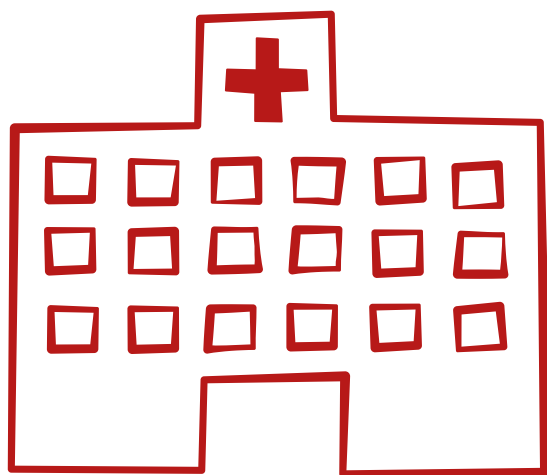




Handbook 2017

Hospitals





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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 is available for all organisations catering 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. It does not cover drinks although you can achieve points at silver and gold for using organic milk (see section 2.1.1 for more information).

You can apply for Food for Life Served Here using the form available on our [website](#) or call 0117 914 2406.

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 and academies
- » Further and higher education
- » Early years
- » Cafés, restaurants, workplaces and events catering
- » Hospitals
- » Residential care and community meals

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 the Food for Life Served Here 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 0117 914 2434



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 Standards 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 0117 914 2406 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 hospitals 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

The 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 and Marine Conservation Society 'fish to eat'.

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.

2.2 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.

2.3 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.



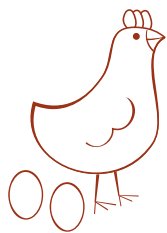
**Bronze
Food for Life Served Here
Standards**



healthy soil,
plants and animals
= healthy food
= healthy people

No nasty additives &
at least 75% of our dishes
are freshly prepared

FRESH
healthy
SEASONAL
traceable
SUSTAINABLE

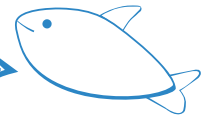


eggs are
free range

meat that can
be traced back
to the farm



ingredients
from local soil



1.0. Caterers in hospitals can demonstrate their compliance with national standards or guidelines on food and nutrition

1.0.1. Hospitals

- » **In England** as a minimum, you must demonstrate compliance with:
 - Government Buying Standards for Food and Catering Services (Department of Environment, Food and Rural Affairs): patient food* and staff and visitor catering
 - Nutrition and Hydration Digest (The British Dietetic Association): patient food
 - Healthier and More Sustainable Catering – Nutrition Principles (Public Health England): staff and visitor catering. Applied as appropriate to patient catering: the specific nutritional needs of individual patients should always supersede the application of blanket principles.
- » **In Scotland**, you must demonstrate compliance with the Scottish Government's Food in Hospitals: National Catering and Nutrition Specification for Food and Fluid Provision in Hospitals in Scotland, second version: patient food. http://www.hfs.scot.nhs.uk/publications/1458641294-415601_Food_p4.pdf
- » **In Wales**, you must demonstrate compliance with the Welsh Government's All Wales Nutrition and Catering Standards for Food and Fluid Provision for Hospital Inpatients: patient food. <http://gov.wales/topics/health/publications/health/guidance/nutrition/?lang=en>
- » **In Northern Ireland**, you must demonstrate compliance with 'Promoting Good Nutrition. A Strategy for good nutritional care for adults in all care settings in Northern Ireland, 2011-2016', Department of Health, Social Services and Public Safety, Northern Ireland: patient food. www.dhsspsni.gov.uk/sites/default/files/publications/dhssps/promoting-good-nutrition_0.pdf

Why?

Food and nutrition standards provide a safety net, helping to ensure that people who are unwell or recovering in hospital have the best chance of getting all of the goodness they need from the food they eat. They also ensure that staff and visitors have access to food that is good for their health.

In August 2014 the Department of Health published 'The Hospital Food Standards Panel's report on standards for food and drink in NHS hospitals' and the report recommended that five standards become required practice across NHS hospitals in England. Three of these are relevant to hospital caterers in England. In turn, in England the NHS Standard Contract for 15/16 (the contract between the commissioning authorities and NHS Trusts that sets the terms of operation) states all providers (i.e. all NHS Trusts) must follow guidance issued in the Hospital Food Standards Panel's report.

Guidance

- » Assess your menus against the national standards or guidelines relevant to hospital patients, staff and visitors.
- » Record results to demonstrate that you comply with the specific standards or guidance relevant to hospital patients, staff and visitors.
- » 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.
- » In England please contact your Certification Officer for a GBS checklist. Please contact us for a copy of our checklist for the British Dietetic Association requirements.





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 patient meals in hospitals, food can only be transported hot or chilled, not frozen.

