



Silver and Gold Food for Life Served Here Standards

SERVING
**LOCAL
FOOD**



At Silver and Gold levels we are rewarded for using local ingredients.

**COOKED
FROM
SCRATCH**



At least 75% of our meals are freshly prepared.

**MENUS ARE DESIGNED TO
MAKE THE BEST USE OF
SEASONAL
INGREDIENTS**



WE CAN TRACE OUR MEAT
**BACK
TO THE
FARM**



To find out what else Food for Life Served Here means for your meal, please ask a member of staff, or visit our website,

www.foodforlife.org.uk/catering

MORE OF THE GOOD STUFF

Free from undesirable additives, colouring and sweeteners.



YOUR MEAL MAKES A DIFFERENCE

Food for Life Served Here encourages the use of both local and UK produced food. Buying a meal here impacts positively on the local and UK economy. *



*www.foodforlife.org.uk/our-impact

Example of the points system

To achieve the silver Food for Life Served Here certification:

» Meet all of the bronze standards		
Pick up 150 points in total by:		
» Spending at least 5% of your total ingredient budget on organic produce (this is required)		25 points
» Sourcing ethical and environmentally friendly produce (organic, free range, MSC, MCS 'fish to eat', RSPCA Assured, Fairtrade, LEAF, sustainable palm oil, organic or fairly traded drinks) (this is required)		15 points
» Taking action from the making healthy eating easy steps (this is required)		20 points
» Collecting another 90 points from any of the three categories		90 points

150 points in total

To achieve the gold Food for Life Served Here certification:

» Meet all of the bronze standards		
Pick up 300 points in total by:		
» Spending at least 15% of your total ingredient budget on organic produce, including one organic animal product (this is required)		75 points
» Spending at least 5% of your total ingredient budget on free range pork or poultry (this is required)		20 points
» Sourcing ethical and environmentally friendly produce (organic, free range, MSC, MCS 'fish to eat', RSPCA Assured, Fairtrade, LEAF, sustainable palm oil, organic or fairly traded drinks) (this is required)		25 points
» Taking action from the making healthy eating easy steps (this is required)		50 points
» Collecting another 130 points from any of the three categories		130 points

300 points in total

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

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



The points are awarded as follows:

2.1 Sourcing environmentally friendly and ethical food

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

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

3.1 Making healthy eating easy

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

4.1 Championing local food producers

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

2.1 Sourcing environmentally friendly and ethical food

2.1.1 Organic

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

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

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



At gold:

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

Why?

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

Organic meat

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

Organic milk

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



Guidance

- » Because of the clear benefits to animal welfare and human health, your spend on organic milk, including when served as, or in, a drink, will count towards the points calculation.

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



2.1.2 Higher welfare pork and poultry products

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

4 points per %: higher welfare (minimum 5% at gold)
You can pick up points here by using:

- » free range poultry*
- » 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)
- » RSPCA Assured pork or poultry

*these systems must also be farm assured, which is a bronze requirement (standard 1.4).

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 brought 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.

RSPCA Assured

RSPCA Assured standards apply to both indoor and free range systems, however, RSPCA assured welfare standards for indoor systems are higher than other assurance schemes. For example, RSPCA Assured sets lower stocking densities for poultry which gives birds more space to express natural behaviours and prohibits the use of farrowing crates for sows (pigs).

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.



2.1.2 Silver and gold Food for Life Served Here standards



2.1.3 Silver and gold Food for Life Served Here standards

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

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

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

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

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

Why?

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

Guidance

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





2.1.4 RSPCA Assured

3 points per %: RSPCA Assured (including fish)

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

Why?

Fish

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

Poultry meat

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

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

Pigs

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

Other animals

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

Guidance

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



2.1.5 Fairtrade

3 points per %: Fairtrade

Why?

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

Guidance

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





2.1.6 LEAF (Linking Environment And Farming)

2 points per %: LEAF certified food

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

Why?

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

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

Guidance

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



2.1.7 Organic drinks

2.1.7 a) All drinks are organic: 10 points

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

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

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

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

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

2.1.7 c) Some drinks are organic: 3 points

These points are awarded if organic drinks are available.

