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Regulating Our Future

SME consultation summary report

March to June 2017

# Our approach

The Food Standards Agency wanted to ensure SME food business operators (FBOs) have opportunity to input into the way in which food regulation is undertaken in future.

- As part of their *Regulating Our Future* consultation, Social & Local CIC were commissioned to liaise with trade bodies and support them in capturing members' views, prioritizing small and micro businesses. Funding was offered to cover research incentives and administration.
- The participating trade bodies were asked what the most effective way of researching their members' views was. We then worked with them to shape their research approach, making sure it was accessible and enticing to as many members as possible. Most opted for a survey-based approach as the most practical method, which included open fields for members' comments.
- In total, the views of 623 SME FBOs were gathered between 21 April and 31 May 2017.



# Participants

Organisation	Members	Responses	Methodology
Nationwide Caterers Association (NCASS)	4,500	200	e-survey to members with prize incentive
The Provision Trade Federation (PTF)	120 (of which 56 are SMEs)	8	e-survey to members
The Specialist Cheesemakers Association (SCA)	210	31	e-survey to members with cash incentive
Asian Catering Federation (ACF)	8,000	384	Survey – email and in groups, with prize incentive
<b>Total</b>	<b>12,830</b>	<b>623</b>	

Declined: British Hospitality Association

Unresponsive: National Federation of Fish Friers, National Market Traders' Federation



# Key findings – summary

- Respondents are **positive towards the idea of Enhanced Registration**; a significant number strongly so – but with concerns expressed over subjectivity, extra admin or cost burden and questions over its specific relevance for their type of business
- In terms of the registration process, respondents are **strongly pro-digital**, with an average of 63%\* preferring to do it online
  - Although paper should continue to be offered as an option
- Respondents **would like the FSA to check their details every year (av. 45%\*) to two years (av. 32%\*)** – with the majority favouring *every year*.
- **Risk segmentation strongly appealed** to respondents, with the exception of the ACF members (it should be noted that the ACF were the only participating organisation representing the restaurant sector)
  - ACF members that were positive thought it would keep standards extremely high; a sentiment echoed by members of PTF, NCASS and SCA.
  - Some had a concern over bureaucracy and ‘stalking’



To note: whilst % values are given for ease of reference and comparison, total numbers responding per organisation would not be deemed statistically significant and are indicative of positive or negative perception only

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# Key findings – summary

- **Business support and advice are a vital part of the new regulatory regime**, given the high number of SME FBOs relying on upskilling and training staff themselves
  - The people issues of 'Recruiting the right staff' and 'Trusting suppliers' were also the most frequently mentioned challenges to food safety; mobile caterers added 'affording the right equipment'
- **Respondents felt positive about the practicality of the current regime**; although frustrations with a perceived lack of EHO knowledge and resource pressures had a negative effect
- The **Food Hygiene Rating Scheme (FHRS) was deemed highly valuable** to those FBOs to whom it applies
  - Of the two organisations with the largest number of members within the scheme (ACF and NCASS), a sizeable 68% (average) gave it the highest score possible
  - The scheme does not apply to a number of respondents from the PTF and SCA



To note: whilst % values are given for ease of reference and comparison, total numbers responding per organisation would not be deemed statistically significant and are indicative of positive or negative perception only

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Further comments

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# Positivity towards Enhanced Registration

## Enhanced Registration:

- SMEs felt that 'Enhanced Registration' would "improve general awareness of business owners" and in the long term improve safety.
- It would also "drive more planning on food safety as well as more transparency regarding ownership and management".

*"It seems very logical"*

*"I am in favour of a more detailed registration process, as long as it does not become a barrier to start up."*

*"It seems the right thing to do to stop sub-standard food businesses setting up and possibly causing problems."*

*"The proposed enhanced registration approach would make the industry more open and would increase the standard and monitoring the quality of food, health issues."*



# Factors negatively affecting attitudes towards Enhanced Registration

## Enhanced Registration:

- However, those that did not find it appealing were concerned about the extra workload and red tape, particularly where information was already in the public domain.
- There was also the feeling that asking business owners to provide information, or 'self-assessment', for example about their experience, could be too subjective, with business owners overestimating capabilities and underestimating risks.

*"Pretty ambivalent – system could be improved but not massively in favour of more bureaucracy."*

*"I am worried about the additional costs put upon small businesses and the trend towards self regulation...I do not believe the current way is ineffective or broken."*

## Considerations for FSA

- Although there's positivity towards 'enhanced registration' the specifics (once shaped) should be tested again with SMEs to gain more feedback.



