## Out to Lunch visitor attraction survey methodology 2022

If you have any questions about the Out to Lunch survey methodology, please contact Laura Chan, Policy Officer for Healthy and Sustainable Diets at Soil Association <u>lchan@soilassociation.org</u>.



#### Out to Lunch league table scores are calculated on information from three sources:

#### 1. A menu review of the primary food outlet at the attraction

The outlets and attractions are surveyed in July and August 2022. Any questions or clarifications are followed up with the caterer and attraction.

2. A questionnaire completed by the caterer at the attraction

Questionnaires are emailed in July 2022. Caterers and attractions should return their responses by 31<sup>st</sup> August. If caterers and attractions are unable to return the questionnaire in time an extension may be granted.

Caterers and attractions are notified from the outset that failure to respond to the questionnaire will result in the lowest score available in these areas.

3. A field survey of visitor attractions, including the primary food outlet, conducted by parents

A team of parents is chosen from a pool of volunteers. 50 parents are selected in a nationally representative sample, stratified by ethnicity and income, with UK-wide representation, to provide a minimum of two 'secret diner' visits for each attraction. An average of the scores given is used for the league table.

# The information gathered is evaluated by the Soil Association and parents against a set of criteria, which are designed to test the provision of:

## Fresh food you can trust

## This means - serving fresh, traceable, sustainable, and ethically sourced food

For children and adult menus:

- Does the menu indicate where ingredients come from?
- Is British meat or local produce used?
- Are eggs used from caged or free-range systems?
- Is meat farm assured or traceable to the farm?
- What animal welfare accreditation does meat used have?
- Where meat is from livestock fed on soya, is the supplier working towards 100% deforestation and conversion free soya?
- Is provenance information about meat on the menu available on request?
- Is the chain taking action on antibiotics in the supply chain?
- Do manufactured meat and fish products dominate the menu?
- Is environmentally friendly food on the menu?
- Is any palm oil used sourced sustainably?
- Are menus adapted to use in-season produce through the year?
- Is sustainable fish on the menu?
- Is the food prepared and cooked fresh?
- Are steps taken to reduce plate waste?

## A healthy choice

#### This means - providing variety and making healthy eating easy

For children's menus in primary outlet:

- Are meals or meal options balanced?
- Is there a variety of starchy foods on offer in different meals?
- Do chips accompany everything on the menu?
- Does a portion of vegetables or salad come with or in every meal?
- Are vegetables incorporated into meals?
- Is there a good variety of vegetables on the menu?
- Is fruit the main component of deserts or is fresh fruit available?

- Are puddings an appropriate portion size?
- Is a variety of protein on offer?
- Are there a good number of non-meat dishes available?
- Is oily fish included as a meal option?
- How much of the food is deep fried?
- Are added-sugar or artificially sweetened drinks on the children's menu?
- Is free tap water available?
- Are healthy choices supported with nutritional/healthy eating information?
- Are healthy options promoted and given price promotions?
- Can children's meals come in different sizes?
- Is the amount of food served a sensible amount for the child?
- Do meals contain problem additives and colourings?
- Do meals contain trans fats?

## For adult menus in primary outlet:

- Are meals or meal options balanced?
- Are healthier starchy food choices offered?
- Are complex carbohydrates provided on the menu?
- Does a portion of vegetables of salad come with or in every meal?
- Are vegetables incorporated into meals?
- Is fruit the main component of deserts or is fresh fruit available?
- Is a variety of protein on offer?
- Are there a good number of non-meat dishes available?
- Are non-meat dishes promoted?
- Is oily fish included as a meal option?
- How much of the food is deep fried?
- Have steps been taken to minimise salt?
- Are healthy choices supported with nutritional/healthy eating information?
- Are healthy options promoted and given price promotions?
- Are healthier drinks available?
- Do meals contain trans fats?

