



## Welcome to coretalk



### Welcome to the autumn edition of coretalk.

As the memories of the glorious summer sun begin to fade we start to think more about warming comfort food such as our recipe for roasted pumpkin and apple soup. Why not try to incorporate healthy seasonal produce into your recipes such as kale and apple slaw, roasted squash and barley salad or a healthy apple and blackberry crumble?

In this edition we celebrate the success of a variety of awarded sites, from the Scottish Prison Service to an innovative community cafe, and learn

[www.healthylivingaward.co.uk](http://www.healthylivingaward.co.uk)

about what the award means to these organisations.

The healthyliving award team will be at a variety of conferences over the next few months including the Scottish Chefs Conference, the Scottish Care National Care Home Conference and the Community Food and Health annual networking conference, as listed in the Dates for the diary section. If you are attending any of these please come and meet some of the team.

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## What's cooking?

### Pilot project – digital feedback forms

Last year, we ran a pilot project to introduce digital versions of our customer feedback forms.

From the pilot, it became clear that our customer feedback forms needed to be updated. In fact, we've added new forms relevant for each stage of a customer journey. We'd now like to hear from you when you achieve your standard award, when you achieve your Plus award, and when you renew your award.

We have also changed our timeline. Our feedback forms are now being sent out immediately following achievement or renewal of your award thanks to an automated service we can use with our database.

As a result of introducing these digital forms, we have reduced the cost and time taken to send out forms and increased our return rate from 11.92% to around 18%. Following discussion of these improvements with our stakeholder group, we have agreed all customer feedback forms will now only be sent electronically.

When you receive your customer feedback form, please take the time to complete it. This will provide us with the feedback that allows us to ensure our services are right for you.



## Nibbles

### Renewal reforms

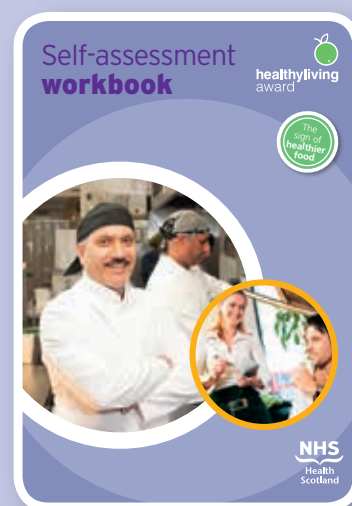
Since 1 April, we have been trialling a change to our customer journey whereby your award is automatically processed for renewal following a few simple steps.

First, an email is sent to you 3 months before your award is due to expire. At this stage, we will also ask that you inform us if any of the information we hold about you is out of date.

If we do not hear from you within 1 month, we will check that your last environmental health inspection was a pass.

Following this, your paperwork will be allocated to one of our external assessors who will get in touch with you to arrange a mutually convenient date for your renewal assessment visit.

We'll continue to keep you updated but would welcome any feedback in the meantime. Please email us at [enquiries@healthylivingaward.co.uk](mailto:enquiries@healthylivingaward.co.uk).



## Table talk

### Healthyliving award – who knows what?

Brand tracking research was recently completed which enables the healthyliving award (HLA) team to determine awareness of HLA in Scotland and assess how this has changed since 2015, as well as use it to help inform future marketing plans.

In 2014–15, research established baseline measures for various sectors including high street, contract catering, public sector, community cafes and further/higher education. The researchers interviewed 654 businesses in Scotland.

A quota sampling approach was taken in order to ensure that the proportion of each of the business segments in the sample, as listed above, and those in the new sample (bed and breakfasts and hostels, care sector, and visitor attractions) was broadly in line with those in the wider population.

The sample was drawn from across Scotland and selected at random, then screened to ensure that the person was responsible for decisions relating to catering practices in the outlet.

The research found that on all the key measures there has been no significant shift in awareness and understanding of the award. Measures for the new sample only differ significantly in respect of a higher level of prompted awareness of the HLA name.

Recommendations from the research include: using marketing to address barriers by clearly illustrating benefits; taking a more focussed approach to targeting businesses; and using digital channels to reach caterers.