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



2.1.7 Silver and gold Food for Life Served Here standards

Why?

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

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

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

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

Guidance

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



2.1.8 Silver and gold Food for Life Served Here standards

2.1.8 Ethical and fairly traded drinks

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

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

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

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

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

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



2.1.8 Silver and gold Food for Life Served Here standards

Why?

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

Guidance

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

- » FairTrade
- » FairWild

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

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



2.1.9 Silver and gold Food for Life Served Here standards

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

2.1.9 a) Cooking oil

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

2.1.9 b) Spreads (for diners and kitchen)

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

2.1.9 c) Confectionery and baked goods

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



Definitions

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

Why?

Palm oil is an edible vegetable oil, derived from the fruit of oil palm trees. It is incredibly versatile and used in the manufacture of a wide range of food products.

In addition to its versatility, palm oil is a highly efficient crop in terms of land use - to get the same quantity of alternative oils like soybean or sunflower oil would require between 4 and 10 times more land.ⁱ

By purchasing sustainable palm oil, you are supporting global efforts to improve the environmental and social impacts of palm oil production.

Guidance

- » The maximum number of points available in this category is 15 – i.e. 5 points in each section.
- » You must demonstrate how you check products to identify those containing palm oil from unsustainable sources and avoid them being ordered and supplied.
- » We can provide you with a palm oil declaration form to pass to your suppliers which they can use to declare their products contain only either palm oil verified to POIG or another sustainability scheme.
- » Use your purchasing records, menus and invoices/delivery notes to demonstrate that you meet this standard throughout the year.
- » Develop a purchasing list for staff placing orders to use so they choose products which contain palm oil that meets these standards.
- » Train staff to check the sustainability status of products containing palm oil when they are delivered.
- » Have a system in place for adding new products to your order sheets, which checks the type of oil used in a product.
- » If replacing palm oil with another oil, sunflower or rapeseed oil grown in Europe have been found to be the most environmentally sustainable options.ⁱⁱ

ⁱ WWF (n.d.) '8 Things to Know About Palm Oil', available online at: <https://www.wwf.org.uk/updates/8-things-know-about-palm-oil> [accessed February 2025]

ⁱⁱ WWF Germany (2016) *Palm oil report Germany: Searching for alternatives*, available online at: [WWF-Report-Palm-Oil-Searching-for-Alternatives.pdf](#) [accessed February 2025]



3.1 Making healthy eating easy standards

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

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

Key:

Good practice measures: 2 points

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

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

Up to 13 points available for support to eat well

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

Up to 15 points available for cooking and serving practices

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



3.1 Silver and gold Food for Life Served Here standards

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

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

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

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

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

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

Up to 13 points available for display and marketing

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



3.2 Silver and gold Food for Life Served Here standards

3.2 Support to eat well

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

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

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

Why?

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

Guidance

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





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

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

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

Why?

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



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

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

Why?

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

Suggestions

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





3.2.4 Information about eating well is on display: 2 points

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

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

Why?

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

Suggestions

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



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

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

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

Why?

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

Suggestion

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



3.3 Cooking and serving practices

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

Why?

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

Guidance

- » Record which meals include fried food.

Suggestion

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



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

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

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

Why?

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



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

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

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

Why?

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



Suggestion

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



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

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

Why?

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



3.3.5 Wholegrain flour is widely used in recipes: 2 points

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

Why?

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



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

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

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

Why?

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

Suggestions

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





3.4 Healthier Menus: Fruit and vegetables

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

Why?

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

Definitions

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

Guidance

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

Suggestions

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



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

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

Why?

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

Suggestions

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



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

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

Why?

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

Definitions

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

Suggestions

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



3.4.4 Raw vegetables are available as salads: 2 points

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

Why?

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

Guidance

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



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

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

Why?

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

Suggestions

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



Starchy foods

3.4.6 Real Bread is served: 2 points

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

Why?

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

Definitions

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



Guidance

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

Suggestion

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



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

To achieve these points, either:

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

Why?

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

Guidance

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



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

Why?

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

Guidance

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



Milk and dairy

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

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

Why?