## Throughout the attraction:

- Is free fresh drinking water widely available throughout the attraction?
- Are healthier drinks and snacks the normal option available in vending machines?
- Are healthier drinks and snacks widely available in shops and kiosks?
- Are unhealthy drinks or snacks offered at the checkout or promoted?
- Are children's lunchboxes healthy?
- Do children's meals (hot or cold) in secondary outlets typically include a portion of veg, a portion of fruit, and a healthy drink?
- Do adult meals (hot or cold) in secondary outlets typically include a portion of veg, a portion of fruit, and a healthy drink?

## **Family friendly**

This means - welcoming children and treating them well and accommodating parent needs

This criterion included the following survey questions:

## For children's menus:

- Is children's cutlery available?
- Are activities linked to healthy eating or where food comes from provided?
- Are there baby changing facilities?
- Are highchairs available?
- Does the food look appealing?
- Does the restaurant signage welcome breastfeeding?
- Are children's portions of adult meals available?

## These criteria were chosen to reflect:

 What is important to parents – informed by a nationally representative survey of 1500 parents conducted in February 2013 and a further survey of more than 1000 self-selecting parents in July 2016.

- For children's food: <u>The School Food Standards</u> and <u>Voluntary Food and Drink Guidelines for Early Years Settings in</u> <u>England</u>
- For adult food: Relevant national best practice schemes, including England's <u>Government Buying Standards for</u> <u>food and catering</u> 'best practice', the <u>Welsh Government Corporate Health Standard (healthier food and catering</u> <u>practices</u>), and the <u>Scottish Government's Healthy Living Award</u>
- <u>NHS England's 'CQUIN' incentive</u> for healthier retail/vending in hospitals
- Good practice proven to be achievable in <u>over 2 million meals served</u> to <u>Food for Life Served Here standards</u> each working day

The scoring table for these criteria is detailed below.

## Visitor attraction selection criteria:

- The most popular attractions, calculated by annual visitor numbers, were selected from shortlists covering the UK. Attractions were selected to ensure UK-wide geographical representation.
- Family and child-friendly attractions were prioritised according to websites such as Days Out with the Kids and Trip Advisor.
- Based on these criteria, 16 sites were selected: 1 N. Ireland, 1 Wales, 2 Scotland, 3 N. England, 2 Midlands, 5 London, 2 S. West



|  | This means   | Key questions  | How will measured performance  | Max 160                              |
|--|--|--|--|--------------------------------------|
| Fresh food you can trust                                       |  |  |  |                                      |
|  |  | Do you have a strategy in place to reduce your overall environmental impact?   | Please provide details of your goals and strategy  | No points                            |
| Food is made and cooked<br>in the restaurant<br>Traceable meat | Information readily<br>available on where<br>ingredients come from<br>Food is freshly prepared   | Does the menu (paper or online) indicate<br>where ingredients come from? (Country<br>of origin, supplier, farm)<br>Score for both children's and adult menus | Not at all – Opts<br>In a couple of instances (1 or 2 separate ingredients on the menu) –<br>1pt<br>In some instances (3+ separate ingredients) – 2pts   | 4 points                             |
| Environmentally<br>sustainable & ethical<br>food               | <ul> <li>cooked from scratch in<br/>the kitchen</li> <li>Environmentally friendly<br/>food served</li> <li>Animal products are from<br/>higher welfare systems</li> <li>Fish from sustainable</li> </ul> | Is provenance information about meat on the menu available on request?   | No – Opts<br>Some information provided, either where food was originally<br>produced or whether it has welfare assurance – 1pt<br>Detailed response given, including where food was originally<br>produced and whether it has welfare assurance – 2pts | 2 points                             |
|  |  | Where do ingredients come from (country of production)?  | Record origin of: All meat products, 1x fish if on menu, 2x vegetables, 1x salads, 2x staples.   | No score<br>(background<br>research) |
|  |  | Is the meat on the menu British?   | No meat is British – 0 points<br>Some meat is British – 1 point<br>All the meat on the menu is British – 3 points  | 3 points                             |
| Efforts  | stocks<br>Efforts are made to use<br>in-season produce   | Is the meat in children's lunchboxes<br>British?   | No meat is British – 0 points<br>Some meat is British – 1 point<br>All the meat in the lunchbox is British – 2 points<br>If no lunchboxes are offered, 'all the meat on the menu' is British is<br>awarded 2 points                                    | 2 points                             |
|  |  | Are locally sourced ingredients used?<br>('Locally sourced' are from the same or<br>adjacent county or for Scotland or Wales from<br>within the country.)    | 4+ ingredients – 3pts<br>3 ingredients – 2pts<br>2 ingredients – 1pt   | 3 points                             |