The full report can be accessed at [www.healthylivingaward.co.uk/news/news-article?ID=165](http://www.healthylivingaward.co.uk/news/news-article?ID=165)



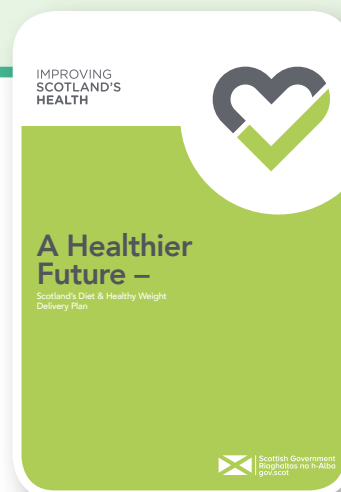
## Newsbites

### A healthier future for Scotland

In July 2018, after an open consultation process, the Scottish Government published A Healthier Future: Scotland's Diet and Healthy Weight Delivery Plan. The vision set out in the plan is for a Scotland where everyone eats well and has a healthy weight. It also includes a guiding ambition to halve childhood obesity by 2030, to ensure more of our children have a healthy weight, and avoid health complications later in life.

The plan includes actions to ensure:

- children have the best start in life – they eat well and have a healthy weight
- the food environment supports healthier choices
- people have access to effective weight management services



- leaders across all sectors promote healthy weight and diet
- diet-related health inequalities are reduced.

As a key partner to the plan, the healthyliving award is looking forward to new challenges and supporting the implementation of A Healthier Future.

The full report can be found at:  
[www.gov.scot/Publications/2018/07/8833](http://www.gov.scot/Publications/2018/07/8833)



## Tasty morsels



### Moogety Grub Hub

Moogety Grub Hub is a food hub in Glasgow whose philosophy is summed up as 'Growing, Cooking, Eating Together'. Moogety Meals is a weekly community meal and has recently achieved the healthyliving award for the first time. Moogety Meals serves healthy community meals to its customers and is a partnership project between the NHS, Elderpark Housing Association and Urban Roots.

Anne Philbrow, the food and health coordinator with Urban Roots, explains why achieving the award was so important to the team: 'Promoting healthy food on a budget was already part of our remit. Gaining the award helps to underline this aspect of our service. The award helps to provide recognition of what we are trying to achieve to our users, staff and volunteers.'

Moogety Grub operates in three distinct areas: the Grub Hub, Dig In and Moogety Garden. Dig In is a community greengrocer, run by volunteers, with the aim of making fresh, healthy food accessible and affordable. Moogety Garden is a community garden, open to all, which gives people access to growing beds, advice and gardening support, and a social space. The Grub Hub also holds cookery courses, training, cookery demonstrations and community meals.

Anne explains: 'Our objectives are to promote healthy eating on a budget, improve cookery skills, tackle food poverty and promote social inclusion. The weekly community meal provides the opportunity for people to get involved, help out, meet and make new friends and learn new skills.'



## A flavour of ...?

Serves 4

### Roasted pumpkin and apple soup

Recipe courtesy of Joanne Burns, healthyliving award senior officer

#### Ingredients

500 g of pumpkin, or butternut squash, peeled, deseeded and chopped

2 large Granny Smith apples, peeled, cored and cut into wedges

1 onion, peeled and cut into wedges

2 garlic cloves

300 ml of vegetable stock

A pinch of cayenne pepper

Vegetable oil

#### Garnish

Pumpkin seeds, toasted

Parsley, chopped

Pepper

#### Method

- Toss the pumpkin in a small amount of oil and roast for 20 minutes.
- Add the onion, apple and garlic to the roasting tray, mix with the pumpkin and cook for a further 20 minutes.
- Add the vegetable mix to a blender along with the vegetable stock and cayenne pepper to taste. Blend to a smooth, rich consistency. Add extra stock to loosen if needed.
- Garnish with toasted pumpkin seeds, parsley and freshly ground black pepper.
- Serve with warm wholemeal bread.

## Healthyliving award success for Scotland's prisons

The healthyliving award (HLA) works with a wide variety of different sites across Scotland from oil rigs to soft play, leisure centres to mobile units. One key area of success is the work that has been undertaken in prisons within Scotland.