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

Definitions

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

Guidance

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

Suggestions

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



Meat, fish, eggs, beans

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

Why?

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

Guidance

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



3.4.11

Silver and gold Food for Life Served Here standards

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

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

Why?

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

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

Guidance

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

Suggestion

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



3.4.12

Silver and gold Food for Life Served Here standards

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

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

Why?

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

Guidance

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

Suggestions

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



3.5 Healthier snacks (including in vending and on trolleys)

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

Why?

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

Definitions

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

Guidance

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



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

Why?

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

Guidance

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

**3.5.3**

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

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

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

Why?

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

Definitions

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

The following are 'snack product ranges':

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

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

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

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



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

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

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

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

- » Fat: contains no more than 17.5g/100g (equivalent of amber rating)
 - Plain nuts and seeds are exempt from this requirement
 - Products containing nuts with no added sugar are exempt from this requirement
- » Fibre: if a grain or potato -based item (made from wheat, potatoes, corn, oats, rice, or any other grain – examples include crisps, biscuits, cakes, breads, pastries, cereal bars and cereals) it must be 'a source of fibre', which means it contains a minimum of 3g/100g.
- » Portion size: savoury snack products, including crisps, 30g or less; sweet snack products, including fruit and nut snack bars, do not exceed 250kcal.
- » 'Healthier snacks' do not contain any artificial sweeteners or any of the additives listed in bronze standard 1.5.

Guidance

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

Suggestions

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



3.6 Healthier drinks (including vending and on trolleys)

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

This includes artificially sweetened or ‘diet’ drinks.

Why?

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

Suggestion

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



- 3.6.2
- 50% or more of drinks on offer are healthier options: 5 points
- 80% or more of drinks on offer are healthier options: 10 points
- 100% of drinks on offer are healthier options: 15 points

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

Why?

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

Definitions

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



Guidance

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



3.7 Display and marketing

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

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

Why?

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

Suggestion

- » Starters do not count as smaller portions.



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

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

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

Why?

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

Guidance

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





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

Why?

Prompts towards healthier options can encourage people to choose them.

Guidance

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

Suggestion

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



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

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

Why?

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

Guidance

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



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

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

Why?

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

Guidance

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



4.1 Championing local food producers

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

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

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

Why?

