



Handbook 2019

**Residential care
and community meals**





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Introduction to Food for Life Served Here

Food for Life Served Here is an independent endorsement, backed by annual inspections, for food providers who are taking steps to improve the food they serve.

The aim of the scheme is to encourage and reward caterers who:

- » serve fresh food
- » source environmentally sustainable and ethical food
- » make healthy eating easy, and
- » champion local food producers.

Food for Life Served Here certification is available for all organisations who serve food. The fixed bronze standards apply to all caterers while silver and gold are assessed using a points based system. Points are achieved at silver and gold for sourcing environmentally friendly and ethical food, steps taken towards making healthy eating easy and championing local food producers.

Food for Life Served Here applies only to food. The bronze standards do not apply to drinks, but you can achieve points towards silver and gold for using organic milk and for serving ethical and organic drinks. See sections 2.1.1 and 2.1.8.

You can apply for a Food for Life Served Here award using the form available on our [website](#) or call 01173 145 180.

How to use this Handbook

All award holders must have easy access to the Food for Life Served Here Handbook for their sector. There are individual Handbooks for:

- » Schools
- » Independent schools
- » Further and higher education
- » Residential care
- » Early years
- » Hospitals
- » Cafés & restaurants, workplaces and events catering

Hyperlinks to useful websites are included throughout each Handbook. The full web addresses are listed in the web links section and on our website. If you find a link which does not work, please contact catering@foodforlife.org.uk. There is a summary of all the information you will need to prepare for your inspection in the 'How the scheme works' chapter.

Support and training

We can help you prepare for the inspection and provide you with the support you need. In addition to the general support on offer from the Food for Life Served Here team to help food providers achieve an award, we offer additional training opportunities. This can cover staff training to build organisation-wide understanding of the scheme, menu benchmarking, a progress review and marketing support. Find out more on our [website](#) or contact the Food for Life Served Here team to discuss a package of support and to receive a quote: catering@foodforlife.org.uk 01173 145 180



Principles of Food for Life Served Here

Fresh food you can trust

Food for Life menus are based around food that is freshly prepared on site or at a local hub kitchen from predominantly unprocessed ingredients. They are free from controversial additives and artificial trans fats.

Sourcing environmentally sustainable and ethical food

Award holders serve food which meets or exceeds UK animal welfare standards. Serving Food for Life menus helps to lower carbon emissions and pollution and, at silver and gold levels of the scheme where organic ingredients are used, increases levels of biodiversity.

Making healthy eating easy

Award holders demonstrate compliance with national standards or guidelines on food and nutrition where these apply for their sector. They implement a range of steps to make healthy eating easier for their customers, in line with public health priorities.

Championing local food producers

Award holders champion local produce and local producers. This is an investment in the local community and local economy and is a way to reconnect people with where their food comes from and how it is produced.

Standards development

Food for Life Served Here standards are set and overseen by the independent Food for Life Served Here Committee.

The Standards Committee is made up of a range of independent experts, who are appointed by open recruitment on the basis of their individual experience and knowledge. You can find out more about the standards setting process and the current members of the Standards Committee on our [website](#).

Changes to the Food for Life Served Here standards always follow a public consultation, during which it is important that we hear your views. We publicise all Food for Life Served Here standards consultations widely, including in Food for Life Served Here e-newsletter and on our website so do look out for them.

Email catering@foodforlife.org.uk or call 01173 145 180 to sign up to Food for Life Served Here e-newsletter.



Bronze standards: Overview

To achieve the bronze Food for Life Served Here award, caterers must meet the following standards:

- 1.0 Caterers in residential care and community meals settings can demonstrate their compliance with national standards or guidelines on food and nutrition.
- 1.1 At least 75% of dishes on the menu are freshly prepared (on site or at a local hub kitchen) from unprocessed ingredients.
- 1.2 All meat is from farms which satisfy UK animal welfare standards.
- 1.3 No fish are served from the Marine Conservation Society 'fish to avoid' list.
- 1.4 Eggs are from free range hens.
- 1.5 No undesirable additives or artificial trans fats are used.
- 1.6 No genetically modified ingredients are used.
- 1.7 Drinking water is prominently available.
- 1.8 Menus are seasonal and in-season produce is highlighted.
- 1.9 Information is on display about food provenance.
- 1.10 Menus provide for all dietary and cultural needs.
- 1.11 All suppliers have been verified to ensure they apply appropriate food safety standards.
- 1.12 Catering staff are supported with skills training in fresh food preparation and Food for Life Served Here.

Silver and gold standards: Overview

Silver and gold Food for Life Served Here standards use a points system and are assessed using the online points calculator which you'll find on our [website](#).

To achieve silver and gold, in addition to meeting all bronze standards, caterers can achieve points for food served in three categories:

2.1 Ethical and environmentally friendly food

Points are awarded for sourcing organic, free range, RSPCA Assured, Fairtrade, LEAF, Marine Stewardship Council certified fish, Marine Conservation Society 'fish to eat', for serving organic or ethically and fairly traded drinks and for using more sustainable palm oil or avoiding the use of palm oil.

To achieve silver a minimum of 5% of the ingredient spend on your Food for Life menu must be on organic food.

To achieve gold a minimum of 15% of the ingredient spend on your Food for Life menus must be on organic food and at least 5% on free range pork or poultry meat.

3.1 Making healthy eating easy

Caterers are rewarded for steps to make healthy eating easier for customers. Points are awarded from a range of optional actions, in line with public health priorities.

4.1 Championing local producers

Caterers are rewarded for every penny spent on food produced in your region and for above average UK sourcing levels. Research into Food for Life menus has demonstrated a social return on investment of over £3 for every £1 spent, mostly in the form of increased jobs and opportunities for local food producers. The Public Services (Social Value) Act places a duty on public sector institutions to have regard to the economic, social and environmental wellbeing of their relevant area in their food procurement.



Bronze Food for Life Served Here Standards

1.0 Caterers in residential care settings can demonstrate their compliance with national standards or guidelines on food and nutrition

1.0.1 Residential care homes (adults 18–65 years of age)

You must demonstrate compliance with National Association of Care Catering (NACC) [guidelines](#) 'Nutritional standards for adults'.

NACC produces resources and provides practical guidance on catering in residential care, catering for special diets and catering for community meals.

1.0.2 Residential care (older people) & community meals

You must demonstrate compliance with the following:

- » National Association of Care Catering (NACC) [guidelines](#) 'A recommended standard for community meals', or
- » Caroline Walker Trust 'Eating well for older people: Practical and nutritional guidelines for food in residential and nursing homes and for community meals' www.cwt.org.uk/wp-content/uploads/2014/07/OlderPeople.pdf, or

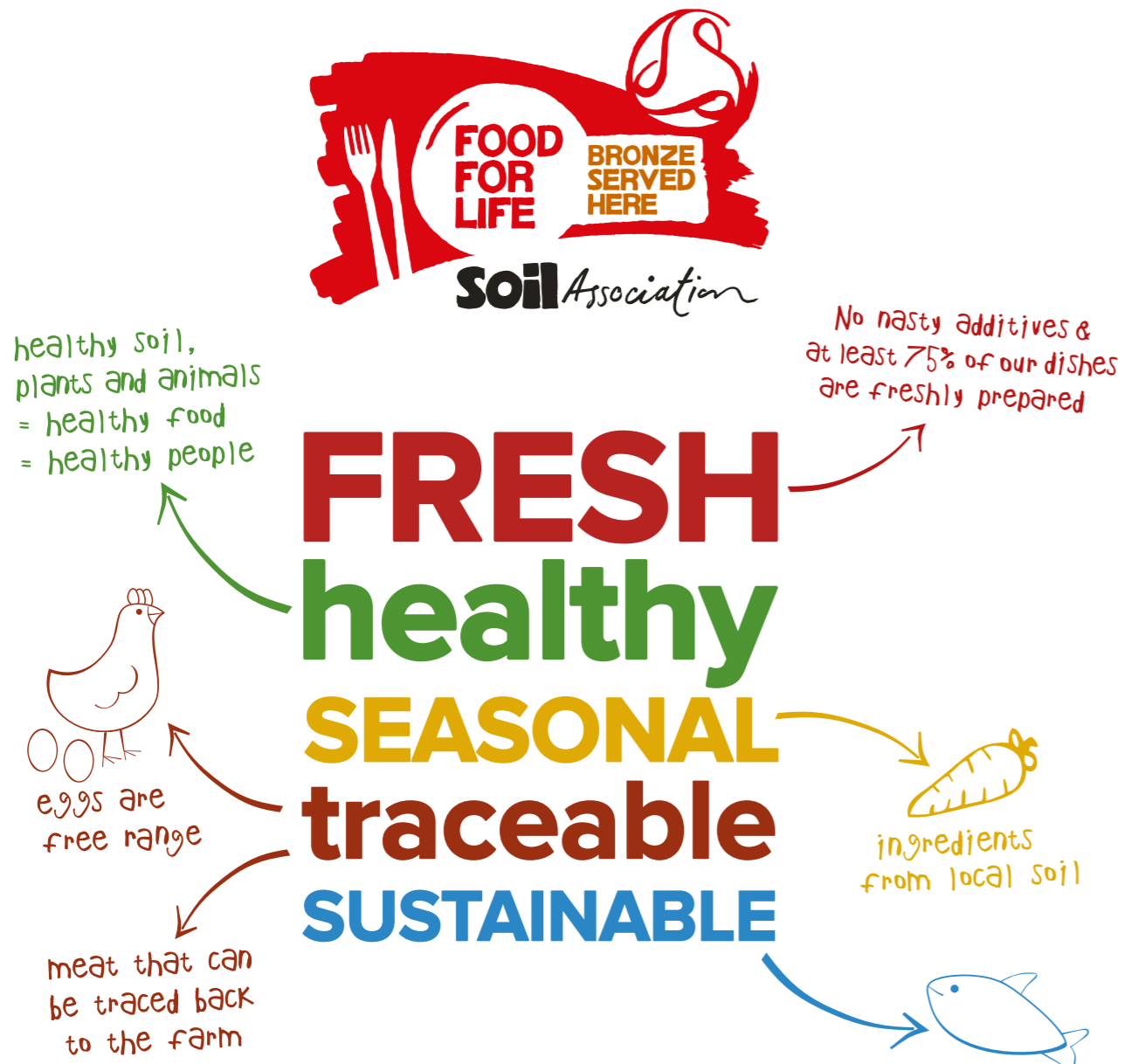
You must use evidence checklists and/or appropriate software where these are available.

Why?

Food and nutrition standards help to ensure that more vulnerable people – such as those in residential care – have the best chance of getting all of the goodness they need from the food they eat.

Guidance

- » Assess your menus against the national standards or guidelines relevant to your care sector. For older people, you may use the appropriate national guidelines for food and fluid provision for older people in hospitals.
- » Record results to demonstrate that you comply with the specific standards or guidance relevant to your care sector.
- » Have the appropriate food and/or nutrition standards available.
- » Your Food for Life Served Here Inspector will be looking for you to demonstrate how you know that each of your menus meets these standards.
- » The organisations listed in standards 1.0.1 and 1.0.2 have websites which offer more information and may have useful tools to help plan and assess your menus.
- » In Scotland, you may follow the guidelines for food and fluid provision for older people in Scotland. (see www.hfs.scot.nhs.uk/publications/1458641294-415601_Food_p4.pdf).





1.1 At least 75% of dishes on the menu are freshly prepared (on site or at a local hub kitchen) from unprocessed ingredients

At least 75% of the dishes you serve must be freshly prepared from basic unprocessed ingredients. A 'dish' is a main meal option or a dessert.

Food freshly prepared at a nearby catering facility is also acceptable. This allows the use of local hub kitchens within the local authority or 20 miles of where food is served where on-site kitchens are not available. Except for community meals, food can only be transported hot or chilled, not frozen.

Community meal providers serving frozen dishes can meet this standard only if:

- » meals are prepared within the local authority area or no more than 20 miles from the point of service, and
- » frozen dishes are not stored for more than three months.

Frozen dishes must be accompanied by either: freshly cooked vegetables, freshly prepared salad or fruit.

Why?

Food for Life Served Here believes on-site fresh cook kitchens are able to respond to the needs of residents and customers and help them understand how food is prepared and where it comes from. We aim to stop and reverse the loss of fresh-cook kitchens from care settings and to support the use of local hubs where on-site kitchens are not viable. Food for Life Served Here aims to increase the number of skilled catering staff using unprocessed ingredients serving freshly prepared, tasty dishes.

Preparing meals from scratch gives caterers more control over what goes into them, making it easier to provide a balanced meal.

Unprocessed ingredients are raw, basic and natural foodstuffs such as fresh or frozen fruit and vegetables, fresh or frozen meat or fish, flours, rice and pulses. Some foods which have been subject to primary processing (including milk, good quality cheese, pasta and bread) may also be used in freshly prepared dishes. This is in recognition of the practical challenges of making these items from scratch at the scale required in many commercial kitchens. For further detail about specific ingredients, please see page 13.



Guidance

- » Assess your menu by calculating the amount of freshly prepared dishes as a percentage of the total number of dishes on your menu. If this is below 75%, make changes to recipes and ingredients to increase the amount of freshly prepared dishes served.
- » Use fresh and unprocessed ingredients wherever possible.
- » All dishes on the menu, whether freshly prepared or not, must be made with ingredients which meet the bronze standards (e.g. free from genetically modified ingredients, undesirable additives, contain only compliant meat, fish, eggs).
- » Bought-in sauces or those made using milk powder may be served as accompaniments to freshly prepared dishes because accompaniments aren't part of the freshly prepared calculation. For example, freshly prepared apple crumble, offered with custard containing milk powder, can count towards your freshly prepared percentage. However, a pasta dish made with a bought-in sauce does not count as freshly prepared, because the sauce is a main part of the dish.
- » Making sauces from scratch, rather than buying in ready-made products, can often save money too.
- » To check whether a dish you make would count as freshly prepared, have a look at Appendix 1 at the end of 'How the Scheme works'. For more help contact catering@foodforlife.org.uk or 01173 145 180.
- » When calculating the freshly prepared percentage of a menu which includes sandwiches, all types of bread are classed as one 'outer'. If the fillings are 75% freshly prepared all types of bread offered count only as one freshly prepared dish. Even if paninis, ciabattas etc. have different fillings, they all count as one dish if made on-site.
- » We recognise that it can be difficult for breakfast menus to meet this standard so they can be excluded if required.
- » If sandwiches/other bread items are bought-in, these count as one non-freshly prepared dish. The fillings still have to comply with all other relevant standards e.g. farm assured meat, absence of trans fats.





