvement necessary) at the bottom, to '5' (very good) at the top. The ratings are published on the FSA website (and via apps), and there is open access to the data. Businesses are given stickers showing their rating for display at their premises. Businesses in England are encouraged to display these stickers while those in Wales and Northern Ireland are required by law to do so (the legislation for this was introduced in November 2013 in Wales and October 2016 in Northern Ireland).

2.2 About the FHRs Tracker

The FSA runs an annual consumer attitudes survey on FHRs to track consumer awareness of the scheme, attitudes towards it and the use of the ratings over time. From Wave 6, published in 2017, the survey moved from biannual to annual. The questions on FHRs are included in the wider [TNS consumer omnibus survey tracker](#). This report sets out the findings from Wave 8 of the FHRs tracker which took place in October 2019. The previous [wave \(Wave 7\) of the survey](#) took place in October 2018.

The key findings are highlighted below. More detail, including socio-demographic differences, is included in the main section of the report.

Unless stated otherwise, all comparisons made in this report between population groups and changes over time are statistically significant at the 5% level. This means that if there was no difference between the two groups or points in time, it would be unlikely (< 5% chance) that we would have observed such large differences in their results in this survey. In sections relating to recognition, use and awareness of FHRs demographic comparisons have also been added where significant differences occur.

2.3 Methodology

Fieldwork took place in 2019, between 17 October 2019 and 28 October 2019. It was conducted as part of the TNS omnibus survey which uses face-to face interviews and a random location sampling method.

A representative sample of 2,041 adults (aged 16 and over) across England, Wales and Northern Ireland were interviewed. The questionnaire is reproduced at Annex A.

2.4 Reporting

This report provides findings from FSA analysis of the survey data. This is the eighth wave of the FHRS survey. This allows the FSA to make comparisons with earlier data. Such comparisons are statistically significant unless otherwise specified. All socio-demographic differences cited are statistically significant at the 95% confidence level. Although key socio-demographic differences are frequently highlighted throughout the report, further differences may also be evident in the underlying data.

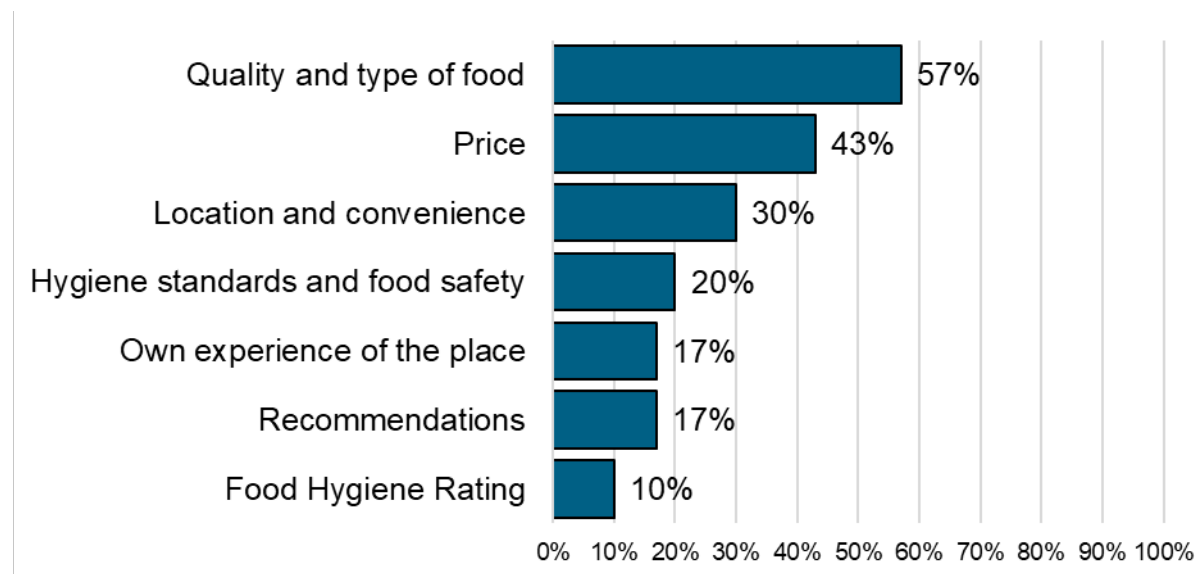
3. Findings

3.1 Consumer considerations

3.1.1 Considerations when eating out or purchasing takeaway food

Respondents were asked to consider what they take into account when deciding where to go when eating out or purchasing takeaway food. This question is open-ended and unprompted, designed to provide evidence on the extent to which food hygiene is top of mind when making decisions about where to eat. Figure 1 provides a breakdown of the common responses.

Figure 1. Spontaneous considerations when eating out or purchasing takeaway food¹



The findings have not changed significantly from earlier waves, with the most common considerations continuing to be quality and type of food (57%), price (43%), location and convenience (30%). The Food Hygiene Rating is only mentioned by a small proportion of respondents (10%), though a greater proportion reported generally considering the Hygiene standards/Food safety (20%) they observed in a food business.

¹ Q1 - When you eat out or buy takeaway food - so in restaurants, cafes, pubs, coffee and sandwich shops, takeaways and so on - what do you take into account when deciding where to go? What else?

Significant differences by Demographic

Country
<ul style="list-style-type: none">• Respondents from Northern Ireland were significantly more likely to mention quality and type of food (66%) than those from England (57%) and Wales (53%).• Respondents from Northern Ireland were significantly more likely to mention own experience (58%) than those from England (18%) and Wales (14%).• Respondents from England (18%) or Wales (14%) were significantly more likely to mention recommendation than those from Northern Ireland (4%).• Respondents from Northern Ireland were significantly more likely to mention good service (40%) than those in England (14%) or Wales (9%).
Ethnic Origin
<ul style="list-style-type: none">• Ethnic minority respondents were significantly more likely to mention quality and type of food (65%) and food hygiene rating (14%) than white respondents (56%, 9%).• Ethnic minority respondents were significantly more likely to mention price (50%) than white respondents (42%).• White ethnicity respondents were significantly more likely to mention recommendations (19%) than ethnic minority respondents (11%).
Age
<ul style="list-style-type: none">• Respondents aged 16-24 were significantly more likely to mention price than any other age group (57%). This generally decreased with age; the lowest being 29% of those aged 75+.• Those aged 75+ were significantly more likely to mention appearance of the place than most other age groups (20% aged 75+ mentioned this).
Social Grade
<ul style="list-style-type: none">• Respondents in social Grade AB and C1 were significantly more likely to mention quality and type of food (61%) than those in social grade C2 and DE (52%).• Respondents in social grade C1 were significantly more likely to mention price (50%) than those in social grade AB, C2 (40%) and DE (39%).• Respondents in social grade AB were significantly more likely to mention recommendations (25%) than those in social grade C1(18%), C2 (16%), DE (12%).

3.2 Awareness and recognition

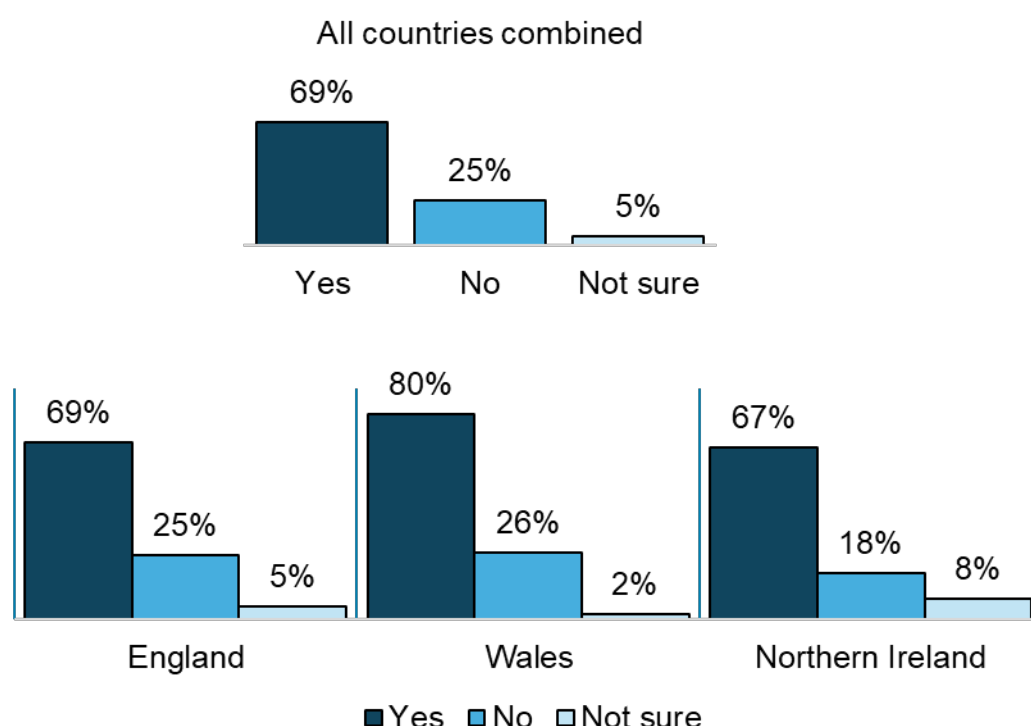
3.2.1 Awareness

The primary objective of giving consumers access to food hygiene ratings is so they can make informed decisions about where they eat out or purchase food. The questions in this section aim to monitor the extent to which consumers are aware of the FHRS and have access to ratings.

Respondents were initially asked if they had seen or heard of any rating schemes that provided information on the hygiene standards for places they eat out in or purchase food. This question did not make an explicit reference to the FHRS.

In total, most respondents (69%) reported that they had seen or heard of such a rating scheme (see Figure 2). Respondents in Wales were more likely to have seen or heard of such a rating scheme (80%) compared to respondents in England (69%), and Northern Ireland (67%). From the previous wave, awareness of rating schemes in Wales has increased by 9 percentage points, and the overall awareness across countries has increased slightly (see Figure 2).

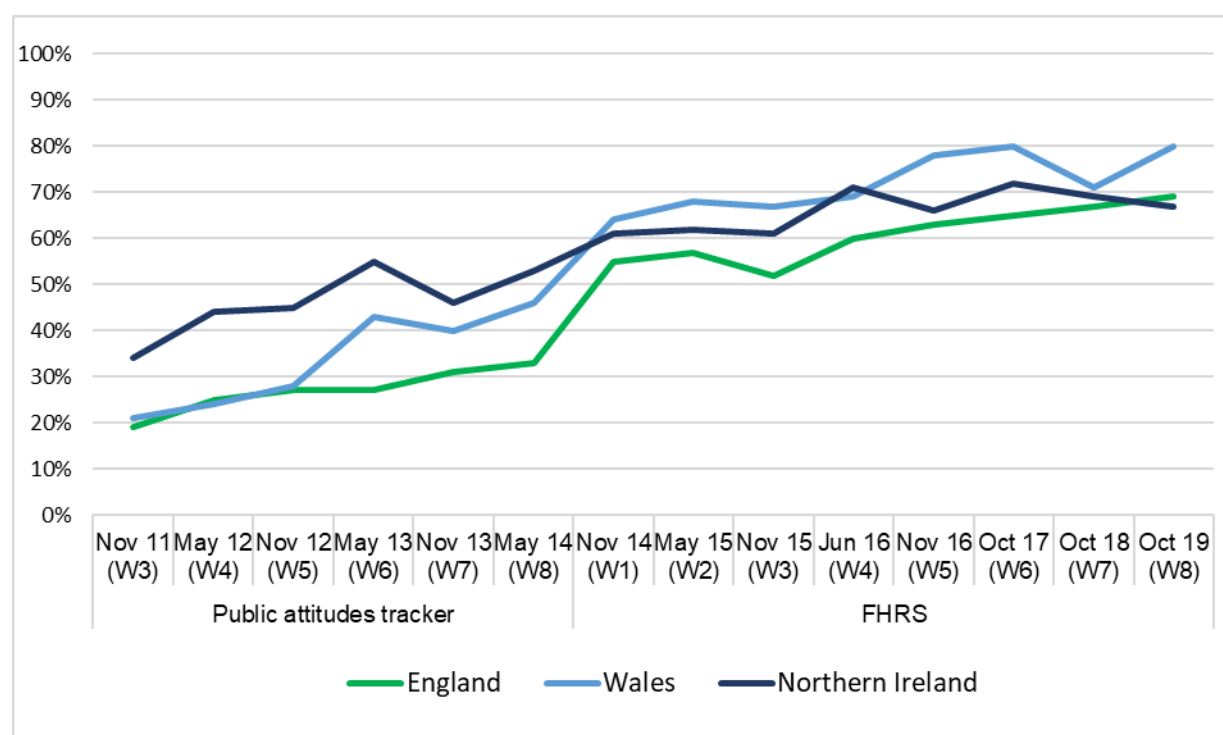
Figure 2. Awareness of schemes and initiatives that provide information on hygiene standards across countries²



This question was also asked previously as part of the wider FSA Public Attitudes Tracker allowing for comparison of any changes over a longer time period, as shown in Figure 3.

² Q5. Have you seen or heard of any rating schemes that tell you about the hygiene in places where you eat out or buy food? Please don't include customer reviews or rating schemes which focus on other things like the quality of the food, the customer service, and so on.

Figure 3. Changes in awareness of hygiene schemes and initiatives (England, Wales and Northern Ireland)³



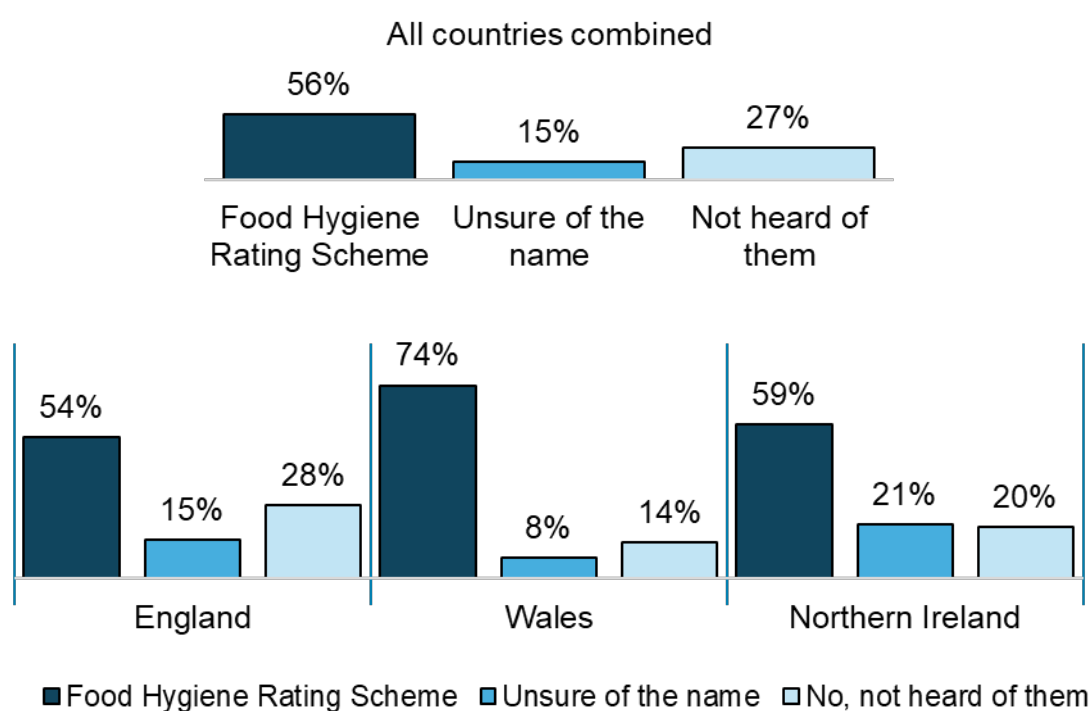
Significant differences by Demographic

Ethnic Origin	
	<ul style="list-style-type: none"> Ethnic minority respondents were less likely to report awareness of such scheme than white respondents (58% v 72%).
Age	
	<ul style="list-style-type: none"> Respondents aged 75+ were significantly less likely to report awareness of such scheme (45% v 61-77%)
Social Grade	
	<ul style="list-style-type: none"> Respondents in social grade AB were significantly more likely to report awareness of such scheme than other social grade groups (82% v 56%-76%).
Working status	
	<ul style="list-style-type: none"> Respondents who work full-time were more likely to report awareness of a hygiene scheme (78%) in comparison to those who are retired (56%), in education (70%) or not working (60%).