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

Guidance

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



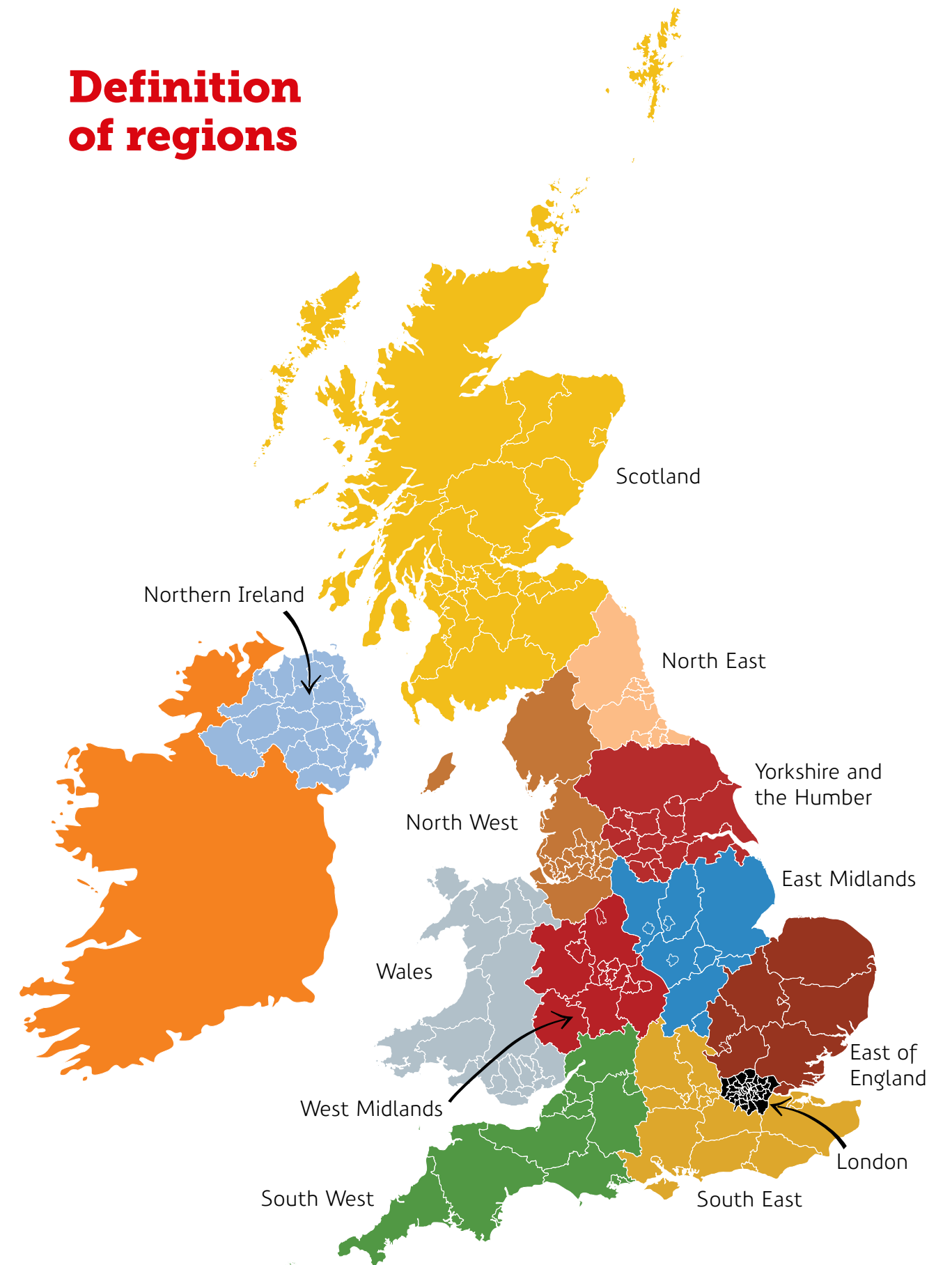
To calculate your spend on local ingredients:

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

For example:

- » If your menus are served in Devon, you can gain points in this category for any ingredient produced in the south west.
- » If your menus are served in Wiltshire, because you are on the border of another local area, you can gain points for any ingredient produced in the south west or the immediately adjacent counties of Hampshire and Oxfordshire.
- » If you are based in Dumfries and Galloway, you can gain points in this category for any ingredient produced in the adjacent county of Cumbria, or anywhere in Scotland.
- » If you are based in Perth and Kinross, you can gain points for any ingredient produced in Scotland.
- » If you are based in London you can score points for any ingredient produced in the South East or East of England.
- » The [Food for Life Supplier Scheme \(FFLSS\)](#) 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 pasty made using locally produced meat and vegetables.

Definition of regions





4.3 Raw ingredients from the UK

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

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

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

Why?

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

Guidance

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

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

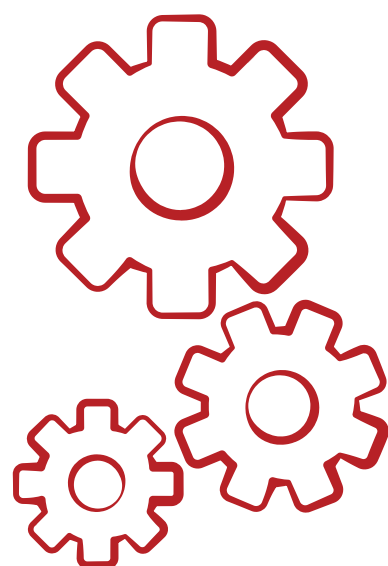


How to calculate your spend on UK raw ingredients over 59%:

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



How the scheme works



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

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

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

A certification can cover more than one site or offering, if they:

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

Step by step guide

Step one: Interested?

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

Step two: Application

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

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

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

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

A licence can cover multiple sites provided:

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

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

Step three: Inspection

You're now ready for your inspection.