How to calculate the freshly prepared percentage

[applies from January 2017]

Step 1:

Work out the total number of dishes on your menu, across the menu cycle. Each main meal you offer counts as a dish, whilst desserts, jacket potatoes and sandwiches classify as one dish each, even if multiple options are provided. This should include main offers that are not stated on the menu (i.e. grab and go counters)

Step 2:

Work out which of your dishes classify as freshly prepared by looking at the recipes and ingredients. Across the menu cycle, 75% of the dishes you serve need to classify as freshly prepared in order to meet the standard.

For dishes such as desserts, jacket potatoes and sandwiches, 75% of the options served must be freshly prepared in order for them to be classified as one freshly prepared option.

Step 3:

Calculate the percentage of freshly prepared dishes on your menu to find out whether it meets the standard.

Working example:

Pumpkin soup	dish 1
Ratatouille	dish 2
Macaroni cheese	dish 3
Pizza (bought-in)	dish 4
Jacket potatoes	dish 5
Jacket potato with cheese	option for dish 5
Jacket potato with beans	option for dish 5
Desserts	dish 6
Apple crumble and custard	option for dish 6
Yoghurt	option for dish 6
Ice cream	option for dish 6

Step 1:

There are 6 dishes on the menu.

Step 2:

Dish 1, 2 and 3 are freshly prepared from scratch. Dish 4 does not classify as freshly prepared because it is bought-in. Dish 5 does not classify as freshly prepared because baked beans are not freshly prepared, therefore only 50% of toppings for this dish are freshly prepared. Dish 6 would classify as freshly prepared as crumble is prepared from scratch and yoghurt and ice cream are products of primary processing only so are accepted as freshly prepared, therefore 100% of dessert options are freshly prepared.

Step 3:

4 of 6 dishes are freshly prepared, which is 67%. This would need to increase in order to meet the standard.



Dishes may contain the following items and still be classed as freshly prepared:

- Fresh or frozen vegetables or fruit
- Canned sweetcorn or pulses
- Fresh, dried, canned fruit (no syrup), including tinned tomatoes
- Fresh or frozen meat (which can be pre-diced or minced) and ham
- Fresh, frozen (not breaded or battered) or tinned fish
- Fresh or frozen dairy products including ice cream or yoghurt
- Sausages, burgers or meatballs (minimum meat content 62%)
- Cheese (unless processed, see opposite)
- Pesto
- Bread mix, custard powder and gravy mix (free from additives and trans fats) Curry paste
- Bread, rolls and wraps
- Stock cubes, pastes, concentrated jellies or bouillon (free from additives and trans fats)
- Pasta and rice
- Curry paste

Dishes containing the following may not be counted as freshly prepared:

- Pre-prepared potatoes using chlorine-based whitening agents
- Bought-in baked beans
- Jelly cubes and crystals
- Reconstituted meat
- Bought-in breaded or battered fish products
- Dried milk products, such as skimmed milk powder (e.g. used for béchamel)
- Sausages, burgers and meatballs with less than 62% meat content
- Processed cheese (cheese further processed to include additives, unfermented dairy ingredients, emulsifiers, extra salt or whey)
- Pre-prepared sauces
- Packet mixes, with the exception of bread mix, custard powder and gravy mix (free from additives and trans fats)
- Dried egg
- Pre-cooked meat (except ham)



1.2 All meat is from farms which satisfy UK animal welfare standards

All meat and meat within products on the menu must be accredited by one of the following welfare schemes:

- » Assured Food Standards (Red Tractor Assurance)
- » Farm Assured Welsh Livestock (FAWL)
- » Quality Meat Scotland (QMS)
- » Farm Quality Assurance Scheme (FQAS) Northern Ireland
- » AHDB Beef and Lamb (for English beef and lamb)
- » Organic
- » RSPCA Assured
- » British Poultry Council Duck Assurance Scheme
- » SAI Global/EFSIS Assured Farm Venison Standard
- » British Quality Assured Pork Standard
- » Quality British Turkey, in association with Red Tractor

Black pudding is excluded from this requirement due to the nature of its production and the low availability of farm assured product. If you wish to serve non-farm assured black pudding you must communicate this to customers at point of service. We will review this exemption in April 2018.

Why?

Caterers using Farm Assured meat can claim with confidence that UK minimum standards on animal welfare are being met and that meat can be traced back to the farm. Without third party inspection, animal welfare standards have proven to be open to misinterpretation and occasional abuse. UK welfare standards prevent certain adverse practices in livestock farming still legal elsewhere, including sow stalls and higher stocking densities for indoor housed poultry.



Guidance

- » This standard applies to all meat products e.g. pizza toppings, pasta sauce, pie and sandwich fillings, cooked and cured meats, sausage rolls and pasties.
- » Make a list of all the meat and meat products used in your Food for Life menus.
- » Make sure your suppliers can provide these products with assurance from one of the welfare schemes detailed above.
- » Where necessary, choose new suppliers that are able to supply compliant meat products and supporting information. [See our Food for Life Suppliers here.](#)
- » Ask your suppliers to guarantee in writing or complete declarations to confirm that all the meat and meat products they supply for your Food for Life menus comply with this standard.
- » It is best practice to request that declarations are renewed annually, and current welfare certificates are held on file.
- » Make sure that it is possible to establish the welfare status of meat from information on delivery notes and/or invoices (such as product codes linking with catalogues or by product description e.g. 'FA' for farm assured, 'RT' for Red Tractor, 'FF' RSPCA Assured etc).
- » Ensure that the kitchen purchasing procedure only allows compliant meat and meat products to be ordered for Food for Life menus.
- » Periodically check invoices, specifications and certificates to ensure that they are in date and clearly link to the product used on your Food for Life menus.
- » Any free range, outdoor reared or outdoor bred meat must also carry farm assurance certification under one of the welfare schemes detailed above.
- » We can supply you with declaration templates – please contact your Certification Officer to request copies.
- » Think about how robust your system for maintaining this standard is. For example, does the system ensure that if someone unfamiliar with the Food for Life Served Here standards places the orders, they can't order non-compliant ingredients for the Food for Life menu? Are purchases regularly audited for compliance? Do you accept special offers from suppliers and, if so, how do you ensure that these are limited to compliant products only?



1.3 No fish are served from the Marine Conservation Society 'fish to avoid' list

You must not serve any fish that are on the Marine Conservation Society 'fish to avoid' list.
 You must refer to the list when ordering fish.
 Note – this list is updated regularly according to the latest research.

Why?

Overfishing has caused one third of all fish stocks worldwide to collapse, and scientists are warning that if current trends continue all fish stocks worldwide will collapse within fifty years.
 Many thousands of dolphins, turtles and albatross are also caught by large drift nets or baited hooks. To be certain the fish you are using has been caught using sustainable fishing practices, you can buy fish certified sustainable by the Marine Stewardship Council which is now available from most suppliers.

Guidance

- » Make a list of all the fish and fish products used in your Food for Life menus. Check these against the MCS 'fish to avoid' list.
- » Make sure your suppliers can provide fish that meets this standard, or find new suppliers that can.
- » Ask your suppliers to guarantee in writing or complete declarations to confirm that all the fish and fish products they supply for your Food for Life menus comply with this standard.
- » It is best practice to request that declarations are renewed annually.
- » Make sure that it is possible to establish species and source, or that fish is Marine Stewardship Council certified, from information on specifications or invoices (such as product codes linking with catalogues or by product description).
- » Ensure that the kitchen purchasing procedure only allows compliant fish and fish products to be ordered for Food for Life menus.
- » Periodically check through invoices, specifications and certificates to ensure that they are in date and clearly link to the products used on your Food for Life menus.
- » Fish from the Marine Conservation Society 'fish to eat' list, [Marine Stewardship Council](#) or organically certified fish all comply with this standard. Your spend on these items can also earn points towards silver and gold.
- » Check which fish are most sustainable when planning new menus.



1.4 Eggs are from free range hens

You may only use eggs from free range hens, including liquid egg.

Why?

Although EU animal welfare regulations have banned conventional battery cages, they still permit the use of 'enriched' cages which do not allow the birds to express their natural behaviour and fall far short of acceptable animal welfare standards.

Free range hens have access to the outdoors and are not confined in cages. This allows them to benefit from daylight and carry out natural behaviours such as walking, wing flapping, dust bathing, perching and nesting.

Guidance

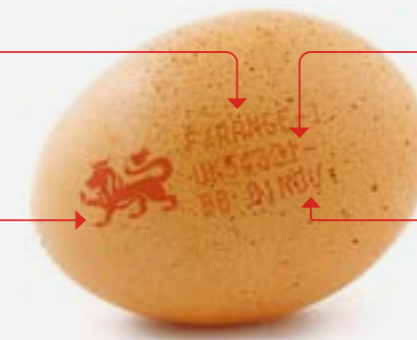
- » Hold a contract with suppliers or ask suppliers to complete a declaration confirming they will only supply free range eggs. We can provide you with template supplier declarations, contact your Certification Officer for more information.
- » Make sure that it is possible to establish the welfare status of eggs from information on invoices (such as product codes linking with catalogues or by product description).
- » Develop a purchase list for catering staff to use when placing orders. Ensure that only free range egg products are listed and delist eggs that do not meet this standard.
- » Train catering staff to recognise egg labelling guidelines. See below.
- » Periodically check back through invoices, specifications and certificates to ensure that they are in date and clearly link to the products used on your Food for Life menus.
- » If you obtain eggs from your own flock, please provide evidence that it is registered with the [Animal and Plant Health Agency](#). Your Inspector will verify its free range status.
- » Farm assurance or the Lion Mark do not guarantee that eggs are from free range hens.
- » Organic eggs are from free range hens and also gain points towards silver and gold.
- » Where bought-in products include egg as an ingredient e.g. mayonnaise, we don't require that to be free range.
- » Bought-in products where egg is the primary ingredient must contain only free range egg e.g. omelettes, egg sandwiches, Scotch eggs, gala pie. Other products, such as cakes, biscuits, meringue and mayonnaise do not have to contain only free range egg.
- » Where eggs carry the Lion stamp free range eggs can be checked by using the code on each egg:

Method of production
 0 = Organic
 1 = Free Range
 2 = Barn
 3 = Caged

Producer identity
 A unique code denoting where the egg was produced.e.g. UK54321, UK543SCO or UK5-432.

British Lion Quality mark
 Only found on eggs that have been produced in accordance with UK and EU law and the British Lion Quality Code of Practice.

Best-before date
 All British Lion Quality eggs must include a 'best-before' date printed on the shell of the egg.





1.5 No undesirable additives or artificial trans fats

You must not use any products or ingredients which contain artificial trans fats or the following additives:

Colourings	E129 allura red	Sweeteners
E102 tartrazine	E131 patent blue V	E950 acesulfame K
E104 quinoline yellow	E132 indigo carmine	E951 aspartame
E107 yellow 2G	E133 brilliant blue FCF	E954 sodium saccharin
E110 sunset yellow	E151 black PN	Preservatives
E120 cochineal, carminic acid, carmines	Flavourings/enhancers	E211 sodium benzoate
E122 carmoisine	E621 monosodium glutamate	Trans fats
E123 amaranth	E635 sodium 5 – ribonucleotide	Partially hydrogenated fats
E124 ponceau 4R		

Why?

There have been many different studies concerning the safety of these additives with mixed findings. Until their safety for human health and wellbeing has been scientifically proven, they are not permitted for use in Food for Life menus.

Artificial trans fats or trans fatty acids (TFAs) are chemically altered vegetable oils, used to give processed foods a longer shelf life. They are produced artificially by a process called hydrogenation which turns liquid oil into solid fat.

The primary health concerns relating to trans fats are an association between increasing TFA intakes, coronary heart disease risk, and raised 'bad' cholesterol levels. The National Institute for Health and Clinical Excellence (NICE) guidelines call for trans fats to be eliminated from food in England.

Guidance

- » Check your ingredients in stock and on purchase lists for these additives and for trans fats (also check for partially hydrogenated fats which contain trans fats) and delist any non-compliant products. We can supply you with declaration templates, contact your Certification Officer.
- » Check labels or specifications of new products before adding to purchase lists.
- » Communicate with your suppliers and make sure they can supply products that are free from these additives and trans fats.
- » Hold a contract with suppliers or ask suppliers to complete a declaration confirming they will not supply products containing these additives or trans fats.
- » Develop a purchase list for catering staff placing orders to use. Ensure that only compliant products are listed and delist products that do not meet this standard.
- » Train all staff to recognise these ingredients.



- » Purchase organic produce where possible – the undesirable additives are not permitted in organic products.
- » Periodically check back through invoices, specifications and certificates to ensure that they are in date and clearly link to the product used on your Food for Life menus.
- » Some of the products which can contain these additives are soy sauce, gravy granules, bouillons and food colourings.
- » Watch out for and avoid products containing carmine, carminic acid and natural carmine which are different names for the prohibited additive E120 cochineal.
- » Artificial trans fats can be found in partially hydrogenated vegetable oils used for frying and baking and in some processed foods, margarines, cakes and biscuits and readymade mixes for cakes.
- » Low levels of trans fats occur naturally in some animal products such as meat and dairy produce. This standard applies only to artificial trans fats as explained above.
- » Suppliers who are members of the [Food for Life Supplier Scheme \(FFLSS\)](#) should be able to tell you which of their products are free from all of these additives and artificial trans fats.



1.6 No genetically modified (GM) ingredients

You must ensure that none of the products you use are genetically modified or contain genetically modified ingredients.

Why?

Genetic modification is very different to traditional plant breeding techniques. It is a technology which allows scientists to take genes from one organism and put them into another. This changes the characteristics of the organism, or the way it grows and develops. The Soil Association, along with the worldwide organic movement, does not support genetic modification for a variety of reasons, including the potential risks posed to human health and the environment, and the social and economic impacts of the technology, particularly on smallholder farmers in developing countries.

Guidance

- » Genetically modified products are required to be labelled, so please check product labels. Very few are available in the UK, but a significant proportion of catering oil is genetically modified.
- » Check current product specifications and labels of 'risk ingredients' and delist any products that do not comply with this standard.
- » Check labels or specifications of new products before adding to purchase lists.
- » Communicate with your suppliers and make sure they can supply products that are free from genetically modified ingredients.
- » Hold a contract with suppliers or ask suppliers to complete a declaration confirming they will not supply products containing genetically modified ingredients. We can supply you with template declarations, contact your Certification Officer.
- » Develop a purchase list for catering staff placing orders to use. Ensure that only compliant products are listed and delist products that do not meet this standard.
- » Train all catering staff to recognise these ingredients.
- » Purchase organic produce where possible. GM ingredients are not permitted in organic products.
- » Periodically check back through invoices, specifications and certificates to ensure that they are in date and clearly link to the product used on your Food for Life menus.