³ Q5. Have you seen or heard of any rating schemes that tell you about the hygiene in places where you eat out or buy food? Please don't include customer reviews or rating schemes which focus on other things like the quality of the food, the customer service, and so on.

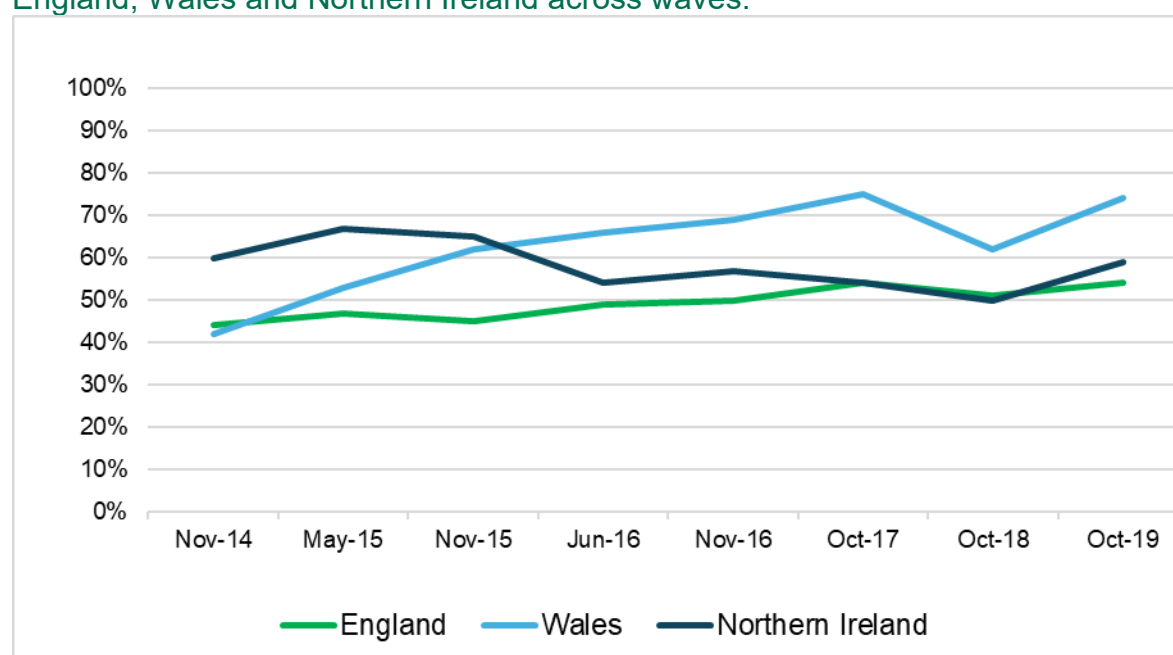
Respondents were then shown the names of the hygiene rating schemes, namely the Food Hygiene Rating Scheme (FHRS), and asked whether they had seen or heard of it. Figure 4 provides a breakdown of respondents who reported awareness of the FHRS. Figure 5 illustrates these trends over time.

Figure 4. Reported awareness of the Food Hygiene Rating Scheme in England, Wales and Northern Ireland ⁴



⁴ Q6 - To check, have you seen or heard of either of these two rating schemes? If you've heard of a scheme but you're not sure of the name.

Figure 5. Changes in reported awareness of the Food Hygiene Rating Scheme in England, Wales and Northern Ireland across waves.⁵



Significant differences by Demographic

Ethnic Origin	
	<ul style="list-style-type: none"> White respondents were more likely to report awareness of FHRS (58%) compared to ethnic minority groups (41%).
Age	
	<ul style="list-style-type: none"> Respondents in older age groups were more likely to report that they had not heard of the FHRS scheme. The greatest difference was in the 75+ group where 50% reported having not heard of the scheme, this compares with 19-32% in other age groups.
Social Grade	
	<ul style="list-style-type: none"> Those in social grade AB were more likely to report awareness of FHRS (66%), compared to those in social grade C1 and C2 (57%) and DE (46%).
Working status	
	<ul style="list-style-type: none"> Awareness of FHRS was greater in full-time (63%) and part-time (60%) groups, compared to those who are retired or in education (both 47%), and not working (49%).

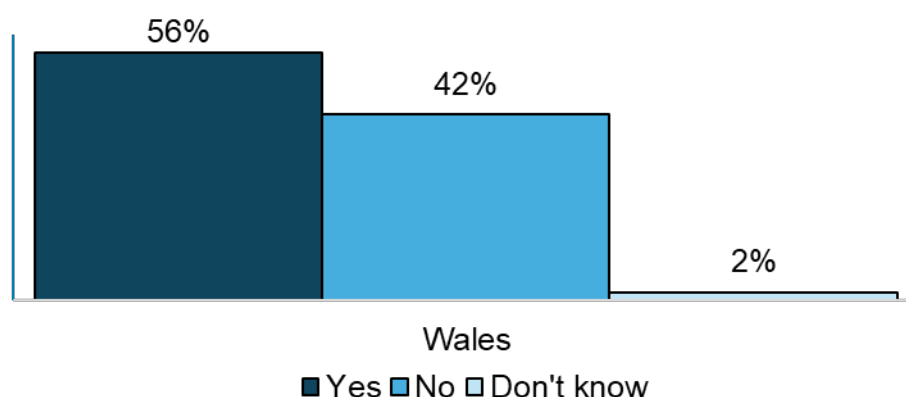
Respondents in Wales were then asked whether they had seen any publicity materials, such as food business flyers and menus.

56% of Welsh respondents reported that they had seen the rating on publicity materials. This has significantly increased from wave 7 by 23 percentage points, but

⁵ Q6 - To check, have you seen or heard of either of these two rating schemes? If you've heard of a scheme but you're not sure of the name.

is more consistent with Wave 6, where 50% of respondents reported seeing the rating on publicity materials. Figure 6 illustrates the proportion of respondents who have seen the rating on publicity materials in Wales.

Figure 6. Proportion of respondents who have seen the rating on publicity materials in Wales⁶



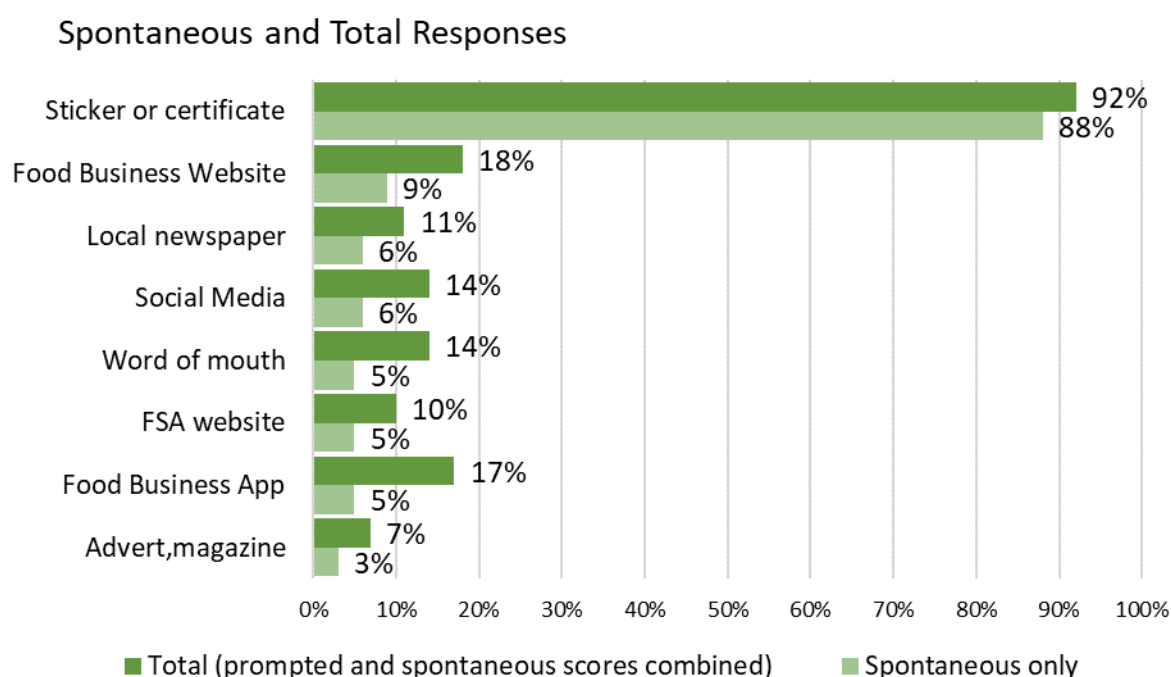
Respondents who reported being aware of the FHRS were asked to recall where they remember seeing or hearing about the scheme. The most commonly reported source of this information was a sticker or certificate in a food business (88% provided this response spontaneously⁷, 92% when prompted scores are also included⁸). Figure 7 provides a list of other reported sources of this information. The overall pattern of responses is generally in line with that seen in previous waves.

⁶ Q15B - Have you seen the rating on any publicity materials in Wales? By publicity materials I mean materials such as food business flyers and menus.

⁷ Q.16 Where have you seen or heard of the Food Hygiene Rating Scheme? (Spontaneous)

⁸ Q.16 and Q16B combined

Figure 7. Locations where consumers report having seen or heard about the scheme (England, Wales and Northern Ireland combined)⁹



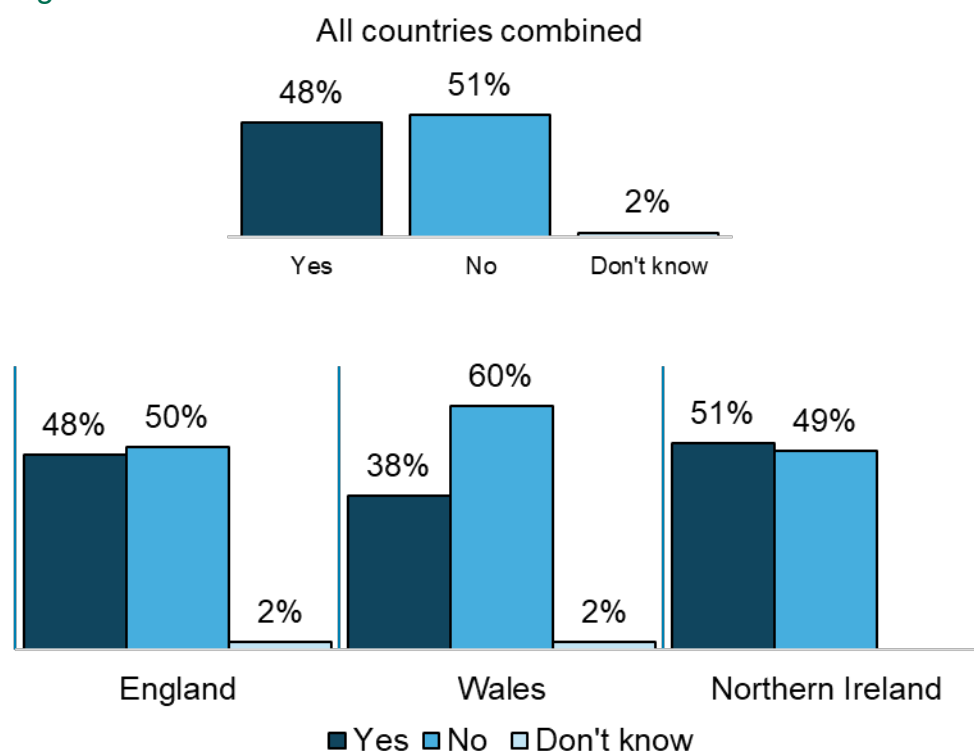
Those respondents who reported having heard about or seen the scheme online were then asked whether they were aware of the three component scores which make up the overall rating; these are how hygienically the food is handled, the condition and structure of the buildings and how the business manages and records what it does to ensure food safety. Results are summarised in Figure 8.

Those respondents who were aware of the component scores (48%; see figure 8) were then asked whether they used those scores, or whether knowledge of the component scores has ever affected the respondents' decisions on where to buy food or drink. Of those who reported awareness, a majority have used them when deciding where to purchase food or drink (65%, decreased from 73% in Wave 7) (see Figure 9).

⁹ Q16 - Where have you seen or heard of the Food Hygiene Rating Scheme?

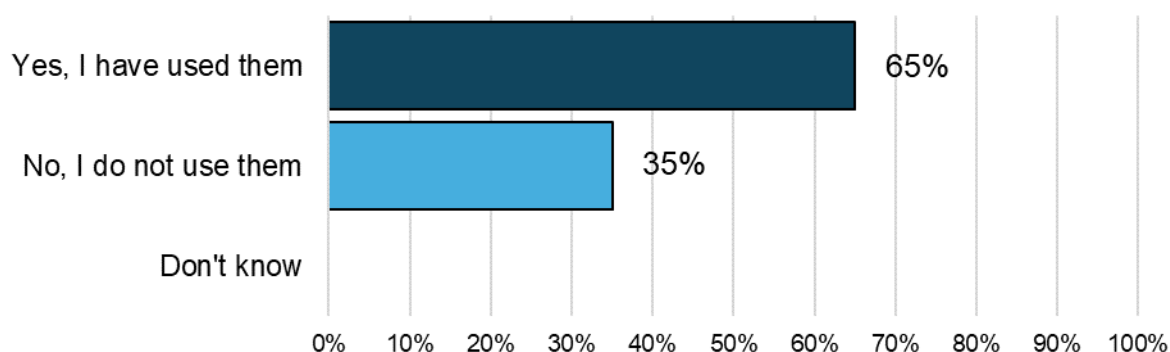
Q16B. And have you seen or heard of the Food Hygiene Rating Scheme in any of the following places?

Figure 8. Respondents awareness of three component scores considered in the FHRs rating¹⁰



Of those who reported awareness of the three component scores, 65% had used them to make a decision about where to buy food or drink (Figure 9).

Figure 9. Whether respondents who are aware of the component scores have used them to make a decision concerning where to buy food or drink¹¹



¹⁰ Q16C - And when you have seen the Food Hygiene Ratings online were you aware of the additional information published on the component scores which make up the rating?
These component scores cover how hygienically food is handled, cleanliness and condition of buildings and management of food safety etc.