| Is meat farm-assured/traceable to the farm?   | No or minority of meat (by meat type) farm assured – Opts<br>Half or majority of meat (by meat type) – 1pt<br>All meat is farm assured – 2pts  | 2 points |
|---|--|----------|
| What animal welfare accreditation does<br>meat used have?<br>(Welfare accreditation =, RSPCA Assured,<br>free range pork and poultry, organic)  | No accreditation – Opts<br>A few (up to a third) are accredited – 1pt<br>Some (more than a third) meat is accredited – 2pts<br>All meat is accredited – 5pts   | 5 points |
| Do you have a publicly available policy on antibiotic use in the supply chain?  | Publicly available policy including:<br>Prohibition in the supply chain of routine preventative use of<br>antibiotics – 1pt<br>Monitoring of antibiotic use in the supply chain and reduction<br>strategy or targets are in place – 1pt<br>Prohibition of critically important and last resort antibiotics – 1pt<br>No policy available – 0pts | 3 points |
| Is food freshly made/prepared in the<br>restaurant?<br>Is food cooked for the first time in the<br>restaurant?  | None or a minority of named ingredients are made and prepared in<br>the restaurant – Opts<br>Half or a majority of named ingredients are made and prepared in<br>the restaurant – 1pt<br>All the named ingredients are made and prepared in the restaurant<br>– 2pts   |          |
| Choose 2 hot meals (1 meat, 1 meat-free)<br>from both the children's and adults' menu<br>(if no hot children's meal available, choose<br>cold meals). How many of the ingredients<br>within that meal are freshly prepared?<br>(e.g., sauce, vegetable, carbohydrate,<br>protein) | None or a minority of named ingredients are cooked in the<br>restaurant for the first time – Opts<br>Half or a majority of named ingredients are cooked in the<br>restaurant for the first time – 1pt<br>All the named ingredients are cooked in the restaurant for the first<br>time – 2pts   | 8 points |
| Do manufactured meat and fish 'products'<br>dominate the menu? (burgers, sausages,<br>pies, pasties, sausage rolls, shaped or<br>coated meat – nuggets, meatballs etc)<br>Score for both children's and adult menus   | Meat products are included in half or + of meals – Opts<br>Meat products are included in minority of meals – 1pt<br>Meat products are not included in any meals – 2pt  | 4 points |
| Is the choice of organic food given?  | None – Opts<br>One organic ingredient – 1pt<br>Two organic ingredients – 2pts<br>Three organic ingredients – 3pts<br>Four + organic ingredients – 4pts   | 4 points |
| Are the eggs used free-range?   | Caged eggs used or no information available – Opts<br>Mix of free-range, barn and cages – 1pts<br>All free range (includes organic) – 2pts   | 2 points |