# Positivity towards Risk Segmentation

**Risk segmentation (RS):** We shared with respondents that the extra detail collected as part of the enhanced registration approach would also be used by the FSA to segment businesses according to risk. We then asked them how appealing that would be.

- **PTF:** The consensus from members indicated that a risk-based approach to inspection frequency would be **a good idea**, enabling limited enforcement resources to focus on businesses with a history of poor compliance.
- There was also mention of the audit burden and the excessive frequency of customer and third party audits, which could be used by the FSA to support the concept of 'earned recognition'\* for compliant businesses.
- **NCASS:** Many novice caterers, whilst in favour of risk segmentation were concerned that less experienced traders might be penalised and discriminated against.
- Traders who consistently receive 5\* FHRS were largely in favour of risk segmentation, arguing that it would be '*good to place trust in businesses who have consistently received good hygiene ratings.*'
- We consistently found that caterers with 'low risk' businesses such as delis were in favour of RS and felt that they're being treated similarly to 'high risk' businesses such as meat vendors, was futile and a drain on resources.

\*PTF members believed that food safety audits like BRC and SALSA should be taken into account and recognised if they were segmented according to risk. They referred to it as 'earned recognition'.



# Comments on Risk Segmentation

*"Although we make what is considered a high risk food, due to our experience and diligence we have very few issues and would expect that to be reflected in the risk rating applied to us."*

*"We are in a high-risk seafood business and would welcome any check if it keeps standards high."*

*"A business's risk could not be objectively assessed from information which only the FBO had supplied."*

*"This would put less burden on the food producer/seller, especially for small producers, providing they maintained a high FHRS."*

*"too much stalking"*



# Mixed feelings over Risk Segmentation

- **ACF:** Members said “information from local Councils and/or the FSA to support them would be useful e.g. a quarterly checklist for 3 Cs would be helpful to them implementing better food safety in their premises.”

## Considerations for FSA

- More detail and evidence is needed to convince the passive and negative respondents on how the decision on risk is made to reassure them that it's not 'Big Brother' or a Nanny state.



# Biggest challenges in making food that is safe and what it says it is

Nearly all participants said **trusting their suppliers** was an issue for their business. Other issues mentioned by different organisations included:

**ACS:** Members said that 'recruiting the right staff' and 'getting the right training on food safety' are their biggest challenges.

**PTF:** Members said upskilling and training staff on food safety and management either internally or using an external company was their biggest challenges. A significant number also mentioned that they use online tools to develop a food safety management system.

**NCASS:** Members said that their biggest challenge was being able to afford the correct equipment.



# Biggest challenges in making food that is safe and what it says it is

**SCA:** A challenge for members was the expense of lab testing of milk and cheese which is specific to their sector.

*"Access to laboratory testing that is affordable, local, and necessary."*

*"None are barriers to my business. For instance, I have never accidentally made cheese from Horse milk because of a fraudulent supplier. I believe the main type of barrier for our type of businesses is poor local interpretation of national laws and regulations that are not consistent with statistical and scientific evidence."*

**ACF:** recruiting the right staff' and 'trusting suppliers' followed by 'getting the right training' were the biggest challenges for members.





## Organisation specific insight

To note: whilst % values are given for ease of reference and comparison, total numbers responding by organisation would not be deemed statistically significant and are indicative only

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# Asian Catering Federation (ACF)

## Methodology:

- Survey, promoted via Twitter and their email newsletters; offered an incentive members.
- Qualitative face to face discussions - they also ran through the survey with members at existing roadshows (Belfast and Birmingham).
- 384 members responded.

## Respondent profile

- 56% of respondents are takeaway businesses and 44% are restaurant
- Majority serve Bangladeshi/Indian food (75%)
- 88% are micro business (10 employees or less)
  - 6% have 10-25; 6% have 50-100
- 87% said their Local Authority provides free advice – mostly good
- 69% have an FHRS of 4+ and feel that accurately represents their standards – half feel they need more information to maintain them
  - 50% display their sticker