¹¹ Q16D - And have you used any of these component scores? By this I mean have they ever affected your decision on where to eat or buy food or drink from?

Significant differences by Demographic

Gender

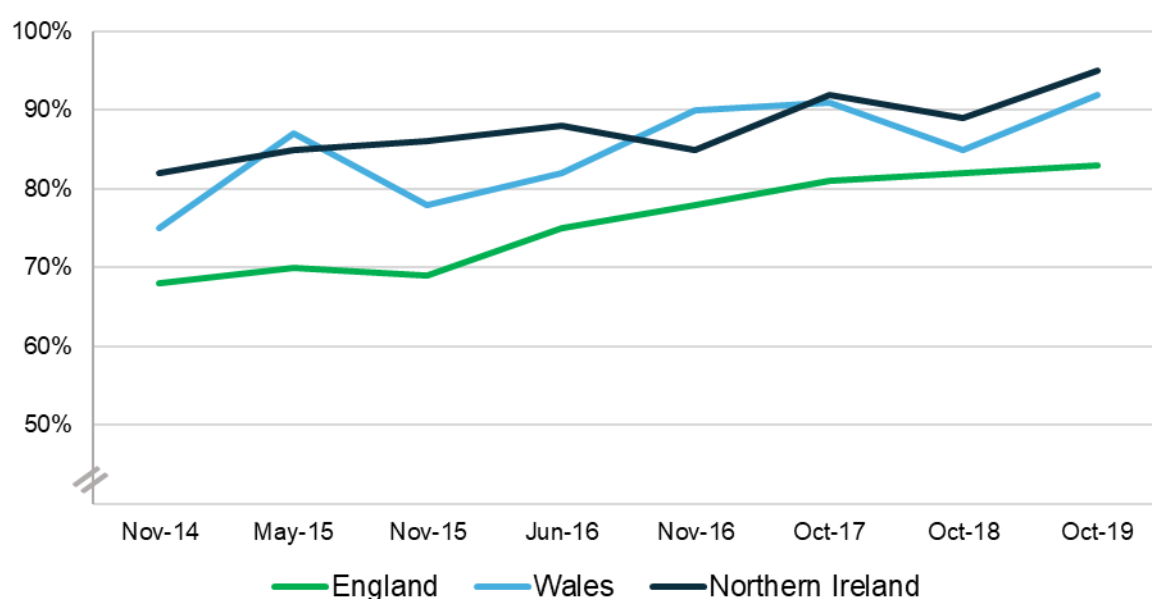
- Men were significantly more likely to report using the component scores (73%) than women (57%).

3.3 Recognition of FHRS Branding

Respondents were also shown images of FHRS stickers. In total, 84% of respondents reported having seen them before. A larger proportion of respondents reported having seen the FHRS stickers in Northern Ireland (95% increased from 89%) and Wales (92% increased from 85%) than in England (83%).

Changes in reported recognition of stickers over time are shown in Figure 10. The figures for all countries have risen significantly across waves.

Figure 10. Changes in reported recognition of the FHRS sticker over time¹²



Examples of stickers for the statutory scheme that has been operating in Wales since November 2013 were also shown to respondents. The stickers are similar to the stickers for the earlier voluntary scheme but also include the Welsh government

¹² Q7/Q9/Q11. Have you ever seen this sticker before?

logo. The proportion of respondents who reported having seen these stickers has significantly increased from Wave 1 - 71% to 92% in the current wave.

Significant differences by Demographic

Ethnic Origin	
	<ul style="list-style-type: none"> Recognition of the FHRS sticker was more likely in white groups (86%) than those in ethnic minority groups (73%).
Age	
	<ul style="list-style-type: none"> Younger groups were more likely to report recognition of the FHRS sticker than older groups. 53% of those aged 75+ and 70% of those aged 65-74 reported recognition, whereas those aged 16-24, 25-34 and 35-44 reported 91-92% recognition.
Social Grade	
	<ul style="list-style-type: none"> Those in Social grade DE were less likely to report recognition (74%) than those in groups AB (92%), C1 (88%) and C2 (85%).
Children in household	
	<ul style="list-style-type: none"> Respondent who have children in the household are more likely to report recognition (89%) than those without children (82%).
Household size	
	<ul style="list-style-type: none"> Those with a household of 1 were significantly less likely to report recognition than those in any other household size. 73% reported recognition in a household of 1 in comparison to 86% in a household of 2, 88% in a household of 3, 87% in a household of 4, and 91% in a household of 5 or more.

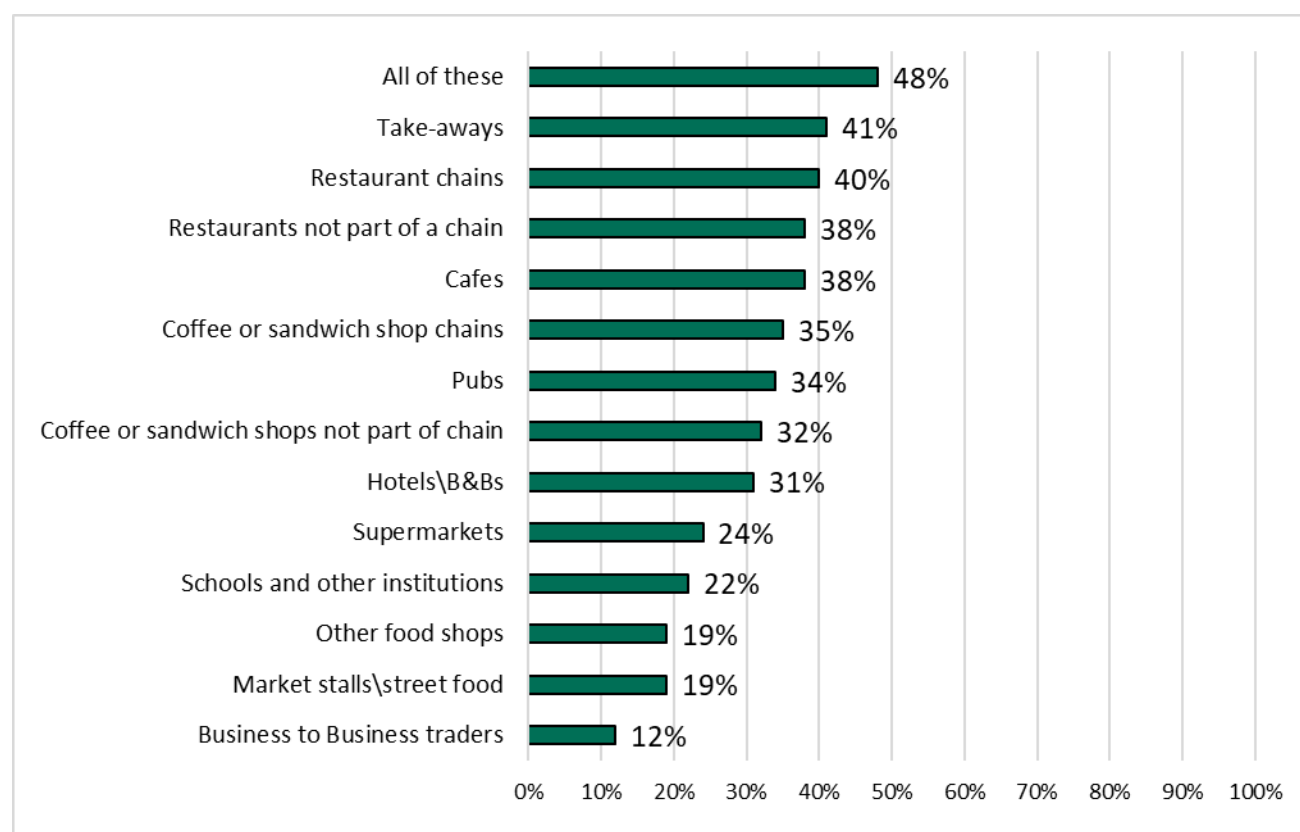
3.4 Consumer understanding of the scheme

An important part of the research is to assess and monitor how well consumers understand the key elements of the scheme. This information provides an indication as to how consumers actually understand and interpret the scheme, and whether additional work is required to promote the scheme or clarify any misinterpretations or perceptions.

3.4.1 Types of business given a rating

Respondents who reported being aware of the FHRS were shown a list of food business types and asked which ones they believed were covered by the scheme. A full breakdown is provided in Figure 11.

Figure 11. Business types considered to be covered by the FHRS¹³

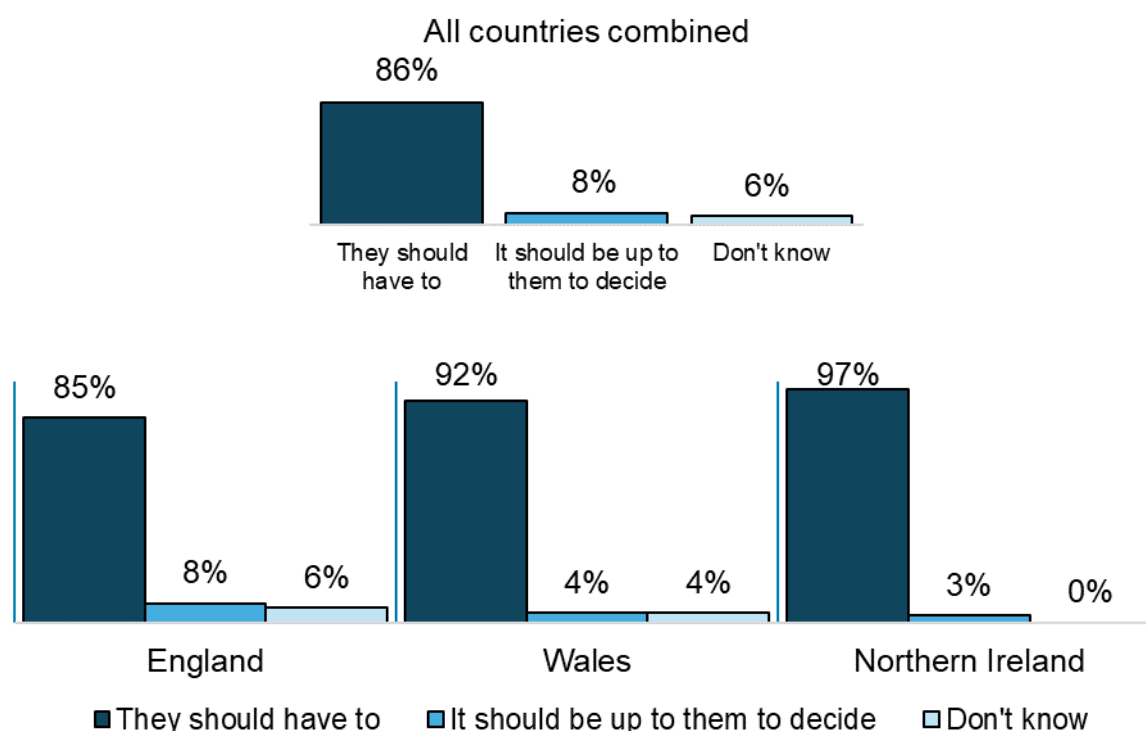


3.4.2 Views on Business display

All respondents were asked to consider whether food businesses should be required to display their ratings at their premises, or whether it should be for the business to decide. Most respondents reported that they thought businesses should be required to display their ratings at their premises (86%), this remains the same as the previous two waves. Respondents in Northern Ireland were the most likely to report that businesses should display their ratings (97%) compared to Wales (92%) and England (85%). The proportion of respondents in Wales reporting that businesses should display their ratings has significantly increased from the previous Wave 7 (87%) to the current Wave 8 (92%). Figure 12 demonstrates a breakdown of this.

¹³ Q17 - Which of these food businesses do you think are covered by the Food Hygiene Rating Scheme?

Figure 12. Proportion of respondents who think businesses should have to display their rating ¹⁴



Significant differences by Demographic

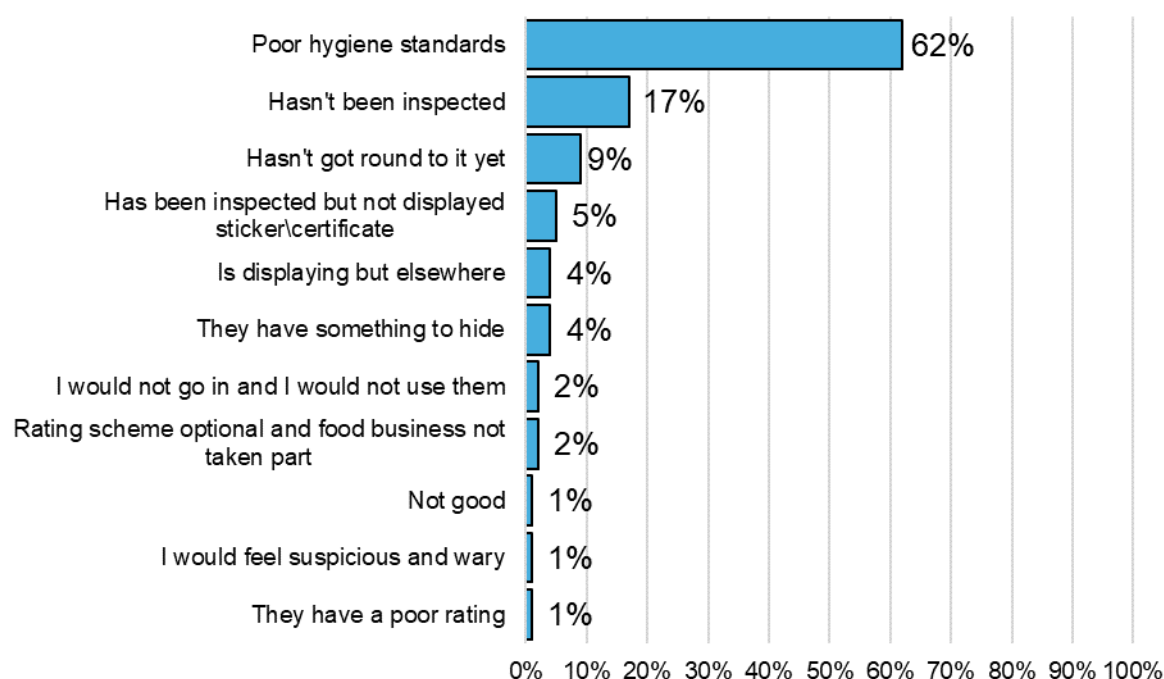
Gender
<ul style="list-style-type: none"> Women are more likely to report that businesses should have to display their food hygiene rating than men (88% vs 84%).
Social Grade
<ul style="list-style-type: none"> Those in social grades AB (89%), C1 (90%), C2 (88%) are all more likely to report that businesses should have to display their food hygiene rating than those in social grade DE (78%).

Respondents were then asked what conclusions they might draw about a food business that was not displaying their FHRS sticker (see figure 13 for the most frequently mentioned responses).

The most reported response was “poor hygiene standards” (62%), which has consistently remained the most common response across all waves and all countries. It is important to note that it is a legal requirement for businesses in Wales and Northern Ireland to display their FHRS stickers prominently.

