

Criteria for the Healthcare Retail Standard



Introduction

1. This document sets out criteria for the Healthcare Retail Standard (HRS).
2. Chief Executive Letter (CEL) 01 (2012) sets out the vision under the health promoting health service that “*every healthcare contact is a health improvement opportunity*”. On food and health, boards were required to:

“develop a consistent approach to healthy eating for all food service providers across the NHS. Caterers will be required to follow Healthyliving Award (HLA) criteria at the point of contract (re)negotiation and retailers will be required to join the Scottish Grocers Federation (SGF) Healthyliving Programme (HLP) and meet their Gold Standard criteria at the point of contract (re)negotiation.”

3. The criteria set in this document form the HRS that retailers need to follow as outlined in the successor to (CEL) 01 (2012), due to take effect from 1 September 2015. Timescales for compliance are detailed in that document. Practical guidance on how retailers can meet the criteria in this document will be produced by the Scottish Grocers Federation (SGF) Healthy Living Programme.
4. This document has been developed with the kind assistance of NHS Health Scotland, NHS National Services Scotland, Food Standards Scotland and the Scottish Grocers Federation with images courtesy of the Royal Voluntary Service and SGF Healthy Living Programme.

Scope

5. The criteria in this document apply to all **retail** outlets (including trolley services) as defined in the box below in healthcare buildings in Scotland, whether the outlet or hospital is run by the voluntary, private or public sector. It does not apply to catering outlets although mixed outlets with a significant retail element will be expected to attain the HRS as well as the Healthyliving Award (see boxed text overleaf).

6. The HRS applies only to those retail outlets within healthcare buildings. Retailers interested in joining the Healthy Living Programme for shops outside healthcare buildings should view <http://www.scottishshop.org.uk/sgfhlp> for more information.

7. For this paper a ‘healthcare building’ is any facility where medical care or healthcare administration is provided under the auspices of NHS Scotland.



8. The HRS does not apply to any **vending** operation. Vending operations should follow criteria laid down under the [Healthyliving Award](#) plus.

9. The criteria contained in this paper serve as a minimum requirement. Boards are free to apply stricter criteria in line with local policies if they wish.

Key Principles for the HRS

10. The criteria for the HRS is therefore underpinned by the following key principles:

- a. consistency with the Health Promoting Health Service vision;
- b. comparability of approach to healthy eating alongside the HLA plus
- c. Supportive of the [Scottish Dietary Goals](#);
- d. Consistency with all of the commitments in and ethos of [Supporting Healthy Choices](#); and
- e. Equally commercially and practically viable for all retailers.

This paper refers to catering, retail and mixed outlets and trolley services. In this paper their meaning is as follows:

Catering outlets are those where most food is prepared before it is served to the customer either to be consumed on-site or taken away. An example would be a tea bar, restaurant or vending operation. Catering outlets in healthcare buildings should comply with the **healthyliving award** (HLA) plus.

Retail outlets are those where food is not prepared on-site, rather it is ready for immediate purchase. Examples include a convenience store, newsagent, mobile or pop-up store or trolley service. Retail outlets in healthcare buildings should comply with the **SGF Healthcare Retail Standard** (HRS).

Mixed outlets offer a combination of catering and retail provision. Mixed outlets in healthcare buildings should comply with both the **SGF Healthcare Retail Standard** (HRS) and the **healthyliving award** (HLA) plus. For these outlets, a single assessment will apply in accordance with whatever is the predominant activity – retail or catering.

SGF Healthcare Retail Standard Criteria

11. The HRS differs from the regular SGF Healthy Living Programme in that it consists of specific criteria:

- **Provision Criteria** – to ensure that any retail outlet in a healthcare building provides a range of food items that are not high in fat, salt and sugar. The general principle is that **50% of food items** (and **70% of drinks**) across the store must meet the **Provision Criteria** shown at Annex A.
- **Promotions Criteria for Individual Products** - for individual food items/products that the Scottish population should be eating more of (e.g. fruit and vegetables) and should be promoted. Of the items that meet the above Provision Criteria, only those that meet the Promotion Criteria at Annex A may be promoted. This includes special deals (e.g. price or quantity discounts) and prominent in-store placement (e.g. at the till). **Promotion Criteria** are shown at Annex A.
- **Promotions Criteria for Meal Deals** - All meal deals must contain only options in accordance with the Promotion Criteria in Annex A. Meal deals should follow the following guiding principles:
 - Meals should be based around starchy carbohydrates such as bread, potatoes, rice and pasta;
 - Meals should contain a portion of fruit and/or vegetables; and
 - Items included should not be high in fats, salt or sugars.