1.7 Drinking water is prominently available

Drinking water must be prominently available and you should promote the availability of drinking water to your residents. This applies to all outlets covered by your Food for Life Served Here award.

Why?

Water is essential for good health and makes up about two-thirds of the weight of a healthy body.

Most of the chemical reactions that happen in our cells need water in order to take place. We also need water so that our blood can carry nutrients around the body and get rid of waste.

Water is the healthiest choice for quenching thirst because it has no calories and contains no sugars that can damage teeth.

Guidance

- » Have fresh water available and encourage residents to drink about 1.5 litres of fluid a day (about 6 to 8 drinks) including water.
- » Demonstrate that you have a policy in place to promote the availability of free drinking water.



1.8 Menus are seasonal and in-season produce is highlighted

Your menus must make use of and highlight in-season fruit and vegetables. Alternatively, menus can use a broad term like 'seasonal vegetables' or state clearly that fruit and vegetables are subject to seasonal variation.

Note – seasonal produce is fresh produce that can be produced outdoors in the UK at that time of year.

Why?

Eating UK produce in-season is one of the best ways to reduce our carbon footprint, by cutting food miles and avoiding energy-intensive heated glasshouses. Currently, 90% of the fruit and 44% of the vegetables consumed in the UK are imported. Eating in-season also means you eat food at its best, and it is often more affordable too. If menus are seasonal it becomes far easier to source fresh produce locally (which can score you points at silver and gold).

Guidance

- » Communicate with your suppliers and make sure they can supply seasonal produce.
- » Using fresh, seasonal fruit and vegetables can save on costs.
- » A number of good seasonality charts and examples of menu wording are available. Ask your suppliers, have a look online or contact us for further details.
- » Train all staff to use seasonality charts when ordering and menu planning.
- » Develop a purchase procedure for catering staff placing orders to use and focus on seasonal items.
- » Menus need not be exclusively seasonal, but must show seasonal variation and ideally include seasonal meats and fish too.



1.9 Information is on display about food provenance

Information must be on display about where food comes from. For example, the names of farms and/or local food businesses supplying locally produced ingredients could be displayed on menus, blackboards, posters, or communicated to your customers through flyers, websites or newsletters.

Why?

Letting your customers and staff know about the origins of your food offers them more of a connection between what they are eating, where it comes from and how it was produced. It can also help them to feel proud of the food you source and the support you give local or British businesses.

Guidance

- » Where efforts have been made to source ingredients from a local producer with high welfare and other standards, you should display that information to raise awareness of your food sourcing policy.
- » Provide information in the kitchen and dining areas about where ingredients are produced via menus, blackboards, table talkers, posters or at the point of sale.
- » Update customers on the provenance of ingredients via newsletters or websites.
- » Display information about producers, particularly where these have high animal welfare and other standards in order to raise awareness of your food sourcing policy.
- » Ask your suppliers if they can provide you with displays – or pictures of – the farms or producers you use.





1.10 Menus provide for all dietary and cultural needs

You must ensure that:

- a) The food offered reflects all relevant dietary and cultural needs.
- b) You incorporate feedback from surveys into menu planning.

Why?

This standard aims to make healthy eating easier by ensuring that suitable meals are available to meet all dietary requirements and needs and that feedback is taken into account. It is important that all residents are able to choose food which is suitable for them to eat. The best way to find out if you are providing food that residents want to eat is to ask them, and incorporate their feedback into your future menu planning.

Common special diets are:

- » Diabetes
- » Gluten free
- » Dysphagia (difficulty swallowing).

It is estimated that 51% of institutionalised elderly people have dysphagia. Some people may require special diets or have dietary requirements for specific medical conditions such as high blood pressure, high cholesterol levels or because they have diabetes or need a gluten free diet.

Guidance

Plan appropriate menus for everyone you cater for by:

- » Asking for feedback on menus and using results of surveys to plan your menus.
- » Understanding the cultural make-up of your residents.
- » Ensuring there is sufficient choice available to allow everyone to enjoy a full meal. Dietary needs meals must be varied so the same options are not served every day.
- » For those with swallowing difficulties the [Dysphagia Diet Food Descriptors](#) should be followed according to clinical need.
- » If you serve any Halal and Kosher meat it must be farm assured to one of the welfare schemes listed in standard 1.2. Special dietary needs can be excluded if necessary but it must be clearly communicated that the award does not apply to these.
- » Caterers are required by the Food Standards Agency (FSA) to provide information on allergens for all food on offer. To find out more about this, see the FSA's [website](#).



1.11 All suppliers have been verified to ensure they apply appropriate food safety standards

You must ensure that all of your suppliers have an effective, documented food safety system in place, based on Hazard Analysis and Critical Control Points (HACCP) principles and have evidence to show this.

They must have been visited by a properly qualified individual to ensure appropriate food safety standards are adhered to on their premises.

You must keep written records to demonstrate each supplier has been verified.

Note – this is preferably assured by suppliers adopting the appropriate industry quality assurance standard (for example, the Safe and Local Supplier Approval scheme (SALSA), the British Retail Consortium (BRC) Global Standard). We will also accept other forms of evidence and verification, such as registration with the local Environmental Health unit.

Why?

Food safety is paramount. As a caterer and buyer you have an important role in verifying this by ensuring that all of your suppliers have an effective food safety system, based on HACCP principles, in place.

Guidance

- » Specify compliance with relevant EU/UK legislation in supply contracts.
- » Ask for quality assurance certificates or HACCP procedures from all new suppliers.
- » Have declarations from each supplier on file or Supplier Self Audit Questionnaires.
- » Hold copies of recent reports from Environmental Health or another food safety verifier.
- » Hold copies of certificates from food safety and quality assurance schemes, for example confirmation of premises approval (Health Mark).
- » If the Catering Manager or other member of catering staff is appropriately trained to assess food safety (e.g. in food hygiene) they can visit suppliers to check that satisfactory food safety standards are maintained.



1.12 Catering staff are supported with skills training in fresh food preparation and Food for Life Served Here

To meet this standard you must provide:

- a) Practical training in fresh food preparation and seasonal menu planning to the heads of kitchen and other catering staff (according to need), as part of a programme of continuous professional development. This can be on-the-job training rather than course-based and if applicable specific training in meal regeneration methods to ensure food is appetising and served at the correct temperature.
- b) To meet this standard you must also ensure that:
 - i. catering staff have been briefed about Food for Life Served Here;
 - ii. staff serving food can respond to enquiries about where food comes from and which animal welfare and environmental standards it meets; and
 - iii. the award is communicated to residents through displays or other means.

Why?

Many catering staff would benefit from an opportunity to refresh existing fresh food preparation skills and learn more about nutrition and seasonal menu planning. Catering staff should be encouraged to take advantage of opportunities to acquire relevant qualifications.

Guidance

- » Provide staff training on fresh food preparation and Food for Life Served Here.
- » Keep training records for staff detailing courses/events on file.
- » Have information on display for staff about suppliers and ingredients.
- » Consider giving catering staff the opportunity to visit local farms and suppliers to see how the food they serve is produced.
- » We can provide support with staff training, contact us for more information: catering@foodforlife.org.uk or 01173 145 180.

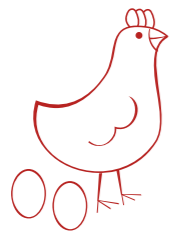


Silver and Gold Food for Life Served Here Standards



Bee happy!
healthy soil,
people and planet

seasonal
ORGANIC
SUSTAINABLE
free range
LOCAL
traceable
healthy



meat that can
be traced back
to the farm



Supports our
communities

freshly prepared
food (and no nasty
additives)

Example of the points system

To achieve the silver Food for Life Served Here award:

» Meet all of the bronze standards

Pick up **150 points in total** by:

- » Spending at least 5% of your total ingredient budget on organic produce (this is required) 25 points
- » Sourcing ethical and environmentally friendly produce (organic, free range, MSC, MCS 'fish to eat', RSPCA Assured, Fairtrade, LEAF, sustainable palm oil, organic or fairly traded drinks) (this is required) 15 points
- » Taking action from the making healthy eating easy steps (this is required) 20 points
- » Collecting another 90 points from any of the three categories 90 points

150 points in total

To achieve the gold Food for Life Served Here award:

» Meet all of the bronze standards

Pick up **300 points in total** by:

- » Spending at least 15% of your total ingredient budget on organic produce, including one organic animal product (this is required) 75 points
- » Spending at least 5% of your total ingredient budget on free range pork or poultry (this is required) 20 points
- » Sourcing ethical and environmentally friendly produce (organic, free range, MSC, MCS 'fish to eat', RSPCA Assured, Fairtrade, LEAF, sustainable palm oil, organic or fairly traded drinks) (this is required) 25 points
- » Taking action from the making healthy eating easy steps (this is required) 50 points
- » Collecting another 130 points from any of the three categories 130 points

300 points in total

You can use the points calculator which you'll find on our [website](#) to help you calculate your points.

'Spend' is the total amount actually spent over a defined period of time, on the ingredients used on the Food for Life menu. The defined period is up to you and could be, for example, a menu cycle, a three month period or a full year. You must be able to provide evidence of your spend (invoices etc.) and show how it's maintained throughout the year.

The points are awarded as follows:

2.1 Sourcing environmentally friendly and ethical food

- » 5 points per % of spend on organic (minimum 5% at silver; 15% at gold including at least one animal product)
- » 4 points per % of spend on free range pork and poultry (minimum 5% at gold*, not including eggs)
- » 4 points per % of spend on Marine Stewardship Council certified/Marine Conservation Society 'fish to eat'
- » 3 points per % of spend on RSPCA Assured pork, poultry or fish
- » 3 points per % of spend on Fairtrade food
- » 2 points per % of spend on LEAF certified food
- » Up to 15 points available for avoiding or using more sustainable palm oil
- » Up to 18 points available for organic and fairly traded drinks

* If less than 5% of your spend is on pork and poultry, any pork or poultry products that you serve must be free range.

3.1 Making healthy eating easy

- » Up to 13 points available for support to eat well
- » Up to 15 points available for cooking and serving practices
- » Up to 40 points available for healthier menus: fruit and vegetables, starchy foods, milk and dairy, meat reduction
- » Up to 21 points available for healthier snacks (in vending, on trolleys and over the counter)
- » 18 points available for healthier drinks (including vending, on trolleys and over the counter)
- » Up to 13 points available for display and marketing

4.1 Championing local food producers

- » 3 points per % of spend on ingredients produced in your region (as a proportion of your total ingredient spend)
- » 2 points per % of spend over 59% on raw ingredients produced in the UK (as a proportion of total spend on raw ingredients)

2.1 Sourcing environmentally friendly and ethical food

2.1.1 Organic

5 points per %: organic (minimum 5% at silver; 15% at gold including at least one animal product)

Organic produce and ingredients must be certified organic to gain points in this section.

Many organic products carry the Soil Association logo and those from the EU must display the EU organic logo:



At gold:

- » The 75 points required for organic spend (15% of total spend) must include at least one animal product (meat, eggs or dairy).
- » If any of the organic spend is on organic poultry meat, organic eggs or organic pig meat this also counts towards the 5% free range requirement at gold.

Why?

Organic food is produced using environmentally and animal friendly farming methods on organic farms. These methods are legally defined and any food sold as 'organic' must be strictly regulated. Organic farming recognises the direct connection between our health and how the food we eat is produced. Research published in the British Journal of Nutrition (2014) found that organic food has up to 60% more antioxidants than non-organic food, as well as fewer pesticides, less cadmium and less nitrogen.

Organic meat

All animals on organic farms live in free range systems and are encouraged to roam outdoors and express their natural behaviour. According to leading animal welfare organisation, Compassion in World Farming, organic farming has the potential to offer the very highest standards of animal welfare and the Soil Association welfare standards are leaders in the field. The Soil Association insists on higher welfare standards for organic poultry than most other organic certifiers.

Organic milk

Research has shown that organic milk has higher levels of an Omega-3 essential fatty acid (ALA, alpha-linolenic acid), vitamin E, vitamin A and antioxidants. We fully support and encourage the provision of organic drinking milk, particularly for the nutritional benefits that it provides.



Guidance

- » Because of the clear benefits to animal welfare and human health, your spend on organic milk, including when served as, or in, a drink, will count towards the points calculation.
- » Because organic standards exceed free range welfare standards, if any of your organic spend is on organic poultry, organic eggs or organic pig meat you can also count this towards the 5% free range requirement at gold.
- » Find out if your suppliers hold organic certification and if so, ask if they can supply organic products. Under EU regulation, all suppliers of organic produce – including wholesalers – must hold organic certification. All certified organic suppliers will be able to provide you with their certificate and list of certified products and activities. Only accept certificates from your direct supplier.
- » We can provide details of Soil Association organic certified producers and processors in your area. Contact us: catering@foodforlife.org.uk or 01173 145 180.
- » Develop a purchase list for catering staff placing orders to use. Ensure that organic products are listed and delist non-organic lines.
- » Train all staff to check organic status of products on arrival.
- » Ensure your supplier indicates the organic/free range status of products on their invoices – either by product description or traceable product code.
- » Periodically check back through invoices, specifications and certificates to ensure that they are in date and clearly link to the product used on your Food for Life menus.
- » If you are serving vegan menus, and therefore not sourcing animal products for your food offer, 15% of your total spend on organic does not have to include spend on animal products.



2.1.2 Free range

4 points per %: free range (minimum 5% at gold)

You can pick up points here by using:

- » free range poultry meat*
- » free range*, outdoor-reared* and outdoor-bred* pig meat
- » organic poultry meat, organic eggs or organic pig meat (for which you will collect double points: for organic and for free range meat)

*these systems must also be farm assured, which is a bronze requirement (standard 1.1). All meat and meat products must be farm assured, including meat from free range, outdoor-reared and outdoor bred pigs.

Why?

Animals reared in free range systems have opportunities to enjoy fresh air, exercise and express their natural behaviours.

Free range poultry

For poultry meat to be called 'free range', it must be produced to standards laid down by EU law, which specify that the birds must be provided with access to open-air runs.