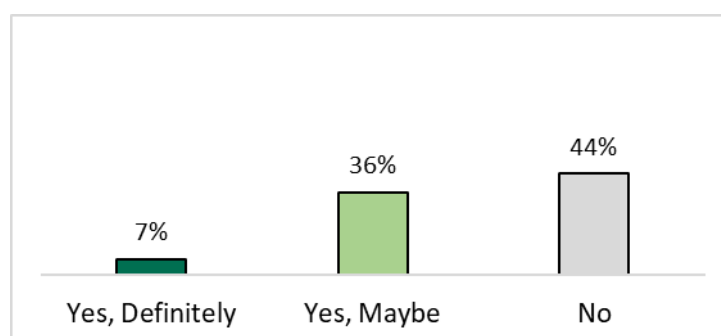
¹⁴ Q21 - Do you think that all food businesses should have to display their food hygiene rating, or should it be up to the business to decide whether to or not?

Figure 13. Conclusions drawn when a business does not display its FHRS rating¹⁵



Respondents were asked whether they would buy food from a food business that did not display their food hygiene rating, and the respondent did not already know the current rating. 42% of respondents reported that they would (either 'definitely' or 'maybe') buy food from businesses that did not display their food hygiene rating. These findings are consistent with the previous wave.

Figure 14. Purchasing food from businesses with unknown food hygiene rating¹⁶



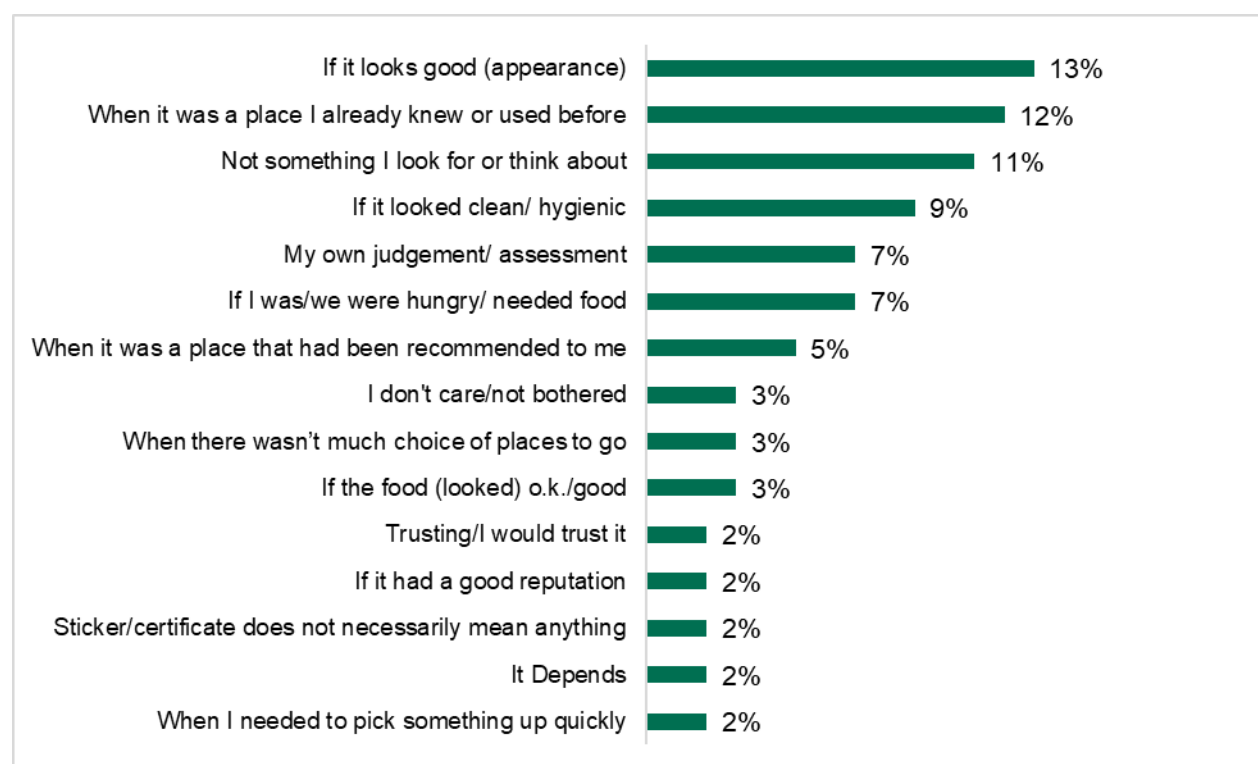
Respondents that reported that they would buy from a business with an unknown

¹⁵ Q22 - What would you assume about a food business that did NOT display their food hygiene rating scheme sticker or certificate for people to see at their premises? What else?

¹⁶ Q22a Imagine you wanted to buy food from a business but they do not display their food hygiene rating scheme sticker or certificate anywhere on the premises. And you do not already know their current rating. Would you eat at or buy food from this food business?

hygiene rating were asked in what circumstances they would do this. The most common reasons for choosing to eat at a business that does not display their food hygiene rating were if the restaurant looks good by appearance (13%) and if it was a place they had previously used (12%) (Figure 15).

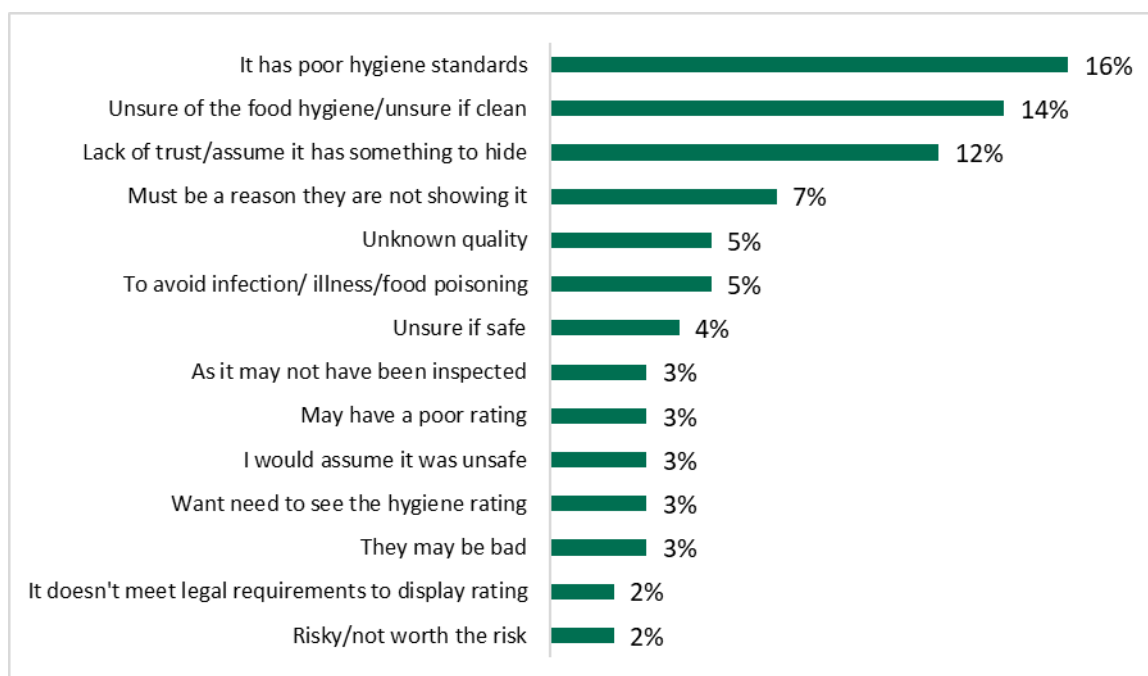
Figure 15. Circumstances when respondents would buy from a business with an unknown hygiene rating¹⁷



¹⁷ Q.22b You said that you would buy food from or eat at a business that does not display their food hygiene rating anywhere on the premises. Why would that be? And in what situations?

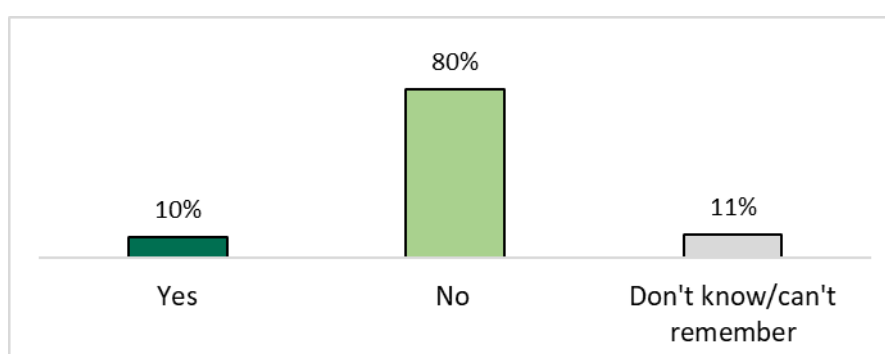
Respondents who reported that they would not buy from a business with an unknown hygiene rating were asked for their reasons (Figure 16).

Figure 16: Reasons why respondents would not buy from a business with an unknown hygiene rating¹⁸



All respondents were then asked if they had decided to not buy food from a business in the last 12 months because they had not displayed their food hygiene rating/certificate (Figure 17).

Figure 17. Avoided food business in last 12 months because they did not display rating¹⁹



¹⁸ Q22c You said that you would NOT buy food from nor eat at a business that does not display their food hygiene rating anywhere on the premises. Why would that be?

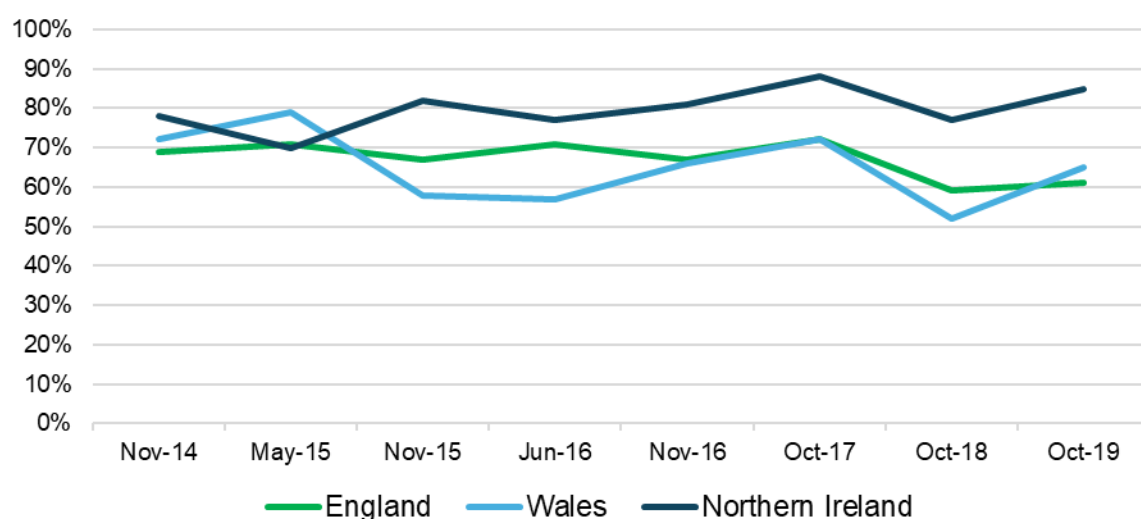
¹⁹ Q.22d And in the last 12 months, have you decided not to eat at or buy food from a food business, because they did not display their food hygiene rating scheme sticker or certificate at their premises?

3.5 Use of food hygiene rating

3.5.1 Use of food hygiene rating in decision making

Respondents are asked whether, hypothetically, they would ever decide to eat out or purchase food from a food business based on the food hygiene rating it had received. Respondents were given a choice of 'yes – definitely', 'yes – maybe', 'no', or 'don't know'. Figure 18 shows the proportion of respondents that claimed they would base a decision on the FHRs rating, throughout all waves. In the latest wave, 34% of respondents reported that they would 'definitely' decide to eat out or purchase food from somewhere based on the FHRs rating, a significant decrease since Wave 7 (40%), and 28% reported 'yes – maybe'.

Figure 18. The proportion of respondents by country that claimed they would base their decision on where to purchase food on its FHRs rating (Combined 'Yes – definitely' and 'Yes – maybe') ²⁰



²⁰ Q23 - Would you ever make a decision whether or not to eat out or buy food from somewhere because of the rating it had in the Food Hygiene Rating Scheme?

Significant differences by Demographic

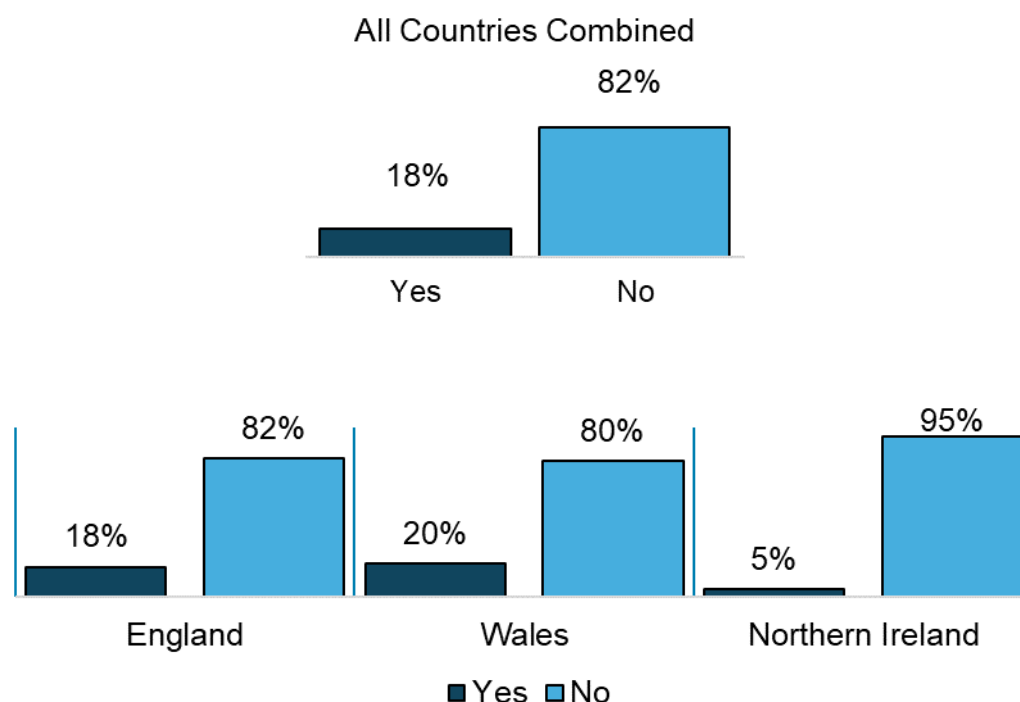
Ethnic Origin
<ul style="list-style-type: none">White groups are more likely to use food hygiene ratings when deciding where to eat/buy food than ethnic minorities (63% vs 54%).
Age
<ul style="list-style-type: none">Those aged 75+ are significantly less likely to use the food hygiene rating scheme when deciding where to eat out. Only 42% of those aged 75+ report that they would use the food hygiene rating to make a decision of where to eat out/buy food, compared with 61-66% in all other age groups.
Social Grade
<ul style="list-style-type: none">Those in a lower socio-economic groups are statistically less likely, than those in higher socio-economic groups, to base their decision on where to purchase food on a business' FHRS rating. 39% of those in socio-economic group D/E and 32% in group C2 report that they would not use FHRS ratings to make a decision on where to purchase food. This compares to groups A/B (23%) and C1 (23%).