|  |   | Is Palm Oil on the menu?  | No ingredients contain Palm Oil – 2pts<br>Only certified sustainable/organic palm oil – 2pts<br>Palm oil is not certified/sustainable – minus 1pts   | 2 points  |
|--|---|---|--|-----------|
|  |   | Where meat is from livestock fed on soya,<br>is the supplier working towards 100%<br>deforestation and conversion free soya<br>sourcing?                                  | Meat supplier is a signatory of the UK Soy Manifesto, has<br>equivalent policy in place or 100% of soya is certified through<br>segregation or identity preserved – 3pts<br>At least 20% of soya used as animal feed is certified through mass<br>balance (certified segregated and identity preserved) – 2pts<br>At least 20% of soya used as animal feed is certified through book<br>and claim – 1pt                          | 3 points  |
|  |   | Is there sustainable fish on the menu, is<br>there anything from MCS 'fish to avoid'<br>list?   | Fish on the menu is on MCS 'fish to avoid' list – minus 1pt<br>Fish on the menu is not MCS 'fish to avoid' list – Opts<br>Fish on the menu is MSC or sustainable certified – 1pt<br>Restaurant has a robust policy on sustainable fish – 1pt<br>If no fish on current menu "fish on the menu is MSC or sustainable"<br>is awarded. All restaurants should have a sustainable fish policy in<br>the event of future menu changes. | 2 points  |
|  |   | Are menus changed to use in-season<br>British produce through the year? Score<br>for both children's and adult menus  | No – Opts<br>Yes, in-season British ingredients are incorporated – 1pt<br>Yes, menus are changed to use in-season British produce – 2pts   | 4 points  |
|  |   | Are steps taken to reduce the amount of food waste in the kitchen and plate waste?  | Signatory of Courtauld Commitment 2025/WRAP Food Waste<br>Reduction Roadmap or robust policy to reduce food waste covering<br>both kitchen <i>and</i> plate waste – 2pts<br>A policy for managing plate <i>or</i> kitchen waste – 1pt<br>No policy in place – 0pts   | 2 points  |
| A healthy choice – Chi                               | ldren's menu in primary ou  | tlet  | I  | 47 points |
| Providing variety<br>Making healthy eating<br>easier | Good balance and variety<br>of foods on offer<br>Variety of starchy foods | Are meals or meal options balanced?<br>(Include <u>one</u> starchy food and one portion<br>of protein, and at least one stand-alone<br>portion of veg or salad in a meal) | None or minority of meals are balanced – Opt<br>Half or majority of meals are balanced or can be balanced if the set<br>menu choices permit (e.g., choose a main + side) – 1pt<br>All meals are balanced as standard – 2pts  | 2 points  |
|  | Chips don't dominate the menu   | Is there a variety of starchy foods on offer<br>in different meals? (Bread, potatoes,<br>pasta/noodles, rice, other grains)   | Only one or two starchy foods on offer – 0 points<br>Three starchy foods on offer – 1pt<br>Four+ starchy foods on offer – 2pts<br>Wholegrains or healthier starches on the menu – extra 1pt  | 3 points  |
|  | Variety of vegetables and salads available                                | Do chips accompany everything on the menu?  | Chips all or majority of the meals on the menu – Opts<br>Half or majority of meals have chips with them – 1pt<br>In a minority of meals, or chips are one of several options across<br>the menu – 1pt<br>No meals have chips with them – 2pts  | 2 points  |

