



City of Doncaster Council

[REDACTED]
Ballers
Silver Street
Doncaster
DN1 1HQ

Contact: [REDACTED]
Tel: [REDACTED]
E-mail: [REDACTED]
Web: www.doncaster.gov.uk
Our Ref: WK/223030122
Date: 29 April 2024

Dear [REDACTED]

**FOOD SAFETY ACT 1990
THE FOOD SAFETY AND HYGIENE (ENGLAND) REGULATIONS 2013
REGULATION 852/2004 ON THE HYGIENE OF FOODSTUFFS
Ballers, Ballers Sports Bar, Silver Street, Doncaster, DN1 1HQ**

With reference to the visit to your premises on 18/03/2024 by [REDACTED] I have to bring to your attention the details listed in the attached schedules.

Please note any items that you are legally required to do are detailed in Schedule A and Schedule B lists recommendations for best practice. If you consider that the requirements of this letter are inappropriate or should be changed, you should contact the above-mentioned officer, preferably between 9.00am and 10.00am.

Due to the fact this is the third visit – and there has been little, or no improvement made in relation to cleanliness and food safety, I am serving you with improvement notices. Failure to comply, may result in legal action being brought against your business.

If you wish to have further discussions with the manager of the section with regard to this matter, please contact [REDACTED].

Officers from the food team will be pleased to answer any queries you may have concerning hygiene related issues and offer further advice. If you require any further information or advice, do not hesitate to contact this office on the above number between the hours of 8.30am to 5.00pm Monday to Friday.

Yours faithfully

[REDACTED]

FOOD HYGIENE RATING

This scheme has been introduced to satisfy the enquiries being made under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004 to give the public the right to access information held by this authority. As part of Doncaster Council's commitment to transparent enforcement (and in accordance with guidelines from the Food Standards Agency), we have provided this sheet as a summary of your score.

From the end of April 2012 we have published this information on the Food Hygiene Rating website. <http://ratings.food.gov.uk>



It is hoped that by making the food hygiene score public it will ensure businesses improve and maintain a high standard.

The score reflects your current level of compliance with the law and the confidence we have in your ability to manage your business safely. This score considers:

1. How hygienically the food is handled (handling practices /procedures, temperature controls etc.),
2. Condition of structure (cleaning, layout, condition, lighting, ventilation, facilities etc.)
3. How you manage and document food safety (how well you use SFBB or equivalent etc.)

We use the total score from the 3 categories to calculate your food business rating. The lower the score the better the compliance and the higher the rating you will receive.

How Hygienically the Food is Handled	20
Condition of Structure	20
How you manage and document food safety	20

Your Food Hygiene Rating is

0

A sticker showing your rating is enclosed or will be forwarded soon. You can tell your customers how good your hygiene standards are by putting the sticker up in the window or on the door. If you do not have a suitable glass surface, you could fix the sticker onto a transparent surface before fixing that onto a wall or other surface. Please destroy the sticker and certificate showing your previous rating as only one rating – the most recent rating - should be displayed (The scheme no longer issues certificates). To continue to display a previous rating may constitute an offence under the Consumer Protection from Unfair Trading Regulations 2008.

Your rating will also be published on the Food Standards Agency's website at www.food.gov.uk/ratings between two and four weeks from receiving this letter.

Food Hygiene Rating scheme - how your rating is calculated

Your inspection

At inspection, the food safety officer will check how well you are meeting the law on food hygiene. Three areas will be assessed. These are:

- how hygienically the food is handled – how it is prepared, cooked, cooled, stored, and what measures are taken to prevent food being contaminated with bacteria
- the condition of the structure of the premises including cleanliness, layout, lighting, ventilation, equipment and other facilities

- how you manage and record what you do to make sure food is safe using a system like Safer food, better business







You will be given a score for each area – see below. Food safety officers use guidance to determine how to score each of these areas.

Criteria	Score					
How hygienically the food is handled	0	5	10	15	20	25
Condition of structure	0	5	10	15	20	25
How you manage and document food safety	0	5	10		20	30
Total score	0	—————→				80
Level of compliance	High	—————→				Low

Your food hygiene rating

The rating given depends on how well the business does overall – the total score. It also depends on the area(s) that need improving the most - the business may do better in some areas and less well in others.

To get the top rating, you must score no more than 5 in each of the three areas. All businesses should be able to get the top rating. You will automatically get a new rating at each planned inspection.

Total score	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
Highest permitted individual score	5	10	10	15	20	-
Rating						

Improving your food hygiene rating

The Food Standards Agency has a range of tools, such as Safer food, better business, that can help you manage food hygiene and keep your customers.

Check these out at www.food.gov.uk/goodbusiness



Safer food, better business

To get the best possible rating, here's what you can do now:

- Look at your last food hygiene inspection report to check that you've taken all of the actions needed to ensure that you meet legal requirements. If you can't find your last report, contact us and we will be able to give you a copy.
- At your next inspection, if you don't get the top rating and you have queries about the improvements you need to make to get a better rating, then the food safety officer should be able to give you advice.
- Make sure that you and your staff continue to comply fully with all aspects of food hygiene law.

The National “Food Hygiene Rating Scheme” – safeguards for food businesses

The ‘Food Hygiene Rating Scheme’ is a local authority/Food Standards Agency partnership initiative. The scheme provides consumers with information about hygiene standards in food premises at the time they are inspected by local authority food safety officers to check compliance with legal requirements – the food hygiene rating given reflects the inspection findings. The purpose is to allow consumers to make informed choices about the places where they eat out or shop for food thereby encouraging businesses to improve their hygiene standards.

