

Healthy Eating Standards for Hospital Restaurant and Retail Outlets



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FOREWORD

Cardiff & Vale University Health Board is committed to improving the health and wellbeing of our staff as well as our local population. Cardiff & Vale UHB formally adopted Healthy Eating Standards for Restaurant & Retail Outlets in December 2015 to improve the food offer for staff, visitors and patients attending our hospital sites. The Standards apply to all UHB-run restaurant and retail food outlets, and we audit each outlet to monitor and ensure compliance with the Standards. We are the first Health Board in Wales to adopt this approach, making the healthy choice the easy choice for customers.

We are continuously improving the availability, range and affordability of healthy options offered at our UHB-provided hospital restaurants and cafes in order to make the healthy choice the easy choice. We hope that you will help us make Cardiff and Vale UHB a healthier place to work and take the opportunity to make positive changes to improve your health.

Fiona Kinghorn

Executive Director Public Health

BACKGROUND

Being a healthy weight has become one of the most effective ways to reduce the risk of long-term health conditions such as diabetes, heart disease and cancers. However, in our current environment it is difficult to achieve this as our food provision has developed in a way that prioritises convenience over health.

Despite widespread knowledge regarding the benefits of maintaining a healthy balanced diet, increasing urbanisation, a more fast-paced way of life and increased production of processed foods has led to a gradual shift in the dietary habits of the UK population. As a result, individuals are eating less fruit and vegetables, oily fish and dietary fibre, but instead are consuming a greater proportion of energy-rich foods high in fat, salt and sugar¹.

In Cardiff and Vale, only 39% of adults report eating the recommended 5 portions of fruit and vegetables a day, and over half (57%) are overweight or obese².

VISION

We are committed to caring for people, taking preventative measures to keep people well and influencing healthier food provision. We have a public duty to act now and ensure the [Wellbeing of Future Generations](#)³ and work hard to be an exemplar in empowering people to make healthier choices.

¹ World Health Organisation (2020) Healthy Diet. Available at: [Healthy diet \(who.int\)](#)

² StatsWales. Adult lifestyle by health board [updated July 2023] Available at: [Adult lifestyles by local authority and health board, 2020-21 onwards \(gov.wales\)](#)

³ Future Generations Commissioner for Wales. Well-being of Future Generations (Wales) Act 2015. Available at: [Well-being of Future Generations \(Wales\) Act 2015 – The Future Generations Commissioner for Wales](#)

As outlined in the [Cardiff and Vale UHB Shaping our Future Wellbeing Strategy](#)⁴, our lifestyle behaviours are influenced by the environment in which we live and work and how able we feel to make changes. Cardiff and Vale University Health Board (UHB) is one of the largest NHS organisations in the UK, providing healthcare services for over 490,000 people living in Cardiff and the Vale of Glamorgan. To improve the future health and wellbeing of our population we will create an environment in which individuals have a sense of personal responsibility for their health and are supported to adopt behaviours, which reduce their risk of poor health. Cardiff and Vale UHB has a responsibility to ensure provision of opportunities to access healthy food and drink within the workplace, to positively contribute towards the health and wellbeing of the 16,000 staff it employs, supporting them to be fit and healthy to offer the best service to patients and reduce staff sickness. As well as our staff, we welcome approximately 200,000 patients and visitors per year onto our sites. Supporting staff, patients and visitors to make healthier food and drink choices requires strategic co-ordination and the collaboration of Retail Catering Services, Dietetic Services, Procurement and the Local Public Health Team. A Steering Group was established in 2013 to implement the current 'Hospital Restaurants and Retail Catering Outlets Food Standards'.

LARGE SCALE CHANGE

Supporting people to change their dietary habits is a gradual process that requires long-term thinking and a shift in the way we procure sell and prepare food. We recognise this and continue to work collaboratively with our health board colleagues and food industry partners to identify and address changes in the wider system that enable us to make healthier choices more accessible and sustainable. In order to do this, we present a set of Standards that require executive commitment to ensure implementation.