12. It should be noted that the criteria do not apply to non-food items. In addition, the criteria allow retailers some scope to stock items that do not meet any criteria, as illustrated in the example diagram below:

At least 50% of food for retail must meet the Provision Criteria (some of this will also meet the Promotion Criteria and may be promoted).	No more than 50% of food for retail can fail to meet the Provision Criteria (none of this food may be promoted).	Non-food items
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Implementation and Monitoring

13. The HRS will be implemented in line with timescales set out in the 2015/16 NHS Chief Medical Officer Letter on the Health Promoting Health Service as follows:

- **NHS Boards** will be expected to meet targets for all **in-house** retail outlets;
- **Voluntary sector** organisations will be asked by NHS National Services Scotland to meet targets for all voluntary sector-run retail outlets. Such outlets should be supported locally by NHS Boards to achieve the HRS; and
- NHS Boards will be required to have the HRS entrenched as a requirement in any contract they negotiate with any **private sector** retail outlet.

14. The HRS will have in place a monitoring scheme run by the SGF Healthy Living Programme to ensure that outlets who have the HRS continue to meet the scheme's criteria. Such quality assurance visits will be held at least once every two years.



PROVISION AND PROMOTION CRITERIA

VEGETABLES

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Fresh vegetables	Any	All plain varieties, including ready prepared
Canned Vegetables	Any	Only vegetables with no added salt or sugar
Frozen Fruit and Vegetables	Any	Only fruit and vegetables without added salt or sugar
Beans and Pulses	Refer to Annex B-Standard Nutrition Criteria	All plain varieties, including dried and frozen and canned without added salt or sugar
Canned beans and pulses in sauce, including baked beans in tomato sauce	Refer to Annex B-Standard Nutrition Criteria	Only varieties that meet the following criteria: No more than 5g sugar per 100g <i>No more than 0.56g salt or 225mg sodium per 100g</i>

FOODS RICH IN STARCHY CARBOHYDRATES AND FIBRE

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Potatoes	Any	All plain fresh varieties (including sweet potatoes and yams), and canned potatoes with no added salt
Oven chips and other potato products	Refer to Annex B-Standard Nutrition Criteria	Only chilled and frozen chips and potato products that meet the following criteria: No more than 5% total fat, and require no addition of fat in preparation No more than <i>0.69g salt or 275mg sodium per 100g</i> Excludes crisps and snacks
Grains including rice, cous cous, bulgar wheat, polenta and quinoa	Refer to Annex B-Standard Nutrition Criteria	All plain varieties of grains Excludes products with added ingredients
Pasta and noodles	Refer to Annex B-Standard Nutrition Criteria	All plain varieties of pasta and noodles Excludes products with added ingredients

FISH

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Fresh and frozen oil rich fish	Refer to Annex B-Standard Nutrition Criteria	All plain oil rich fish including salmon, mackerel, sardines, tuna Excludes smoked products and products with additions such as sauces, batters or crumbs
Canned oil rich fish	Refer to Annex B-Standard Nutrition Criteria	All varieties that meet the following criteria: No more than <i>1.5g salt or 600mg sodium per 100g (maximum)</i> Excludes canned tuna because the essential fatty acids are largely removed in the canning process
Fresh and frozen white fish	Refer to Annex B-Standard Nutrition Criteria	All plain white fish Excludes smoked products and products with additions such as sauces, batters or crumbs

MEAT AND OTHER NON-DAIRY PROTEIN SOURCES

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Fresh and frozen lean white meat	Refer to Annex B-Standard Nutrition Criteria	All plain products Excludes products with additions such as sauces, batters or crumbs
Fresh and frozen vegetarian lean meat substitutes	Refer to Annex B-Standard Nutrition Criteria	All plain products Excludes products such as vegetarian sausages, burgers Excludes products with additions such as sauces, batters or crumbs

DESSERTS

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Plain unsweetened yoghurt	Must contain 3 grams or less of fat. For portions less than 100 grams they must contain 16 grams or less of sugar or for portions more than 100 grams they must contain 18.8 grams or less.	All plain yoghurt containing no more than 3g per 100g fat
Flavoured yoghurt	Must contain 3 grams or less of fat. For portions less than 100 grams they must contain 16 grams or less of sugar or for portions more than 100 grams they must contain 18.8 grams or less.	Only products containing no more than 3g per 100g fat and 10g per 100g sugars
All other types	Refer to Annex B-Standard Nutrition Criteria	Refer to Annex B-Standard Nutrition Criteria

SOFT DRINKS, FLAVOURED WATER, FRUIT JUICE & FLAVOURED MILK

ITEM	CRITERIA	
	PROVISION <i>(70% of all drinks for retail must meet these criteria)</i>	PROMOTION
Fruit juice	If soft drinks are served 70% must be sugar free (less than 0.5g/100ml); up to 30% can contain sugar by both brand and volume. This 30% section must include unsweetened fruit juice. Refer to Annex B-Standard Nutrition Criteria.	No promotion
Carbonated or still flavoured drinks containing sugar (e.g. cola, lemonade, etc.)		No promotion
Flavoured Milk Drinks (e.g. milk shakes, chilled coffee)		No promotion
Sugar free drinks	If soft drinks are served at least 70% must be sugar free (less than 0.5g of sugar per 100ml) by both brand and volume. Refer to Annex B-Standard Nutrition Criteria.	Only sugar free drinks containing no more than 0.5g of sugar per 100g/ml Excludes drinks containing more than 150mg caffeine per litre, where manufacturers are required to declare "High Caffeine Content" on the packaging, in accordance with food labelling regulations ¹ Excludes drinks based on tea or coffee extracts

