

# **Food Hygiene Trade Campaign**

Summary tables

prepared for

**COI Communications on behalf of the Food Standards Agency**

by

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## 1 Introduction

- 1.1 Surveys amongst managers and staff in catering establishments were conducted between 15 April and 25 May 2002. The interviews were conducted face-to-face. In Great Britain, 438 interviews were achieved amongst managers and 377 were achieved amongst staff. A further 201 interviews were conducted in Northern Ireland (101 with managers, 100 with staff).
- 1.2 Quotas were set on type of establishment, time in business and number of employees. Interviews in Scotland (198), Wales (169) and Northern Ireland (201) were boosted to ensure robust analysis by country.
- 1.3 The data for Britain were weighted to match the profile of the pre-stage survey (conducted in November / December 2001), according to type of establishment, time in business and number of employees. The data for Northern Ireland were not weighted as no interviews were conducted in Northern Ireland in the pre-stage.
- 1.4 This data set combines all interviews among managers and staff. Data for Britain and Northern Ireland have also been added together, to give results for the UK.

## 2 Sample profile

*Q2 – What is the main area of your business?*

	%
<i>Hotel</i>	15
<i>Bed and breakfast</i>	15
<i>Pub serving hot food</i>	15
<i>European style restaurant (i.e. French, Italian, Greek, British etc)</i>	10
<i>Ethnic restaurants (Indian, Chinese, Malaysian, Thai, Turkish etc) – MANAGERS ONLY</i>	7
<i>Restaurants (TOTAL)</i>	17
<i>Takeaway (fish and chips, pizzas, burgers, kebabs, sandwich shops, Chinese, Indian takeaway only etc) / Cafés</i>	18
<i>Roadside snack bars and mobile food providers</i>	9
<i>Stalls / Outlets offering food at large public events</i>	4
<i>Catering Outlets supplying retailers (preparing snacks / sandwiches etc)</i>	2
<i>Catering Outlets for special events (e.g. weddings and other parties)</i>	4

*Base: All managers and staff in the UK (1016)*

N.B. Quotas were set on type of establishment

*Q7 – How long has [NAME OF ESTABLISHMENT] been in business under its current management?*

	%
<i>Less than 1 year</i>	27
<i>2 years or less</i>	28
<i>3 years or less</i>	18
<i>4-10 years</i>	16
<i>More than 10 years</i>	12

*Base: All managers and staff in the UK (1016)*

N.B. Quotas were set on new businesses i.e. those in business for less in a year.

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*Q41 - How many full-time employees, including yourself, are there working at [NAME OF ESTABLISHMENT]? (FULL TIME IS 30 HOURS OR MORE PER WEEK)*

	<i>%</i>
<i>1-4</i>	<i>70</i>
<i>5-20</i>	<i>24</i>
<i>21-50</i>	<i>4</i>
<i>50+</i>	<i>2</i>

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*Base: All managers and staff in the UK (1016)*

N.B. Quotas were set on number of full time employees (1-4 vs 5+ employees).

### 3 Survey results

#### Factors affecting the success of the business

Q8 – Thinking generally, what factors do you think are most important to the success of the \_\_\_\_\_ you work for?

	%
<i>Good food</i>	64
<i>Good customer service</i>	54
<i>Clean surroundings</i>	32
<i>Value for money</i>	33
<i>Good food hygiene practices</i>	32
<i>Retaining good staff</i>	15
<i>An ongoing good reputation</i>	17
<i>Varied menu</i>	14
<i>Word of mouth</i>	15
<i>Good welcoming atmosphere</i>	33
<i>Pleasant friendly staff</i>	38
<i>Quality products</i>	21
<i>Careful cash management</i>	5
<i>1 mention</i>	4
<i>2 mentions</i>	9
<i>3 mentions</i>	16
<i>4+ mentions</i>	69
<i>Mean number of mentions</i>	4.7

Base: All managers and staff in the UK (1016)

Q9 – Looking at this card, which of the following factors is the most important to the success of the \_\_\_\_\_ you work for? And the next most important?