| Puddings contain fruit   |   | Veg or salad comes with half or less of meals – Opts<br>Veg or salad comes with majority of meals – 1pt  |          |
|--|---|--|----------|
| Variety of protein<br>available  | Does veg or a portion of salad come with or in every meal?  | Veg of salad comes with majority of means – 1pt<br>Veg or salad comes with every meal – 2pts<br>Two portions of veg or salad with some meals – extra 1 point<br>Two portions of veg or salad with every meal – extra 3 points  | 5 points |
| Fried food doesn't<br>dominate the menu                                      | Are vegetables incorporated into different<br>meals? (e.g., pizza topping, vegetables in<br>pasta dishes) | No meals available with veg incorporated – Opts<br>One meal available with veg incorporated – 1pt<br>Two+ meals available with veg incorporated – 2pts   | 2 points |
| Steps taken to make healthy eating easy                                      | Is there a good variety of vegetables on the menu? (Other than peas/baked beans)                          | None available – Opts<br>Minority of menu items include one other choice – 1pt<br>Majority of menu items include one other choice – 2pt  | 2 points |
| Healthy drinks on offer<br>Free from problematic<br>additives and colourings | Is fruit the main component of desserts or is fresh fruit available?                                      | None – Opts<br>In a minority of puddings – 1pt<br>In half or majority of puddings – 2pts<br>Fresh fruit available – extra 1pt  | 3 points |
| and trans fats   | Are puddings an appropriate portion size?   | No pudding exceeds 220kcal per portion – 1 point<br>One or more puddings exceed 550kcal per portion – minus 1 point<br>No pudding contains more than 19g total sugar per portion – 4<br>points<br>50% or more puddings contain less than 19g total sugar – 3 points<br>No pudding contains more than 24g total sugar per portion – 2<br>points<br>50% or more puddings contain less than 24g total sugar – 1 point<br>The majority of puddings contain more than 24g total sugar – 0<br>point<br>(Fresh fruit and no-added-sugar yoghurt are counted as 'healthier<br>puddings')<br>No nutritional info provided – minus 1pt | 4 points |
|  | Is a variety of protein on offer?<br>(Red meat, poultry, fish, meat alternative)                          | Only one or two protein options on offer – Opts<br>Three+ protein options on offer – 1pt<br>Variety of plant-based proteins available – 1pt<br>Some or all plant-based proteins are from whole foods (e.g., nuts<br>and pulses, including houmous, does not include veg such as<br>mushrooms) – 1pt  | 3 points |
|  | Is there a good choice of non-meat dishes?  | None or <25% non-meat meals available – Opts<br>≤25% of the menu is non-meat – 1pt<br>50% of the menu is non-meat – 2pts<br>75+% of the menu is non-meat – 3pts  | 3 points |
|  | Is oily fish included as a meal option?   | No – Opts<br>Yes – 1pt   | 1 point  |

| healthy choice – Adult menu in prima | ry outlet   | 1  | 40 points |
|--------------------------------------|---|--|-----------|
|                                      | options   | Sweet snacks in lunchboxes are 100kcal or less – 1 point<br>Water or juice are the only drinks available – 1 point<br>If no lunchboxes are offered a correlative number of additional<br>points are available for the main menu in each category.  | 5 points  |
|                                      | Are children's lunchboxes healthy?<br>Parents to list all lunchbox contents and   | All lunchboxes contain a portion of veg or salad as standard – 2<br>points<br>Option of a portion of veg or fruit in lunchboxes – 1 point  |           |
|                                      | Do meals contain trans fats?  | Yes – Opts<br>No information available or no policy/practice – Opts<br>Policy/practice – trans fats not allowed – 1pt  | 1 point   |
|                                      | Do meals contain problem additives and colourings? (See Food for Life Served Here standards)  | Yes – Opts<br>No information available or no policy/practice – Opts<br>Policy/practice – additives & colourings not allowed – 1pt  | 1 point   |
|                                      | The only children's drinks available should<br>be: plain water, milk, pure fruit juices<br>(max 150mls), yoghurt or milk drinks (less<br>than 5% sugar), combinations of the<br>above | Unlimited refills of soft drinks available (either sugary or artificially<br>sweetened) – minus 2pts<br>Minority of drinks permitted in schools – 0pts<br>Majority of drinks have no added sugar or sweeteners – 1pt<br>All drinks have no added sugar or sweeteners – 3pts<br>[NB extra points for free tap water offered upon arrival below] | 3 points  |
|                                      | Are healthy choices supported with information and promoted in the restaurant?  | No indication of healthier choices – Opts<br>Some guidance, 5aday or meal highlighted as healthy on the menu -<br>1pt<br>Detailed info publicly available, nutritional info on the menu or<br>available on website (e.g., QR code) - 2pts  | 2 points  |
|                                      | Are healthier meal options given price<br>promotions?<br>Unhealthy = no veg, fruit or salad, or<br>inclusion of fried food  | No, they are more expensive / pay extra for veg / meal deals limit<br>choices to unhealthy options – minus 1pt<br>All meals the same price – 1pt<br>All meals the same price and all healthy – 2pt<br>Healthy options are cheaper – 2pts<br>Free fruit or free salad/veg available - extra 1pt   | 3 points  |
|                                      | How much of the food is deep fried?<br>(Fried in manufacture or kitchen)  | Majority or half of meals contain fried ingredients – minus 1pt<br>Minority of meals contain fried ingredients – 1pt<br>No meals contain fried ingredients – 2pts  | 2 points  |

