

Record of Inspection/Visit carried out under Food Safety Act 1990
and/or Food Hygiene (Scotland) Regulations 2006
and/or Health & Safety at Work etc Act 1974

M V S

Date 24/9/2024 Time 17:16

Trading Name: Winthrop
Address: St James Quarter

Post Code: Mobile Vehicle reg no:

Tel No: Type of Business: restaurant

Person Seen: Position: GM

Food Business Operator/Employer:

Email contact: edinburgh.manager@semmi.co.uk

Details of Head Office:

Food Hygiene Area Inspected ☐ whole ☒ part ☐ process (detail)

Food Standards Area Inspected ☐ whole ☐ part (detail)

Samples Taken (details opposite): ☐

Records Examined:

Food Hygiene: ☐ FSMS ☐ Temp (prod) ☐ Temp (equip) ☐ Pest ☒ Clean

Training ☐ Trade Waste

Food Standards: ☐ Labelling ☐ Qual Sys ☐ Prod process ☐ Traceability

Presentation ☐ Other:

Health & Safety: ☐ Allergen Management

Policy ☒ Risk Assessment ☐ Accident Book

Other:

Enforcement Action Taken:

Informal Action - summary of necessary action listed opposite

Letter to follow ☐ Statutory Notice(s) (specify)

Revisit to follow (specify latest date)

Other (specify)

Purpose of Visit: ☐ Inspection ☐ Revisit ☒ Other verification 'messy kitchen'

Key Points Discussed and Summary of Action to be Taken

Key: A = Legal Requirement B = Recommendation

Action Time

Key Scale

Filters deep clean - 1 one per week. Clean behind daily.
Ductwork cleaned last - 28/4/24
Received cleaning report

Officer(s) (in capitals)

Signature(s)

Tel No 0131 691 1111

Contact in case of dispute, my Line Manager is:

enviro@edinburgh.gov.uk
Environmental Health, G1 Waverley Court, 4 East Market Street, Edinburgh EH8 8BG

Tel No: 0131 469

Wingstop Edinburgh Kitchen Grease Extract Report



SHL Ref:	31261
Date:	23rd April 2024
Client:	Wingstop
Site Address:	Level 1 St James Centre Edinburgh EH1 3SR



Kitchen Extract Ductwork Cleaning - Scope of Works

The purpose of the kitchen extract ductwork clean is to establish conditions before and after our works have taken place in accordance with BESA TR19® Grease Accumulation within Kitchen Extraction Systems.

Wet Film Thickness Gauge Tests will be taken throughout the kitchen extract ventilation system interior surfaces in order to determine grease deposition levels before and after cleaning.

Before (Pre-clean) and After (Post-clean) photographs are taken from locations recommended by BESA TR19® Grease to establish the hygiene and condition of the kitchen extract systems before and after our works have taken place.

Kitchen Extract ductwork cleaning to remove levels of grease and/or debris will be carried out in accordance with methods detailed within BESA TR19® Grease from behind the filter sections in the canopies through to the point of discharge.

It is essential that the ductwork system, including canopy plenum is provided with sufficient access panels to enable unrestricted access for regular cleaning and inspection.

If any part of the ductwork system is inaccessible System Hygienics Ltd will detail the cleaning exclusion(s) and if possible propose recommendations required and an associated quotation to resolve the issue. BESA TR19® Grease guidelines state it is the clients responsibility to facilitate changes required to enable a full clean to be safely carried out.

Grease extract systems must be regularly inspected & cleaned and System Hygienics Ltd will identify the appropriate frequency of cleaning required based on the guides to good practice.

Table 4 - Initial Clean Frequency Calculator

PERCEIVED LEVEL OF GREASE PRODUCTION	Typical Example	CLEANING INTERVALS (MONTHS) DAILY USAGE			
		up to 6 hours	6 - 12 hours	12 -16 hours	16+ hours
LOW	No significant production of grease laden aerosols during normal daily food production operations	12	12	6	6
MEDIUM	Moderate production of grease laden aerosols during normal daily food production operations	12	6	4	3
HIGH	Heavy, significant production of grease laden aerosols during normal daily food production operations	6	3	3	2

Table 5 Frequency of grease rick control clean vs average daily grease accumulation

FREQUENCY OF CONTROL CLEAN	DAILY AVERAGE ACCUMULATION RANGE
Twice weekly	28.7 upwards
Weekly cleaning	14.4 to 28.6
Every 2 weeks	9.6 to 14.3
Every 3 weeks	6.7 to 9.5
Monthly	4.8 to 6.6
Every 6 weeks	3.3 to 4.7
Every 2 months	2.2 to 3.2
Quarterly	1.7 to 2.1
Every 4 months	1.1 to 1.6
Every 6 months	0.6 to 1.0
Annually	0.5 or LESS