The Standards drive our ambition to normalise a healthy food environment, changing peoples' expectation of restaurant and retail food provision on hospital sites to one that represents and promotes wellbeing. As part of our commitment to the national obesity strategy, [Healthy](#)

⁴ Cardiff and Vale UHB. Shaping Our Future Wellbeing: Cardiff And Vale University Health Board Strategy to 2035. Living Well, Caring Well, Working Together. Available at: [SHAPING-OUR-FUTURE-WELLBEING-STRATEGY_FINAL.pdf \(shapingourfuturewellbeing.com\)](#)





[Weight: Healthy Wales](#)⁵, we will continue to implement strict criteria that supports people to achieve and maintain a healthy weight.

REQUIREMENTS:

The Standards ensure that staff, visitors and patients are encouraged and supported to eat well, with healthy* options widely available, and a significant reduction in the quantity of energy-dense, high fat, high sugar and high salt food and drink products.





All UHB Restaurant & Café Outlets

Due to the current financial challenges faced by the UHB, the overall compliance will be revised downwards, requiring a 60 – 40% split in favour of healthy options. This is for a period of 12 months and will be monitored on a quarterly basis, with a view to returning to the overall compliance of 75% across all UHB-run restaurants and retail outlets.

	<p>A minimum of 60% of the quantity and range of items available for customers to purchase within each product category must be classed as healthier.</p>
	<p>Only healthier food and drink items can be promoted, e.g. at till point, in special offers/meal deals, in window displays and via other promotional activities. Products that are not classed as ‘healthier’ cannot be promoted.</p>
	<p>A healthier hot meal must be available for purchase as the cheapest hot meal option available and promoted as such, for example, the ‘deal of the day’.</p>
	<p>Whole fresh fruit must be available for purchase at all meal times, that it is cheaper for the customer to purchase than the majority of confectionary items, and that it is included as an option in all meal deals.</p>


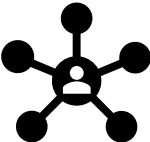
⁵ Welsh Government. Healthy weight strategy: Healthy Weight Healthy Wales. Available at: <https://gov.wales/healthy-weight-strategy-healthy-weight-healthy-wales>

*Food and drink products are classified ‘healthy’ in accordance with the Food Standards Agency Traffic light system. See page 10.

	<p>The nutritional information of all products to be displayed to the customer, as per the FSA traffic light system⁶.</p>
	<p>Free drinking water is readily available to all restaurant users and location of drinking water highlighted to customers at till point.</p>
	<p>Salt must not be provided at tables – sachets must be available at service counter only.</p>
	<p>Ensure compliance with the EU Food Information for Consumers Regulation 1169/2011⁷</p>

External Retail Provision

In recognition of the current challenges to provide a healthy and sustainable retail model and to attract high quality suppliers, from October 2023 we will be implementing the following criteria for all retail shops:

	<p>A minimum of 55% of the quantity and range of items available for customers to purchase, must be available, with a view to increase compliance to 60% within an agreed timescale.</p>
	<p>All non-UHB outlets will be required to participate in a network/nominate a 'Champion' to discuss progress and opportunities to improve the healthy retail food environment.</p>

⁶ Food Standards Agency. Check the Label Guidance. FSA:2020. Available at: <https://www.food.gov.uk/safety-hygiene/check-the-label>

⁷ European Commission. Food information to consumers – legislation. EC: 2016. Available at: https://ec.europa.eu/food/safety/labelling-and-nutrition/food-information-consumers-legislation_en



All vending machines must comply with the 75/25% split in favour of healthy options. Branding must support health promoting messages. All existing and new vending contracts must agree to the above as outlined in contractual agreements.

These standards do not apply to inpatient food provision, which must currently comply with the Welsh Government [All Wales Nutrition and Catering Standards for Food and Fluid Provision for Hospital Inpatients \(2011\)](#)⁸.

⁸ Welsh Government. All Wales Nutrition and Catering Standards for Food and Fluid Provision for Hospital Inpatients. WG:2011 [cited 2021 October 07] Available at: [All Wales Nutrition and Catering Standards for Food and Fluid Provision for Hospital Inpatients \(2011\)](#)

COMPLIANCE WITH THE STANDARDS

In order for food and drinks to be classified as healthier and included within the 60% range they must not have high levels of fat, saturated fat and/or sugar as defined by FSA. The audit process will measure compliance within the following categories - *Table 1: Criteria for 'healthier' food and drink products by category*