Patient 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,
- » frozen dishes are not stored for more than three months, and
- » meals 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 patients, staff and visitors 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 hospitals 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 0117 914 2406.
- » 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.

For staff and visitor catering only, charcuterie products may be exempted from this requirement where they constitute a small part of the menu. Before you use non-farm assured charcuterie, you must check whether you can source compliant products. If non-farm assured charcuterie products are on the menu this must be communicated 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.

The exemption for charcuterie products recognises the lack of compliant products available in suitable volumes and supply chains for the catering industry. We are continuously reviewing the supply of suitable product and will revise or remove this exemption when sufficient supplies become available. Caterers who serve charcuterie products under this exemption must proactively inform consumers at point of service if any charcuterie is not farm assured.

Supply chain support

The [Food for Life Supplier Scheme \(FFLSS\)](#) helps suppliers and caterers come together to serve compliant products. Several suppliers have indicated that they are able to supply into high volume food service. Please contact us on 0117 914 2406 or catering@foodforlife.org for more information. Research about the availability of compliant charcuterie has found that the following products are available with assurance from schemes that would satisfy Food for Life Served Here standard 1.2:

Product	Typical compliant product cost	Typical non-compliant product cost
Salami	£13 to £23 /Kg	£35 to £40 / Kg
Chorizo	£10 to £28 / Kg	£10 to £31 / Kg
Air dried/cured meats (UK equivalents to e.g. Parma ham)	No price data available at this time	£40 to £50 / Kg

Definition of charcuterie

Charcuterie is a preserved meat product which has been cured – not cooked – and requires no further cooking before eating. Cooked charcuterie such as ham is widely available with farm assurance. The table below provides some examples of exempt charcuterie products.

Suppliers of charcuterie products with farm assurance or other accreditation which guarantees UK minimum standards of animal welfare or higher are encouraged to contact us on 0117 914 2406 or catering@foodforlife.org.

Products which meet this definition, and therefore are considered charcuterie:	Products which do not meet this definition, and are therefore not considered charcuterie:
All types of salami	Bacon or pancetta (require further cooking)
Iberico ham	Prosciutto cotto ("cotto" means cooked).
Bresaola	Sausages and hot dogs
Prosciutto curo (Italian cured hams, of which Parma ham is one)	Pork, game or other cooked meat pie (has been cooked)
Most chorizo (excluding cooking chorizo)	Cooking chorizo (requires further cooking)
Pepperoni	British style ham (has been cooked)
Saucisson sec (French dried sausage)	Garlic sausage (has been cooked)



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 with the possible exception of charcuterie products.
- » 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 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

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.



Producer identity

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

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 concern relating to trans fats is 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 patients. 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 drinking water available and accessible and encourage patients to drink.
- » Provide fresh drinking water for staff and visitors.
- » Demonstrate that you have a policy in place to promote the availability and accessibility of 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 patients, 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 patients and customers on the provenance of ingredients via the menu, 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 patient and customer feedback is taken into account. It is important that all patients and customers are able to choose food which is suitable for them to eat. The best way to find out if you are providing food that customers and patients want to eat is to ask them, and incorporate their feedback into your future menu planning.

Guidance

Plan appropriate menus for everyone you cater for by:

- » Asking staff/customers/patients for feedback on menus.
- » Using results of staff/customers/patients surveys to plan your menus.
- » Understanding the cultural make-up of your staff, customers and patients.
- » Ensuring there is sufficient choice available to allow every patient and customer to enjoy a full meal. Dietary needs must be varied to ensure the same options are not served every day.
- » It will help you to meet this standard if you have balanced vegetarian and/or vegan dishes available, or your chefs are willing to make special meals to suit particular dietary requirements.
- » 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 your customers/patients 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 0117 914 2406.



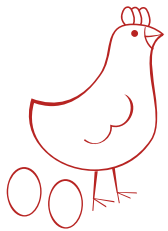


**Silver and Gold
Food for Life Served Here
Standards**



 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)

Silver and gold standards: Overview

To achieve silver and gold, in addition to meeting all bronze standards, caterers need to 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 and Marine Conservation Society 'fish to eat'.

To achieve silver a minimum of 5% (25 points) of the ingredient spend on your Food for Life menu(s) must be on organic food. You need at least 40 points in total in this section. If 8% of your total ingredient spend (40 points) is on organic food, you don't need to buy products from the other categories to achieve silver.

To achieve gold a minimum of 15% (75 points) of the ingredient spend on your Food for Life menu(s) must be on organic food (including at least one organic animal product) and at least 5% on free range pork or poultry meat. You need at least 120 points in this category to achieve gold. If 25% of your spend is on organic, including organic chicken or pork, you don't need to buy any products from the other categories.

2.2 Making healthy eating easy

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

2.3 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.