3.5.2 Minimum acceptable rating

Respondents were then asked which rating, (from 0 – urgent improvement necessary to 5 – very good), they would consider the minimum to be acceptable when eating out or buying food. Generally, ratings of '3' and '4' were equally reported as the lowest acceptable rating (both 39%) in all three countries combined. 47% of respondents in Wales and 45% in Northern Ireland reported a rating of '3' as the lowest acceptable rating whereas in England it was split between a minimum rating of 3 and 4 (38% and 40% respectively).

Respondents were next asked to consider whether they would decide to buy from a food business with a lower rating than the one they identified in the previous question. In line with previous waves, the majority of respondents reported that they would not (82%). Figure 19 provides a breakdown of responses by country.

Figure 19. Proportion of respondents who report that they would consider buying food from a lower rated business²¹



Respondents who reported that they would consider buying food at a business with a lower rating than what they considered acceptable, were also asked under what circumstances they would consider doing so. The two most common responses were:

- when it was a place the respondent already knew (33%),
- and when there was not much choice of places to go (31%).

Other common responses included when the respondent:

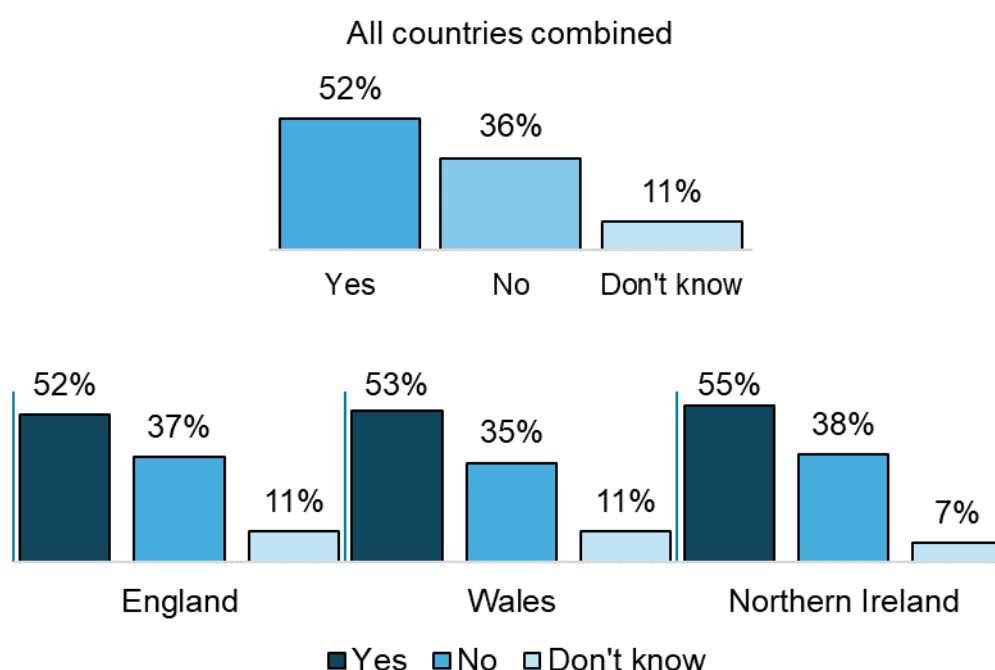
- needed to pick something up quickly (18%),
- knew the food was good (16%),
- when it was a place that had been recommended to the respondent (16%).

Respondents who reported their minimum acceptable rating between 0-4 were then subsequently asked to consider whether there would be circumstances when they would go to a food business with a higher rating than their minimum acceptable

²¹ Q25 - Would you ever decide to buy food from a business with a lower rating?

rating. The proportion of responses are summarised in Figure 20 and have remained broadly consistent throughout the previous waves (between 52% and 63%).

Figure 20. Proportion of respondents who reported there would be circumstances where they would only go to a higher rated food business²²



Respondents were then asked to report what the circumstances would be when they would only consider going to a food business with a higher rating than their minimum acceptable rating. In line with previous waves, the majority of respondents reported 'a special occasion' as the reason for doing so (55%).

Other reasons included were when the respondent was with particular people or family members (22%), was taking (young) children (19%), wants to go somewhere expensive (15%); was taking older people (13%) or someone else has special health issues (12%).

²² Q28 - Are there some occasions where you would only go to a food business with a rating higher than your lowest acceptable rating?

Significant differences by Demographic

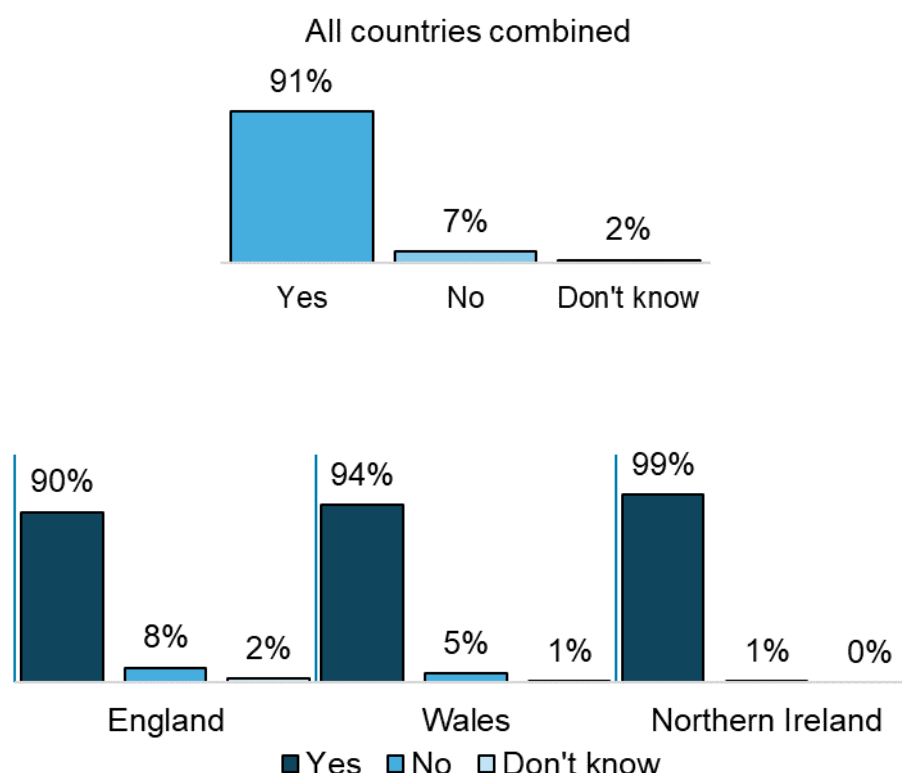
Gender
<ul style="list-style-type: none">Men were significantly more likely than women to consider buying food from a lower rated business. Only 16% of women reported that they would consider buying food from a lower rated business, in comparison to 21% of men.
Age
<ul style="list-style-type: none">Those in younger age groups were more likely to report 'when I was out late at night' as a reason to buy food from somewhere with a lower than acceptable rating. 33% of those aged 16-24 and 31% of those aged 25-34 reported this as a reason, in comparison to other age group (ranging from 3 to 15%).
Children in Household
<ul style="list-style-type: none">Respondents who have children in the household (26%) are more likely to report 'when I need to pick something up quickly' as a reason for buying food somewhere with a lower than acceptable rating, in comparison to households without children (15%).

3.6 Consumer attitudes towards the scheme

3.6.1 Awareness of business display

Respondents who report awareness of any hygiene scheme were asked whether they had seen a food business displaying its hygiene rating sticker in the last 12 months. Figure 21 demonstrates the breakdown of responses by country, for which respondents in Northern Ireland (99%) and Wales (94%) were more likely to report that they had seen a food business displaying a rating in the last 12 months compared to those in England (90%).

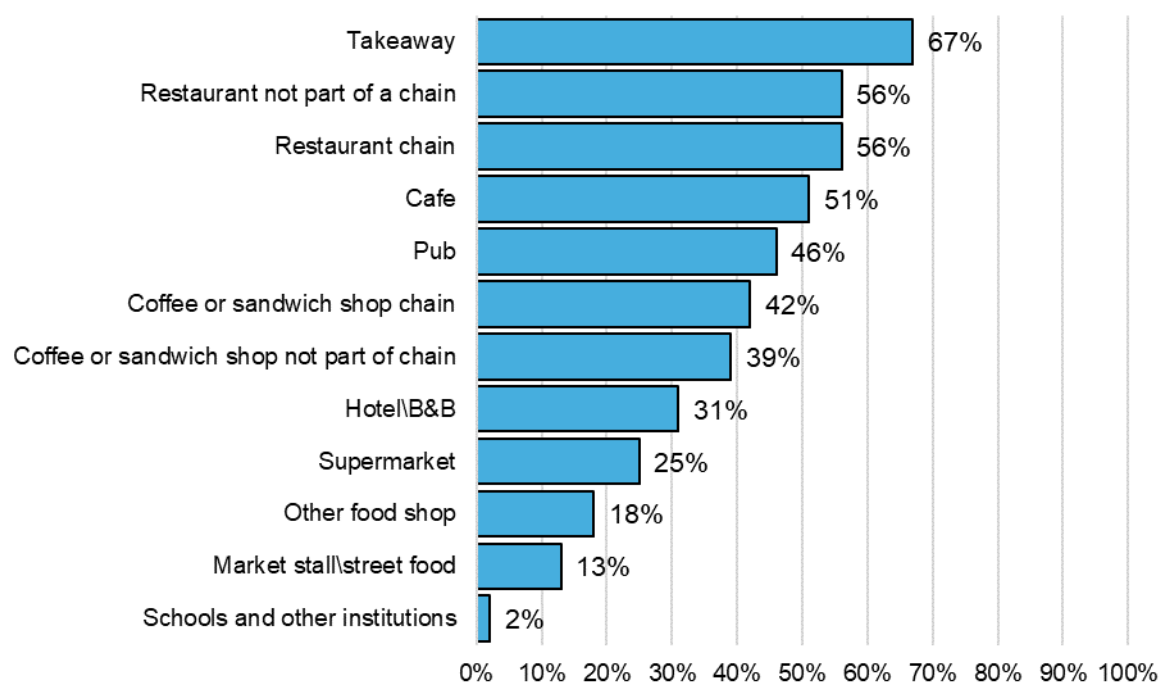
Figure 21. Proportion of respondents who report having seen a food business displaying a food business rating in the last 12 months²³



Respondents who reported seeing a business displaying a rating in the last 12 months were asked to identify the type of business. Figure 22 demonstrates the breakdown of responses. Respondents (who stated seeing a rating) most frequently reported takeaways as the type of business they remembered (67%). The proportion of respondents reporting other business types remained constant across previous waves.

²³ Q32 - In the last 12 months, have you ever seen a food business displaying its hygiene rating sticker or certificate? It could have been on their window or door, on the wall or behind the counter? Remember, I'm talking about restaurants, cafes, pubs, coffee and sandwich shops, takeaways, hotels, as well as supermarkets and other food shops.

Figure 22. Types of businesses where respondents report seeing a rating displayed²⁴



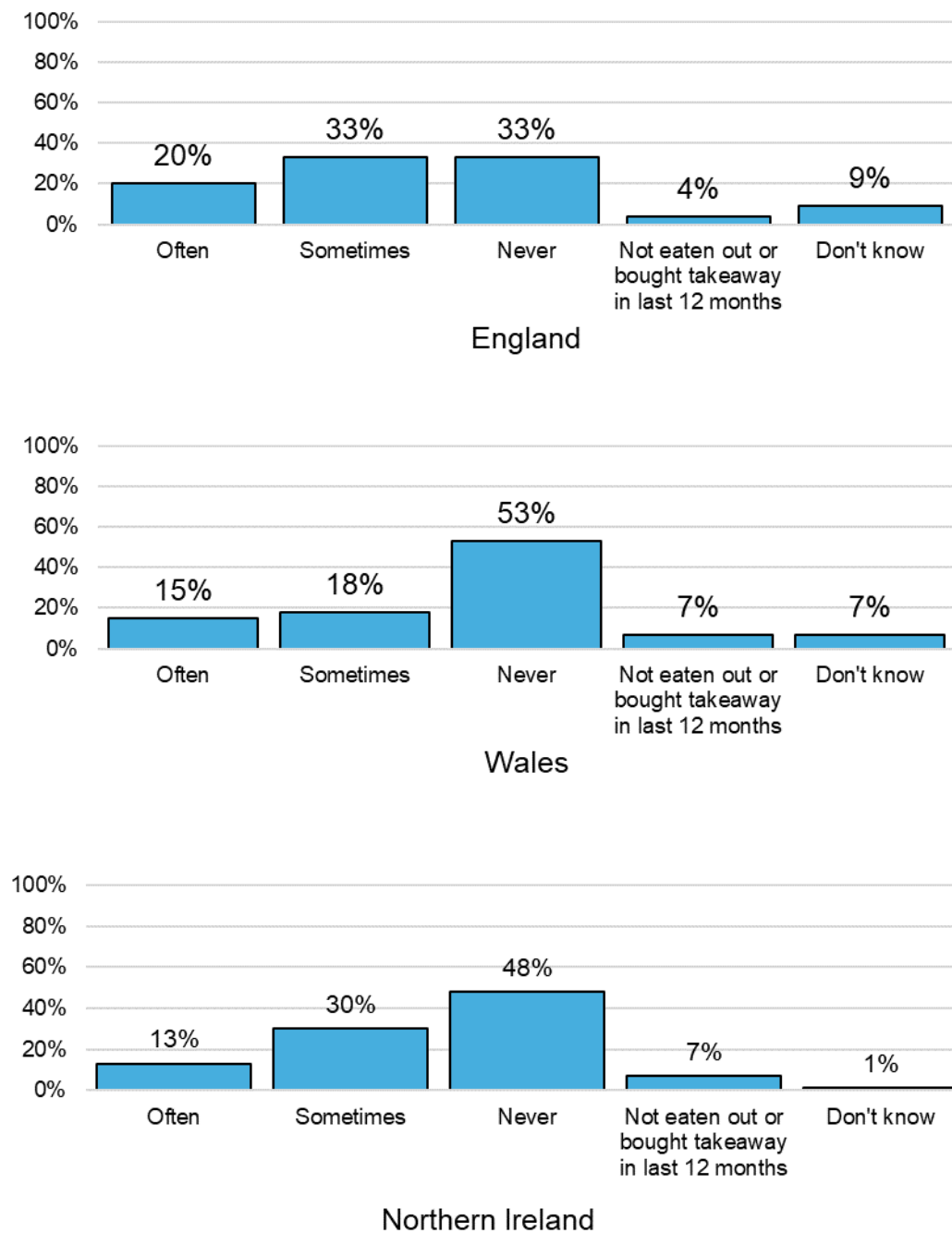
²⁴ Q33 - What type of food businesses have you seen displaying the sticker or certificate?