Free range, outdoor reared and outdoor bred pig meat

There are no agreed, auditable definitions for these terms in pig production but there are accepted industry norms and a voluntary code of practice to which an increasing number of major suppliers have signed up: [Pork Provenance](#).

In 'outdoor bred' systems, sows are usually kept outdoors for their productive lives (although there are some exceptions) and piglets are outside until weaning when they are bought inside for finishing. In 'outdoor reared' systems the piglets will be outside in fields for half of their lives. In both cases, the piglets are generally kept indoors for the latter part of their lives. We recommend you also specify a 'straw-based system' to ensure piglets are housed on straw not concrete.

Guidance

- » Contact your suppliers to find out if they can supply free range pork and poultry products.
- » Where necessary choose new suppliers who can supply these products and supporting information.
- » Develop a purchase list for catering staff placing orders to use. Ensure that these products are listed and delist alternative lines.
- » Train all staff to check free range products on arrival.
- » Ensure your supplier indicates the organic/free range status of products on their invoices – either by product description or traceable product code.





- » Periodically check back through invoices, specifications and certificates to ensure that they are in date and clearly link to the product used on your Food for Life menus.
- » If you do not serve any poultry or pork products you are not required to meet this standard, which is designed to increase the welfare of chickens and pigs.
- » To achieve gold if less than 5% of your spend is on pork and poultry, any pork or poultry products that you serve must be free range.
- » Organic beef and lamb do not earn points in the free range category because the nature of beef and lamb production means these animals usually live in free range systems.
- » All organic meat products earn points in the organic category.
- » You cannot gain points for using free range eggs as this is a bronze standard requirement.



2.1.3 Marine Stewardship Council certified fish or Marine Conservation Society 'fish to eat'

4 points per %: MSC/Marine Conservation Society 'fish to eat'

You can achieve points for serving sustainable fish which is certified by the Marine Stewardship Council (MSC), or classified as 'fish to eat' by the Marine Conservation Society (MCS).

Marine Stewardship Council – you can buy [MSC certified](#) sustainable seafood which has been independently certified as sustainable and is available from most UK suppliers. It has the added benefit of being fully traceable – look out for the logo below.

Marine Conservation Society – the MCS 'fish to eat' list can be accessed [online](#). This list is regularly updated according to the latest research on the sustainability of fish stocks. You will need to demonstrate how much 'fish to eat' you purchase.

Why?

Over fishing has caused one third of all fish stocks worldwide to collapse, and scientists are warning that if current trends continue all fish stocks worldwide will collapse within fifty years. Many thousands of dolphins, turtles and albatross are also caught by large drift nets or baited hooks.

Guidance

- » Communicate with your suppliers, find out if they can supply MSC certified products or items on the MCS 'fish to eat' list.
- » Where necessary choose new suppliers that are able to supply these products and supporting information.
- » Develop a purchase list for catering staff placing orders to use. Ensure that these products are listed and delist alternative lines.
- » Train all staff to check MSC certified status of products on arrival.
- » Periodically check back through invoices, specifications and certificates to ensure that they are in date and clearly link to the product used on your Food for Life menus.
- » Products which meet the MSC standards carry this logo:
 
- » Use of the MSC logo and reference to MSC standards is optional under Food for Life Served Here. The requirement is that you demonstrate how much MSC fish you purchase.
- » For use of the Marine Stewardship Council ecolabel (above) or name in print or online, please [contact the MSC](#) for more information on obtaining certification and a Licence Agreement.

2.1.4 RSPCA Assured

3 points per %: RSPCA Assured (including fish)

RSPCA Assured is an assurance scheme devised and monitored by the RSPCA, particularly intended to provide assurance of higher animal welfare standards.

Why?

Fish

Worldwide, more farmed fish are now eaten than wild caught fish. The RSPCA Assured standard for farmed fish covers all aspects of fish handling, feeding, transport, management and slaughter. In the UK the main species farmed are salmon and trout.

Poultry meat

RSPCA Assured is not the same as free range, as some indoor systems are allowed under the RSPCA Assured standards. However, these standards are higher than other farm assurance schemes – for example, lower stocking densities are required for birds which gives them more room to move around.

Points are awarded for all RSPCA Assured poultry meat (ducks, turkeys and chickens) but not for RSPCA Assured certified eggs because using free range eggs is a requirement of the bronze standards.

Pigs

An estimated 60% of breeding sows and 93% of pigs reared for meat in the UK spend most or all of their life indoors, many on concrete. Farrowing crates used to confine sows when they have piglets are widely considered to be a serious welfare concern yet around 60% of sows still give birth in farrowing crates. The RSPCA Assured certification restricts the length of time the sow can be confined in a farrowing crate.

Other animals

Points are not awarded for RSPCA Assured beef, dairy or lamb production because the aim of this standard is to enhance welfare for pork and poultry meat and to improve the nature of fish farming. Improving welfare for chickens and pigs is a priority because of the prevalence of more intensive systems in those two sectors.

Guidance

- » Communicate with your suppliers, find out if they can supply RSPCA Assured certified products.
- » Where necessary choose new suppliers that are able to supply these products and supporting information.
- » Develop a purchase list for catering staff placing orders to use. Ensure that these products are listed and delist alternative lines.
- » Train all staff to check RSPCA Assured certified status of products on arrival.
- » Periodically check back through invoices, specifications and certificates to ensure that they are in date and clearly link to the product used on your Food for Life menus.
- » Products which meet the RSPCA Assured standards carry this logo:



2.1.5 Fairtrade

3 points per %: Fairtrade

Why?

Fairtrade standards, as guaranteed by the FAIRTRADE Mark, ensure that producers in the developing world are getting a fair deal.

Guidance

- » Communicate with your suppliers, find out if they can supply Fairtrade products.
- » Where necessary choose new suppliers that are able to support you by supplying these products and supporting information.
- » Develop a purchase list for catering staff placing orders to use. Ensure that these products are listed and delist alternative lines.
- » Train all staff to check Fairtrade status of products on arrival.
- » Periodically check back through invoices, specifications and certificates to ensure that they are in date and clearly link to the product used on your Food for Life menus.
- » Examples of Fairtrade products that can be used on a menu include bananas, pineapples, rice, quinoa, nuts, cocoa powder and sugar.
- » This logo appears on Fairtrade produce:-





2.1.6 LEAF (Linking Environment And Farming)

2 points per %: LEAF certified food

LEAF is a leading organisation delivering more sustainable food and farming.

Why?

The [LEAF Marque](#) is an assurance system recognising sustainably farmed products. It is based on LEAF's Integrated Farm Management principles. Caterers wishing to use the LEAF Marque logo must:

- » be members of LEAF
- » be part of the LEAF Marque Chain of Custody system, and
- » adhere to the licensed process for the use of the LEAF Marque logo within the LEAF Marque Chain of Custody system.

Guidance

- » Communicate with your suppliers, find out if they can supply LEAF certified products.
- » Where necessary choose new suppliers that are able to support you by supplying these products and supporting information.
- » Develop a purchase list for catering staff placing orders to use. Ensure that these products are listed and delist alternative lines.
- » Train all staff to check LEAF certified status of products on arrival.
- » Periodically check back through invoices, specifications and certificates to ensure that they are in date and clearly link to the product used on your Food for Life menus.
- » LEAF produce carries this logo:



2.1.7 Organic drinks

2.1.7 a) All drinks are organic: 10 points

These points are awarded if all drinks on offer are organic (excluding water).

- » If you serve organic milk as a drink and use it for cooking in the accredited outlet, this will also count towards your organic ingredient spend under standard 2.1.1.

2.1.7 b) All tea, coffee and fruit juices are organic: 7 points

These points are awarded if all tea, coffee and fruit juices on offer are organic.

- » If you also serve juice-based drinks, these do not need to be organic for you to achieve these points, as long as all of your pure fruit juice is organic.
- » This standard only applies to drinks offered as part of the FFLSH menu, e.g. milk or fruit juice.
- » Tea and coffee on offer in the staff room don't have to be organic to achieve 7 points in this category, although your staff may appreciate it!
- » If you don't serve tea or coffee, score 7 points if all of your fruit juices are certified organic.

2.1.7 c) Some drinks are organic: 3 points

These points are awarded if organic drinks are available.

- » To achieve these points, you need to have more than one choice of organic drink on offer.
- » For example, oat milk and fruit juice would achieve 3 points, whereas two types of fruit juice would not.



Why?

GM ingredients, controversial artificial food colours and preservatives are not permitted in organic drinks. Organic farms support up to 50% more wildlife than non-organic farms. Organic farms have healthier soils, use less energy and release fewer greenhouse gases per hectare than non-organic farms.

Organic milk has been found to have higher levels of an Omega-3 essential fatty acid (ALA, alpha-linolenic acid), vitamin E, vitamin A and antioxidants.

Organic drinks are subject to the same legal conditions as organic food, all organic drinks on sale in the UK must be certified to EU organic standards.

The focus of this scheme is on the food on the menu, but we recognise the benefits of serving organic drinks, so these are rewarded with fixed points.

Guidance

- » The maximum number of points you can score in this category is 10.
- » Ensure your supplier indicates the organic status of drinks on their invoices – either by product description or traceable product code.
- » Find out if your drinks suppliers hold organic certification. Under EU regulation, all suppliers of organic produce – including wholesalers – must hold organic certification. All certified organic suppliers will be able to provide you with their certificate and list of certified products and activities. Only accept certificates from your direct supplier.
- » NB. Only organic milk, not other organic drinks, count towards your organic ingredient spend under standard 2.1.1.



2.1.8 Ethical and fairly traded drinks

2.1.8 a) All drinks are certified ethical or fairly traded: 8 points

- » These points are awarded if all drinks on offer are certified ethical or fairly traded (excluding water).

2.1.8 b) All tea, coffee and fruit juice are certified ethical or fairly traded: 5 points

- » These points are awarded if all tea, coffee and fruit juices on offer are certified ethical or fairly traded.

2.1.8 c) Some drinks are certified ethical or fairly traded: 2 points

- » These points are awarded if some certified ethical or fairly traded drinks are on offer (more than one type of drink e.g. tea and coffee). To achieve these points, you need to have more than one choice of fairly or ethically traded drink on offer – for example, tea and a soft drink would achieve 2 points, whereas two types of organic coffee would not.



2.1.8 Silver and gold Food for Life Served Here standards

Why?

Ethically and fairly traded drinks help to support farmers in developing countries by providing them with better prices, decent working conditions and reduced exposure to harmful substances such as pesticides.

Guidance

To achieve points in this area, the drinks you serve must be certified as ethically or fairly traded by an independently verified third party scheme. The following ethical and fair trading schemes are currently recognised:

- » FairTrade
- » FairWild

The maximum number of points you can score for fairly and ethically traded drinks is 8.

- » If all of your drinks are both organic and fairly or ethically traded, you would score 18 points.
- » If some of your tea, coffee, or fruit juice is fairly or ethically traded, you would score 2 points.
- » Ensure your supplier indicates the ethical and fairly traded status of drinks on their invoices – either by product description or traceable product code.
- » In schools and early years settings, apply this standard only to drinks offered as part of the FFLSH menu, e.g. milk or fruit juice. Tea and coffee on offer in the staff room don't have to be ethical or fairly traded to achieve 7 points in this category, although your staff may appreciate it!
- » Your spend on ethically or fairly traded drinks does not count towards your Fairtrade food spend under standard 2.1.5.



2.1.9 Silver and gold Food for Life Served Here standards

2.1.9 Rewarding the use of more sustainable palm oil or avoiding palm oil

2.1.9 a) Cooking oil

- » All cooking oil is palm oil-free: 5 points
- » All palm oil used for cooking is certified organic: 4 points
- » All palm oil used for cooking is from sources which have been verified as meeting the Palm Oil Innovation Group (POIG) Charter: 3 points
- » All palm oil used for cooking is certified sustainable by a recognised scheme*: 2 points

2.1.9 b) Spreads (for customers and kitchen)

- » All spreads are palm oil-free: 5 points
- » All spreads containing palm oil are certified organic: 4 points
- » All spreads containing palm oil use palm oil only from sources which have been verified as meeting the Palm Oil Innovation Group (POIG) Charter: 3 points
- » Palm oil in all spreads is certified by a recognised sustainability scheme*: 2 points

2.1.9 c) Confectionery and baked goods

- » All confectionery and baked goods are palm-free: 5 points
- » All confectionery and baked goods containing palm oil use only certified organic palm oil: 4 points
- » All confectionery and baked goods containing palm oil use only palm oil from sources which have been verified as meeting the Palm Oil Innovation Group (POIG) charter: 3 points
- » All palm oil in confectionery and baked goods is certified sustainable by a recognised scheme*: 2 points



Why?

Palm oil is the most widely consumed vegetable oil in the world. Its increasing use is driving deforestation and the loss of key species such as orangutans, as land is cleared for plantations. Maintaining rainforests is also important in the fight against dangerous climate change, as they are important absorbers of carbon dioxide, a greenhouse gas.

To make sure your food isn't contributing to rainforest destruction, choose a more environmentally sustainable oil, or opt for palm oil which comes from certified sources.

Definitions

- » *Current recognised sustainability schemes are Certified Sustainable Palm Oil (CSPO) and RSPO NEXT set by the Roundtable on Sustainable Palm Oil (RSPO).
- » [The Palm Oil Innovation Group \(POIG\) Charter](#) was set up to support continuous improvements in the RSPO and strengthen implementation of existing RSPO standards while addressing other critical issues where RSPO is seen as falling short. POIG looks at three thematic areas: environmental responsibility, community partnership, and corporate and product integrity.
- » Palm oil which complies with the POIG charter has been available since 2015.

Guidance

- » The maximum number of points available in this category is 15 – i.e. 5 points in each section.
- » You must demonstrate how you check products to identify those containing palm oil from unsustainable sources and avoid them being ordered and supplied.
- » We can provide you with a palm oil declaration form to pass to your suppliers which they can use to declare their products contain only either palm oil verified to POIG or another sustainability scheme.
- » Use your purchasing records, menus and invoices/delivery notes to demonstrate that you meet this standard throughout the year.
- » Develop a purchasing list for staff placing orders to use so they choose products which contain palm oil that meets these standards.
- » Train staff to check the sustainability status of products containing palm oil when they are delivered.
- » Have a system in place for adding new products to your order sheets, which checks the type of oil used in a product.
- » When switching from palm oil to other oils, be careful to avoid non-organic coconut oil – the production of which can also be a high risk for clearing valuable habitats.