In Scotland there are currently 13 publicly managed prisons and two privately operated prisons. Across the prisons, the population on any one day is approximately 8,000 people. This population is supported by 4,000 staff across the 15 prisons, and the Scottish Prison Service (SPS) training college and headquarters.

SPS has been working with the HLA since 2007 and to date we have celebrated the success of all of Scotland's prisons achieving the award.

It is not only the male and female prison population that has benefited from the changes made to the menus to achieve the HLA. We now have registrations and awards from across the wider prison estate including staff dining, family hubs, the SPS training college and young offender units. Currently 14 sites are awarded, with the remaining seven sites working towards renewing their award.

Robert Skillen, catering manager at the Scottish Prison Service College, caters for new SPS recruits as well as external partners on a full-board basis at the residential college. He explains the difference the award

has made: 'The award has made people more aware of what ingredients are used in the food we serve and also frontline staff are more involved and knowledgeable about the food offered to customers. I also attend regular group meetings with college staff to receive feedback and discuss where to make further improvements to the choices offered on a daily basis, for example, more variety of fresh fruits.'

Offering a different type of service, John Herd, catering manager at Low Moss Prison, explains what the award means to his team: 'The award shows the prisoners we care and are continually working to improve their life and eating habits. And an outside agency, like NHS Health Scotland, endorsing this helps.'

In addition to improving the range of healthier food choices being made available to prisoners on a daily basis the award has also brought some additional benefits. John says: 'Working with the healthyliving award has helped us to develop our Athena system which will let prisoners see exactly what difference a change to their eating habits could make.'

John adds: 'Improving the wellbeing of offenders is a key priority within the SPS and the partnership with the HLA has been beneficial to offenders, staff and their families.'

## 60-second microbites



### Ardroy Outdoor Education Centre

David Thorpe is the centre manager at Ardroy Outdoor Education Centre in Lochgoilhead, which recently achieved the healthy living award Plus for a third time, having held an award since 2008. It is currently on its sixth term of being an award holder. The outdoor centre caters for youth and school groups and at the heart of its operations is an eco-centre. Its waste-watchers programme focuses on reducing food waste and gives an understanding of where food comes from.

#### **Q. What are your main reasons for staying with the award?**

A. Healthy living forms part of our ethos. The food part of that is as important to us as outdoor activity. We include food as part of our environmental philosophy principles.

#### **Q. Do you feel that achieving the award has been worthwhile?**

A. Yes, absolutely. Schools highly value the healthy living award as they know the food we offer the children is lower in fat, salt and sugar. We see it as very valuable to our business.

#### **Q. What do you think the award means to your customers?**

A. They see us as embracing healthy living and hopefully take the message and learning home with them. The award gives confidence to the parents and schools who entrust us to care for their children.

**[www.ardroy-oec.co.uk](http://www.ardroy-oec.co.uk)**

## Dates for your diary

Community Food and Health (Scotland)  
annual networking conference  
24 October  
Taking place at Carnegie Conference  
Centre, Halbeath.  
**[www.communityfoodandhealth.org.uk](http://www.communityfoodandhealth.org.uk)**

Scottish Chefs Conference  
5 November  
This year's programme themes  
are 'Year of young people' and  
'Sustainability'.  
**[www.scottishchefs.com/scottish-chefs-conference](http://www.scottishchefs.com/scottish-chefs-conference)**

Scottish Care National Care Home  
Conference, Exhibition and Awards  
16 November  
Taking place at the Hilton Hotel,  
Glasgow.  
**[www.scottishcare.org](http://www.scottishcare.org)**

St Andrew's Day  
30 November  
Celebrate by creating some healthy  
Scottish recipes.

Some of these events could be used  
to highlight healthier eating messages  
and therefore count as one of your  
annual promotional events.

**Save the date – 27 February 2019**  
We will be hosting the annual healthy living  
award ceremony at the Glasgow Concert  
Hall. Visit **[www.healthylivingaward.co.uk](http://www.healthylivingaward.co.uk)**  
for more details.

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**[www.facebook.com/HealthyLivingAward](https://www.facebook.com/HealthyLivingAward)**

Twitter: **@hlaward**

Email for general enquiries and newsletter: **[enquiries@healthylivingaward.co.uk](mailto:enquiries@healthylivingaward.co.uk)**

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