Restaurant & Café Outlets	Product Category	Examples	Criteria
	Hot food	Hot meals, cooked puddings, microwavable ready meals, etc.	Must NOT be high in fat, saturated fat or sugar as defined in table 2
	Cold food	Sandwiches, salads, cold pasties/sausage rolls, cereals, etc.	
	Snacks and confectionary	Crisps, sweets, nuts/seeds, cereal bars, fresh fruit, fruit pots, cakes, biscuits, ice cream, etc.	Must NOT be high in fat, saturated fat or sugar as defined in table 2, unless fat or sugar is naturally occurring in the product
	Drinks	Hot chocolate, coffee drinks (e.g. lattes, cappuccinos), flavoured water, carbonated drinks, fruit juice/juice drinks, milk based drinks, etc.	<ol style="list-style-type: none"> 1. Must NOT be high in fat, saturated fat or sugar – as defined in table 3 (36) 2. Must NOT contain any 'added sugars', except for the following products provided there is no more than 5% 'added sugars' and the dairy based drinks are based on skimmed, 1% or semi-skimmed milk: <ul style="list-style-type: none"> - Flavoured milk - Milk based drinks, e.g. iced coffee drinks - Yoghurt drinks - Dairy smoothies (36) 3. No carbonated drinks are permitted except: <ul style="list-style-type: none"> - Carbonated water - Carbonated pure fruit and vegetable juices

			- Pure fruit and vegetable juices diluted with carbonated water (if contains a minimum 50% fruit or vegetable juice) (36)
Retail outlets / Convenience Store	Groceries	<p>Chilled/fresh foods: cheese, spreads, fresh milk, deserts, etc.</p> <p>Ready meals: fresh/frozen pre-packaged lasagnes, pizzas, burgers etc.</p> <p>Perishable foods: bread, eggs, flour, etc.</p> <p>Non-perishable foods: pasta, rice, tinned vegetables, tinned/packet soups, jam, pasta/curry sauce, etc.</p>	Must NOT be high in fat, saturated fat or sugar as defined in table 2

MONITORING THE STANDARDS

Products will be audited based on the Food Standards Agency guidance for [determining whether products are low \(green\), medium \(amber\) or high \(red\)](#) (table 2)⁹.

The information needed is the amount of fat, saturated fat and total sugar per 100g.

If the portion/serving size of the product is more than 100g or 150 ml, you will also need:

- Amounts of fat, saturates, (total) sugars and salt **per portion** (can be calculated using per 100g/ml information and portion size).
- Criteria for red (HIGH), amber (MEDIUM) and green (LOW) as set out below.

Table 2: Criteria for 100g of food

<i>Colour Code</i>	<i>Low</i>	<i>Medium</i>	<i>High per 100g</i>	<i>High per portion</i>
<i>Fat</i>	≤ 3.0g/100g	> 3.0g to ≤ 17.5g/100g	> 17.5g/100g	> 21g/portion
<i>Saturates</i>	≤ 1.5g/100g	> 1.5g to ≤ 5.0g/100g	> 5.0g/100g	> 6.0g/portion
<i>Total Sugars</i>	≤ 5.0g/100g	> 5.0g to ≤ 22.5g /100g	> 22.5g/100g	> 27g/portion
<i>Salt</i>	≤ 0.3g/100g	> 0.3g to ≤ 1.5g/100g	> 1.5g/100g	> 1.8g/portion

⁹ Food Standards Agency. Guide to creating a front of pack (FoP) nutrition label for pre-packed products sold through retail outlets. FSA: 2016 [cited 2021 October 07] Available at: https://www.food.gov.uk/sites/default/files/media/document/fop-guidance_0.pdf

Table 3: Criteria for drinks (per 100ml)

Note: Portion size criteria apply to portions/serving sizes greater than 150ml

Colour Code	Low	Medium	High per 100g	High per portion
<i>Fat</i>	≤ 1.5g/100ml	> 1.5g to ≤ 8.75g/100ml	> 8.75g/100ml	>10.5
<i>Saturates</i>	≤ 0.75g/100ml	> 0.75g to ≤ 2.5g/100ml	> 2.5g/100ml	> 3g/portion
<i>Total Sugars</i>	≤ 2.5g/100ml	> 2.5g to ≤ 11.25g/100ml	> 11.25g/100ml	> 13.5g/portion
<i>Salt</i>	≤ 0.3g/100ml	>0.3g to ≤0.75g/100ml	> 0.75g/100ml	> 0.9g/portion

Exceptions

Processed products containing natural fats or sugars, directly pertaining from foods known to have health benefits, including fruit, vegetables, nuts and seeds are exempt unless they have added sugar or fat.