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 food (organic, free range, MSC, MCS 'fish to eat', RSPCA Assured, Fairtrade or LEAF) (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 food (organic, free range, MSC, MCS 'fish to eat', RSPCA Assured, Fairtrade or LEAF) (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 in 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*)
- » 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

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

2.2 Making healthy eating easy – all hospital catering

- » 20 points per meat free day or equivalent
- » 20 points for steps to serve meat in moderation
- » 20 points for steps taken to minimise salt
- » 20 points for actions to cut plate waste
- » 20 points for healthy vending
- » 10 points if more than 50% of bread on offer is wholemeal
- » 10 points for Real Bread (see standard [2.2.7](#))

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

2.2 Making healthy eating easy – patient catering

- » 20 points for actions to support eating well

2.2 Making healthy eating easy – staff and visitor catering

- » 20 points if special offers, dish of the day and meal deals include at least one portion of vegetables or salad
- » 10 points if fruit or fruit-based dessert is cheaper than alternative dessert
- » 10 points for fruit, not confectionery, cakes, biscuits or savoury snacks at till points

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

2.3 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.

However, your spend on other organic or Fairtrade beverages will not count towards the points.

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 0117 914 2406.
- » 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 2.1). 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 standards 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.
- » You cannot gain points for Fairtrade drinks, including teas, coffees and juices.
- » 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:



2.2. Making healthy eating easy

Points are given for a range of optional steps to offer healthier menu choices:

2.2 Making healthy eating easy – all hospital catering

- » 20 points per meat free day or equivalent
- » 20 points for steps to serve meat in moderation
- » 20 points for steps taken to minimise salt
- » 20 points for actions to cut plate waste
- » 20 points for healthy vending
- » 10 points if more than 50% of bread on offer is wholemeal
- » 10 points for Real Bread

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

2.2 Making healthy eating easy – patient catering

- » 20 points for actions to support eating well

2.2 Making healthy eating easy – staff and visitor catering

- » 20 points if special offers, dish of the day and meal deals include at least one portion of vegetables or salad
- » 10 points if fruit or fruit-based dessert is cheaper than alternative dessert
- » 10 points for fruit, not confectionery, cakes, biscuits or savoury snacks at till points

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

A minimum of 20 points is required in this category to achieve the silver Food for Life Served Here award.

A minimum of 50 points is required in this category to achieve the gold Food for Life Served Here award.

Making healthy eating easy – all hospital catering

2.2.1. Meat-free day or equivalent (20%) number of healthier plant-based main options

20 points are given for either:

- » Having one or more meat-free days each week of a menu cycle, where meat is replaced with eggs, pulses, nuts, quorn, tofu or other meat alternatives (not fish or cheese).
- » A non-meat dish being the main option for 20% or more of the menu, excluding dessert, and over and above your normal vegetarian offering.

The maximum number of points available in this category is 60.

These points are only awarded if meat is replaced with vegetables, eggs, pulses, nuts, Quorn, tofu or other meat alternatives – not fish or cheese.

Why?

For climate change, health and animal welfare reasons, it is desirable that we shift towards eating less but better quality meat. Steps that can be taken to familiarise all customers with some non-meat dishes as part of a balanced diet include:

- » Experimenting with meat-free days
- » making popular vegetable-based dishes the principal dish of the day
- » setting targets for increasing the number of vegetarian covers served, and
- » reducing meat portion sizes within nutritionally balanced recipes.

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

These points are awarded for meat-free days (where no meat, fish or cheese is served) or for replacing meat dishes with healthier plant-based main options, over and above your normal vegetarian offering. For example, if you normally have two meat or fish dishes and one vegetarian dish, you would need to serve additional vegetarian dishes for 20% of your menu to pick up these points.

At inspection you will need to demonstrate the number of meat-free days or percentage of main options (not separate vegetarian options) which are meat-free.

- » Try promoting vegetable based specials or dish of the day.
- » Try holding themed food days with a vegetarian option as the main course.
- » Campaigns such as [Meat Free Monday](#) can help you to explain why it's important to eat less meat.

Making healthy eating easy – all hospital catering

2.2.2. Steps to serve meat in moderation

20 points are only awarded if meat is replaced with vegetables, eggs, pulses, nuts, Quorn, tofu or other meat alternatives – not fish or cheese.

At least two of the following steps are required to earn 20 points in this category:

- » Reduce the meat used in some dishes and replace it with vegetables, eggs, Quorn, tofu, potatoes or other starchy roots, pulses or wholegrain cereals.
- » Reduce the total amount of meat and meat products used each week.
- » Actively promote non-meat 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

- » You could bulk out meat dishes with additional vegetables and pulses to encourage healthy eating.
- » Use a small amount of a strongly flavoured meat such as bacon, or some meat stock, to add some meaty flavour to a dish which is mainly vegetable-based.
- » Try putting vegetable-based dishes at the top of your menu to encourage people to choose them.