|                              | Good balance and variety<br>of foods on offer  | Are meals or meal options balanced?<br>(Include <u>one</u> starchy food and one portion<br>of protein, and at least one stand-alone<br>portion of veg or salad in a meal)                             | None or minority of meals are balanced – Opt<br>Half or majority of meals are balanced or can be balanced if the set<br>menu choices permit (e.g., choose a main + side) – 1pt<br>All meals are balanced as standard – 2pts  | 2 points |
|------------------------------|--|---|--|----------|
| Providing variety            | Healthier starchy foods<br>and complex<br>carbohydrates<br>Variety of vegetables and<br>salads available | Are wholegrain or healthier<br>carbohydrates provided on the menu?<br>(Wholegrain pasta, brown rice,<br>wholegrain oats, spelt, quinoa,<br>buckwheat, sorghum, koras; potato with<br>skin, not fried) | Yes, some – 1pt<br>Yes, various – 2pts<br>No – 0pt   | 2 points |
| Making healthy eating easier | Puddings contain fruit<br>A good number of non-<br>meat dishes   | Does veg or a portion of salad come with or in every meal?  | Veg or salad comes with half or less of meals – Opts<br>Veg or salad comes with majority of meals – 1pt<br>Veg or salad comes with every meal – 2pts<br>Two portions of veg with some meals – extra 1 point<br>Two portions of veg with every meal – extra 3 points  | 5 points |
|                              | Fried food doesn't dominate the menu   | Are vegetables incorporated into different meals? (e.g., pizza topping, vegetables in pasta dishes)   | No meals available with veg incorporated – Opts<br>One meal available with veg incorporated – 1pt<br>Two+ meals available with veg incorporated – 2pts   | 2 points |
|                              | Steps taken to make<br>healthy eating easy   | Is fruit the main component of desserts or is fresh fruit available?  | None – Opts<br>A portion of fruit in a minority of puddings – 1pt<br>A portion of fruit in half or majority of puddings – 2pts<br>Fresh fruit available – extra 1pt  | 3 points |
|                              | Healthy drinks on offer<br>Steps taken to reduce<br>salt<br>Free from trans fats                         | Are puddings an appropriate portion size?   | No pudding exceeds 220kcal per portion – 1 point<br>One or more puddings exceed 550kcal per portion – minus 1 point<br>No pudding contains more than 30g total sugar per portion – 4<br>points<br>Majority of puddings contain less than 30g total sugar – 3 points<br>The majority of puddings contain more than 30g total sugar – 0<br>point<br>(Fresh fruit and no-added-sugar yoghurt are counted as 'healthier<br>puddings'.) | 4 points |
|                              |  | ls a variety of protein on offer?<br>(Red meat, poultry, fish, meat alternative)  | No nutritional info provided – minus 1pt<br>Only one or two protein options on offer – Opts<br>Three+ protein options on offer – 1pt<br>Variety of plant-based proteins available – 1pt  | 3 points |