3.6.2 Frequency of checking FHRS ratings

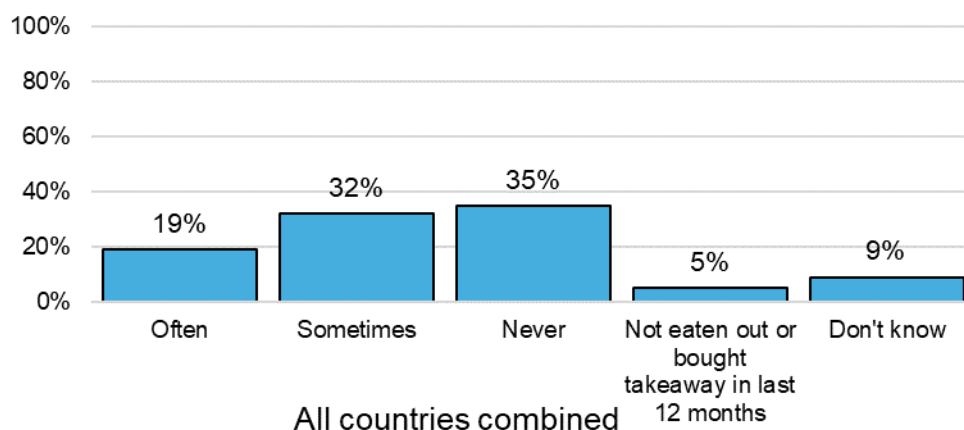
Respondents were asked how often they had checked a food business' hygiene rating before deciding to eat out or purchase takeaway food in the last 12 months.

Figure 23 shows responses across all countries.

Figure 23. Frequency of checking FHRS ratings before deciding to eat out or purchase food ²⁵



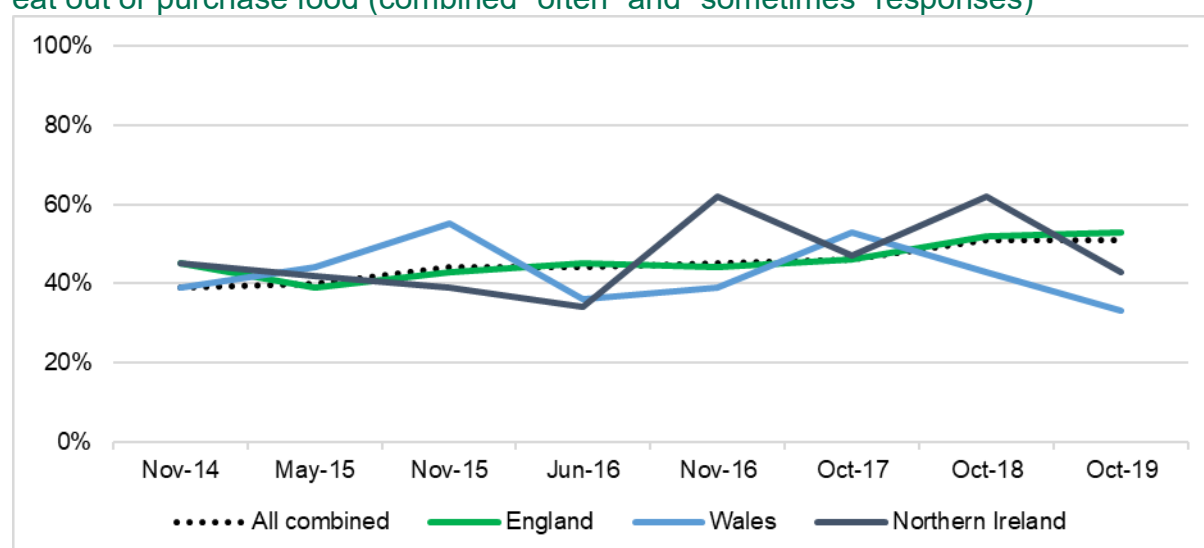
²⁵ Q34 - In the last 12 months, how often have you checked a food business' hygiene rating before deciding to eat out or buy takeaway food from there?



In terms of often checking the rating, 20% of respondents in England, 15% in Wales and 13% in Northern Ireland report doing so often before deciding to purchase food from an establishment. These changes are not significant when compared to the previous wave.

At the previous waves respondents in Northern Ireland were significantly more likely to report never having checked a food business' hygiene rating before deciding where to eat (51%), compared to respondents in England (37%). At the current wave 8, respondents from Wales were more likely to report never having checked a food business' hygiene rating before deciding where to eat (53%) than those in England (33%). The proportion of respondents who reported that they 'often' or 'sometimes' check a food business' hygiene rating in the last 12 months has gradually increased across waves; a total of 40% in Wave 1, and 51% in Wave 8. Figure 24 demonstrates noted changes over time in the frequency of checking FHRs rating. The mandatory scheme was introduced in November 2013 (Wales) and October 2016 (Northern Ireland).

Figure 24. Changes over time in the overall use of FHRs ratings before deciding to eat out or purchase food (combined “often” and “sometimes” responses)²⁶



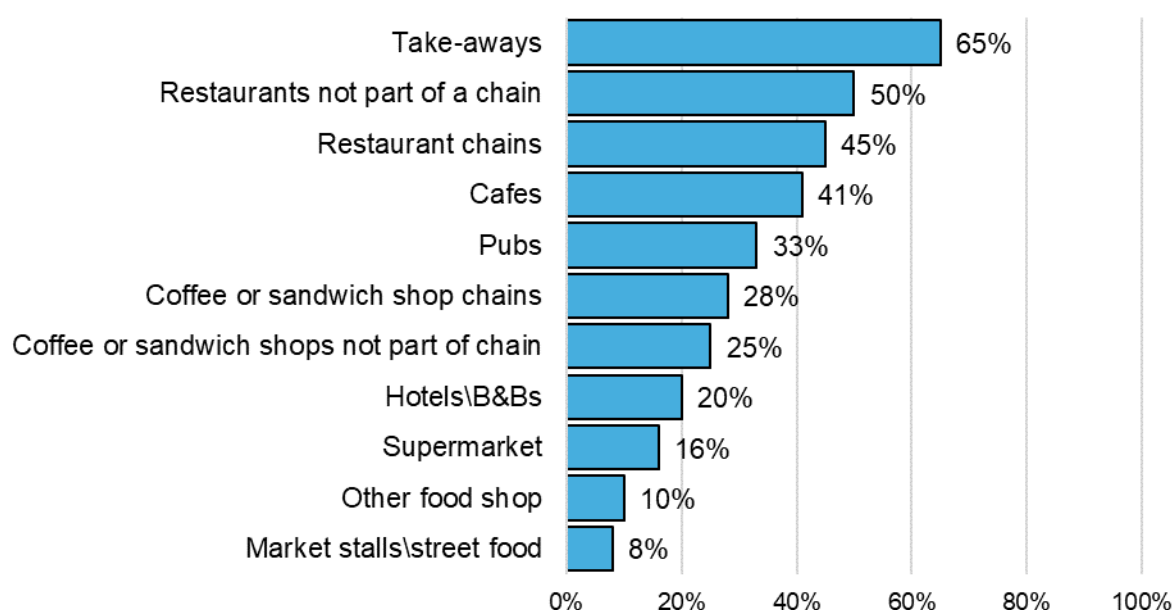
Significant differences by Demographic

Ethnic Origin	
<ul style="list-style-type: none"> White groups are more likely to report never looking at the food hygiene rating before deciding where to eat out/purchase a take-away (37%), compared to those in ethnic minority groups (23%). 	
Working status	
<ul style="list-style-type: none"> Respondents who are retired are more likely to report never looking at the food hygiene rating before deciding where to eat out/purchase a take-away (45%) in comparison to those who work full-time, part-time, are in education or not working (29-34%). 	

Respondents were asked which food businesses they had checked for hygiene ratings. As shown in Figure 25, respondents who reported checking these ratings either often or sometimes reported doing so for takeaways (65%) most frequently, a finding that has been consistent over previous waves. In addition to this, respondents reporting that they check chain restaurants has decreased by 11 percentage points from the current wave (45%).

²⁶ Q34 In the last 12 months, how often have you checked a food business' hygiene rating before deciding to eat out or buy takeaway food from there?

Figure 25. Business types for which respondent's report checking the FHRs rating before deciding to eat out²⁷

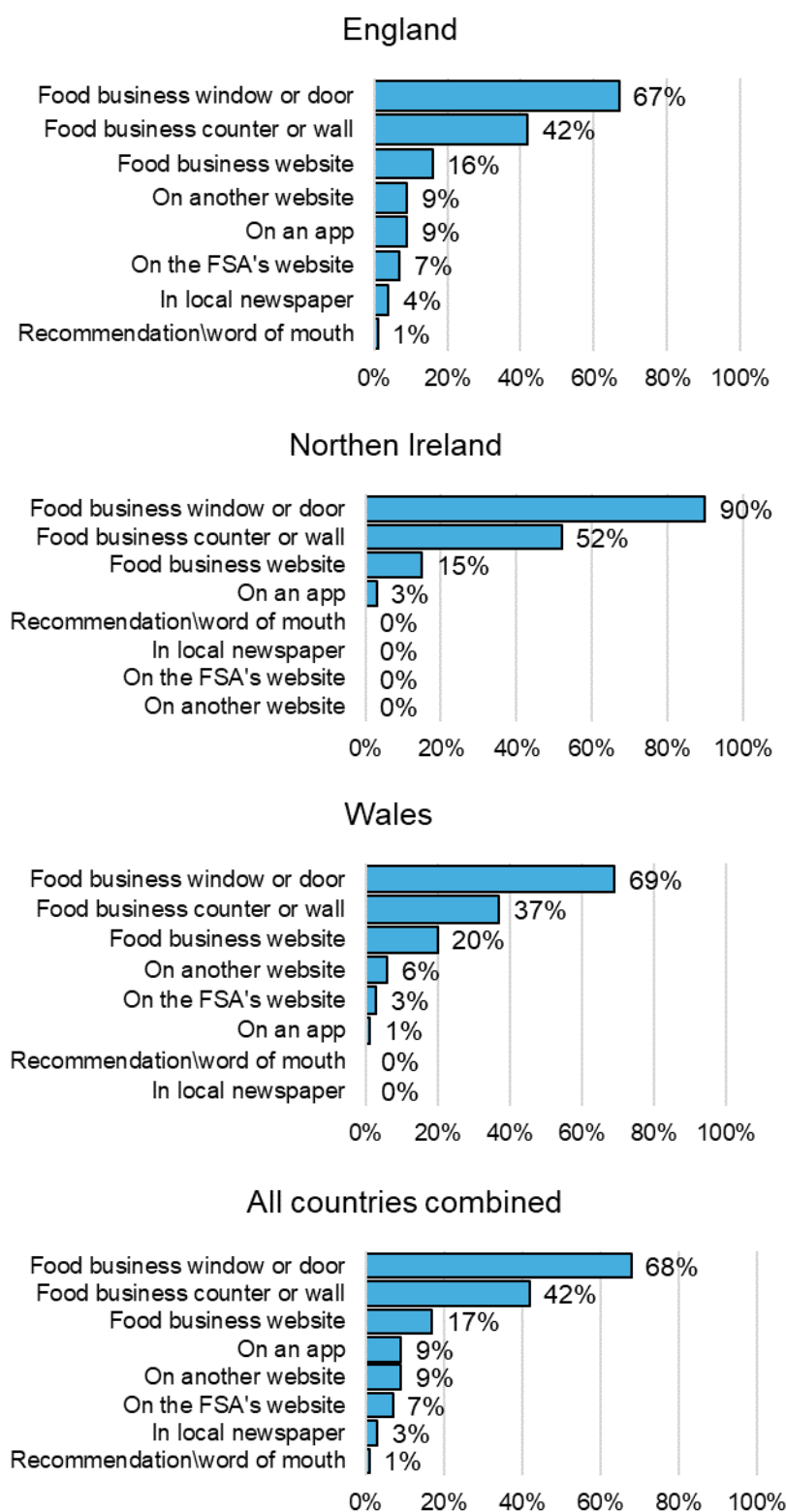


Those respondents who reported checking (either often or sometimes) a food business' hygiene rating before eating out or purchasing food were subsequently asked where they looked for this information.

Figure 26 provides a breakdown of the given responses. Overall, the food business window or door continues to be the most frequently reported location (68%), consistent with all previous waves. Respondents in Northern Ireland (90%) were significantly more likely to report this than respondents in England (67%) and Wales (69%).

²⁷ Q35 - Looking at these food businesses, for which have you looked at the hygiene ratings before eating out or buying takeaway food from there?

Figure 26. Location where respondent reported obtaining rating²⁸

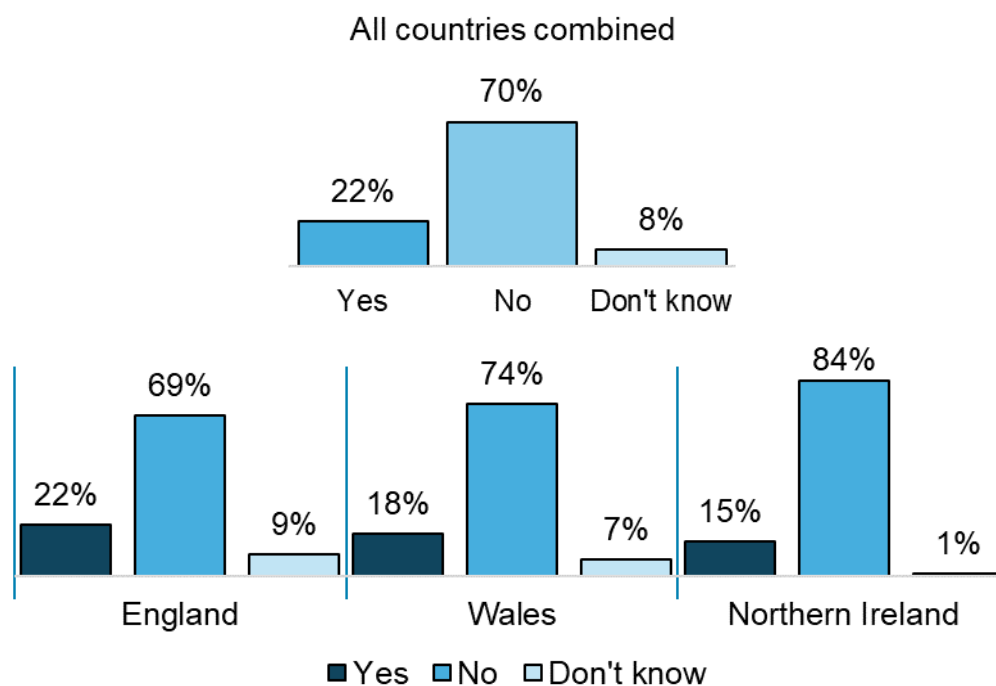


²⁸ Q36 - Where did you check these ratings? Where else?

3.6.3 Avoiding poor performing businesses

Respondents were asked whether they had decided not to eat out or purchase takeaway food from a business, or not to return there, because of an issue relating to its food hygiene in the past 12 months. Figure 27 provides a breakdown of responses by country.