¹<http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02011R1169-20131206&rid=2>

SOFT DRINKS, FLAVOURED WATER, FRUIT JUICE & FLAVOURED MILK (Continued)

ITEM	CRITERIA	
	PROVISION <i>(70% of all drinks for retail must meet these criteria)</i>	PROMOTION
Milk	Refer to Annex B-Standard Nutrition Criteria	Only plain skimmed, 1% and semi skimmed milk Excludes milk with added ingredients
Water	Refer to Annex B-Standard Nutrition Criteria	Plain or flavoured (still and sparkling) sugar free waters containing no more than 0.5g of sugar per 100g/ml
Hot Drinks	Any as long as skimmed, 1% and semi skimmed milk is made available	Only drinks containing no milk or skimmed, 1% and semi skimmed milk. Excludes drinks containing more than 150mg caffeine per litre, where manufacturers are required to declare "High Caffeine Content" on the packaging, in accordance with food labelling regulations ²

²<http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:02011R1169-20131206&rid=2>

COMPOSITE PRODUCTS

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Pasta sauces	Refer to Annex B-Standard Nutrition Criteria	Only tomato or vegetable based sauces containing no more than 0.93g salt or 370mg sodium per 100g
Ready meals and takeaway dishes	Refer to Annex B-Standard Nutrition Criteria	Refer to Annex B-Standard Nutrition Criteria
Vegetable based soup	Refer to Annex B-Standard Nutrition Criteria	Vegetable and / or pulse (e.g. lentil) based soups. Only products containing no more than 0.63g salt or 250mg sodium per 100g as consumed (i.e. not as dried) Excludes creamed soups
Prepared salad dishes with a carbohydrate base e.g. potatoes, pasta, rice or couscous	Refer to Annex B-Standard Nutrition Criteria	Refer to Annex B-Standard Nutrition Criteria

COMPOSITE PRODUCTS (Continued)

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Sandwiches, wraps, filled rolls. baguettes.	Refer to Annex B-Standard Nutrition Criteria	Only products that meet the following criteria: contains salad/vegetables no more than 400 kcals per serving/ pack no more than 1.8g salt or 720mg of sodium per portion
Bread	Refer to Annex B-Standard Nutrition Criteria	All plain bread and rolls containing no more than <i>1.13g salt or 450mg sodium per 100g</i> . Excludes bread and rolls with additional ingredients Wholemeal bread should always be included in any bread promotion
Other baked goods including pastries, cakes, tarts, tray bakes, pies, doughnuts and scones.	Refer to Annex B-Standard Nutrition Criteria	No promotion

COMPOSITE PRODUCTS (Continued)

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Rolled oats, oatmeal and barley	Refer to Annex B-Standard Nutrition Criteria	All plain varieties Excludes products with added ingredients
Breakfast cereals	Products must contain: <ul style="list-style-type: none"> • 22.5 g or less of sugar; • 1.5 g or less of salt per 100 g; and • more than 5 g of fibre. 	Products must contain: <ul style="list-style-type: none"> • No more than 10 g sugar/100 g • No more than 1.0 g salt or 400 mg sodium per 100 g (max). • more than 5 g of fibre per 100 g

SNACKS

ITEM	CRITERIA	
	PROVISION <i>(50% of all food for retail must meet these criteria)</i>	PROMOTION
Savoury Snacks	Refer to Annex B-Standard Nutrition Criteria	No Promotion
Confectionery	Refer to Annex B-Standard Nutrition Criteria	No promotion
Fresh Fruit	Any	All plain varieties, including ready prepared
Canned Fruit	Any	Only fruit with no added sugar or syrup
Dried Fruit	Any (but portion size should be limited to 30g)	Only as part of a Meal Deal (but portion size should be limited to 30g)
Biscuits	Refer to Annex B-Standard Nutrition Criteria	No promotion

STANDARD NUTRITION CRITERIA**FOOD PRODUCTS LESS THAN OR EQUAL TO 100 GRAMS**

NUTRIENT	MUST CONTAIN LESS THAN
Fat	17.5g grams per 100g
Saturated Fat	5 grams per 100g
Sugar	22.5 grams per 100g
Salt	1.5 grams per 100g
Sodium	0.6 grams per 100g

FOOD PRODUCTS MORE THAN 100 GRAMS

NUTRIENT	MUST CONTAIN LESS THAN
Fat	21 grams per portion
Saturated Fat	6 grams per portion
Sugar	27 grams per portion
Salt	1.8 grams per portion
Sodium	0.72 grams per portion

DRINK PRODUCTS

- Where drinks are served lower fat milk (semi-skimmed, 1% and skimmed milk, not flavoured), water (still or sparkling, not flavoured) and unsweetened fruit juice must always be available.
- If soft drinks are served at least 70% must be sugar free (less than 0.5g of sugar per 100ml) by both brand and volume.
- Where flavoured waters are served sugar free varieties must be available containing less than 0.5g of sugar per 100ml.



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