|                       |                         |  | Some or all plant-based proteins are from whole foods (e.g., nuts<br>and pulses, including houmous, does not include veg such as<br>mushrooms) – 1pt   |           |
|-----------------------|-------------------------|--|--|-----------|
|                       |                         | Is there a good choice of non-meat dishes?   | None or <25% non-meat meals available – Opts<br><25% of the menu is non-meat – 1pt<br>50% of the menu is non-meat – 2pts<br>75+% of the menu is non-meat – 3pts  | 3 points  |
|                       |                         | Are non-meat dishes promoted?  | No – Opts<br>Healthy vegetable and pulse-based dishes are positioned at the top<br>of the menu and are included in any meal deal – 2pt   | 2 points  |
|                       |                         | Is oily fish included as a meal option?  | No – Opts<br>Yes – 1pt   | 1 point   |
|                       |                         | How much of the food is deep fried?<br>(Fried in manufacture or kitchen)   | Majority or half of meals contain fried ingredients – minus 1pt<br>Minority of meals contain fried ingredients – 1pt<br>No meals contain fried ingredients – 2pts  | 2 points  |
|                       |                         | Have steps been taken to minimise salt intake?   | Salt is only available from the point of service, not on tables. Or had<br>to ask for salt – 2pts<br>Salt is on the tables – 0pt   | 2 points  |
|                       |                         | Are healthier meal options given price<br>promotions?<br>Unhealthy = no veg, fruit or salad, or<br>inclusion of fried food                                   | No, they are more expensive /pay extra for veg / meal deals limit<br>choices to unhealthy options – minus 1pt<br>All meals the same price – 1pt<br>All meals the same price and all healthy – 2pt<br>Healthy options are cheaper – 2pts<br>Free fruit or free salad/veg available - extra 1pt  | 3 points  |
|                       |                         | Are healthy choices supported with information?  | No indication of what is better for you – Opts<br>Some guidance, 5aday or meal highlighted as healthy -1pt<br>Detailed info, nutritional info -2pts  | 2 points  |
|                       |                         | Are healthier drinks available?<br>Plain water, pure fruit juices (max<br>150mls), yoghurt or milk drinks (less than<br>5% sugar), combinations of the above | 100% healthier (no added sugar or sweeteners) drinks available –<br>3pts<br>75% healthier drinks available, unhealthy drinks capped at 330ml<br>portions – 2pt<br>Less than 75% healthier drinks available or unhealthy drinks served<br>in larger than 330ml portions – 0pts<br>Unlimited refills of sugary drinks available – minus 2pts | 3 points  |
| A healthy choice – th | roughout the attraction |  |  | 14 points |
| Providing variety     | Healthier vending       | Is free fresh drinking water widely available throughout the attraction?   | Water is widely available and easy to find – 2pts<br>No free fresh water available (or have to ask for water)– 0pts  | 2 points  |