# Asian Catering Federation (ACF)

Key: Green: positive, yellow: mixed response, red: negative, white: neutral

<p><b>How appealing is enhanced registration (scale of 1-10)?</b></p> <ul style="list-style-type: none"><li>69% are towards positive (score 6+) – indicating openness towards the idea</li><li>Negative respondents don't see need for change</li></ul>	<p><b>Enhanced registration process: online, paper form or both?</b></p> <ul style="list-style-type: none"><li>Majority said both paper and online (63%)</li><li>Almost one third said online only (31%) – lower than respondents for other participating organisations</li></ul>	<p><b>Enhanced registration: how often should FSA check your details are up to date?</b></p> <ul style="list-style-type: none"><li>Majority said 'every year' (69%)</li><li>A quarter said 'every two years' (25%)</li></ul>
<p><b>How appealing is idea of risk segmentation (scale of 1-10)?</b></p> <ul style="list-style-type: none"><li>Unappealing</li><li>Majority of scores were 5 or less (62%)<ul style="list-style-type: none"><li>A quarter scored 3 or less (25%)</li></ul></li></ul>	<p><b>Barriers to providing food that is safe and what it says it is?</b></p> <p>The key issues are people ones:</p> <ul style="list-style-type: none"><li>'recruiting the right staff' and 'trusting suppliers' (61%)</li><li>followed by 'getting the right training' (20%)</li></ul>	<p><b>How do you make sure food that is safe and what it says it is?</b></p> <ul style="list-style-type: none"><li>The majority train staff in-house, themselves (40%)</li><li>27% rely on advice from LAs</li><li>13% use an external company;</li><li>Online tool use appears very low</li></ul>
<p><b>How would you score the existing regulation system (scale of 1-10)?</b></p> <ul style="list-style-type: none"><li>Majority are towards positive (60% scored 6+)<ul style="list-style-type: none"><li>A third are real promoters, scoring 8+</li></ul></li><li>Those who scored it positively found it helpful</li></ul>	<p><b>How valuable is the FHRs to your business (scale of 1-10)?</b></p> <ul style="list-style-type: none"><li>Overwhelmingly positive response, with 75% of respondents scoring 10</li><li>Respondents stated good ratings had improved business</li></ul>	<p><b>Feedback from roadshows:</b></p> <ul style="list-style-type: none"><li>Info from LAs/FSA to support them would be useful, e.g. quarterly 3Cs checklist</li><li>They will continue to provide food that is safe – irrespective of frequency of EHO visits</li></ul>

# Specialist Cheesemakers Association (SCA)

## Methodology:

- Sent a survey out to their members via a via e-mail; with a cash incentive.
- 31 members responded.

## Respondent profile

- 90% respondents are in England, 10% are in Wales
- Manufacturing focus: vast majority are cheesemakers (90%)
  - Over a third are also dairy farms, 10% are wholesale/distribution only
  - Many appear to be B2B only
- 87% are micro businesses (10 or less employees)
- 87% said their Local Authority provides free advice
- 48% have an FHRS of 4+ and feel that accurately represents their standards (out of 27 responses)
  - Very few display their sticker (33%)
  - FHRS was deemed not to apply by the majority of respondents because they are not consumer-facing or covered by alternatives (e.g. Primary Authority)



# Specialist Cheesemakers Association (SCA)

Key: Green: positive, yellow: mixed response, red: negative, white: neutral

<p><b>How appealing is enhanced registration (scale of 1-10)?</b> Split response:</p> <ul style="list-style-type: none"> <li>Over one third find it strongly appealing (36% scored 8+)</li> <li>But almost as many find it unappealing (40% 5 or less)</li> </ul>	<p><b>Enhanced registration process: online, paper form or both?</b></p> <ul style="list-style-type: none"> <li>The majority said online (65%) indicating strong comfort with digital</li> <li>29% said both paper and online</li> </ul>	<p><b>Enhanced registration: how often should FSA check your details are up to date?</b></p> <ul style="list-style-type: none"> <li>39% said 'every two years'</li> <li>26% said 'every year'</li> <li>Over a third said three years or more (35%)</li> </ul>
<p><b>How appealing is idea of risk segmentation (scale of 1-10)?</b></p> <ul style="list-style-type: none"> <li>Majority find it highly appealing, scoring 8+ (61%) - Just over a quarter gave a score of 5 or less</li> <li>Some concern over being deemed higher risk</li> </ul>	<p><b>Barriers to providing food that is safe and what it says it is?</b> The key issues are people ones:</p> <ul style="list-style-type: none"> <li>'recruiting the right staff', 'trusting suppliers' and 'getting the right training' (61%) – of which recruitment ranked by far the highest</li> </ul>	<p><b>How do you make sure food that is safe and what it says it is?</b></p> <ul style="list-style-type: none"> <li>84% are self-taught             <ul style="list-style-type: none"> <li>65% of which have <u>also</u> had external training</li> </ul> </li> <li>HACCP was frequently mentioned; one said 'enthusiasm and common sense!'</li> </ul>
<p><b>How would you score the existing regulation system (scale of 1-10)?</b> Split response</p> <ul style="list-style-type: none"> <li>39% scored 5 or less</li> <li>29% were strongly positive (scoring 8+)</li> <li>6% said it was n/a</li> </ul>	<p><b>How valuable is the FHRs to your business (scale of 1-10)?</b></p> <ul style="list-style-type: none"> <li>58% said FHRs was n/a: as B2B businesses or have Primary Authority or SALSA standard</li> <li>It unsurprisingly scored low (55% 5 or below) although just over a quarter are promoters (26%)</li> </ul>	<p><b>Change wanted?</b></p> <ul style="list-style-type: none"> <li>Better specialist knowledge by FSA/EHOs and understanding of the appropriate risks &amp; processes</li> <li>Make better use of external audits (e.g. SALSA)</li> <li>Concern over having to pay in future</li> </ul>