	<b>Managers</b>
	%
<i>Good customer service</i>	38
<i>Good food hygiene practices</i>	42
<i>Retaining good staff</i>	3
<i>Value for money</i>	11
<i>Word of mouth</i>	6

Base: All managers in the UK (539)

## Specific knowledge of food hygiene

*Q10 – Thinking about food hygiene practices in your restaurant or place of work, what are the main things you should do?*

	%
<i>Clean work surfaces</i>	63
<i>Wash your hands</i>	64
<i>Store raw meat at the bottom of the fridge</i>	26
<i>Wash hands after handling raw meat</i>	26
<i>Cook meat through thoroughly</i>	17
<i>Leave food to cool down before putting it into the fridge</i>	11
<i>Cook chicken through thoroughly</i>	13
<i>Store properly</i>	35
<i>Cleanliness</i>	61
<i>Staff training/good kitchen practices</i>	35
<i>Check the dates/make sure it is fresh</i>	4
<i>Correct temperatures of fridge/freezer</i>	4
<i>Separate raw and cooked food</i>	6
<i>Personal hygiene</i>	5
<i>Different utensils/boards</i>	5
<b>ANY CORRECT MENTION</b>	<b>99</b>
<i>1 mention</i>	*
<i>2 mentions</i>	3
<i>3 mentions</i>	7
<i>4+ mentions</i>	90
<i>Mean number of mentions</i>	6.3

*Base: All managers and staff in the UK (1016)*

### *Q10 Summary Table*

	%
<i>Say all 4 (wash hands, wash hands after handling raw meat, cleanliness, personal hygiene)</i>	1
<i>3 out of 4</i>	17
<i>2 out of 4</i>	38
<i>1 out of 4</i>	35
<i>None</i>	14

*Base: All managers and staff in the UK (1016)*

## Meat storage

*Q11 – Thinking about current practices in your restaurant or place of work, how do you arrange meats (raw and cooked) in the fridge?*

	%
<i>Store raw meat at the bottom of the fridge</i>	52
<i>Keep raw and cooked meat separate</i>	44
<i>Keep raw and cooked meat in separate fridges</i>	26
<i>Store cooked meat at the top of the fridge</i>	32
<i>Keep meat wrapped</i>	15
<i>Keep meat separate from dairy</i>	12
<i>Keep meat separate from fish</i>	12
<i>Store raw meat in airtight container</i>	12
<i>Store cooked meat in airtight container</i>	12
<i>Store raw meat at the top of the fridge</i>	5
<i>Keep meat unwrapped</i>	1
<b>ANY CORRECT MENTION</b>	<b>92</b>
<i>Don't know</i>	5

*Base: Managers and staff in the UK excluding those at vegetarian only establishments (1000)*

*Q14 – Why is it important to store raw meat at the bottom of the fridge?*

	Total UK %
<i>To avoid blood from raw meat dripping on other food</i>	67
<i>To avoid spread of bacteria/germs</i>	50
<i>To avoid food poisoning</i>	8
<i>Usually the coldest part of fridge</i>	6
<b>ANY CORRECT MENTION</b>	<b>91</b>
<i>Don't know</i>	6

*Base: Managers and staff in the UK excluding those at vegetarian only establishments (1000)*

*Q14 Summary Table*

	%
<i>Say all 3 (avoid blood dripping, avoid food poisoning, avoid spread of bacteria)</i>	4
<i>2 out of 3</i>	25
<i>1 out of 3</i>	59
<i>None</i>	9

*Base: Managers and staff in the UK excluding those at vegetarian only establishments (1000)*

**Hand washing**

*Q12 – When you are at work, when do you wash your hands?*

	%
<i>After every job</i>	62
<i>After going to toilet</i>	61
<i>After handling raw meat</i>	48
<i>When coming into kitchen</i>	50
<i>Before preparing food</i>	47
<i>After preparing food</i>	37
<i>After handling cooked meat</i>	31
<i>After handling money</i>	17
<i>When they are dirty</i>	21
<i>When leaving the kitchen</i>	19
<i>After a cigarette</i>	17
<i>After handling fruit and veg</i>	15
<i>After washing up</i>	16
<i>ANY CORRECT MENTION</i>	98
<i>1 mention</i>	1
<i>2 mentions</i>	12
<i>3 mentions</i>	11
<i>4 mentions</i>	16
<i>5+ mentions</i>	58
<i>Mean number of mentions</i>	5.7