Making healthy eating easy – all hospital catering

2.2.3. Steps taken to minimise salt

At least four of the following steps* are required to earn 20 points in this category:

- » All recipes are tested to ensure the minimum amount of salt is used without compromising on taste.
- » Vegetables, rice, potatoes and pulses are not routinely salted when cooking.
- » Non-salted flavourings (e.g. homemade stocks, lemon juice and vinegars, spices, curry powder/paste or mustard powder, frozen, dried and fresh herbs, onions, peppers and tomato paste) are used to enhance the taste of food.
- » No extra salt is added to any foods (e.g. chips) prior to service.
- » Access to table salt is restricted.
- » Only low-salt or unsalted savoury snack foods are available.

* Steps adapted from Catering for Health: a guide for teaching healthier catering practices, published by FSA Scotland and the Scottish Executive (2002).

Why?

Choice of ingredients is very important in controlling the salt content of dishes. A principal way in which you can do this is by replacing a number of high-salt processed food ingredients (such as ready-made, tinned and packet soups, sauces, flavoured dried rice or noodles, meat products, salted canned vegetables and bakery mixes) with freshly prepared alternatives.

You should also try experimenting with recipes to see how much salt reduction can be achieved without compromising on taste.



Guidance

- » A good tip is to ensure that sauces are reduced first and then seasoned because gradual reduction cooking methods affect the amount of salt in the final dish.
- » Remember that there are times when salt is essential for flavour if we want people to eat healthy options - wholemeal bread and many soups, for example.



Making healthy eating easy – all hospital catering

2.2.4. Actions to cut plate waste

One of the following steps is required to earn 20 points in this category:

- » Plate waste is regularly reviewed and the amounts of any frequently wasted items are changed.
- » Portion sizes are measured to ensure they are suitable for the target audience.

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.



Guidance

- » You can cut plate waste by cooking tasty, fresh food, engaging with customers about menu changes and controlling portion size.
- » The [Waste Resources Action Programme \(WRAP\)](#) has a selection of useful information for reducing plate waste.
- » The [Love Food, Hate Waste](#) campaign offers a helpful tool to plan suitable portion sizes.
- » Customer surveys can help you find out which are the most popular healthy dishes so you can serve more of them.
- » Try offering smaller portion sizes or light bites for people who have smaller appetites.



Making healthy eating easy – all hospital catering

2.2.5. Healthy vending in hospitals

To achieve 20 points you will need to guarantee that you are meeting the best practice nutrition elements of the [Government Buying Standards](#) applicable to vending:

- » Savoury snacks are only available in packet sizes of 30g or less.
- » Confectionery and packet sweet snacks are in the smallest standard single serve portion size available within the market and not to exceed 250kcal.
- » All sugar containing drinks are available in no more than a 330ml portion size and no more than 20% of beverages (procured by volume) may be sugar sweetened beverages including fruit juices (excluding hot drinks).

You must have a copy of the standards easily available and demonstrate you do at least one of the following:

- » Specify only acceptable products in contracts with your suppliers
- » Check the products with the supplier when ordering.
- » Have a written procedure for purchasing
- » Staff manually check products when reloading vending machines.

Why?

Vending machines can provide quick access to food when meals are not being served. Healthier vending means providing foods which will fill people up, and limiting access to foods that provide empty calories (e.g. cakes and chocolate), which are high in fat and sugar but low in nutrients and fibre.

Making healthy eating easy – all hospital catering**2.2.6. More than 50% of bread on offer is wholemeal**

To achieve 10 points you will need to guarantee that more than 50% of your bread is wholemeal by at least one of the following:

- » Specify in contracts that there must be at least 50% wholemeal bread for sandwiches, rolls and wraps.
- » Check when compiling menus that there will be at least 50% wholemeal bread on offer.
- » Have a written procedure for making or purchasing at least 50% wholemeal bread to accompany meals.

This includes sandwiches, rolls, wraps and also bread served with soup or to accompany other meals.

Why?

Wholemeal 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**

- » Try serving different types of wholemeal bread – such as seeded or rye bread – to encourage people to try different things.

Making healthy eating easy – all hospital catering

2.2.7. Real Bread

To achieve 10 points for Real Bread you will need to:

- » Serve Real Bread as part of a dish, in sandwiches or as an accompaniment (such as with soup) at least once a week;
- » Have evidence that the bread fulfils the Real Bread definition below.

The [Real Bread Campaign](#) defines Real Bread as 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.

Note – in the UK white flour must be fortified with calcium, iron, niacin and thiamine as per the UK Bread and Flour Regulation 1998. 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).

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.

