



Response times for Award Applicants

All applicants are encouraged to complete the Healthyliving Award assessment process within 6 months of registering.

The award is not meant to be too time-consuming, and it is anticipated that many caterers will already be doing much that is required. To help ensure that progress is made, the Healthyliving Award has produced a target timetable; some establishments may find it helpful to use this. Applicants are encouraged to try to stick to the timetable; of course some establishments may already be meeting some of the criteria and will be able to achieve an award more quickly. If you find you require any help or advice, please feel free to contact the Healthyliving Award team, who will always be happy to help.

Applicants are required to display a Statement of Commitment, which explains that they are working towards the Award, and are able to use the Award logo and merchandise as they work towards achieving an award. To protect the award brand and credibility, it is important that progress is reviewed regularly. If an Applicant has not achieved an award within 6 months, their application will be reviewed and may be declined.

Event	Time scale
Initial enquiry / request for information	You will receive information within 1 week
Registration Form submitted	Your registration will be acknowledged within 1 week You will receive notification of your food safety status within 3 weeks.
Complete and submit the self-assessment questionnaire and application for assessment	Within 4 - 6 months of receiving Guidance for Applicants pack
Contact by assessor	Within 2 weeks of submitting application for assessment
Assessment visit	Within 4 weeks of submitting application for assessment (or as arranged with the Assessor)
Verification and notification of Award	Within 3 weeks of assessment visit
Appeals process - stage 1	Apply within 14 days of notification
Appeals process – stage 2	Apply within 14 days of receipt of appeal decision