3.1 Making healthy eating easy standards

- *A minimum of 20 points are required in this section to achieve silver.
- *A minimum of 50 points are required in this section to achieve gold.

Key:

Good practice measures: 2 points

Best practice measures: standards in this category are eligible for additional rewards ranging from 3–20 points.

Points are given for a range of optional steps to offer healthier menu choices in the following categories:

Up to 13 points available for support to eat well

- » 2 points for steps are taken to support customers to eat well
- » 2 points for customer surveys are carried out regularly, to identify popular healthy dishes
- » 2 points for food tasting events are held for residents and their families and carers
- » 2 points for information about eating well is on display
- » 5 points for caterers support their staff in a whole-setting approach to food

Up to 15 points available for cooking and serving practices

- » 2 points for fried food is only on the menu once per week
- » 2 points for use of alternative seasoning methods to salt
- » 2 points for test recipes to ensure minimum amount of salt used
- » 2 points for the ratio of sugar: flour in sweet recipes is 1:2 or less
- » 2 points for wholegrain flour is widely used in recipes
- » 5 points for steps taken to reduce the amount of food uneaten (plate waste)



Up to 40 points available for healthier menus: fruit and vegetables, starchy foods, milk and dairy, meat reduction

- » 2 points for more than 50% of desserts are fruit-based
- » 2 points for a range of easy-to-eat fruit or vegetables are available as a snack or dessert choice
- » 2 points for vegetables or salad accompany or are incorporated into all main dishes
- » 2 points for raw vegetables are available as salads
- » 2 points for salads have dressing provided separately or no dressing is offered
- » 2 points for Real Bread is served
- » 2 points for more than 50% of bread on offer is wholegrain
- » 2 points for two or more wholegrain carbohydrates are provided on the menu each week, in addition to bread
- » 2 points for natural yoghurts and/or lower sugar yoghurts are available
- » 2 points for oily fish is served at least once per week
- » 15 points for meat-free menus: maximum points for up to 3 per week
- » 5 points for pulses and vegetables are incorporated into recipes to replace some of the meat content

Up to 21 points available for healthier snacks (in vending, on trolleys and over the counter)

- » 3 points for savoury snack products are only available in packet sizes of 30g or less
- » 3 points for confectionery and packet sweet snack products are in the smallest standard single serve portion size available within the market and do not exceed 250kcal
- » 15 points for healthier snacks: maximum points for 100% healthier

18 points available for healthier drinks (including vending, on trolleys and over the counter)

- » 3 points for any sweetened drinks on offer are in max 330 ml portion size
- » 15 points for healthier drinks: maximum points for 100% healthier

Up to 13 points available for display and marketing

- » 2 points for smaller portions available (e.g. lighter bites)
- » 3 points for serving staff are knowledgeable about healthy choices and actively promote them
- » 3 points for menus and counter signage promote healthier options
- » 3 points for healthy choice dishes are in prime positions
- » 2 points for calorie labelling or colour-coding/front of pack traffic light labelling



3.2 Support to eat well

3.2.1 Steps are taken to support residents to eat well: 2 points

To achieve these points, demonstrate that you do all of the following:

- » Ensure everyone is given the opportunity to choose food they like and that is appropriate to their needs.
- » Ensure food looks attractive and is served at the right temperature in a calm and pleasant environment.
- » Ensure that the food you offer is suitable for the people you are caring for.

Why?

Providing food and utensils which are suitable for each age group encourages residents to eat well and try new foods, so they benefit from a full range of nutrients. The dining experience can have a significant impact on our relationship with food from an early age.

Guidance

- » For those residents who do not understand the wording of the menu or have forgotten what the food looks like, show the plated food options to help them choose a meal they like.
- » Provide regular training on food service standards to all staff that serve food, whether care assistants or catering staff and record this on staff training records.
- » In addition, if food is prepared in a hub kitchen and transported to sites, adapt your menu to ensure that you serve food which best retains its colour, texture and flavour.





3.2.2 Resident surveys are carried out regularly, to identify popular healthy dishes: 2 points

To achieve these points, demonstrate that you do all of the following:

- » Obtain feedback at the end of each menu cycle or at least 6 monthly intervals.
- » From the feedback, identify which of the healthiest dishes are most popular. Ensure they are incorporated into future menus and consider increasing their frequency.
- » Consider whether less healthy dishes which are popular could be made healthier, without compromising their popularity. For example, incorporating blended vegetables into sauces or adding a salad accompaniment.

Why?

Seeking feedback directly from residents and/or their family and carers helps you to plan your future menus so they include the healthiest meals which residents will enjoy eating.



3.2.3 Food tasting events are held for residents and their families and carers: 2 points

To achieve these points, demonstrate that you run tasting sessions when implementing new menus so residents have an opportunity to become accustomed to new foods and flavours. Invite family to take part in these if possible.

Why?

Theme days or food tasting events can encourage residents to try new foods and introduce them to a range of healthy options.

Suggestions

- » Try themed food days to encourage residents to try new healthy foods and teach them about the benefits of a healthy well balanced diet. Every themed food day must include healthy options.
- » Consider running days where friends/family members are invited to eat with residents. For example, roast dinner days or summer BBQs.





3.2.4 Information about eating well is on display: 2 points

To achieve these points, demonstrate that you do all of the following:

- » The information on display references Food for Life Served Here and how it supports healthier eating.
- » Information on display is appropriate to the target audience.
- » Information is displayed in suitable places where residents are most likely to see it. You could use menus, screens, posters, table talkers, newsletters and/or your website.

Why?

Food education goes beyond what's offered on the plate and at mealtimes. Displaying information in a format which residents can easily understand, or talking to them about the food at mealtimes, helps them to build a positive relationship with food.

Suggestions

- » The [Eat Well Guide](#) provides information, graphics and resources on food groups and healthy eating.
- » The [British Nutrition Foundation](#) has educational resources about healthy eating available for people of all ages.
- » Provide short facts about your meals to be included in newsletters or other materials.



3.2.5 Caterers support their staff to engage in a whole setting approach to food: 5 points

To achieve these points, demonstrate that you do all of the following:

- » Involve residents and staff in growing and/or cooking activities.
- » Form a Food and Nutrition Action Group and encourage chefs/cooks, kitchen and serving staff, residents and carers to participate in regular discussions about ways to improve food and food culture at the site(s).

Why?

Appreciating good food is about more than just eating – it involves understanding where food comes from, how it is produced and made. We want to encourage residential care homes to support residents in their care to develop good eating habits.

Suggestion

- » Give staff and residents (where appropriate) the opportunity to visit local farms to see how their food is produced.





3.3 Cooking and serving practices

3.3.1 Fried food is only on the menu once per week: 2 points

Why?

When food is fried it becomes higher in calories because the food absorbs the fat from the oil. Eating more calories can lead to an increase in weight, which has been associated with heart disease, diabetes and other serious health conditions.

Guidance

- » Record which meals include fried food.

Suggestion

- » Consider baking, grilling and steaming as alternative cooking methods.



3.3.2 Use of alternative seasoning methods to salt (herbs, spices, lemon etc.): 2 points

To achieve these points, demonstrate that you do all of the following:

- » Use non-salted flavourings (e.g. lemon juice, vinegars, spices, curry powder, frozen, dried and fresh herbs, onions, peppers, garlic and tomato paste) to enhance the taste of food.
- » Specifically state in recipes that alternative methods of seasoning are to be used in place of salt.
- » Do not have salt available for residents to add to meals.

Why?

Too much salt has been shown to cause high blood pressure, which can lead to strokes, heart problems, diabetes and other health problems.



3.3.3 Test recipes to ensure minimum amount of salt used: 2 points

To achieve these points, demonstrate that you do all of the following:

- » Test recipes to ensure the minimum amount of salt is used without compromising on taste.
- » Reduce sauces before seasoning – gradual reduction cooking methods affect the amount of salt in the final dish.
- » Ensure that recipes which use salt specifically state exactly how much salt is to be added.

Why?

Too much salt in our diets has been shown to cause high blood pressure, which can lead to strokes, heart problems, diabetes and other health problems.



Suggestion

- » Salt may be essential for flavour to encourage residents to eat healthy options, such as wholegrain bread.



3.3.4 The ratio of sugar to flour in sweet recipes is 1:2: 2 points

To achieve these points, the ratio of sugar to flour must be to 1:2 or less in 50% of your cakes, pastry, biscuits and crumbles.

Why?

According to [NHS guidelines](#), eating too much sugar can lead to weight gain, which increases the risk of diabetes, heart disease and some cancers.



3.3.5 Wholegrain flour is widely used in recipes: 2 points

To achieve these points, ensure that 50% of your recipes or dishes that use flour contain only 100% wholegrain flour.

Why?

Wholegrain flour is healthier because the whole of the grain is used, so it is higher in fibre, vitamins B and E and can help people to feel fuller for longer.



3.3.6 Steps taken to reduce the amount of food left uneaten (plate waste): 5 points

To achieve these points, take one of the following steps:

- » Review plate waste regularly and change the amounts of any frequently wasted items.
- » Measure portion sizes to ensure they are suitable for the target audience.
- » Seek feedback from residents about dishes or accompaniments which are left uneaten and why.

Why?

Providing healthy food means little if it is left uneaten. Reducing plate waste reduces your ingredient spend and waste disposal costs and benefits your consumers by increasing their nutrient intake.

Suggestions

- » Remove unpopular items from the menu.
- » Record the amount of food wasted after each meal (by quantity or weight).
- » Train serving staff to provide appropriate portion sizes and offer smaller portions to those with smaller appetites.
- » Introduce portion control ladles/serving utensils or display photos of how the plate should look, so that serving staff know exactly how much to serve.
- » The [Waste Resources Action Programme \(WRAP\)](#) has a selection of useful information for reducing plate waste.





3.4

Silver and gold Food for Life Served Here standards

3.4 Healthier Menus: Fruit and vegetables

3.4.1 More than 50% of desserts are fruit-based: 2 points

Why?

The World Health Organisation recommends that people eat at least five portions of fruit and vegetables each day, as part of a balanced diet.

Definitions

- » Fruit-based desserts contain at least 50% fruit. Fruits in desserts can be in all forms including fresh, frozen, dried, canned and juiced, and desserts can be hot or cold.
- » Fruit added as decoration or jam added to a dessert does not count towards this standard.

Guidance

- » Calculate the total number of desserts and the amount of fruit-based desserts across the menu to work out your percentage.
- » Fresh fruit served alone does not count towards this 50%, however you can achieve one point below for making fresh fruit widely available.

Suggestions

- » Designing menus to use fruit that is in season will ensure a variety of fruit is served across the year. It will also help you meet bronze standard 1.8.
- » If using canned fruit, products in natural juice rather than syrup are healthier options and will also help the dish count as freshly prepared under bronze standard 1.1.



3.4.2

Silver and gold Food for Life Served Here standards

3.4.2 A range of easy-to-eat fruit and/or vegetables is available as a snack or dessert choice: 2 points

To achieve these points, demonstrate that Fresh fruit and vegetables are always available and on display for customers to choose for a snack or dessert option.

Why?

Offering easy-to-eat fruit and vegetables can encourage people to choose them, helping them to consume the recommended five portions of fruit and vegetables a day to support healthy eating and a balanced diet, as advised by the World Health Organisation.

Suggestions

- » Using fruit that is in season will ensure a variety of fruit is served across the year. It will also help you meet bronze standard 1.8.
- » Pots or platters of chopped fruit and vegetables look appealing and often prove more popular than whole pieces.
- » Use a rainbow of coloured fruit and vegetables as this will provide a range of different nutrients.
- » Vegetable sticks with dips, salad shaker pots and fruit kebabs are often popular.
- » Using fruit that is in season will ensure a variety of fruit is served across the year. It will also help you meet bronze standard 1.8.



3.4.3 Vegetables or salad accompany or are incorporated into all main dishes: 2 points

To achieve these points, review your menu and check that every main meal (including specials) contains at least a portion of salad or vegetables. If any don't, adapt the recipe or add an accompaniment.

Why?

The World Health Organisation recommends that people eat at least five portions of fruit and vegetables each day, as part of a balanced diet.

Definitions

- » Salad or vegetables added as a garnish don't count towards this standard.
- » Potatoes don't count towards this standard as they are considered a starchy carbohydrate food.



Suggestions

- » Thicken soups and sauces with pureed vegetables or reductions, rather than adding extra flour and fat, to help you meet this standard.
- » Using a variety of different coloured salad and vegetables can make dishes look appealing, and will provide a range of different nutrients.
- » Serving seasonal vegetables or salad can help you to meet bronze standard 1.8.



3.4.4 Raw vegetables are available as salads: 2 points

To achieve these points, review your salad offering and ensure cooked salads, such as pasta and potato, are not the only/main salad options.

Why?

Some nutrients in vegetables can be destroyed during the cooking process.

Guidance

- » Chop vegetables in a variety of ways to add interest and texture (e.g. grate, julienne batons, thick/finely dice, spiralize, shred, thinly/diagonally slice).
- » Use a variety of different coloured salad and vegetables to add appeal and provide a range of different nutrients.





3.4.5 Salads have dressing provided separately or no salad dressing is offered: 2 points

To achieve these points, don't pre-dress salads before serving.

Why?

Serving salad dressing separately gives people the choice of whether to add it and how much they would like. Salad dressings are often high in fat and can turn a healthy salad into an unhealthy high-fat dish.

Suggestions

- » Offer lower fat vinaigrettes or yoghurt dressings as healthier alternatives to mayonnaise.
- » Provide smaller pre-measured portions of dressing to help reduce fat intake.
- » Use spices and herbs to flavour salads, alongside or instead of oil-based dressings.



Starchy foods

3.4.6 Real Bread is served: 2 points

To achieve these points, Real Bread, as defined by the [Real Bread Campaign](#) must be served as part of a dish, in sandwiches or as an accompaniment at least once per week.

Why?

The majority of loaves produced in the UK today are made using fat, salt and artificial additives – some legally undeclared on the label. High-speed mixing, high levels of yeast and enzymes are used to force the dough to rise quickly, rather than allowing the bread to ferment and 'ripen' in its own time. Real Bread is made with simple, natural ingredients and with natural fermentation methods.

Definitions

- » The [Real Bread Campaign](#) defines Real Bread as bread made without the use of any processing aids or any other artificial additives in the flour or dough. Real Bread can be unleavened flatbread or bread leavened with bakers' yeast (fresh or dried active) or sourdough culture.
- » In the UK white flour must be fortified with calcium, iron, niacin and thiamine in line with the UK Bread and Flour Regulation 1998. Therefore flours/bread mixes containing these ingredients are fine to use.
- » Examples of artificial additives we would not accept include E481 (sodium stearoyl-2-lactylate), E472e (mono- and diacetyl tartaric acid esters of mono- and diglycerides of fatty acids), E920 (l-cysteine).