CERTIFICATE OF CLEANLINESS

*We hereby certify that the Kitchen Extract Ductwork Systems,
excluding areas shown in the observations, serving:-*

**WINGSTOP EDINBURGH
Level 1 St James Centre
Edinburgh EH1 3SR**

*have been cleaned on 23rd April 2024
in accordance with BESA TR19® standards, whereby a
recognised mean measurement of less than 50 microns
(Wet Film Thickness Test) was achieved.*

*Please refer to observations if any set out overleaf, which may
refer to any exclusions and recommendations.*

System examined by our representative Tyrone Heeley

presented by

SYSTEM HYGIENICS LIMITED
Chaucer Industrial Estate
Dittons Road, Polegate
East Sussex
BN26 6JF

Signed

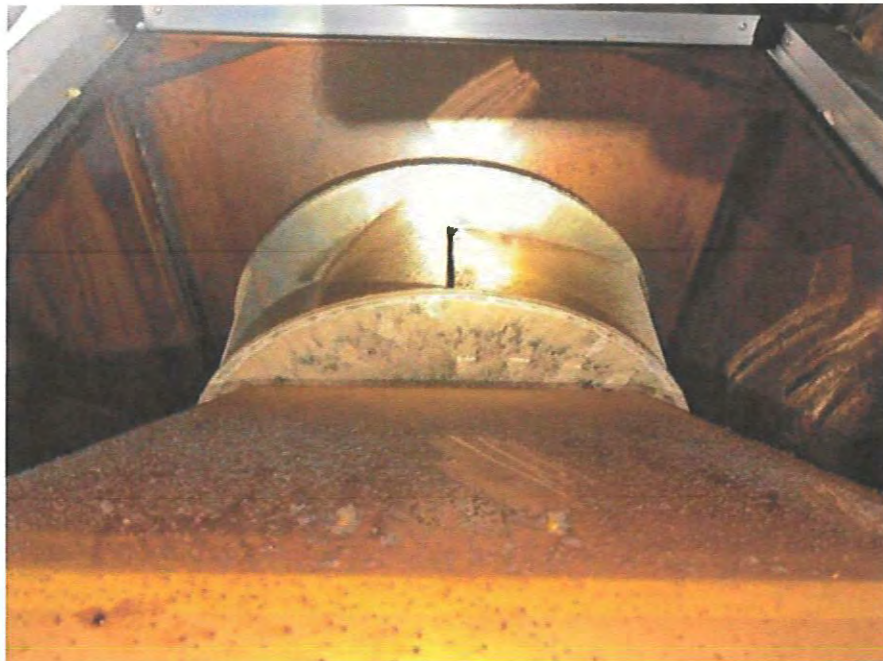


Date