# Nationwide Caterers Association (NCASS)

## Methodology:

- Survey, incentivised with a 5x £100 free prize draw and promoted via e-shot, Twitter, Facebook, their website, plus their e-newsletter to 17,958 subscribers
- They will also share the findings (when appropriate) in their *The Caterer Quarterly* magazine
- 200 members responded.

## Respondent profile

- NCASS has 99% SME independent businesses – respondents were predominantly micros: 86% have 0-5 employees; 8% have 5-10 employees
- 29% of respondents trade from gazebos, 31% from converted vehicles, 36% said 'other'
- The highest proportion predominantly trade at festivals/events (37%), nearly a quarter at street food markets (23%)
- 45% said their LA provides free advice – of the yes respondents, nearly half find it valuable (48%)
- 85% have a 4 or 5, and say it reflects their standards; 65% display



# Nationwide Caterers Association (NCASS)

Key: Green: positive, yellow: mixed response, red: negative, white: neutral

<p><b>How appealing is enhanced registration (scale of 1-10)?</b></p> <ul style="list-style-type: none"> <li>49% strongly positive (8+) and 65% scored 6 or more</li> <li>A third scored less than 5 (34%)</li> <li>Overall, the idea appeals</li> </ul>	<p><b>Enhanced registration process: online, paper form or both?</b></p> <ul style="list-style-type: none"> <li>69% said online – again, a significant number</li> <li>29% said both</li> <li>Reflecting a the trend towards digital</li> </ul>	<p><b>Enhanced registration: how often should FSA check your details are up to date?</b></p> <ul style="list-style-type: none"> <li>41% said ‘every year’, followed by 34% who said ‘every two years’</li> <li>19% said every 3 to 5 years</li> </ul>
<p><b>How appealing is idea of risk segmentation (scale of 1-10)?</b></p> <ul style="list-style-type: none"> <li>Over half are strongly positive (58%)</li> <li>28% scored less than 5 (of which 18% were 5)</li> <li>Traders with an FHRS of 5 were largely in favour</li> </ul>	<p><b>Barriers to providing food that is safe and what it says it is?</b></p> <ul style="list-style-type: none"> <li>Being able to afford the right equipment was the key issue (47%), closely followed by recruitment (42%)</li> <li>Over a quarter said ‘access to new tech or food safety systems’ (27%); 22% said food safety training</li> </ul>	<p><b>How do you make sure food that is safe and what it says it is?</b></p> <ul style="list-style-type: none"> <li>Online tools (67%) and training in-house (59%) dominated – perhaps reflecting the compliance resources offered by NCASS</li> </ul>
<p><b>How would you score the existing regulation system (scale of 1-10)?</b></p> <ul style="list-style-type: none"> <li>45% strongly positive (8+) and 66% scored 6 or more</li> <li>21% scored a 5</li> <li>Indicating overall, they find the current system practical</li> </ul>	<p><b>How valuable is the FHRS to your business (scale of 1-10)?</b></p> <ul style="list-style-type: none"> <li>61% score 10, indicating very strong support for FHRS, evidencing its value to mobile caterers</li> <li>78% are promoters (8+); less than 10% detractors</li> </ul>	<p><b>Feedback:</b></p> <ul style="list-style-type: none"> <li>Whilst welcoming risk segmentation overall, novice traders are concerned over being discriminated against</li> <li>Some micros fear an increase in paperwork; although low risk FBOs assumed it would be less work</li> <li>Inconsistency of EHO knowledge is a frustration</li> </ul>