Added sugars: sugars from fruit will not be taken in to account when assessing sugar levels, unless the product has added sugar (or a sugar derivative including honey, glucose syrup, etc.) as an ingredient. For example, a product containing dried fruit may exceed the bought-in product specification for sugar, however if they have no added sugar then the product is acceptable. Acceptability will be determined by the ingredients list, which will reference any “added sugar”.

Added sugars: fats from nuts and seeds are not taken in to account when assessing fat content, unless the product has added fat from an additional ingredient. For instance, if a cereal bar contains nuts and seeds and no additional vegetable oil or other fat source it will be acceptable.

EVALUATION AND GOVERNANCE

- The Steering Group oversees the implementation of the Standards and monitors compliance. The Steering Group reports into the UHB Nutrition and Catering Steering Group, 3 times per year.
- In addition to audit data, we collect feedback from customers using customer surveys.
- Sales data is reviewed by the Steering Group and used to inform healthier product selection, and monitor sales
- Nutrition training and regular updates on the standards are provided for catering staff to increase knowledge of the importance of healthier food provision and support implementation of the policy.
- All outlets (restaurants, cafes, retail outlets, trolleys and vending machines) across the UHB will be audited on a quarterly basis by representatives from Catering, Public Health and Public Health Dietetics. Regular spot checks will also be carried out throughout the year to support the audit process and maintain the requirements of the standards
- Audit results will be calculated and fed back to:
 - Restaurant & Retail Hospital Food Standards Steering Group
 - Nutrition and Catering Steering Group
 - Cardiff & Vale Public Health Team monthly performance management meetings
 - Capital & Estates performance meetings and Operational Service Board

SUSTAINABILITY

The Steering Group is committed to supporting the Health Boards aim to reduce its carbon footprint by identifying measures to reduce food waste, avoid unnecessary use of plastics and offer more sustainable food choices.

References:

1. World Health Organisation (2020) Healthy Diet. Available at: [Healthy diet \(who.int\)](https://www.who.int/healthy-diet) [accessed 2 November 2023].
2. StatsWales. Adult lifestyle by health board [updated July 2023] Available at: [Adult lifestyles by local authority and health board, 2020-21 onwards \(gov.wales\)](https://gov.wales/adult-lifestyles-by-local-authority-and-health-board-2020-21-onwards) [accessed 2 November 2023].
3. Future Generations Commissioner for Wales. Well-being of Future Generations (Wales) Act 2015. Available at: [Well-being of Future Generations \(Wales\) Act 2015 – The Future Generations Commissioner for Wales](https://gov.wales/well-being-of-future-generations-wales-act-2015) [accessed 2 November 2023].
4. Cardiff and Vale UHB. Shaping Our Future Wellbeing: Cardiff And Vale University Health Board Strategy to 2035. Living Well, Caring Well, Working Together. Available at: [SHAPING-OUR-FUTURE-WELLBEING-STRATEGY_FINAL.pdf \(shapingourfuturewellbeing.com\)](https://shapingourfuturewellbeing.com/shaping-our-future-wellbeing-strategy-final.pdf) [accessed 2 November 2023].
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6. Food Standards Agency. Check the Label Guidance. FSA:2020. Available at: <https://www.food.gov.uk/safety-hygiene/check-the-label> [accessed 2 November 2023].
7. European Commission. Food information to consumers – legislation. EC: 2016. Available at: https://ec.europa.eu/food/safety/labelling-and-nutrition/food-information-consumers-legislation_en [accessed 2 November 2023].
8. Welsh Government. All Wales Nutrition and Catering Standards for Food and Fluid Provision for Hospital Inpatients. WG:2011. Available at: [All Wales Catering and Nutrition Standards for Food and Fluid Provision for Hospital Inpatients: \(nhs.wales\)](https://nhs.uk/all-wales-catering-and-nutrition-standards-for-food-and-fluid-provision-for-hospital-inpatients) [accessed 2 November 2023].
9. Food Standards Agency. Guide to creating a front of pack (FoP) nutrition label for pre-packed products sold through retail outlets. FSA: 2016. Available at: https://www.food.gov.uk/sites/default/files/media/document/fop-guidance_0.pdf [accessed 2 November 2023].