



City of  
Doncaster  
Council

Mr [REDACTED]  
[REDACTED]  
Doncaster  
DN1 3NA

Contact: [REDACTED]  
Tel: [REDACTED]  
E-mail: [REDACTED]

Web: [www.doncaster.gov.uk](http://www.doncaster.gov.uk)  
Our Ref: WK/222010920  
Date: 29 April 2024

Dear Sir/Madam

**FOOD SAFETY ACT 1990  
THE FOOD SAFETY AND HYGIENE (ENGLAND) REGULATIONS 2013  
REGULATION 852/2004 ON THE HYGIENE OF FOODSTUFFS  
Tortilla Hut, 19-21 Hall Gate, Doncaster, DN1 3NA**

With reference to the visit to your premises on 12/01/2024 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.

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	<b>20</b>
Condition of Structure	<b>20</b>
How you manage and document food safety	<b>20</b>

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](http://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
<b>Total score</b>	<b>0</b>	—————→				<b>80</b>
<b>Level of compliance</b>	<b>High</b>	—————→				<b>Low</b>

### 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](http://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

<b>Our Ref:</b>	WK/222010920
<b>Address of premises inspected</b>	Tortilla Hut, 19-21 Hall Gate, Doncaster, DN1 3NA
<b>Date of inspection:</b>	12/01/2024
<b>Inspection start time:</b>	22:00
<b>Name of person who dealt with the inspecting officer:</b>	[REDACTED]
<b>Areas of food premises that were inspected:</b>	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**

<b>Details of Contravention</b>	<b>Remedy</b>	<b>Date of compliance</b>
The lavatory compartment was in a poor state of decorative repair.	<b>You must redecorate the WC compartment.</b>	6 weeks
The WC pan and associated areas were dirty.	<b>You must thoroughly clean the WC pan, seat and flushing handle and keep in clean condition.</b>	Immediate and ongoing

<p>The wooden paint work including doors door frames/ skirting boards etc was in a poor state of repair &amp; decoration.</p>	<p><b>You must repair &amp; redecorate the woodwork including the doors, door frames and skirting boards, making sure the finished surfaces are easy to clean</b></p>	<p>Immediate and ongoing</p>
<p>The sanitary convenience did not have adequate ventilation.</p>	<p><b>You must provide adequate natural or mechanical ventilation to the toilet.</b></p>	<p>6 weeks</p>
<p>There was no hot water supply to the hand wash sink.</p>	<p><b>You must provide a hot water supply to this sink.</b></p>	<p>4 weeks</p>
<p>Your food premises, or some parts of it, were not kept clean, namely: walls throughout, floors throughout, all touch points, ventilation canopy, ceiling throughout, all wood finishes, work tops. Just about every single item was found to be in need of being thoroughly cleaned.</p>	<p><b>You must keep the food premises clean. Particular attention should be paid to the above named areas.</b></p>	<p>Immediate and ongoing</p>
<p>The floor covering in the business was badly damaged</p>	<p><b>You must renew or repair the floor covering and leave in a sound easy to clean condition.</b></p>	<p>6 weeks</p>

<p>There was a limited hot water supply to the wash up sink.</p>	<p><b>You must provide a better hot water supply to this sink.</b></p>	<p>immediately</p>
<p>The grease filters were missing from their position in the canopy allowing grease to accumulate.</p>	<p><b>You must replace the filters to reduce nuisance from odours and avoid grease accumulating in inaccessible parts of the ducting.</b></p>	<p>immediately</p>
<p>There were inadequate facilities for cleaning and disinfecting work tools and equipment.</p>	<p><b>You must provide a sink which is big enough to accommodate larger pieces of equipment. The sink must be provided with an adequate supply of hot and cold water and be properly connected to the drainage system.</b></p>	<p>4 weeks</p>
<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><b>You must ensure that separate cleaning equipment is provided for use in clean(RTE) and dirty(RAW) 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&amp;A document are available from the FSA website at:</b></p> <p><a href="https://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance">https://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance</a></p>	<p>immediately</p>
<p>The following items, with which food comes into contact, were dirty.</p> <p>Freezer</p> <p>Freezer doors</p>	<p><b>You must thoroughly clean and disinfect the above named items and maintain in a clean condition.</b></p>	<p>Immediately and ongoing</p>

<p>Microwave</p> <p>Food containers</p> <p>Fridges</p> <p>Rice cooker</p>		
<p>Clothing worn by employees working in the kitchen was dirty. They were observed to be wearing their normal clothes, no protective clothing was worn.</p>	<p><b>You must ensure that all persons working in food handling areas wear suitable, clean and appropriate protective clothing.</b></p>	<p>Immediate and ongoing</p>
<p>During the inspection it was noted that you have failed to:</p> <ul style="list-style-type: none"> <li>• Identify relevant hazards and any associated checks or procedures in your businesses that are needed to make certain the food you produce is safe;</li> <li>• Put in place practices and procedures that would control potential problems.</li> <li>• Document the above and maintain appropriate monitoring records.</li> </ul> <p>In particular, the following matters were noted during my inspection: no temperature control, no food hygiene training, lack of hot water at wash hand basin, limited supply of hot water</p>	<p><b>You must put in place a documented Food Safety Management Procedure.</b></p> <p><b>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 <a href="http://www.food.gov.uk/foodindustry/hygiene/sfbb/">www.food.gov.uk/foodindustry/hygiene/sfbb/</a></b></p>	<p>Immediate and ongoing</p>



<p>to the wash up sink, lack of appropriate cleaning chemicals, no written procedures in place. As you already operate an adjoining business then there is no excuse for you not implementing a food safety management system, as you have been previously been made aware of this at your other business.</p>		
<p>You were unable to provide evidence that your sanitisers are compliant with officially recognized laboratory standards, in order to guarantee that they are fully effective. Compliance with relevant British Standards demonstrates that a product is capable of reducing the level of a range bacteria, including E. coli O157, to acceptable levels.</p>	<p><b>You must ensure that your sanitisers are compliant with relevant British Standards, i.e. BS EN 1276: 1997 updated by BS EN 1276: 2009 OR BS EN 13697:2001</b>  <b>I have enclosed a summary fact sheet for businesses for your information, and the full guidance and a Q&amp;A document are available from the FSA website at:</b></p> <p><a href="https://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance">https://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance</a></p>	<p>Immediate and ongoing</p>

### **Schedule B - Recommendations**

Relevant Item	Recommended Action/ Advice
	<p>Carpet or cardboard should not be used on the floor to absorb water or grease as it cannot be cleaned and may be contaminated from previous use. The floor should be kept free from grease;</p>

	dirt or spillage's by more frequent cleaning. Rubber mats may be used as an alternative.