| Making healthy eating<br>easier Healthier meal op | Healthier meal options | Are healthier snacks the normal option<br>available in vending machines?<br>(Healthier snacks = fresh fruit and veg<br>portions, fruit, and nut snack bars)  | Secret diners report that 50% or more of sweet and savoury snacks<br>available are healthier options – 2pts<br>Less than 50% of sweet and savoury snacks available are healthier<br>options – 0pts   | 2 points  |
|---|------------------------|--|--|-----------|
|   |                        | Are healthier cold drinks the normal<br>option available in vending machines?<br>(Healthier drinks = milk, pure<br>juices/smoothies, water)<br>If no vending machines, double points are<br>available for snacks and drinks available in<br>shops and kiosks | Secret diners report 50% or more of drinks available are healthier<br>options – 2pt<br>Less than 50% of drinks available are healthier options – 0pts  | 2 points  |
|   |                        | Are healthier cold drinks available in<br>shops and kiosks?<br>(Healthier drinks = milk, pure<br>juices/smoothies, water)  | Healthier cold drinks are widely available – 2pts<br>A limited choice of healthier drinks in a few outlets – 1pt<br>Poor choice and hard to find – 0pts<br>Unhealthy drinks are offered at the checkout – minus 1pt<br>Unhealthy drinks are promoted (posters, displays etc.) or given<br>price promotions – minus 1pt         | 2 points  |
|   |                        | Are healthier snacks available in shops and kiosks?  | Healthier snacks are widely available – 2pts<br>A limited choice of healthier snacks in a few outlets – 1pt<br>Poor choice and hard to find – 0pts<br>Unhealthy snacks are offered at the checkout – minus 1pt<br>Unhealthy snacks are promoted (posters, displays etc.) or given<br>price promotions – minus 1pt              | 2 points  |
|   |                        | Do children's meals in secondary outlets<br>typically include a portion of veg, a<br>portion of fruit, and a healthy drink?  | Children's meals, hot and cold, always include fruit, vegetable<br>portions and a healthy drink – 2pts<br>Children's meals generally include fruit, vegetable portions and a<br>healthy drink – 1pts<br>Children's meals generally do NOT include at least one or more of<br>fruit, vegetable portions, a healthy drink – 0pts | 2 points  |
|   |                        | Do adult meals in secondary outlets<br>typically include a portion of veg, a<br>portion of fruit, and a healthy drink?<br>If no secondary outlets, double points are<br>available for all meal options being   | Adult meals, hot and cold, always include fruit, vegetable portions<br>and a healthy drink – 3pts<br>Adult meals generally include fruit, vegetable portions and a<br>healthy drink – 2pts<br>Adult meals generally do NOT include at least one or more of fruit,<br>vegetable portions, a healthy drink – 0pts                | 2 points  |
|   |                        | balanced in primary outlet.<br>Is food advertising around the site for<br>healthy or unhealthy choices?  |  |           |
| Family friendly                                   |                        |  |  | 19 points |

|  | Is children's cutlery available?  | No - Opts<br>Yes– 2pts   | 2 points      |
|--|---|--|---------------|
|  | Is the amount of food served a sensible amount for your child?                                | No, it was too much – Opts<br>No, it was too little – Opts<br>Yes, it was about right – 1pt                                    | 1 point       |
|  | Does the restaurant serve children's portions of adult meals?                                 | No – Opts<br>Yes, on request – 1pt<br>Yes, as standard (made clear on menu that this can happen) – 2pts                        | 2 points      |
| Children welcomed a treated well             | Can children's meals come in different and sizes?   | No – Opts<br>Yes, on request – 1pt<br>Yes, as standard (indicated on menu) – 2pts  | 2 points      |
| Portion size is flexibl                      | eating/provenance?  | No – Opt<br>Yes – 1pt<br>Yes, linked to food/healthy eating – 2pts   | 2 points      |
| Kids portions of adul<br>meals made availabl |   | No – Opts<br>Yes – 1pt   | 1 point       |
| Measures taken to                            | Are there highchairs available?   | No – Opts<br>Yes – 1pt   | 1 point       |
| accommodate childr<br>and parent's needs     | en's Does the food look appealing to you and your children?                                   | No – Opts<br>Yes – 1pts  | 1 point       |
|  | Does the restaurant have signage welcoming breastfeeding?                                     | No – Opts<br>No, but restaurant has provided written policy on breastfeeding –<br>1pt<br>Yes, signage backed by a policy – 2pt | 2 points      |
|  | Was free tap water available upon arrival?  | No – Opts<br>Yes – 2pts  | 2 points      |
|  | Are single use plastics used? (e.g., cups, cutlery)   | Yes – minus 1pt  | Minus 1 point |
|  | Overall, would you rate your dining<br>experience to be family friendly?<br>(0 worst, 3 best) | 0* - 0 pts<br>1* - 1pt<br>2* - 2 pts<br>3* - 3 pts   | 3 points      |