Guidance

- » The [Real Bread Campaign](#) can help you find out where to source Real Bread, or provide you with information about how to make your own.
- » At inspection, your menus and other supporting evidence such as recipes, bread mix specifications and invoices will be checked.

Suggestion

- » Bread mixes which comply with these standards are available through our [Food For Life Served Here Supplier Scheme](#).



3.4.7 More than 50% of bread on offer is wholegrain: 2 points

To achieve these points, either:

- » Over 50% of the bread on offer must be made using only wholegrain flour; or
- » Bread made with a mix of flours (where over 50% is wholegrain), or 100% wholegrain bread, must be the only bread on offer.
- » Serve 100% 50-50 white & wholegrain bread.

Why?

Wholegrain flour is healthier because the whole of the grain is used, so it is higher in fibre, vitamins B and E and can help people to feel fuller for longer.

Guidance

- » Wholegrain bread is made from wholegrain flours.
- » Check the ingredients and specifications of bought-in bread to find out what flour they are made with.



3.4.8 Two or more wholegrain carbohydrates are provided on the menu each week, in addition to bread: 2 points

Why?

Wholegrain carbohydrates are higher in fibre so keep people fuller for longer.

Guidance

- » Wholegrain carbohydrates include wholegrain pasta, brown rice, wholegrain oats, spelt, quinoa, buckwheat, sorghum, and koras.
- » Offer a range of complex carbohydrates across the menu for variety.





Milk and dairy

3.4.9 Natural yoghurts and/or 'lower sugar' yoghurts are available: 2 points

To achieve these points, more than 50% of the varieties of yoghurts on offer must be natural or lower sugar.

Why?

Flavoured yoghurts can be high in sugar. According to [NHS guidelines](#), eating too much sugar can lead to weight gain, which increases the risk of diabetes, heart disease and some cancers.

Definitions

- » Natural yoghurt is plain yoghurt that contains only milk and its naturally occurring sugars. No sugar or other ingredients are added during the manufacturing process.
- » 'Lower sugar' yoghurts are those that contain no more than 11g/100g of total sugars and no more than 120kcal per portion (in line with Public Health England's target for 2020).
- » To meet this definition of natural or lower sugar yoghurt, no artificial sweeteners may be used.

Guidance

- » Check the ingredients with suppliers and on product specifications to see if yoghurts meet this standard.
- » The nutritional information on the ingredients panel will tell you how much sugar is present in bought-in yoghurts.
- » If you make your own yoghurt, the recipe(s) or specification(s) will tell you how much sugar is present in the final product.
- » Check that your yoghurts do not contain any of the additives listed in bronze standard 1.5.

Suggestions

- » Consider serving plain yoghurt with fresh fruit or seeds to add appeal.
- » Cinnamon can be used to naturally sweeten products.



Meat, fish, eggs, beans

3.4.10 Oily fish is served at least once per week: 2 points

Why?

Oily fish are high in vitamin D and omega 3, a type of fat that is good for health.

Guidance

- » Oily fish are fresh, tinned or frozen salmon, mackerel, anchovies, sardines, herring, pilchards, trout and fresh or frozen tuna.
- » Canned tuna does not count as an oily fish as the omega-3 fatty acids are removed during the canning process.
- » Remember to check that any fish you use is not on the MCS fish to avoid list in order to meet bronze standard 1.3.



3.4.11 Meat-free menus: 5 points for 1 menu per week, 10 points for 2 menus per week, 15 points for 3 menus per week

To achieve these points, either the lunch or dinner menu must be meat-free up to three times per week.

Why?

For climate change, health and animal welfare reasons, it is desirable that we shift towards eating less but better quality meat.

According to the UN Food and Agriculture Organisation, meat consumption accounts for 18% of global greenhouse gas emissions. This is due to methane emissions from cattle and forest clearance to grow animal feed for intensive farming, as well as the nitrous oxide emissions from fertiliser used to grow this feed. Switching to a more plant-based diet and eating less but better quality meat would make our diets more climate-friendly.

Guidance

- » Up to 3 lunch or dinner menus per week are eligible for points, where the menus are based around beans, pulses, eggs, and other non-meat proteins such as nuts or mycoprotein.
- » If you serve lunch and dinner, only one of these menus has to be meat-free once per week to achieve five points.
 - If both lunch and dinner menus are meat-free on the same day, this would achieve 10 points.
 - If you serve meat-free lunch and dinner on one day, and a meat-free lunch on another day, this would achieve 15 points.
- » Dishes based on cheese or fish may not be served on a meat-free menu.
- » Cheese can only be used as a garnish (for example on top of a lentil bake), but another protein must be the main component of the meal.

Suggestion

- » Themed meat-free days, such as [Meat Free Monday](#), can help you to explain why it's important for health and the environment to eat less meat.



3.4.12 Pulses and vegetables are incorporated into recipes to replace some of the meat content: 5 points

To achieve these points, replace at least one third of the meat specified in the recipe in 50% of dishes.

Why?

The World Health Organisation and World Cancer Research Fund recommend eating meat in moderation, while eating more fruit and vegetables and starchy wholefoods, to reduce saturated fat consumption and to minimise bowel cancer risk. Serving less meat also enables you to invest in better quality meat such as free range or organic.

Guidance

- » Meat must be replaced with vegetables, beans, pulses, eggs, and other non-meat proteins such as nuts or mycoprotein.
- » Cheese can be used as a garnish (for example on top of spaghetti bolognaise), but must not be the main ingredient used to replace meat.
- » Keep a record of which dishes include vegetables in place of meat and use this along with menus and recipes to demonstrate that you meet this standard.

Suggestions

- » Try using strong-flavoured, fleshy veg such as squash, mushrooms, aubergine or sweet potato to add texture and flavour.
- » Meat-based dishes such as spaghetti bolognaise, chilli or pies are particularly suitable for adding vegetables to replace some of the meat.



3.5 Healthier snacks (including in vending and on trolleys)

3.5.1 Savoury snack products are only available in packet sizes of 30g or less: 3 points

Why?

Portion control is important because savoury snack products are often high in salt or fat.

Definitions

- » Savoury snack products include crisps.
- » Fruit and nut bars are classified as sweet snack products and so are exempt from this standard.

Guidance

- » Have a written procedure for purchasing which incorporates this requirement.
- » Specify only acceptable products in contracts with your suppliers.
- » Check the products with the supplier when ordering.
- » Train staff to manually check products on delivery and when restocking snacks.



3.5.2 Confectionery and sweet snack products are in the smallest standard single serve portion size available within the market and do not exceed 250kcal: 3 points

Why?

Portion control is important because confectionery products are often high in sugar.

Guidance

- » Fruit, nut and vegetable products with no added sugar are exempt from this standard.
- » Specify only acceptable products in contracts or Approved Product Lists with your suppliers.

**3.5.3**

**50% or more of snack product range are healthier options:
5 points**

**75% or more of snack product range are healthier options:
10 points**

100% of snack product range are healthier options: 15 points

Why?

Many of us consume food between meals as snacks. Vending machines can provide quick access to snack foods and drinks when meals are not being served, but healthier options may be hard to find. Healthier options are more nutritious, and are not excessively high in salt, fat, or sugar.

Definitions

This standard concerns 'snacks,' defined as bought-in products intended to be eaten outside of a meal time. A bought-in product is one made by another company.

The following are 'snack product ranges':

- 1) Fresh fruit and vegetables
- 2) Cereal or fruit and nut bars
- 3) Sweet biscuits, cakes and pastries
- 4) Savoury biscuits
- 5) Nuts and dried fruit
- 6) Crisps
- 7) Confectionery.

Sandwiches and salads are not within the scope of this standard.

All of the individual products within a snack range must be 'healthier options' for that range to count as 'healthier'; For example, if four snack ranges are offered (e.g. crisps, confectionery, savoury biscuits and cereal bars) all of the individual products within 2 of these 4 ranges must be 'healthier options' in order to be awarded the minimum points for this standard.

'Healthier options' are defined according to ['front of pack' green or amber rating](#) for salt/sugar/fat, with additional requirements for fibre if the snack is grain or potato-based. A 'healthier option' must meet all of these criteria:



- » Salt: contains no more than 1.5g/100g (equivalent of amber rating)
 - Salt and sodium are not the same. To convert sodium to salt, multiply by 2.5. To convert salt to sodium, divide by 2.5.

- » Sugar: contains no more than 22.5g/100g (equivalent of amber rating)

Fruit and vegetable options with no added sugar are exempt from this requirement

Products containing only natural sugars from fruit and vegetables are exempt from this requirement

- » Fat: contains no more than 17.5g/100g (equivalent of amber rating)
 - Plain nuts and seeds are exempt from this requirement
 - Products containing nuts with no added sugar are exempt from this requirement

- » Fibre: if a grain or potato -based item (made from wheat, potatoes, corn, oats, rice, or any other grain – examples include crisps, biscuits, cakes, breads, pastries, cereal bars and cereals) it must be 'a source of fibre', which means it contains a minimum of 3g/100g.

- » Portion size: savoury snack products, including crisps, 30g or less; sweet snack products, including fruit and nut snack bars, do not exceed 250kcal.

- » 'Healthier snacks' do not contain any artificial sweeteners or any of the additives listed in bronze standard 1.5.

Guidance

- » Identify which 'snack range' each snack fits into and calculate what percentage of total ranges meet these requirements.
- » List the snacks on offer and how many of them meet the requirements above. Keep a record of this calculation on file.
- » Have a written procedure for purchasing which incorporates these requirements.
- » Specify acceptable products in contracts with your suppliers.
- » **Train staff** to recognise and promote healthier options. This could include the Association for Nutrition competency framework for catering (for example at level 2 for catering assistants, or level 3 or 4 for head chefs).

Suggestions

- » To help you source products which would meet this definition of healthier snacks, specify with your supplier:
 - Front-of-pack amber rating,
 - Packet size of less than 30g,
 - Fewer than 250 calories per product, and
- » fibre requirements for potato and grain -based snacks.



3.6 Healthier drinks (including vending and on trolleys)

3.6.1 Any sweetened drinks on offer are in max 330 ml portion size: 3 points

This includes artificially sweetened or 'diet' drinks.

Why?

Public health guidelines advise that reducing the amount of sugar-sweetened drinks we consume is an important step in lowering our overall sugar intake. There is also evidence that consuming 'diet' drinks which are artificially sweetened, maintains people's overall preference for sweet flavours, so they should also be avoided.

Suggestion

- » Specify only acceptable products in contracts with your suppliers.



3.6.2

50% or more of drinks on offer are healthier options: 5 points

80% or more of drinks on offer are healthier options: 10 points

100% of drinks on offer are healthier options: 15 points

To achieve these points, list your drinks selection and calculate what percentage of your offering meets the definition of healthier drinks.

Why?

Public health advice says that reducing the amount of sugar-sweetened drinks we consume is an important step in lowering our overall sugar intake. There is evidence that consuming 'diet' drinks which are artificially sweetened maintains people's overall preference for sweet flavours, so they should also be avoided. Fruit juice can include valuable nutrients but can also be high in sugar, so portion control is important.

Definitions

- » This standard applies to bought-in cold drinks including water
- » Healthier drinks are those with no added sugar or sweetener. Fruit juice complies if the portion size is 150ml maximum. Combination drinks comply if they are served in portion sizes of 330ml or less and include no more than 150ml of fruit juice.
- » Healthier drinks do not contain artificial sweeteners.



Guidance

- » Specify acceptable products in contracts with your suppliers.
- » Check the products with the supplier when ordering.
- » Train staff to manually check products on delivery and when restocking drinks and to recognise healthier options.



3.7 Display and marketing

3.7.1 Smaller portions available (e.g. lighter bites): 2 points

To achieve these points, state clearly on the menu or display signs that you have smaller portions of main meal options available.

Why?

Providing smaller portions for those with smaller appetites makes people less likely to overeat.

Suggestion

- » Starters do not count as smaller portions.



3.7.2 Serving staff are knowledgeable about healthy choices and actively promote them: 3 points

To achieve these points, demonstrate that you do all of the following:

- » Demonstrate that staff can talk about Food for Life Served Here and how it supports healthier eating.
- » Train serving staff to offer healthier accompaniments (vegetables, salad, plain potatoes) before unhealthy options (e.g. chips).
- » Ensure staff can confidently answer questions about which dishes are healthier.

Why?

Serving staff can play a key role in the choice of dishes that customers make. Offering healthier choices first can encourage people to choose them over unhealthy alternatives.

Guidance

- » Build this into induction training for new staff members and refresh periodically for all staff.





3.7.3 Menus and counter signage promote healthier options, including healthier drinks: 3 points

Why?

Prompts towards healthier options can encourage people to choose them.

Guidance

- » Menus, advertising materials, signs and staff training records can help you demonstrate that you meet this standard.
- » Ensure you meet [legal requirements](#) around promotion of healthier options.



Suggestion

- » Promote a 'Healthy Dish of the Day' on your menus to encourage residents to choose the healthiest option.



3.7.4 Healthy choice dishes and accompaniments are placed as first options or in prime positions to encourage selection: 3 points

To achieve these points, place healthier options higher up the menu, or at the start or front of serving counters in good view from the queue.

Why?

People are more likely to choose dishes that are positioned closer to the top of the menu, or at the front of the display counter. We want to encourage people to choose healthier options.

Guidance

- » Train staff on how to display food and drinks in a way that encourages healthier food choices.





3.7.5 Calorie labelling or colour-coding/front of pack traffic light labelling: 2 points

To achieve these points, make the healthier options clear on menus through the use of symbols, nutritional information or colour coding.

Why?

This will help people make more conscious decisions about what they are eating and allow people to make healthier food choices.

Guidance

- » Keep copies of menus on file to demonstrate that you meet this standard.



4.1 Championing local food producers

Points are given for spend on ingredients from your local area or adjacent county and raw ingredients from the UK.

4.2 Ingredients from your local area or adjacent county (as shown on the map overleaf)

- » Score 3 points for every % of spend on food produced (grown) in your local area (or adjacent county) as a proportion of your total spend on raw ingredients.
- » Multi-ingredient products which are made locally using 50% or more locally produced ingredients can also score points in this category.

Why?