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

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

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

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

Step four: Certification

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

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

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

Certification and inspections

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

Renewing your certification

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

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

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

Annual inspections

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

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

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

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

- » **Compliant**
- » **Minor non-compliance** – the requirement of a standard has not been fully met, but the risk to the integrity of the certification is perceived as low.
- » **Major non-compliance** – the requirement of a standard has not been met and the integrity of the certification 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 a certification covers more than ten sites, a 'desk top review' takes place during the year. We contact the certification 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 certification 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 certification

Adding sites

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

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

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

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

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

01173 145 180 or catering@foodforlife.org.uk

Upgrading your certification

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

Upgrading your certification from bronze to silver or gold requires an inspection. This is because these certification levels introduce new elements which may not previously have been assessed at bronze certification 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 certification levels.

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

Before upgrading from silver to gold certifications, 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 certification is upgraded.

Complaints and appeals

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

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

Guidance for Food for Life Served Here inspections

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

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

All information provided at your inspection will remain confidential.

Bronze standards

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

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

☐ Evidence required:

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

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

☐ Evidence required:

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

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

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

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

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



Guidance for Food for Life Served Here inspections

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

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

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

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

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

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

Standard 1.7 'Free drinking water is prominently available'

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

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

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



Guidance for Food for Life Served Here inspections

Standard 1.9 'Information on display about food provenance'

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

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

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

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

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

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

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

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

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

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

Guidance for Food for Life Served Here inspections

Silver & gold standards

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

Standard 3.1 – **Making healthy eating easy**

Standard 4.1 – **Championing local food producers**

To achieve silver or gold certifications, you must show us how you achieved the required points: **150 points at silver**

300 points at gold

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

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

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

Standards 2.1 Sourcing environmentally friendly and ethical food

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

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

☐ Evidence required:

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

Standard 3.1 Making Healthy Eating Easy

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

☐ Evidence required:

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

Guidance for Food for Life Served Here inspections

Standards 4.1.1 Ingredients from your local area or adjacent county

- » 4.1.1 Use the total spend figure to calculate what was spent on local ingredients (as classified by the map in section 4.1.1) as a percentage.

- » Use the [Points Calculator](#) to calculate the percentages for you and turn them into points.

☐ Evidence required:

- » Purchase policy.
- » Contracts with your suppliers specifying locally produced ingredients.
- » Invoices/delivery notes demonstrating locally sourced ingredients.

Standard 4.1.2 Raw ingredients from the UK

- a) Calculate what you spent on all 'raw ingredients' in your Food for Life menu, in the same period as above. See section 4.1.2 for the definition of raw ingredients.
- b) Of these ingredients, identify which were produced in the UK.
- c) Calculate the UK-produced ingredients, as a percentage of (a).

- » Use the [Points Calculator](#) to calculate the percentages for you and turn them into points.

☐ Evidence required:

- » Purchase policy.
- » Contracts with your suppliers specifying UK-sourced raw ingredients.
- » Invoices/delivery notes demonstrating UK-sourced raw ingredients.



Food for Life Served Here logo use

A number of resources are available for you to use once you have achieved the certification. 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 certification you will be sent details of our resources webpage and login details, where you will be able to access these materials.

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

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

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

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

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



Web Links

Resources for Food for Life Served Here

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

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

Information to help you meet the standards:

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

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

1.0.2 Residential care (older people) & community meals

You must demonstrate compliance with the following:

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

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

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

1.4 Eggs are from free range hens

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

1.10 Menus provide for all dietary and cultural needs

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



How the scheme works

Web Links

2.1.2 Free range

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

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

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

2.1.6 LEAF (Linking Environment And Farming)

- » LEAF marque: www.leafmarque.com

2.1.8 Fairtrade and FairWild

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

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

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



How the scheme works

Web Links

3.1 Making Healthy Eating Easy

3.2.4 Information about eating well is on display

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

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

3.3.6 WRAP (Waste Resources Action Programme)

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

3.4.6 Real Bread

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

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

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

3.4.11 Meat-free menus

- » Meat Free Monday: www.meatfreemondays.com

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

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



Appendix I

Some things to consider in a Food for Life menu

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

Tip

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

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

Tip

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



Notes



Notes