# The Provision Trade Federation (PTF)

## Methodology:

- Survey out to members via e-mail, opted to go with no incentive
- Response rate: 14% of their SME membership
  - To note therefore that the response base is very small (8 people)
  - We have therefore generally used 'number of responses' rather than percentage when reporting PTF's results

## Respondent profile

- Respondents are on average larger SMEs, with three 25-50 employees, three 50-100 and one 100-250 – just one micro (5-10)
- They are importers (three), manufacturers (three) and distributors (two)
- Half of respondents said their Local Authority provides free advice; of which four said it was helpful – others approached trade associations, consultants or online resources



# The Provision Trade Federation (PTF)

Key: Green: positive, yellow: mixed response, red: negative, white: neutral

<p><b>How appealing is enhanced registration (scale of 1-10)?</b></p> <ul style="list-style-type: none"> <li>Strongly positive, with 5 members rating it 8+</li> <li>However two scored 1 only, saying self-assessment is too subjective and info is in public domain or available elsewhere</li> </ul>	<p><b>Enhanced registration process: online, paper form or both?</b></p> <ul style="list-style-type: none"> <li>7 out of 8 respondents preferred online (87%!); 1 of 8 wanted both</li> <li>A strong vote in favour of digital</li> </ul>	<p><b>Enhanced registration: how often should FSA check your details are up to date?</b></p> <ul style="list-style-type: none"> <li>Responses were equally spread throughout all four options</li> <li>Those not in favour of enhanced registration scheme owing to the increased workload, selected a greater time period between checks</li> </ul>
<p><b>How appealing is idea of risk segmentation (scale of 1-10)?</b></p> <ul style="list-style-type: none"> <li>Strongly positive, with 5 members scoring 10, plus one more saying 8, saying it would make better use of resources</li> <li>The only detractor felt risk could not be objectively assessed from info supplied by FBOs</li> </ul>	<p><b>Barriers to providing food that is safe and what it says it is?</b></p> <ul style="list-style-type: none"> <li>Full range of suggested responses selected in varying degrees with 'Trusting your suppliers' receiving the most frequent mention</li> <li>Unprompted, three members also mentioned factory audits and managing the audit burden</li> </ul>	<p><b>How do you make sure food that is safe and what it says it is?</b></p> <ul style="list-style-type: none"> <li>Majority replied with upskilling staff in-house as well as using external consultants</li> <li>Unprompted, three members mentioned third party accreditation, such as BRC certification</li> </ul>
<p><b>How would you score the existing regulation system (scale of 1-10)?</b></p> <ul style="list-style-type: none"> <li>Variable response, with two members scoring very low (3) and one scoring 10</li> <li>Comments cited lack of resources, inadequate staffing, limited understanding of businesses, inconsistent enforcement, and lack of advice without extra cost</li> </ul>	<p><b>How valuable is the FHRS to your business (scale of 1-10)?</b></p> <ul style="list-style-type: none"> <li>As largely B2B companies, FHRS does not apply</li> <li>Scores were low (five gave below 3)</li> <li>Some recognized the value of FHRS for consumers but doubted its reliability based on a one-day inspection</li> </ul>	<p><b>Feedback:</b></p> <ul style="list-style-type: none"> <li>Supporters of enhanced registration (ER) felt it would improve general awareness of business owners and safety; those that did not like ER feared extra workload and red tape</li> <li>Respondents felt risk segmentation would help focus resources on FBOs with poor compliance; they want a move away from one size fits all</li> </ul>



Appendix: questionnaire

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# Questionnaire



## SME Consultation

Survey baseline questions – final version

21 April 2017

Please use these questions and amend them to match your tone of voice and add in any relevant examples. Thank you.

### Introduction

The Regulating our Future (ROF) programme from the Food Standards Agency (FSA) will change the way food businesses are regulated and inspected across England, Wales and Northern Ireland. The aim is to have a new system in place by 2020.

The FSA is keen to ensure that small businesses have an opportunity to voice any concerns and suggestions they may have to improve the way in which food regulation is undertaken. They want to make it work better for everyone, including when the UK exits the EU. Some development work has already been done, working with the food industry and Local Authorities. We are sharing it with you today for your comment and input, from a small business perspective.

Your answers will remain strictly confidential and will not be attributable to your individual business.