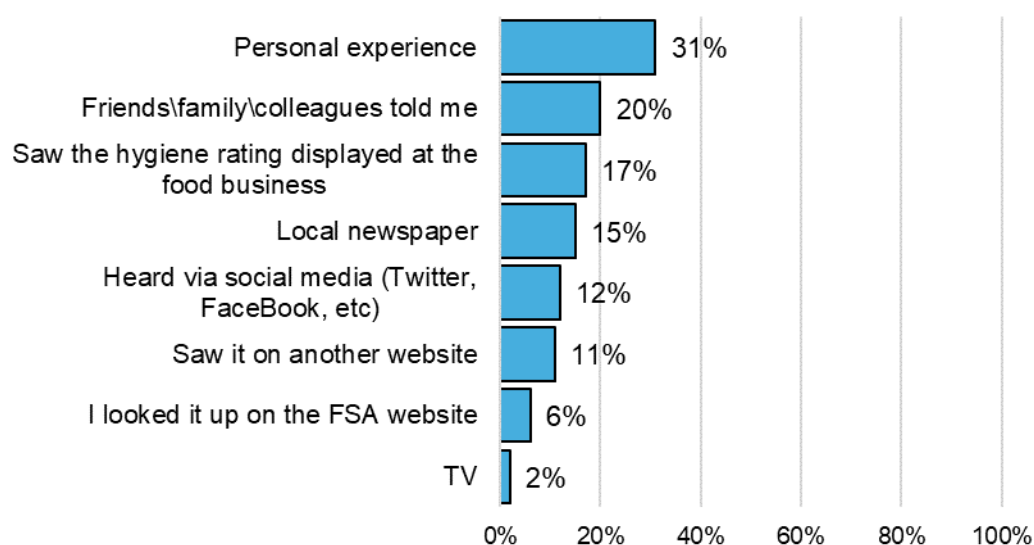
Figure 27. Proportion of respondents who report having avoided food businesses with poor hygiene²⁹



All those who reported that they have previously decided to not purchase food or to not return to a business were then asked how they found out about the food hygiene issue. Figure 28 provides a breakdown of responses.

²⁹ Q41 - In the last 12 months, have you decided NOT to eat out or get takeaway food from a food business, or not to return, there because of an issue about its food hygiene?




Figure 28. Reported sources of information on poor hygiene standards³⁰



When asked whether they knew what food hygiene rating the business had received the responses were split. A total of 53% reported knowing the food hygiene rating.

Respondents who said that they were aware of the hygiene rating of the food business were asked to identify what rating the business had received (Figure 29).

Figure 29. A breakdown of reported ratings of the business that demonstrated poor food hygiene standards.³¹

Rating of 0	Rating of 1	Rating of 2	Rating of 3	Rating of 4	Rating of 5	Don't know
10%	30%	25%	15%	9%	6%	5%
						

3.7 Online food ordering services

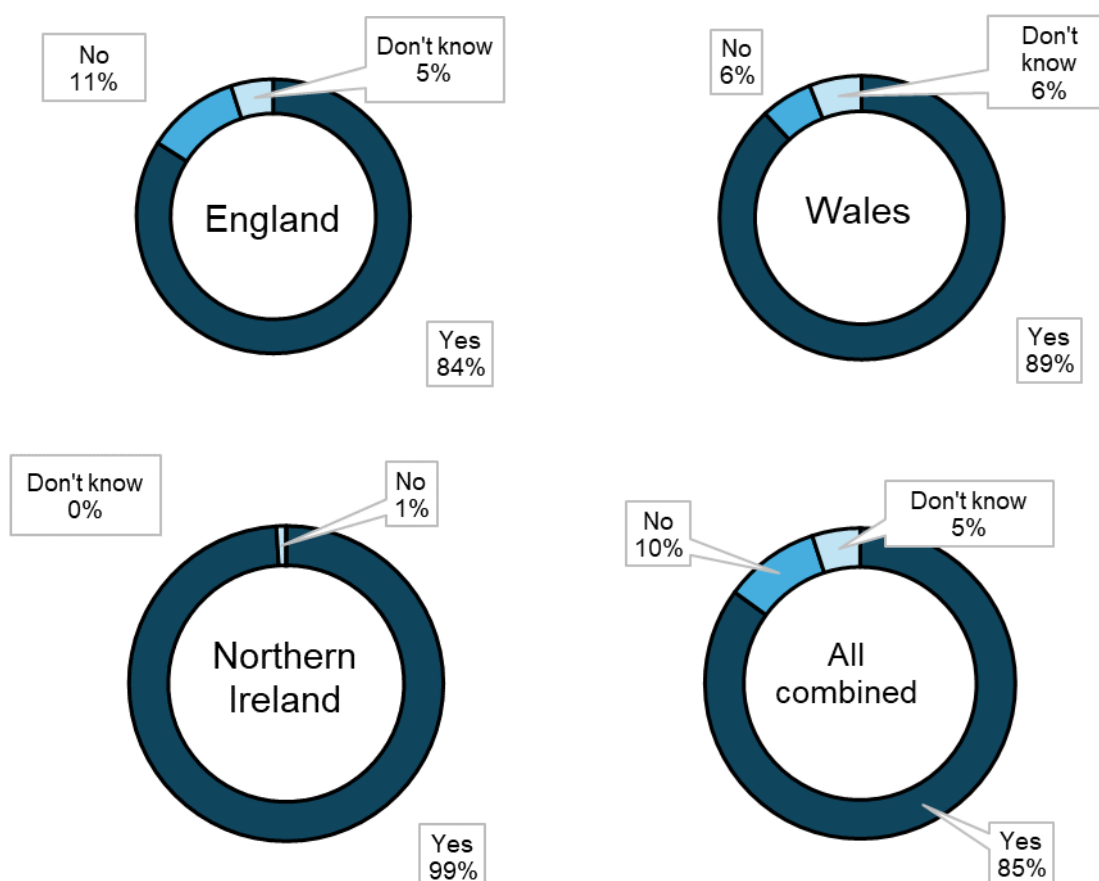
Finally, respondents were asked if they thought that businesses providing an online food ordering service should display their food hygiene rating where it can be clearly

³⁰ Q42 - Where did you find out about this food hygiene issue?

³¹ Q44 - What rating did it have?

seen by customers. Respondents in Northern Ireland (99%) were significantly more likely to report that food businesses should display their rating compared to respondents in England (84%) and Wales (89%). Figure 30 provides a breakdown of responses.

Figure 30. Proportion of respondents who think that food businesses providing an online food ordering service should display their food hygiene rating³²



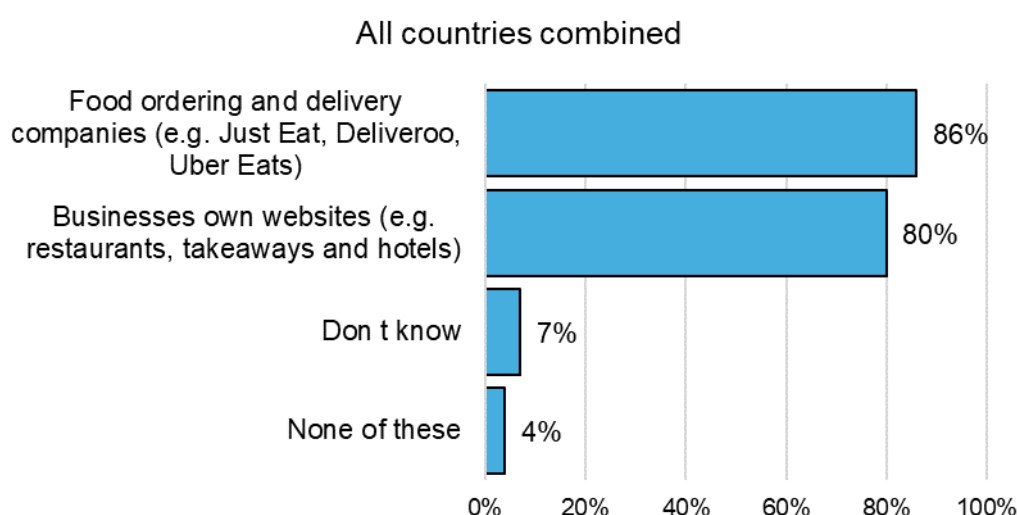
³² Q45A - Do you think businesses providing an online food ordering service, should display their food hygiene rating where it can clearly be seen by customers before they order food?

Significant differences by Demographic

Age	
<ul style="list-style-type: none"> Respondents in age groups from 16-64 were more likely to think that businesses providing an online food ordering services should display their food hygiene rating (ranging from 86-89%), compared with those aged 65-74 age (79%) and 75+ (68%). 	
Social Grade	
<ul style="list-style-type: none"> Those in social grades AB, C1, C2 were significantly more likely (89%, 88%, 85% respectively) than those in social grade DE (78%) to think that businesses providing food online services should display their food hygiene rating. 	

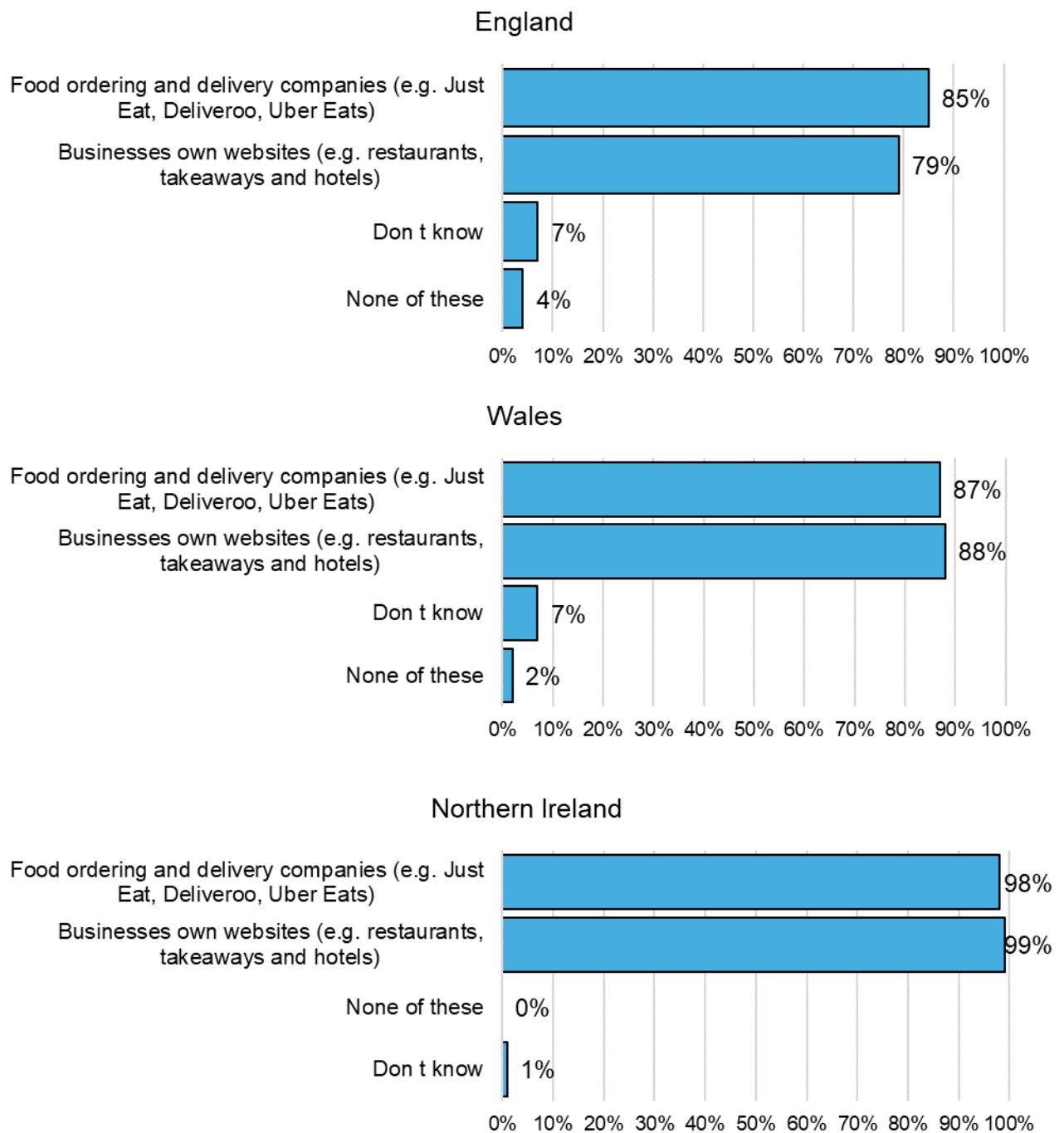
Respondents were asked if they thought food hygiene ratings should be displayed on various types of websites or apps (see figure 31 for a breakdown of responses). Respondents from Northern Ireland (98%) were significantly more likely than those in Wales (87%) and England (85%) to say that food ordering and delivery companies should display food hygiene ratings. Respondents in Northern Ireland (99%) and Wales (88%) were significantly more likely to say that businesses should display food hygiene ratings on their own website compared to respondents in England (79%). Figure 32 provides a breakdown of reported responses across countries.

Figure 31. Breakdown of reported response³³



³³ Q45B - Do you think food hygiene ratings should be displayed on any of these types of websites or apps?

Figure 32. Breakdown of reported responses across countries



4. Recommendations

- Awareness of the FHRS is greater in Northern Ireland and Wales than it is in England, including recognition of the FHRS stickers. This may be a result of greater use and promotion of the scheme in these countries due to their mandatory requirement. However, more could be done to improve awareness of the FHRS scheme across all three countries; as the public are currently more likely to report awareness of any hygiene scheme, than the FHRS specifically. Therefore, further promotion of the scheme would be recommended to improve awareness and recognition of the food hygiene rating scheme.
- Awareness of the FHRS, and recognition of FHRS stickers also varies by demographic. Ethnic minorities, older people (particularly those aged 75+), those in lower socio-economic groups, and those who are not working are all less likely to have awareness of the FHRS or to recognise the FHRS stickers. This suggests that any campaigns or future promotion of the scheme could be improved to ensure that these groups also have awareness of FHRS.
- The groups who report lower awareness are also less likely to use FHRS when deciding when to eat out. The data shows that ethnic minorities, those aged over 75 and those in lower socio-economic groups are less likely to use FHRS when deciding where to eat/where to buy food. Again, this highlights the importance of reaching these groups to ensure use of the scheme.

Annex A: Questionnaire

Annex A contains the questions (and available answers) that are referenced throughout this report. Please note that this is not complete list of the questions asked during data collection. Some questions are omitted as they have not been referenced in this report. The question numbers used here reflect the question numbers used in the raw data tables.

Q1. When you eat out or buy takeaway food - so in restaurants, cafes, pubs, coffee and sandwich shops, takeaways and so on - what do you take into account when deciding where to go? What else?

- Location\convenience
- Price
- Quality\type of food
- Appearance of the place (layout\design\how busy it is\ ambiance\ atmosphere etc)
- Hygiene standards\food safety (cleanliness of the place, appearance of the staff, seeing the food being prepared\food preparation area, etc)
- Recommendations (from friend\family\colleagues, customer reviews, etc)
- Own experience of the place
- Whether independent business or part of a chain
- Good service
- Food Hygiene Rating
- other, namely...

Q2. And now looking at this list, when you're deciding where to eat or buy takeaway food, which of these factors is most important to you? Please rank in order of importance, for first, second and third most important.

- Location\convenience
- Price
- Quality\type of food
- Appearance of the place (layout\design\how busy it is\ambiance\atmosphere etc)
- Hygiene standards\food safety (cleanliness of the place, appearance of the staff, seeing the food being prepared\ food preparation area, etc)
- Recommendations (from friend\family\colleagues, customer reviews, etc)
- Own experience of the place
- Whether independent business or part of a chain
- Good service

- Food Hygiene Rating
- other, namely...