Guidance

- » The [Real Bread Campaign](#) can help you find out where to source Real Bread, or provide you with a range of information about how to make your own.
- » Using bread mixes to make your own bread at least once a week will earn points in this section. Ensure that they are free of additives not permitted under standard 1.5.
- » At inspection your menus and supporting evidence will be checked.



Making healthy eating easy – patient catering

2.2.8. Actions to support eating well for patients

The following steps to support patients to eat well are required to achieve 20 points:

- » 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.

Why?

Giving people a range of suitable meals to choose from, and ensuring they are served at a suitable time when there are no other distractions, encourages them to eat, which supports recovery and good health.

Guidance

- » Providing communal dining spaces for patients to eat together on the ward can encourage people to eat their meals and provide important social contact.
- » Implement protected mealtimes and monitor compliance.
- » Provide regular training on food service standards for all staff who serve food, whether nursing staff or catering staff.





Making healthy eating easy – staff and visitor catering

2.2.9. Special offers, dish of the day and meal deals include at least one portion of vegetables or salad

20 points.

Chips do not count as an accompanying vegetable.

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.



Guidance

- » Serving seasonal vegetables or salad can help you to meet standard 1.8.

Making healthy eating easy – staff and visitor catering

2.2.10. Fruit or fruit-based dessert cheaper than alternative desserts

To achieve 10 points you will need to demonstrate that fruit offered on the menu or fruit-based desserts are cheaper than alternative dessert options to encourage uptake of fruit and healthier eating.

Why?

Eating fruit as part of a dessert can help people 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.



Guidance

- » Record your prices for fresh fruit and fruit-based desserts, which will also be checked at inspection.
- » Serving seasonal fruit can help you to meet standard 1.8.
- » You could try making your own fruit pots or chopped fruit platters – making fruit look attractive can encourage people to choose it.
- » Fruit desserts (such as crumbles), or salads can be a popular way to encourage people to eat five portions of fruit and vegetables per day.

Making healthy eating easy – staff and visitor catering**2.2.11. Fruit not confectionery, cakes, biscuits or savoury snacks at till points**

To achieve 10 points you will need to demonstrate that fruit is on display at till 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. Displaying fruit at till points can encourage people to choose it in place of less healthy snacks.

Guidance

- » Offering fruit in pre-chopped portions can encourage people to pick it up.



2.3. Championing local food producers

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

2.3.1. 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 ingredient spend.
- » 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.

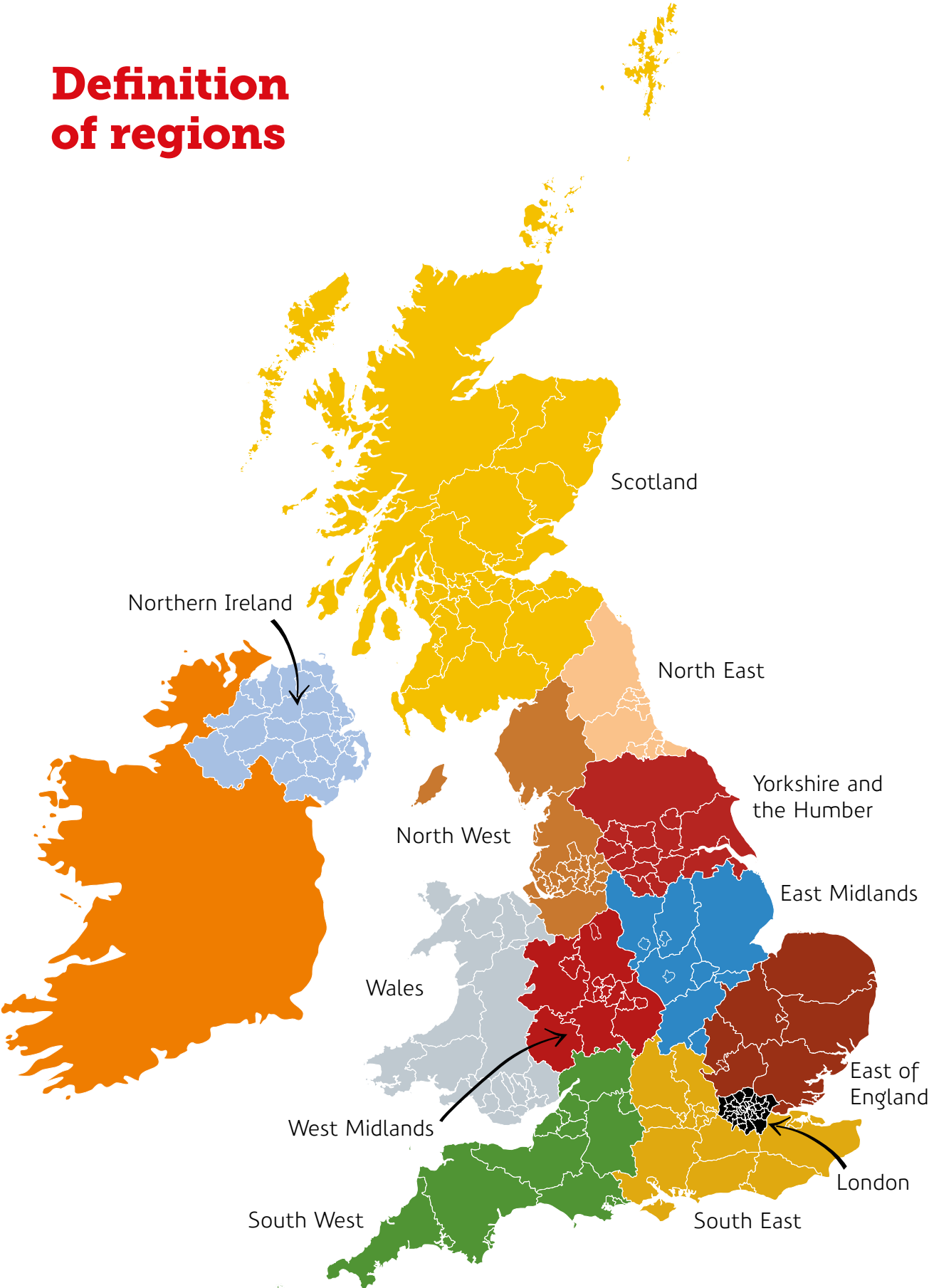
To calculate your spend on local ingredients:

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 \(FFLSS\)](#) 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 pastry made using locally produced meat and vegetables.

Definition of regions



2.3.2. 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.

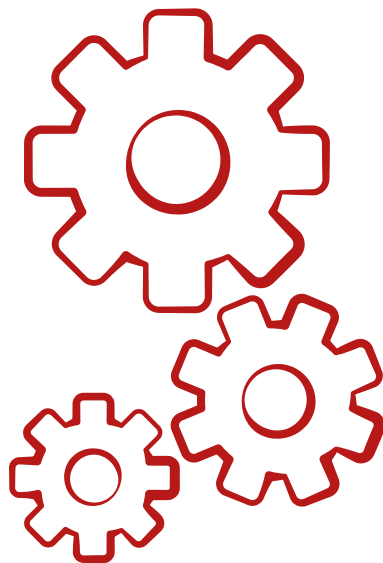
For example, if 72% of your raw ingredient spend is on dairy products, meat, eggs, vegetables and fruit, oil, sugar and flour produced in the UK, you would score 26 points (13% x 2 points = 26 points).

**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 hospitals

In hospitals the award can apply to patient meals and/or staff and visitor food.

If the application is for patient meals:

- » The whole range of food on offer to patients throughout the day must meet Food for Life Served Here standards.
- » Special dietary meals can be excluded but it must be clearly communicated that the award does not apply to these.
- » Breakfast menus can be exempt from the 75% freshly prepared requirement but all ingredients used must meet relevant standards (such as using meat which satisfies UK welfare standards).

If the application is for staff and visitor food:

- » The award should apply to the whole range of food on offer.
- » If this is not possible, the Food for Life Served Here standards must initially cover the hot food offer, with a plan in place (including timescales) for the remainder of the offer to comply when possible.
- » Special dietary meals can be excluded but it must be clearly communicated that the award does not apply to these.

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

- » are subject to the same management controls, and
- » are part of the same contract

Note - drinks are not covered by the Food for Life Served Here standards, but spend on organic milk for drinking can also earn points for silver and gold awards.



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 0117 914 2406 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 is 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 award your Food for Life Served Here.

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 the 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 the 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 menu cycle, 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 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 award, get in touch on

0117 914 2406 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 0117 914 2406 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
 - » 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, at least two of the following is required:
 - » Completed Food for Life meat declarations from each of your suppliers, or contracts with them to provide meat products assured by one of the welfare schemes recognised by this standard
 - » Meat purchase invoices (showing assured status either by product description or code)
 - » Assurance certificates
 - » Where meat is exempt from being farm assured - black pudding for all catering and charcuterie in staff and visitor catering, see standard 1. Please provide evidence of how it has been communicated to customers at point of service that some meat products are not farm assured.



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'

Evidence required:

- » 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 0117 914 2406 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 2.2 – **Making healthy eating easy**

Standard 2.3 – **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 2.3 – achieve points from the amounts spent in the various categories.

Standard 2.2 – achieve points for best practice.

Standards 2.1 Sourcing environmentally friendly and ethical food

- » Calculate what you have spent on all food covered by the scope of your award, 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.

Standards 2.3.1 - Ingredients from your local area or adjacent county

- » 2.3.1 Use the total spend figure to calculate what was spent on local ingredients (as classified by the map in section 2.3.1) 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.