Sourcing produce locally helps support local farmers and local businesses. Research has shown that for every £1 invested in the local economy, there could be return of up to £3. In this instance, food produced within the country itself is counted as local for Scotland, Northern Ireland and Wales because we have found that for many caterers, sourcing products more regionally is not always a viable option. If you are based in London you can score points for any raw ingredient produced in the South East or East of England.

Guidance

- » Communicate with your suppliers to find out if they can supply information about where your products were produced or grown.
- » Where necessary choose new suppliers that are able to support you by supplying products produced locally and supporting information.
- » Develop a purchase list for catering staff placing orders to use. Ensure that locally produced products are listed and delist alternative lines.
- » Periodically check back through invoices, specifications and certificates to ensure that they are in date and clearly link to the product used on your Food for Life menus.
- » Complete the spend analysis sheet (which your Certification Officer can provide you with) with details of spend on ingredients produced or grown locally.
- » We have tools to help you with this – contact us for more information.



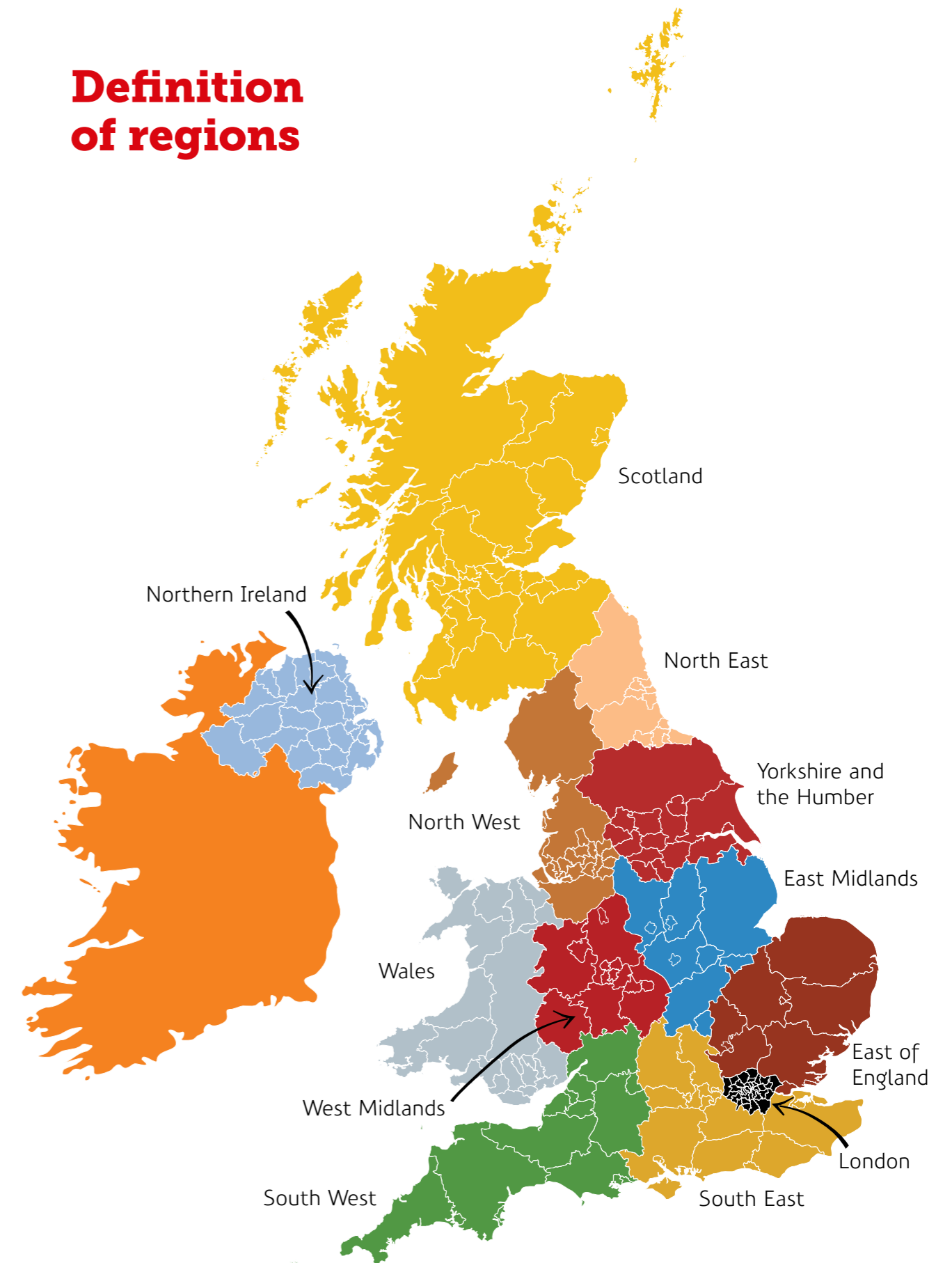
To calculate your spend on local ingredients:

1. Identify which ingredients on your menus are produced locally or in your adjacent county.
2. Calculate the amount spent on the local ingredients over a defined period.
3. Calculate this amount as a percentage of your total Food for Life ingredient spend.
4. For each percentage point, score three points.

For example:

- » If your menus are served in Devon, you can gain points in this category for any ingredient produced in the south west.
- » If your menus are served in Wiltshire, because you are on the border of another local area, you can gain points for any ingredient produced in the south west or the immediately adjacent counties of Hampshire and Oxfordshire.
- » If you are based in Dumfries and Galloway, you can gain points in this category for any ingredient produced in the adjacent county of Cumbria, or anywhere in Scotland.
- » If you are based in Perth and Kinross, you can gain points for any ingredient produced in Scotland.
- » If you are based in London you can score points for any ingredient produced in the South East or East of England.
- » The [Food for Life Supplier Scheme \(FLLSS\)](#) can help you to find local suppliers.
- » Promoting the local suppliers you use can encourage your customers to purchase from them directly, leading to an even bigger return for your local economy.
- » Multi-ingredient products which are made locally using 50% or more locally produced ingredients can also score points in this category. For example, a pasty made using locally produced meat and vegetables.

Definition of regions





4.3 Raw ingredients from the UK

Score two points for each % of spend, over the national average of 59% on raw ingredients produced (grown) in the UK, as a proportion of total spend on raw ingredients.

On average across the UK catering industry, 59% of raw ingredients used are produced in the UK.

Raw ingredients are defined as meat, fish, eggs, dairy products, fruit and vegetables, oil, sugar and flour.

Why?

Choosing ingredients produced in the UK helps to support UK farmers and the economy. Telling your customers about the UK food you serve gives them a greater understanding of where their food comes from and connects people to the food they are eating. It can also help you cut down on your ingredient spend and allow you to use the savings to invest in higher quality ingredients such as organic and free range meat.

Guidance

- » Communicate with your suppliers, find out if they can supply information about where your products were produced or grown.
- » Where necessary choose new suppliers that are able to support you by supplying UK produced products and supporting information.
- » Develop a purchase list for catering staff placing orders to use. Ensure that these products are listed and delist alternative lines.
- » Periodically check back through invoices, specifications and certificates to ensure that they are in date and clearly link to the product used on your Food for Life menus.
- » Complete the spend analysis sheet (which your Certification Officer can provide you with) with details of overall spend on raw ingredients and spend on UK produced or grown raw ingredients.
- » We have tools to help you with this, contact us for more information.

For example, if 72% of your raw ingredient spend is on dairy products, meat, eggs, vegetables and fruit, oil, sugar and flour produced in the UK, you would score 26 points (13% x 2 points = 26 points).

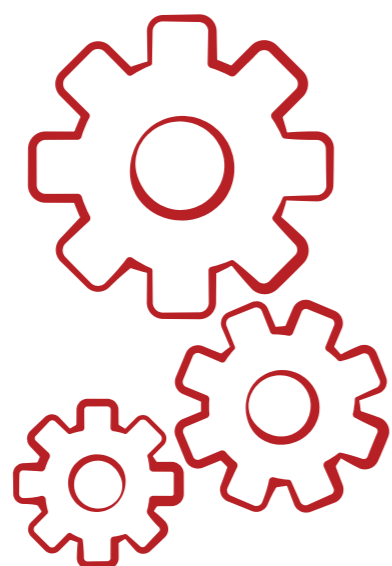


How to calculate your spend on UK raw ingredients over 59%:

1. Identify which of the ingredients purchased for the Food for Life menu are raw ingredients.
2. Identify which are UK produced.
3. Calculate your spend on those UK raw ingredients across a defined period.
4. Assess the UK raw ingredients spend, as a percentage of total raw ingredient spend for that period.
5. Score two points for each percentage point above 59%.
 - » Ask your current supplier where the ingredients you already use are produced; you may be surprised at how much already comes from the UK.
 - » Fruit and vegetable suppliers may provide a newsletter to let you know where their produce comes from and what's in season in the UK.



How the scheme works



How Food for Life Served Here applies in residential care settings and for community meal providers

For residential care and community meal providers, a Food for Life Served Here award should ideally apply to all food on offer. However, if this is not possible the award can apply to specific menus.

Breakfast menus can be exempt from the 75% freshly prepared requirement but all ingredients used must meet all other relevant standards (such as using meat which satisfies UK welfare standards).

An award can cover more than one site or offering, if they:

- » cater for the same setting
- » are subject to the same management controls, and
- » are part of the same contract or in same area.



Step by step guide

Step one: Interested?

- » The Food for Life Served Here team is on hand to help you with your application. Contact us on catering@foodforlife.org.uk or 01173 145 180 to make contact with a Food for Life Served Here Development Manager. They'll explain how the award can work for you, provide information on fees and support you through to the application stage.

Step two: Application

- » Once you're ready, complete the [short application form](#) and contract of agreement, then send them through to catering@foodforlife.org.uk

Once we receive your application form, contract and fee, one of our designated Certification Officers will contact you to guide you through the next stage of the process, through to your inspection.

- » We also ask you to complete a Food for Life Served Here plan. This tells us about the procedures, systems and documentation you have in place to ensure you meet the standards.

Your Food for Life Served Here Development Manager or Certification Officer will be happy to help you complete this.

A licence can cover multiple sites provided:

1. All of the sites operate in the same sector (i.e. hospitals, early years, residential care, schools, workplaces/cafes/restaurants), and
2. they are part of the same contract, serve the same customer or local authority, and
3. they are subject to the same controls and procedures at each site.

Where sites are spread over a large geographical area but criteria 1 – 3 are in place we may carry out additional desktop inspection as a condition of including them under one licence.

Step three: Inspection

You're now ready for your inspection.

One of our Inspectors will contact you to arrange an appointment. You'll receive written confirmation of the date plus this 'Information required at Inspection' guidance sheet, which tells you what needs to be available on the day.

Your Food for Life Served Here plan forms the basis for this inspection. Compliance with the standards is verified by the systems, procedures and documentation you have in place, which you will have detailed in this plan.

The day includes a kitchen visit, speaking with your cooks and catering staff – hopefully seeing preparation for a Food for Life menu in action.

An inspection report is compiled as part of the visit – it includes any actions which need to be addressed before Food for Life Served Here can be awarded. These actions are identified during the visit and agreed with you.

Step four: Award

Once you've successfully addressed any actions required and these have been approved by your certification officer, we can issue your Food for Life Served Here award.

You'll be sent your Food for Life Served Here certificate plus the schedule of sites, outlets or menus that it applies to.

We'll also send you a plaque for you to display, and get in touch to offer communications and marketing support to help you share and celebrate your success!



Certification and inspections

Continued compliance with Food for Life Served Here standards is assessed through annual inspection, desktop reviews and additional site visits where necessary.

Renewing your award

The expiry date on Food for Life Served Here certificates relates to the 12 month annual invoice cycle.

To renew the award, payment of the annual fee is required and once received, a certificate valid for the next year is issued.

During the year the annual renewal inspection, as detailed below, is conducted to verify continued compliance with Food for Life Served Here standards.

Annual inspections

Once a year, a full inspection takes place – see step three above. The sites/kitchens to be visited will be agreed with you in advance.

At annual inspections, we review purchase invoices/delivery notes for your current Food for Life menus, as well as for a random period in the previous year. This period and the site/menu it relates to will be agreed with you beforehand.

Inspection reports are generated from the inspections. You'll receive a copy of this and a summary of any resulting actions.

Compliance is categorised against each Food for Life Served Here standard as follows:

- » **Compliant**
- » **Minor non-compliance** – the requirement of a standard has not been fully met, but the risk to the integrity of the award is perceived as low.
- » **Major non-compliance** – the requirement of a standard has not been met and the integrity of the award may be compromised. May also result from not correcting a previous minor non-compliance.

Additional site visits

During the first year we may conduct an additional site visit, if recommended by the Inspector. The cost of this visit is included in the application fee.

Desk top reviews

Where an award covers more than ten sites, a 'desk top review' takes place during the year. We contact the award holder with a specified request for documentary information, relating to one or two of the sites, during a specified menu cycle. We ask for that information to be supplied within 30 days. Where the award covers 44 sites or more we will carry out two desk top reviews during the year.

High risk

Licences are classed as 'high risk' if four or more major non-compliances are raised against the Food for Life Served Here standards, at the annual inspection. A chargeable, additional site visit would take place during the year to focus on the areas of non-compliance reported at annual inspection.



Extending and upgrading your Food for Life Served Here award

Adding sites

It is possible to add sites to your award if sites:

- » Cater for the same setting
- » are subject to the same management controls, and
- » are part of the same contract
- » are in the same area (at our discretion).

Before the Food for Life Served Here award can be extended you will be asked to provide:

- » details of the new sites (including address and post codes)
- » an amended Food for Life Served Here plan to detail how you will meet and maintain the Food for Life Served Here standards across the additional sites, and
- » evidence where necessary to demonstrate that standards are in place.

If you would like to apply for sites which cannot be added to an existing licence, get in touch on

01173 145 180 or catering@foodforlife.org.uk

Upgrading your award

If you would like to upgrade your award to silver or gold, contact your Certification Officer who will be able to provide support with the process. Please call or email us on 01173 145 180 or catering@foodforlife.org.uk

Upgrading your award from bronze to silver or gold requires an inspection. This is because these award levels introduce new elements which may not previously have been assessed at bronze award level. This can be done as part of your annual inspection or during the year for an additional fee – please speak to your Certification Officer.

Before the upgrade inspection you will need to:

- » amend the Food for Life Served Here plan with details of how you will meet and maintain the silver or gold standards, and
- » complete a [points calculation](#) including analysis of your expenditure on ingredients earning points at silver and gold award levels.