Q5. Have you seen or heard of any rating schemes that tell you about the hygiene in places where you eat out or buy food? Please don't include customer reviews or rating schemes which focus on other things like the quality of the food, the customer service, and so on.

- Yes
- No
- don't know\Not sure

Q6. To check, have you seen or heard of either of these two rating schemes? If you've heard of a scheme but you're not sure of the name.

- Food Hygiene Rating Scheme (run in England, Wales and Northern Ireland)
- Food Hygiene Information Scheme (run in Scotland)
- Heard of a scheme, but not sure of exact name
- No, not heard of them

Q7/Q9/Q11. Have you ever seen this sticker before? (Old sticker used in Wales / New sticker used in Wales / Sticker used in England and Northern Ireland)

- Yes
- No
- don't know\Not sure

Q15b. Have you seen the rating on any publicity materials in Wales? By publicity materials I mean materials such as food business flyers and menus.

- Yes
- No

Q16. Where have you seen or heard of the Food Hygiene Rating Scheme (Spontaneous)?

- A sticker\certificate in a food business
- On the Food Standard Agency's website
- On a Food business website (such as a restaurant website or ordering site e.g. Just Eat, Hungry House etc.)
- On another website (specify)
- On social media (e.g. Twitter, Facebook)

- On a Food business app (such as a restaurant app or ordering app e.g. Just Eat, Hungry House etc.)
- On another app (e.g. Food Standards Agency; Scores on the Doors; Hygiene Rating) (specify)
- In the local newspaper
- In an advert or magazine article
- Word of mouth
- other, namely...

Q16b. And have you seen or heard of the Food Hygiene Rating Scheme in any of the following places (prompted)?

- A sticker\certificate in a food business
- On the Food Standard Agency's website
- On a Food business website (such as a restaurant website or ordering site e.g. Just Eat, Hungry House etc.)
- On another website (specify)
- On social media (e.g. Twitter, Facebook)
- On a Food business app (such as a restaurant app or ordering app e.g. Just Eat, Hungry House etc.)
- On another app for searching ratings (e.g. Food Standards Agency; Scores on the Doors; Hygiene Rating) (specify)
- In the local newspaper
- In an advert or magazine article
- Word of mouth
- other, namely...

Q16c. And when you have seen the Food Hygiene Ratings online were you aware of the additional information published on the component scores which make up the rating?

These component scores cover how hygienically food is handled, cleanliness and condition of buildings and management of food safety etc.

- Yes - I was aware of these
- No - I was not aware of these

Q16d. And have you used any of these component scores? By this I mean have they ever affected your decision on where to eat or buy food or drink from?

- Yes - I have used them
- No - I have never used them

Q17. Which of these food businesses do you think are covered by the Food Hygiene Rating Scheme?

- ☐ Restaurant chains
- ☐ Restaurants not part of a chain
- ☐ Cafes
- ☐ Take-aways
- ☐ Coffee or sandwich shop chains
- ☐ Coffee or sandwich shops not part of chain
- ☐ Pubs
- ☐ Hotels\B&Bs
- ☐ Supermarkets
- ☐ Other food shops
- ☐ Market stalls\street food
- ☐ Schools and other institutions
- ☐ Business to Business traders
- ☐ other, namely...
- ☐ All of these

Q18. Who is responsible for the Food Hygiene Rating Scheme?

- ☐ The local authority\council
- ☐ The Government
- ☐ The food business
- ☐ The Food Standards Agency
- ☐ Environmental health
- ☐ Trading Standards
- ☐ Health and Safety Executive
- ☐ The Welsh Assembly
- ☐ Northern Ireland Assembly (Stormont)
- ☐ other, namely...

Q19. When a food business is inspected on its food hygiene, what do you think the inspection covers?

- ☐ How\where the food is stored (fridges, etc)
- ☐ How the food is prepared (cutting boards, knives, etc)
- ☐ Freshness\safety of the food (including whether in date)
- ☐ Cleanliness of food preparation and cooking areas
- ☐ Cleanliness of the eating area (tables, cutlery, floors etc)
- ☐ Hygiene of the staff (use of hair nets, gloves, handwashing, etc)
- ☐ Cleanliness of toilets and washrooms
- ☐ Staff training
- ☐ Hygiene Procedures and checks

- Whether building\layout is appropriate
- other, namely...

Q20. Who do you think carries out these official inspections to check the level of hygiene in food businesses?

- The local authority\council
- Food safety officer\food inspector
- The Government
- The food business
- The Food Standards Agency
- Trading Standards
- Environmental Health
- Health and Safety Executive
- The Welsh Assembly
- Northern Ireland Assembly (Stormont)
- Manager in the food business
- other, namely...

Q21. Do you think that all food businesses should have to display their food hygiene rating, or should it be up to the business to decide whether to or not?

- They should have to
- It should be up to them to decide
- don't know

Q22. What would you assume about a food business that did NOT display their food hygiene rating scheme sticker or certificate for people to see at their premises? What else?

- Poor hygiene standards
- Hasn't got round to it yet
- Hasn't been inspected
- Is displaying but elsewhere
- Has been inspected but not displayed sticker\certificate
- Rating scheme optional and food business not taken part
- other, namely...
- no answer
- don't know

Q22a. Imagine you wanted to buy food from a business but they do not display their food hygiene rating scheme sticker or certificate anywhere. And you do not already know their current rating. Would you eat at or buy food from this food business?

- ☐ Yes, definitely
- ☐ Yes, maybe
- ☐ No
- ☐ Don't know

Q22b. You said that you would buy food from or eat at a business that does not display their food hygiene rating anywhere. Why would that be? And in what situations?

Q22c. You said that you would NOT buy food from nor eat at a business that does not display their food hygiene rating anywhere. Why would that be?

Q22d. And in the last 12 months, have you decided not to eat at or buy food from a food business, because they did not display their food hygiene rating scheme sticker or certificate at their premises?

- ☐ Yes
- ☐ No
- ☐ Don't know can't remember

Q23. Would you ever make a decision whether or not to eat out or buy food from somewhere because of the rating it had in the Food Hygiene Rating Scheme?

- ☐ Yes, definitely
- ☐ Yes, maybe
- ☐ No
- ☐ don't know

Q24. From a rating of 0 to 5, what is the lowest rating you would usually consider acceptable, if you were considering buying food from somewhere?

'0' is the lowest rating and means the food business must make urgent improvements, '5' is the highest rating and means the food business's hygiene is very good with no improvements needed.

- ☐ 0 - urgent improvement necessary
- ☐ 1 - major improvement necessary
- ☐ 2 - improvement necessary
- ☐ 3 - generally satisfactory
- ☐ 4 - good
- ☐ 5 - very good
- ☐ don't know

Q25. Would you ever decide to buy food from a business with a rating of lower?

- ☐ Yes
- ☐ No

Q27. When would that be?

- ☐ When there wasn't much choice of places to go
- ☐ When I needed to pick something up quickly
- ☐ When I was out late at night
- ☐ When I didn't have much money to spend\wanted somewhere cheap
- ☐ When it was a place I already knew
- ☐ When it was a place that had been recommended to me
- ☐ When it was part of a chain I knew
- ☐ When I was taking food away rather than eating in
- ☐ When I knew the food was good
- ☐ When I was in an unfamiliar location (away with work, on holiday, etc)
- ☐ Because I assume it is safe if it is still open\running
- ☐ other, namely...
- ☐ don't know

Q28. Are there some occasions where you would only go to a food business with a rating higher than your lowest acceptable rating?

- ☐ Yes
- ☐ No
- ☐ don't know

Q29. When would that be?

- ☐ When it's a special occasion (birthday, anniversary, celebration, etc)
- ☐ When I am taking (young) children
- ☐ When I am taking older people
- ☐ When I am with particular people\family members
- ☐ When I or someone else had special health issues (illness, pregnancy, etc)
- ☐ When I want to go somewhere expensive
- ☐ When it was part of a chain
- ☐ When I was in an unfamiliar location (away with work, on holiday, etc)
- ☐ other, namely...
- ☐ don't know

Q30. What would you think about a food business that had a food hygiene rating of 0 or 1?

- ☐ That they should be closed down
- ☐ That they must be in the process of trying to improve
- ☐ That they should be given the chance to improve
- ☐ That they should be closed down if they don't improve
- ☐ That their standards must still be safe enough to stay open
- ☐ other, namely...
- ☐ don't know

Q31. If a food business is officially inspected, and receives a rating of 2 or less out of 5 for its food hygiene standards, how long do you think it should be before it is inspected again?

- ☐ One week
- ☐ One month
- ☐ 3-4 months
- ☐ 6 months
- ☐ 12 months
- ☐ 2 years
- ☐ 5 years
- ☐ Longer
- ☐ Never
- ☐ Should be shut down until they have sorted out their hygiene issues

Q31b. Would the date of the last inspection influence your decision in choosing where to eat or buy food?

- ☐ Yes
- ☐ No

Q32. In the last 12 months, have you ever seen a food business displaying its hygiene rating sticker or certificate? It could have been on their window or door, on the wall or behind the counter? Remember, I'm talking about restaurants, cafes, pubs, coffee and sandwich shops, takeaways, hotels, as well as supermarkets and other food shops.

- ☐ Yes
- ☐ No
- ☐ don't know

Q33. What type of food businesses have you seen displaying the sticker or certificate?

- ☐ Restaurant chain

- Restaurant not part of a chain
- Cafe
- Take-aways
- Coffee or sandwich shop chain
- Coffee or sandwich shop not part of chain
- Pub
- Hotel\B&B
- Supermarket
- Other food shop
- Market stall\street food
- other, namely...

Q34. In the last 12 months, how often have you checked a food business' hygiene rating before deciding to eat out or buy takeaway food from there?

- Often
- Sometimes
- Or never look at the hygiene rating before deciding whether to eat out or buy takeaway food from somewhere?
- Not eaten out or bought takeaway in last 12 months
- don't know

Q35. Looking at these food businesses, for which have you looked at the hygiene ratings before eating out or buying takeaway food from there?

- Restaurant chains
- Restaurants not part of a chain
- Cafes
- Take-aways
- Coffee or sandwich shop chains
- Coffee or sandwich shops not part of chain
- Pubs
- Hotels\B&Bs
- Supermarket
- Other food shop
- Market stalls\street food
- other, namely...

Q36. Where did you check these ratings? Where else?

- Food business window or door
- Food business counter or wall
- Food business website
- On the Food Standard Agency's website

- On another website
- On an app (e.g. Food Standards Agency; Scores on the Doors; Hygiene Rating)
- In local newspaper
- other, namely...
- don't know

Q41. In the last 12 months, have you decided NOT to eat out or get takeaway food from a food business, or not to return, there because of an issue about its food hygiene?

- Yes
- No
- don't know

Q42. Where did you find out about this food hygiene issue?

- Friends\family\colleagues told me
- I looked it up on the FSA website
- Saw it on another website
- Heard via social media (Twitter, Facebook, etc)
- Local newspaper
- Saw the hygiene rating displayed at the food business
- Personal experience
- other, namely...
- don't know

Q43. Can I just check, do you know what food hygiene rating that food business had?

- Yes
- No
- don't know

Q44. What rating did it have?

- 0
- 1
- 2
- 3
- 4
- 5
- don't know

45a. Do you think businesses providing an online food ordering service, should display their food hygiene rating where it can clearly be seen by customers before they order food?

- ☐ Yes
- ☐ No

45b. Do you think food hygiene ratings should be displayed on any of these types of websites or apps?

- ☐ Yes
- ☐ No

Annex B: Demographics

Characteristic	Number of respondents	Overall percentage
Male	985	48%
Female	1056	52%
Total	2,041	100%

Characteristic	Number of respondents	Overall percentage
England	1702	83%
Wales	216	11%
Northern Ireland	123	6%
Total	2,041	100%

Characteristic	Number of respondents	Overall percentage
16-24	246	12%
25-34	331	16%
35-44	304	15%
45-54	256	13%
55-64	304	15%
65+	600	29%
Total	2,041	100%

Characteristic	Number of respondents	Overall percentage
AB	372	18%
C1	512	25%
C2	426	21%
DE	731	36%
Total	2,041	100%

Annex C: Socio-economic groups

Grade	General description	Examples of occupations	Retiree description
A	These are professional people, or are very senior in business or commerce or are top level civil servants	<ul style="list-style-type: none"> • Coroner • General Practitioner if in own practice or partner in practice • Film Producer • University Professor • Self Employed electrician with over 25 employees • Chief Officer in fire service • Police Commissioner • Bishop Chartered Accountant with own practice • Editor of national newspaper 	Retired people, previously grade A, and their widows
B	Middle management executives in large organisations, with appropriate qualifications Top management or owners of small business	<ul style="list-style-type: none"> • Editor of provincial newspaper • Self employed electrician with under 24 staff • Self employed window cleaner with 25+ staff • Fully qualified doctor who is not in own practice or a consultant • Hospital sister/charge nurse grades F & G • Health visitor • Computer programmer • Civil engineer with professional qualifications • University lecturer • Teacher in secondary school • Television producer • Lawyer not in own practice • Detective Inspector (police) • Vicar 	Retired people, previously grade B, and their widows.
C1	Junior management owners of small establishments: and all others in non-manual Positions Jobs in this group have very varied responsibilities and educational needs	<ul style="list-style-type: none"> • Primary school teacher • Students living away from home • Nurse - SEN SRN Midwife • Student Nurses • Typist • Travel courier • Telephone operator • Detective Sergeant • Police Constable • Curate • Self employed electrician with 1-4 employees 	Retired people previously grade C1 and their widows.

Grade	General description	Examples of occupations	Retiree description
		<ul style="list-style-type: none"> • Self employed window cleaner with 5-24 employees • Market Research interviewer • Television production assistant 	
C2	All skilled manual workers, and those manual workers with responsibility for other people	<ul style="list-style-type: none"> • Electrician • Plumber • Panel beater • Thatcher • Tailor • Cobbler • Coach Driver (PSV) • HGV Driver • Ambulance Driver • Prison officer • Weaver • Welder • Typesetter • Computer engineer • Joiner • London black cab driver 	<p>Retired people previously grade C2 with a pension from their job</p> <p>Widows if receiving pensions from their late husband's job</p>
D	All semi-skilled and unskilled manual workers, and apprentices and trainees to skilled workers	<ul style="list-style-type: none"> • Window cleaner • Taxi driver – provinces • Nursing auxiliary • Porter • Fork lift truck driver • Warehouseman • Road worker • Road sweeper • Waiter • Machine tool operator • Groom • Child minder • Chambermaid • Farm worker – no qualifications 	<p>Retired people previously grade D with a pension from their job</p> <p>Widows if receiving pensions from their late husband's job</p>
E	All those entirely dependent on the state long term, through sickness, unemployment, old age or other reasons. Those unemployed for a period exceeding 6 months (otherwise classify on previous occupation)	<ul style="list-style-type: none"> • Unemployed longer than 6 months • Living off state benefits only • Pensioners with no private/occupational pension • Pensioners with occupational pension retain their social grade • Widows with pension from their husbands' occupation retain the SG of their husband. • Divorcees living off maintenance from their husbands' employment 	N/A

Grade	General description	Examples of occupations	Retiree description
	Casual workers and those without a regular income Only households without a chief wage earner will be coded in this group	are graded on their husbands' occupation.	