Guidance for Food for Life Served Here inspections

Standard 2.3.2. 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 2.3.2 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

Caterers should promote their award on all menus covered by the licence but not on menus which aren't covered under the scope of the award.

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 0117 914 2406.



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.soilassociation.org/catering

- » Points calculator: www.soilassociation.org/catering/pointscalculator
- » Food for Life Supplier Scheme: www.soilassociation.org/supplierscheme

Information to help you meet the standards:-

1.0.1. Hospitals

- » Government Buying Standards in England and Northern Ireland: <https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-food-and-catering-services>
- » Scottish Government's Food in Hospitals: <http://www.scotland.gov.uk/Resource/Doc/229423/0062185.pdf>
- » Welsh Government's All Wales Nutrition and Catering Standards: <http://wales.gov.uk/docs/dhss/publications/120305nutritioncateringstandardsen.pdf>

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

- » Marine Conservation Society 'fish to avoid' list: <http://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: <https://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: <http://www.thenacc.co.uk/assets/downloads/170/Food%20Descriptors%20for%20Industry%20Final%20-%20USE.pdf>
- » Food Standards Agency allergen guidance: <https://www.food.gov.uk/science/allergy-intolerance/label/labelling-changes>



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: <http://www.fishonline.org/fishfinder?min=1&max=2&fish=&eat=1>
- » Marine Stewardship Council: <http://www.msc.org/>

2.1.6. LEAF (Linking Environment And Farming)

- » LEAF marque: www.leafmarque.com

2.2 Making Healthy Eating Easy

Meat-free day or equivalent (20%) number of healthier plant-based main options

- » Meat Free Monday: <http://www.meatfreemondays.co.uk/>

Actions to cut plate waste

- » WRAP: www.wrap.org.uk/content/less-food-waste-saves-money
- » Love Food, Hate Waste: lovefoodhatewaste.com/portions/everyday

Healthy vending in hospitals

- » Government Buying Standards: <https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-food-and-catering-services>

Real Bread

- » The Real Bread Campaign: <http://www.sustainweb.org/realbread/>

Other resources

Reducing food waste in the food service and hospitality sector

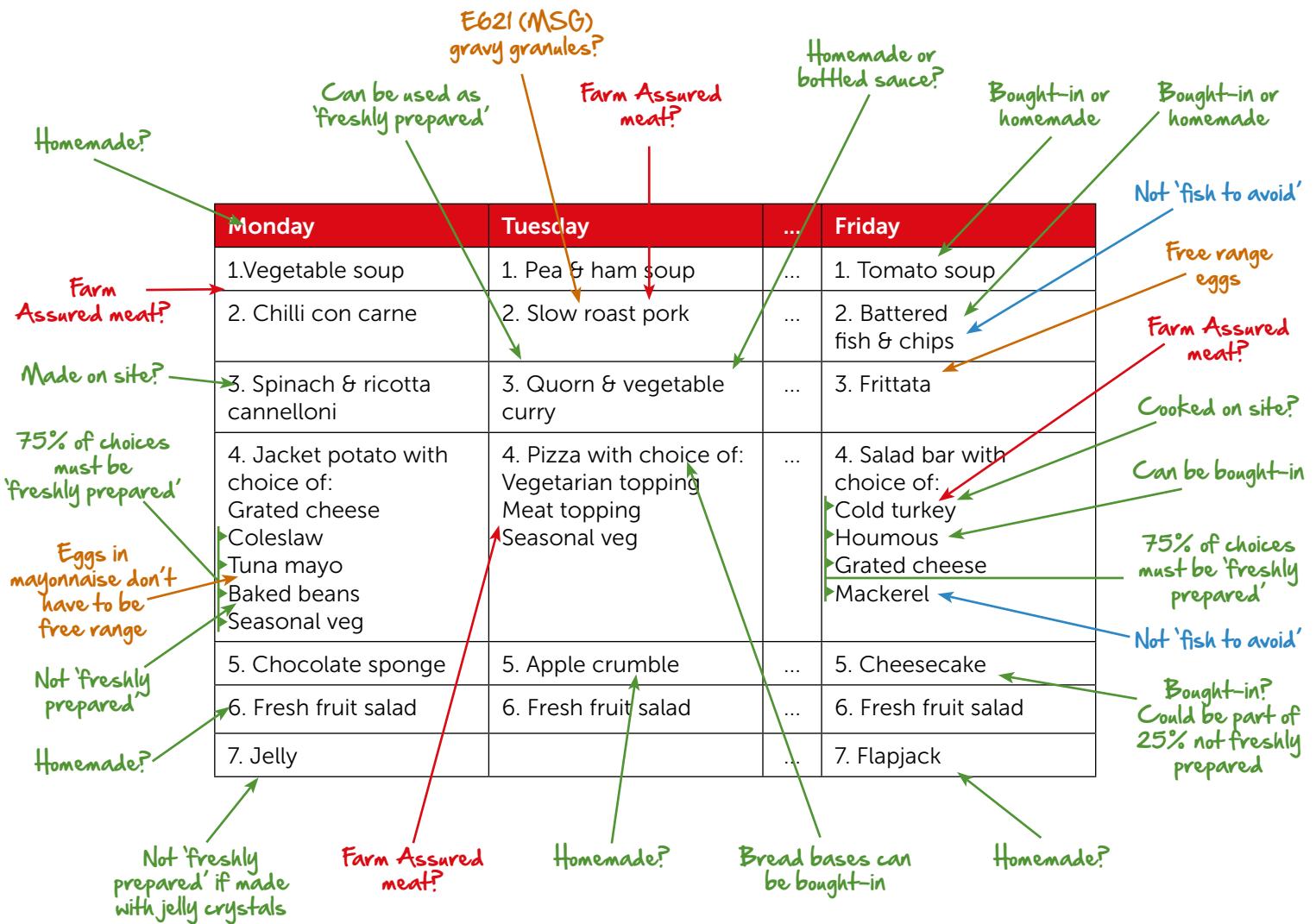
Did you know that a third of all food is wasted before it reaches our plate? The Soil Association is a proud signatory of the Courtauld Commitment 2025 (<http://www.wrap.org.uk/content/courtauld-commitment-2025>), an ambitious 10 year agreement brokered by WRAP, to make food and drink production and consumption more sustainable. To find out more about how you can take action on reducing your food waste, visit www.wrap.org.uk/hafsaresources.