23rd April 2024

Your next clean date is October 2024





23 Apr 2024

Fan - Before Clean



23 Apr 2024

Fan - After Clean



23 Apr 2024

Duct midway between canopy(ies) and fan - Before Clean



23 Apr 2024

Duct midway between canopy(ies) and fan - After Clean

Fan



23 Apr 2024

Fan - Before Clean



23 Apr 2024

Fan - After Clean



23 Apr 2024

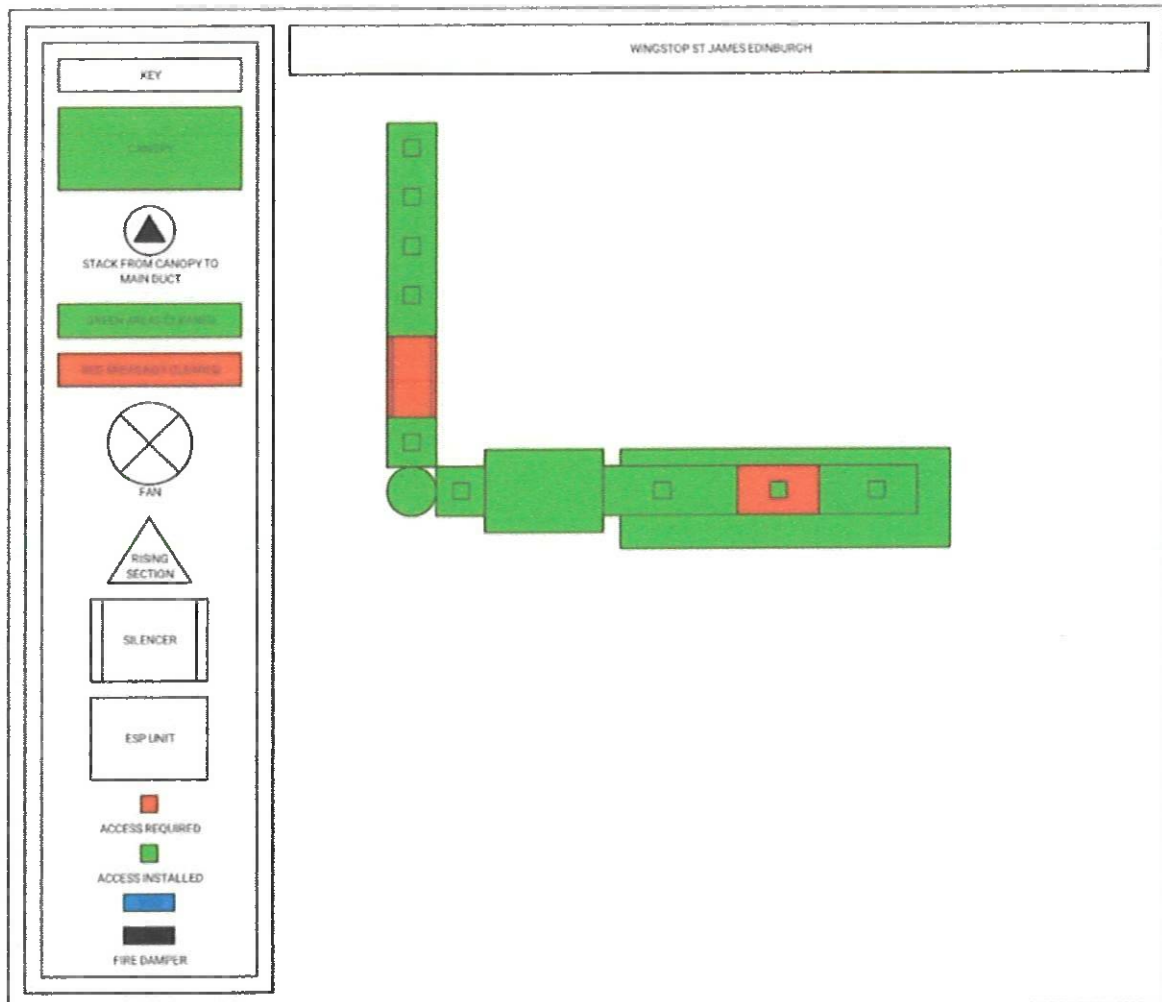
Discharge duct downstream of fan - Before Clean

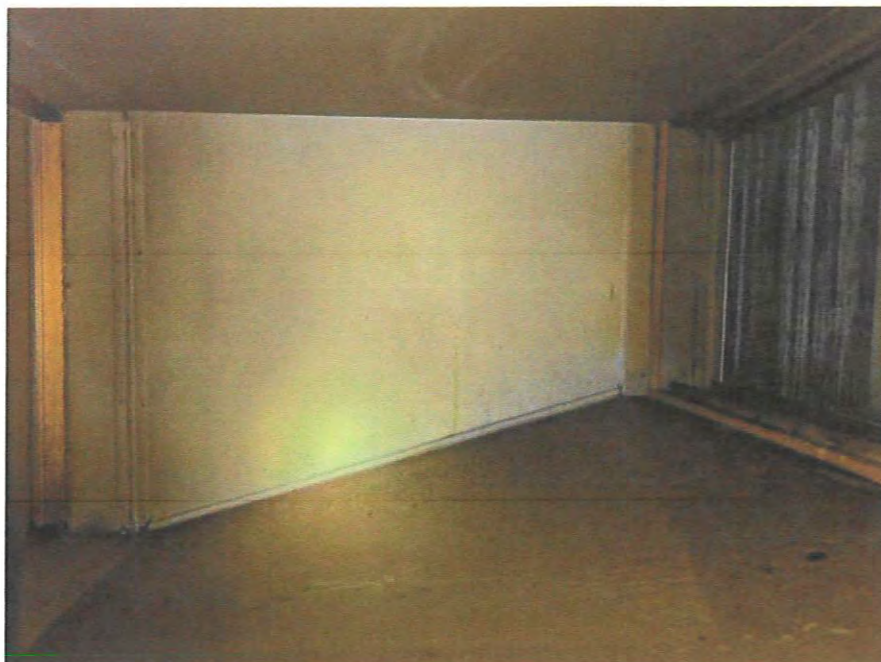


23 Apr 2024

Discharge duct downstream of fan - After Clean

Schematic





23 Apr 2024

Duct upstream of fan - Before Clean



23 Apr 2024

Duct upstream of fan - After Clean

Summary of clean

Were all the safely accessible areas cleaned?