You can upgrade from silver to gold before your next full inspection is planned to take place.

Before upgrading from silver to gold awards, caterers will need to:

- » amend the Food for Life Served Here plan with details of how you will meet and maintain the gold standards
- » complete a [points calculation](#) including analysis of your expenditure on ingredients earning points at gold, and
- » submit supporting evidence.

This information will be reviewed by a Certification Officer before your award is upgraded.

Complaints and appeals

Food for Life Served Here licensees may appeal against a certification decision by submitting a formal appeal within one month of the original decision.

The appeal should be accompanied by evidence and information establishing grounds for appeal. The Certification Committee, responsible for making non-routine certification decisions, will review the appeal and inform the caterer of their decision as soon as possible.



Guidance for Food for Life Served Here inspections

The information listed below will be required for certification and inspection.

To demonstrate your compliance with the standards, please have this information available.

All information provided at your inspection will remain confidential.

Bronze standards

- Invoices/delivery notes (paper or electronic) which detail the products purchased during the period specified in your 'Inspection confirmation' email / letter
- Invoices/delivery notes for the current menu cycle
- List of your suppliers

Standard 1.0 'Caterers can demonstrate compliance with national standards or guidelines on food and nutrition.'

Evidence required:

- » Demonstration of compliance with the specific standards or guidance relevant to your customers and the scope of your Food for Life award.
- » Appropriate food and/or nutritional standards available

Standard 1.1 'At least 75% of dishes on the menu are freshly prepared (on site or at a local hub kitchen) from unprocessed ingredients'

Evidence required:

- » copies of your Food for Life menu(s) and associated recipes

Standard 1.2 'All meat (& meat products) satisfies UK animal welfare standards

For each meat product used, the following is required to demonstrate compliance:

- » Meat purchase invoices/delivery notes (showing assured status either by product description or code)
- Plus at least one of the following:
 - » Completed Food for Life meat declarations from each of your suppliers, covering all the products they supply for your award
 - » Contracts/agreements with them to provide meat products assured by one of the welfare schemes recognised by this standard
 - » Assurance certificates

NB. Ideally, on-pack labels carry the same product code or product description (showing assured status) as detailed on the invoice, to enable full traceability.



Guidance for Food for Life Served Here inspections

Standard 1.3 'No fish are served from the Marine Conservation Society's (MCS) 'Fish to avoid' list'

- Evidence required – at least **one** of the following:
 - » Contracts with suppliers or supplier declaration that none of the fish supplied are on the MCS 'fish to avoid list'
 - » Your fish purchase policy
 - » Fish purchase invoices
 - » Details of the species and source of the fish on your menus

Standard 1.4 'Eggs (including liquid egg) are from free range hens'

- Evidence required – at least **one** of the following:
 - » Contracts with suppliers or supplier declaration (to supply eggs from free range hens)
 - » Egg purchase invoices (showing production status)

Standard 1.5 and Standard 1.6 'No undesirable additives, artificial trans fats or GM ingredients'

- Evidence required – at least **one** of the following:
 - » Contracts with suppliers (not to provide products containing these ingredients or additives)
 - » Completed declarations from your suppliers (not to provide products containing these ingredients or additives)
 - » Your purchasing procedure

Standard 1.7 'Free drinking water is prominently available'

- Evidence required – at least **two** of the following:
 - » Your policy to provide free drinking water
 - » Demonstration of how the location of water dispensers/fountains is actively promoted
 - » Jugs of tap water available on tables or point of sale

Standard 1.8 'Menus are seasonal and in-season produce is highlighted'

- Evidence required:
 - » Menus from different times of the year (to show use of seasonal produce)
 - » Invoices/delivery notes (to show use of seasonal produce)



Guidance for Food for Life Served Here inspections

Standard 1.9 'Information on display about food provenance'

- Evidence required:
 - » Examples of how information on food provenance is displayed (e.g. menus, display boards, table talkers, posters, point of sale information, newsletters or flyers, website information)

Standard 1.10 'Menus provide for all dietary and cultural needs'

- Feedback requested on menus from parents/customers/patients
 - » Using outcomes of customer surveys to plan your menus
 - » Gathering information on the cultural make-up and dietary requirements of your customers

Standard 1.11 'Suppliers have been verified to ensure they apply appropriate food safety standards'

- Evidence required – at least **one** of the following:
 - » Contracts with suppliers or supplier declaration specify compliance with relevant EU/UK legislation
 - » Copies of your suppliers' current certificates demonstrating compliance with relevant EU/UK legislation (e.g. BRC, Salsa)
 - » Copies of your audits of your suppliers, demonstrating compliance with food safety standards

Standard 1.12 'Catering staff are supported with skills training in fresh food preparation and Food for Life Served Here'

- Evidence required – at least **two** of the following
 - » Training records to show training in fresh food preparation (and regeneration methods if applicable)
 - » Evidence of how staff are briefed on the award
 - » Information on display for staff on suppliers & ingredients

NB. Food for Life Supplier Declaration templates are available for:

- » Standard 1.2 – Meat
- » Standard 1.3 – Fish
- » Standard 1.4 – Eggs
- » Standard 1.5 – Additives and trans fats
- » Standard 1.6 – GM ingredients

Please contact us for copies on 01173 145 180 or catering@foodforlife.org.uk



Guidance for Food for Life Served Here inspections

Silver & gold standards

Standard 2.1 – **Sourcing environmentally friendly and ethical food**

Standard 3.1 – **Making healthy eating easy**

Standard 4.1 – **Championing local food producers**

To achieve silver or gold awards, you must show us how you achieved the required points:

150 points at silver

300 points at gold

Please refer to the beginning of the silver and gold standards for more details.

Standards 2.1 and 4.1 – achieve points from the amounts spent in the various categories.

Standard 3.1 – achieve points for good and best practice steps.

Standards 2.1 Sourcing environmentally friendly and ethical food

- » Calculate what you have spent on all food covered by the scope of Food for Life Served Here certification, over a representative period e.g. a complete menu cycle, a month or entire year.
- » 2.1 – Use this base figure to calculate what was spent on organic, free range etc., as percentages.

NB. Silver requires 5% organic spend; gold requires 15% organic spend (to include an animal product) + 5% spend on free range pork or poultry meat.

Evidence required:

- » Purchase policy.
- » Contracts with your suppliers specify organic, free range etc. products.
- » Invoices/delivery notes demonstrate organic, free range etc. status.

Standard 3.1 Making Healthy Eating Easy

- » Referencing the steps listed under standard 3.1, in your Points Calculator tick the steps you have in place – this automatically calculates the associated points. (this paragraph all in bold)

Evidence required:

- » Evidence to demonstrate how you meet each of the Making Healthy Eating Easy steps you've chosen.



Guidance for Food for Life Served Here inspections

Standards 4.1.1 Ingredients from your local area or adjacent county

- » 4.1.1 Use the total spend figure to calculate what was spent on local ingredients (as classified by the map in section 4.1.1) as a percentage.
- » Use the [Points Calculator](#) to calculate the percentages for you and turn them into points.
- Evidence required:**
 - » Purchase policy.
 - » Contracts with your suppliers specifying locally produced ingredients.
 - » Invoices/delivery notes demonstrating locally sourced ingredients.

Standard 4.1.2 Raw ingredients from the UK

- a) Calculate what you spent on all 'raw ingredients' in your Food for Life menu, in the same period as above. See section 4.1.2 for the definition of raw ingredients.
 - b) Of these ingredients, identify which were produced in the UK.
 - c) Calculate the UK-produced ingredients, as a percentage of (a).
- » Use the [Points Calculator](#) to calculate the percentages for you and turn them into points.
 - Evidence required:**
 - » Purchase policy.
 - » Contracts with your suppliers specifying UK-sourced raw ingredients.
 - » Invoices/delivery notes demonstrating UK-sourced raw ingredients.



Food for Life Served Here logo use

A number of resources are available for you to use once you have achieved the award. These include posters, plaques, window stickers, press release templates, key messages, a regular Food for Life Served Here e-newsletter and staff training.

Once you have achieved a Food for Life Served Here award you will be sent details of our resources webpage and login details, where you will be able to access these materials.

All award holders receive the bronze, silver or gold Food for Life Served Here logo upon achieving the award. We encourage you to use the logo as much as possible to demonstrate your success.

Logos may be used on any of the following materials or communications channels:

- » Accredited menus
- » Websites
- » E-newsletters
- » Email footers or letter headings
- » Posters, plaques or any print out materials
- » Press releases

Please also ensure that you only display the logo which represents the level of award you have achieved. If you have achieved different award tiers (i.e. bronze, silver, gold) for different menus, please ensure the appropriate logo(s) are used on each relevant menu.

We're always happy to answer any queries you have about logo use. Please contact us: catering@foodforlife.org.uk or call 01173 145 180.



Web Links

Resources for Food for Life Served Here

For everything you need to apply for and achieve a Food for Life Served Here award please see our webpages: www.foodforlife.org.uk/catering/food-for-life-served-here/residential-care

- » Points calculator: www.foodforlife.org.uk/catering/food-for-life-served-here/schools/support-and-resources
- » Food for Life Supplier Scheme: www.foodforlife.org.uk/catering/supplier-scheme

Information to help you meet the standards:

Residential care homes (adults 18–65 years of age)

- » National Association of Care Catering (NACC) guidelines: www.thenacc.co.uk/

1.0.2 Residential care (older people) & community meals

You must demonstrate compliance with the following:

- » National Association of Care Catering (NACC) guidelines www.thenacc.co.uk/
- » Caroline Walker Trust guidelines for food in care homes, nursing homes and for community meals: www.cwt.org.uk/

1.3 No fish are served from the Marine Conservation Society 'fish to avoid' list

- » Marine Conservation Society 'fish to avoid' list: www.fishonline.org/fishfinder?min=5&max=5&fish=&avoid=1

1.4 Eggs are from free range hens

- » Animal Health and Veterinary Laboratories Agency: www.gov.uk/eggs-trade-regulations#registration-of-laying-hen-establishments

1.10 Menus provide for all dietary and cultural needs

- » Dysphagia Diet Food Descriptors: <https://iddsi.org/framework/>
- » Food Standards Agency allergen guidance: www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses



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How the scheme works

Web Links

2.1.2 Free range

- » Pork Provenance: www.porkprovenance.co.uk/index.asp

2.1.3 Marine Stewardship Council certified fish or Marine Conservation Society 'fish to eat'

- » Any use of the MSC logo or reference to the standard may require additional accreditation from MSC, find out more here: www.msc.org/get-certified/restaurants
- » Marine Conservation Society 'fish to eat' list: www.fishonline.org/fishfinder?min=1&max=2&fish=&eat=1
- » Marine Stewardship Council: www.msc.org/

2.1.6 LEAF (Linking Environment And Farming)

- » LEAF marque: www.leafmarque.com

2.1.8 Fairtrade and FairWild

- » Fairtrade: www.fairtrade.org.uk
- » FairWild: www.fairwild.org

2.1.9 RSPO (Roundtable on Sustainable Palm Oil) and POIG (Palm Oil Innovation Group)

- » RSPO: www.rspo.org
- » POIG: www.poig.org



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How the scheme works

Web Links

3.1 Making Healthy Eating Easy

3.2.4 Information about eating well is on display

3.3.4 The ratio of sugar to flour in sweet recipes is 1:2 or less

- » NHS guidelines: www.nhs.uk/Livewell/Goodfood/Pages/sugars.aspx

3.3.6 WRAP (Waste Resources Action Programme)

- » WRAP: www.wrap.org.uk/content/portioning-and-plate-waste

3.4.6 Real Bread

- » The Real Bread Campaign: www.sustainweb.org/realbread/
- » Food for Life Served Here Supplier Scheme: www.foodforlife.org.uk/catering/supplier-scheme

3.4.9 Natural yoghurts and/or 'lower sugar' yoghurts are available

- » NHS guidelines: www.nhs.uk/Livewell/Goodfood/Pages/sugars.aspx

3.4.11 Meat-free menus

- » Meat Free Monday: www.meatfreemondays.com

3.7.3 Menus and counter signage promote healthier options, including healthier drinks

- » Legal requirements: www.gov.uk/government/publications/nutrition-and-health-claims-guidance-to-compliance-with-regulation-ec-1924-2006-on-nutrition-and-health-claims-made-on-foods



Appendix I

Some things to consider in a Food for Life menu

Freshly prepared ☺ Std 1.1
 Welfare friendly ☺ Std 1.2
 Not 'fish to avoid' ☺ Std 1.3
 Free range eggs ☺ 1.4
 Additives, transfats and GM ☺ Stds 1.5 & 1.6

Tip

75% of the main meal options must be freshly prepared.

	Monday	Tuesday	...	Friday
	1. Vegetable soup	1. Pea & ham soup	...	1. Tomato soup
	2. Chilli con carne	2. Slow roast pork	...	2. Battered fish & chips
	3. Spinach & ricotta cannelloni	3. Quorn & vegetable curry	...	3. Frittata
	4. Jacket potato with choice of: Grated cheese Coleslaw Tuna mayo Baked beans Seasonal veg	4. Pizza with choice of: Vegetarian topping Meat topping Seasonal veg	...	4. Salad bar with choice of: Cold turkey Houmous Grated cheese Mackerel
	5. Chocolate sponge	5. Apple crumble	...	5. Cheesecake
	6. Fresh fruit salad	6. Fresh fruit salad	...	6. Fresh fruit salad
	7. Jelly		...	7. Flapjack

Handwritten notes:

- Monday:** Farm Assured meat? (2), Made on site? (3), 75% of choices must be 'freshly prepared' (4), Eggs in mayonnaise don't have to be free range (4), Not 'freshly prepared' (5), Homemade? (7)
- Tuesday:** E621 (MSG) gravy granules? (1), Can be used as 'freshly prepared' (1), Farm Assured meat? (2), Homemade or bottled sauce? (3), Bought-in or homemade (3), Farm Assured meat? (4), Homemade? (5), Bread bases can be bought-in (5), Homemade? (6)
- Friday:** Bought-in or homemade (1), Not 'fish to avoid' (2), Free range eggs (2), Farm Assured meat? (2), Cooked on site? (3), Can be bought-in (3), 75% of choices must be 'freshly prepared' (4), Not 'fish to avoid' (4), Bought-in? Could be part of 25% not freshly prepared (4), Bought-in? (5), Homemade? (7)

Tip

If breakfast is served, the ingredients must comply with Food for Life Served Here standards, e.g. welfare friendly bacon and sausages.



Notes



Notes