Thank you for taking the time help shape the future of food regulation.

### Questions

#### About your business:

Please can you tell us a little bit of information about your business:

1. What type of business do you own or work in?

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**[please add types of business in here relevant to your members]**

2. How many employees work there?

Please circle your answer:

- 0 – 5
- 5 – 10
- 10 – 25
- 25 – 50
- 50 – 100
- 100 – 250

### Enhanced registration

Currently when food businesses set up they should fill in a form and send it off to their Local Authority to register. The form only collects a small amount of data about the business.

As part of the new food business model for regulation the FSA are considering an **enhanced registration** approach.

This approach would ask business owners for more details about their business such as who owns it, what qualifications they have, their experience and who is responsible for the food. This extra information will allow the FSA to be sure that each business understands what is expected of them, and is better supported to meet the standards.

3. On a scale of 0-10, where 1 is 'not at all appealing' and '10 is extremely appealing', how appealing is the proposed enhanced registration approach to your business?

Please circle your answer:

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

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# Questionnaire



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a. Please give reasons for your choice of score

4. Would you prefer the enhanced registration process to be online or a paper form?

Please circle your answer

- a. Online
- b. Paper
- c. Or both

5. Thinking about how often things change in your business, how often would you like the FSA to check with you that the details you gave in the enhanced registration approach are up to date?

Please circle your answer

- a) Every year
- b) Every two years
- c) Every three years
- d) Every five years



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## Segmentation

The extra detail collected as part of the enhanced registration approach would also be used by the FSA to segment businesses according to risk. If your business is viewed as being a lower risk then there could be less frequent inspections. For example, if you only sold pre-packaged food, the business had a history of good compliance or there was a consistent '5' FHRs rating you could be considered low risk.

6. On a scale of 0-10, where 1 is 'not at all appealing' and 10 is 'extremely appealing' how appealing is the idea of risk segmentation?

Please circle your answer:

1 2 3 4 5 6 7 8 9 10

a. Please give reasons for your choice of score

## Assurance and standards

7. As a micro, small or medium sized business what are the challenges and barriers you face in providing food that is safe and is what it says it is?

Please circle all that apply (you can circle as many as you like)

- a) Getting the right training on food safety?
- b) Recruiting the right staff?



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- c) Trusting your suppliers?
- d) Being able to afford the right equipment?
- e) Access to new technology or food safety management systems?
- f) If there's something else, please give us details below:

8. What do you currently do as a business to make sure your food is safe and what it says it is for your customers?  
*Please circle all that apply (you can tick as many as you like)*

- a) Upskilling and or training staff on food safety and management yourself?
- b) Upskilling and or training staff on food safety and management with an external company?
- c) Upskilling and or training staff on food safety and management by advice from the Local Authority?
- d) Using online tools to develop a food safety management system?
- e) If there's something else, please give us details below:

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## Current regulation

9. Thinking about how the existing regulation system works i.e. Local Authority inspections and enforcement with your business operation, how practical is it:  
On a scale of 1 -10, where 1 is 'not at all practical' and 10 is 'extremely practical' how would you score its practicality?

*Please circle your answer:*

1   2   3   4   5   6   7   8   9   10

- a) Please give reasons for your choice of score

10. Does your Local Authority provide free advice?

*Please circle your answer:*

- a) Yes
- b) No
  - i) If 'yes', is it valuable to you? And do they provide the advice and support that you need? Please give details

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ii) If no where do you get your advice? Please give details

## Food Hygiene Rating Scheme

11. Thinking about the Food Hygiene Rating Scheme (the green and black sticker that you can display with your hygiene rating)

On a scale of 1 -10, where 1 is 'not at all valuable' and 10 is 'extremely valuable', how valuable is the Food Hygiene Rating Scheme to your business?

Please circle your answer:

1 2 3 4 5 6 7 8 9 10

a) Please give reasons for your choice of score

12. Again, thinking about the Food Hygiene Rating Scheme (FHRS) please circle all statements that apply to your business:

a) My business has a score of 3 or less and the scheme motivates me to improve my score

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b) My business has a score of 3 or less but it's not clear what I need to do to improve

c) My business has a score of 4 or 5 and the scheme accurately represents our food hygiene standards

d) My business has a score of 4 or 5 but I need more information to maintain that standard

e) I/we display the sticker

f) If there's something else, please give us details below:

13. And lastly, what **one thing** would you change about the way food businesses are currently regulated?

Thank you for your input.

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