In order to ensure that the scheme is fair to businesses, it has been designed to include a number of safeguards. These are: an appeal procedure; a ‘right to reply’; and an opportunity to request a re-visit when improvements have been made in order to be re-assessed for a ‘new’ rating. Information for food businesses about these different safeguards is provided below.

[The national “Food Hygiene Rating Scheme” – safeguards for food businesses](http://www.doncaster.gov.uk/services/environmental/food-hygiene-rating-scheme-safeguards-for-food-businesses?version=6.1.1.1) – click on this link for further information about how to Appeal, submit a Right to Reply or Request a revisit under the scheme or type/copy the following link into your browser address bar.

<http://www.doncaster.gov.uk/services/environmental/food-hygiene-rating-scheme-safeguards-for-food-businesses?version=6.1.1.1>

Food Hygiene Rating Revisits will be charged at £190.30 payable before the revisit can be undertaken.



City of Doncaster Council

Our Ref:	WK/223030122
Address of premises inspected	Ballers, Ballers Sports Bar, Silver Street, Doncaster, DN1 1HQ
Date of inspection:	18/03/2024
Inspection start time:	13:30
Name of person who dealt with the inspecting officer:	[REDACTED]
Areas of food premises that were inspected:	All (unless otherwise stated)

All points raised in the letter are contraventions under the following legislation, unless otherwise noted:

- The Food Safety Act 1990
- The Food Safety and Hygiene (England) Regulations 2013
- EU Regulation 852/2004
- EU Regulation 853/2004
- EU Regulation 178/2002

Schedule A – Contraventions

Details of Contravention	Remedy	Date of compliance
<p>During the inspection it was noted that you have failed to:</p> <ul style="list-style-type: none">• Identify relevant hazards and any associated checks or procedures in your businesses that are needed to make	<p>You must put in place a documented Food Safety Management Procedure.</p> <p>The Food Standards Agency publication, Safer Food Better Business will help you put these procedures in place and this can be obtained by downloading from the FSA website at www.food.gov.uk/foodindustry/hygiene/sfbb/</p>	Immediate and ongoing

<p>certain the food you produce is safe;</p> <ul style="list-style-type: none"> • Put in place practices and procedures that would control potential problems. • Document the above and maintain appropriate monitoring records. <p>In particular, the following matters were noted during my inspection:</p> <p>Flies were present in the bottom of the small undercounter freezer.</p> <p>The kitchen was filthy throughout</p> <p>The floor was damaged and extremely dirty.</p> <p>Despite posters in the kitchen saying 'clean the sink', 'please keep the kitchen clean'</p> <p>Ice Machine in the bottle store for Mambo was dirty</p> <p>Ice machine for Ballers was in a poor state of repair and also dirty</p> <p>No paperwork available to see</p> <p>Oven gloves filthy</p> <p>Inside microwave and ovens dirty</p> <p>No cleaning schedule in place.</p> <p>Cleaning equipment dirty – mops/brushes</p>	<p>You have been advised of the need to clean and keep clean several times. You have been advised on the need to have a up to date working food safety management document in place.</p> <p>The conditions seen in your kitchen were appalling, a total disregard for cleanliness and food safety.</p>	
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<p>It was noted that separate cleaning equipment (e.g. cloths, sponges, mops, etc) is not provided for use in clean and dirty areas.</p> <p>Ballers - The mop heads seen at the time of my inspection were filthy.</p>	<p>You must ensure that separate cleaning equipment is provided for use in clean and dirty areas. Equipment for use in clean areas must be stored in a designated area such that the equipment itself does not become contaminated. I have enclosed a summary fact sheet for businesses for your information, and the full guidance and a Q&A document are available from the FSA website at:</p> <p>https://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance</p>	<p>Immediate and ongoing</p>
<p>Ballers - The floor covering behind the bar & the kitchen was in a poor state of repair – this has become difficult to clean.</p> <p>Mambo – the floor covering in the glass wash area was found to be damaged/ wet and rotten in places.</p>	<p>You must renew or repair the floor covering and leave in a sound easy to clean condition.</p>	<p>6 weeks</p>
<p>The food premises were not maintained in good repair and condition, namely:</p> <p>Ballers - There was a hole in the wall – drilled so you could charge the Dyson Hoovers on the other side of the wall. Please seal the hole and provide a surface that can be readily cleaned & provide an electrical sockets so the hoovers can be charged safely from their docking points.</p> <p>The glass wash area in Ballers was found to</p>	<p>You must repair or renew & repaint the named items.</p> <p>You should use a mould inhibiting paint on the cellar walls.</p>	<p>6 weeks</p>

<p>be in a dirty condition – the surrounding table and floor area were dirty/and sticky.</p> <p>Mambo –</p> <p>the cellar walls were extensively mouldy.</p> <p>Wash up area – ceiling and walls in glass wash area extensively mouldy.</p> <p>The pipe work under the sink units was found to be sticky and very dirty.</p> <p>There was found to be extraneous matter all over the premises – I recommend you clean up and remove all belongings that are not required in the main areas and ancillary rooms. This will make it far easier to clean and keep clean.</p>		
<p>The following item was damaged and in a poor condition and cannot be adequately cleaned/disinfected;</p> <p>Ballers - Ice machine</p>	<p>You must repair/renew the named item(s) to enable it/them to be thoroughly cleaned and where necessary disinfected.</p>	<p>immediately</p>