*Base: All managers and staff in the UK (1016)*

*Q15 – Why is it important to wash your hands after handling raw meat?*

	%
<i>To prevent spread of bacteria/germs</i>	69
<i>To avoid cross contamination</i>	49
<i>To avoid food poisoning</i>	14
<b>ANY CORRECT MENTION</b>	99
<i>Don't know</i>	7

*Base: Managers and staff in the UK excluding those at vegetarian only establishments (1000)*

*Q15 Summary Table*

	%
<i>Say all 3 (avoid food poisoning, cross contamination, prevent spread of bacteria)</i>	7
<i>2 out of 3</i>	25
<i>1 out of 3</i>	66
<i>None</i>	2

*Base: Managers and staff in the UK excluding those at vegetarian only establishments (1000)*

## **Refrigeration and cooling**

*Q13 - After cooking food which is not going to be served straight away, when would you consider putting the food in the fridge?*

	%
<i>As soon as it is cold</i>	48
<i>When it has cooled down slightly</i>	10
<i>When it is lukewarm</i>	2
<i>Straight after cooking it</i>	1
<i>½ hour after cooking it</i>	2
<i>Hour after cooking it</i>	4
<i>2 hours after cooking it</i>	3
<i>More than 4 hours after cooking it</i>	*
<i>Varies</i>	3
<i>Cook to demand</i>	21
<i>Would be thrown away</i>	39
<b>ANY CORRECT MENTION</b>	74
<i>Don't know</i>	1

*Base: All managers and staff in the UK (1016)*

*Q17 – Why is it important that food should be left to cool down before being put into the fridge to chill?*

	%
<i>Warm food will encourage bacteria to grow</i>	64
<i>So it doesn't warm the fridge up</i>	33
<i>So the other food in the fridge is not warmed up</i>	23
<i>So it doesn't make the fridge use more electricity</i>	1
<b>ANY CORRECT MENTION</b>	<b>91</b>
<i>Don't know</i>	7

*Base: All managers and staff in the UK (1016)*

### **Cooking food thoroughly**

*Q16 – Why is it important to cook chicken thoroughly?*

	%
<i>To avoid salmonella</i>	67
<i>To kill harmful germs/bacteria</i>	40
<i>To avoid food poisoning</i>	28
<i>So it tastes nice</i>	1
<b>ANY CORRECT MENTION</b>	<b>97</b>
<i>Don't know</i>	3

*Base: Managers and staff in the UK excluding those at vegetarian only establishments (1000)*

## Attitudes to food hygiene and food poisoning

*Q18 – How strongly do you agree or disagree with the following statements?*

	<i>Agree</i> %	<i>Disagree</i> %
<i>Food poisoning can be life threatening</i>	98	1
<i>Poor food hygiene could ruin the business I work for</i>	100	*
<i>I feel well informed about food hygiene issues</i>	98	1

*Base: All managers and staff in the UK (1016)*

## Training

*Q19 – What catering training have you received?*

	%
<i>Basic food hygiene certificate</i>	59
<i>On the job training</i>	32
<i>Food hygiene certificate (not sure what level)</i>	12
<i>City and Guilds</i>	14
<i>Intermediate food hygiene certificate</i>	11
<i>NVQ/SVQ</i>	10
<i>Advanced food hygiene certificate</i>	6
<i>Any mention of food hygiene</i>	1
<i>Any training</i>	89
<i>Any food hygiene training (spontaneous)</i>	72
<i>Any food hygiene training (after prompting)</i>	87

*Base: All managers and staff in the UK (1016)*

*Q21 - What training courses do you send your staff on?*

	<b>Managers</b> %
<i>Basic food hygiene certificate</i>	54
<i>On the job training</i>	24
<i>NVQ/SVQ</i>	7
<i>Food hygiene certificate (not sure of what level)</i>	5
<i>Intermediate food hygiene certificate</i>	5
<i>City and Guilds</i>	2
<i>Advanced food hygiene certificate</i>	1
<i>First Aid</i>	1
<i>Health and Safety</i>	1
<i>Any mention of food hygiene</i>	*
<i>Hazard Analysis</i>	*
<i>Any training</i>	74
<i>Any food hygiene training (spontaneous)</i>	58
<i>Any food hygiene training (total)</i>	71
<i>Don't know</i>	1

*Base: All managers in the UK (539)*