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, trans fats and GM - Stds 1.5 & 1.6

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



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



Appendix II

Sample points calculator

We have tools available to help you assess your expenditure and how it equates to points including a [points calculator](#) (see over). Please contact us for details.

Example of a completed online points calculator

"My total spend on ingredients for each Food for Life menu cycle is £1040, £140 (13%) of this is organic, £50 (4.8%) is spent on free range pork and £30 (2.8%) is on Marine Stewardship Council certified fish. Out of the total spend, £140 (13%) is on ingredients produced in my region. My overall spend on raw ingredients is £600, £270 (45%) of which is produced in the UK.

I am also taking steps to reduce salt on the menu, taking action to cut plate waste and use Real Bread."

My online points calculator would look like this:



Section 1: Sourcing ethical and environmentally friendly food i

	% of food ingredient spend	Points
i Organic: 5 points for every % (min 15% at gold inc 1 animal product, 5% at silver)	13	65
i Free range pork and poultry: 4 points for every % (min 5% at gold) Please tick if less than 5% of your total ingredients spend is on pork or poultry <input type="checkbox"/>	4.8	19.2
i MSC fish: 4 points for every %	2.8	11.2
i RSPCA Assured: 3 points for every %	<input type="checkbox"/>	0
i Fairtrade: 3 points for every %	<input type="checkbox"/>	0
i LEAF produce: 2 points for every %	<input type="checkbox"/>	0
Total		95.4

Section 2: Making healthy eating easy i

Points are given for meeting a list of optional steps, some of which are sector-specific.

Choose one of the following options and tick the boxes for the steps which you are meeting:

Menu-cycle based catering services

Menu-cycle based catering services	Tick if standard is met	Points
i Meat-free day or equivalent (20%) number of non-meat dishes served (as main option) where meat is replaced with vegetables, pulses, wholegrains, quorn or tofu – 20 points per day (up to max 60 points)	<input type="radio"/> 1 day <input type="radio"/> 2 days <input type="radio"/> 3 days	0
i Steps taken to reduce meat served and promote non-meat dishes – 20 points	<input type="checkbox"/>	0
i Steps taken to reduce salt levels – 20 points	<input checked="" type="checkbox"/>	20
i Actions to cut plate waste – 20 points	<input checked="" type="checkbox"/>	20
i Real Bread is served as part of a dish, in sandwiches or as an accompaniment once a week – 10 points	<input checked="" type="checkbox"/>	10
i More than 50% of bread on offer is wholemeal or wholegrain – 10 points	<input type="checkbox"/>	0
i Fruit is cheaper than a dessert – 10 points	<input type="checkbox"/>	0
Total		50

Section 3: Championing local food i

	% of food ingredient spend	Points
i From the region/Scotland/Wales/Northern Ireland or adjacent county: 3 points for every %	13	39
i From the UK: 2 points for every % above the national average spend of 59% on raw ingredients	45	0
Total		39

Your total is: 184.4 = **SILVER**

To reach gold standard you need to do the following:

- 115.6 more points overall
- 10 more points for organic