Yes

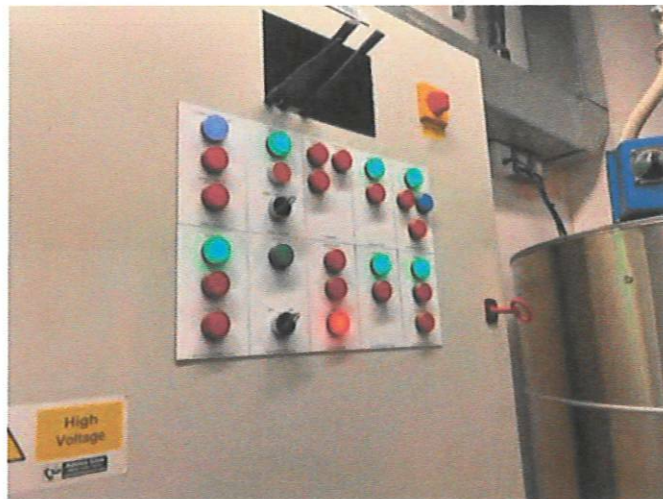
Was the system cleaned in its entirety?

No - 90%

*Access issues (as noted in observations)
prevent full percentage.*

Was the isolation switch turned back on on completion of job?

Yes



Pre-Agreement

There is no pre agreement in place with the client and System Hygienics therefore 100% of the system will be cleaned, unless otherwise stated in any observations where access cannot be gained.



23 Apr 2024

Duct 3 m from each canopy - Before Clean



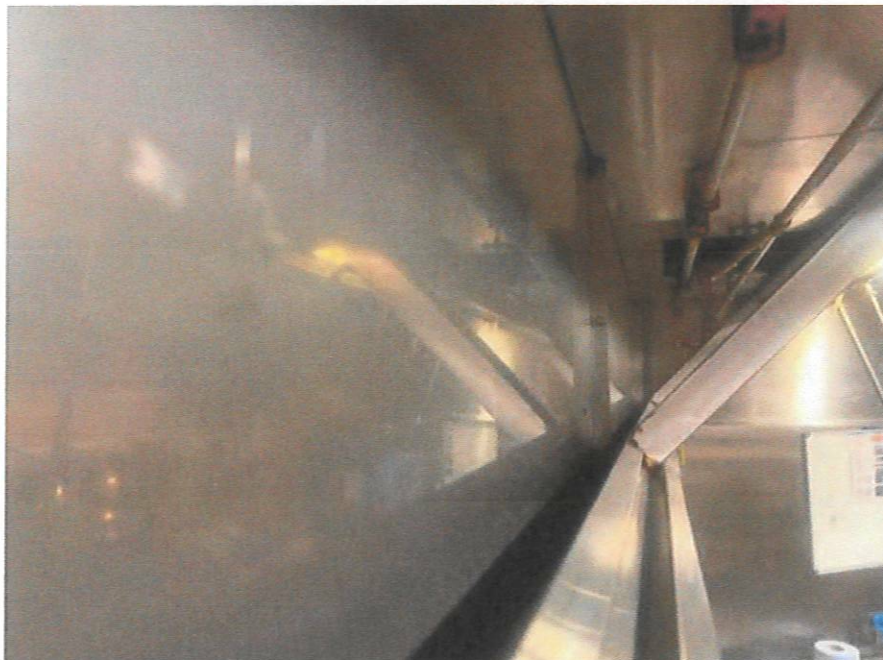
23 Apr 2024

Duct 3 m from each canopy - After Clean



23 Apr 2024

Canopy / Extract plenums behind filters - Before Clean



23 Apr 2024

Canopy / Extract plenums behind filters - After Clean



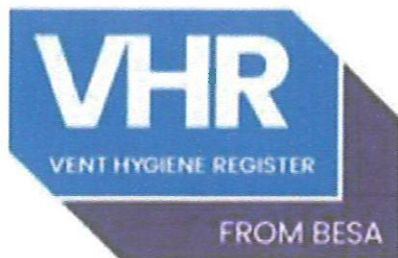
23 Apr 2024

Duct 1 m from each canopy - Before Clean



23 Apr 2024

Duct 1 m from each canopy - After Clean



NOTIFICATION OF PART CLEAN OF VENTILATION SYSTEM TO TR19® SPECIFICATION

Certificate Number: BES/1000077384

Site Cleaned: Wingstop Edinburgh
Level 1 St James Centre
Edinburgh
EH1 3SR

Date Clean Undertaken: 23 April 2024

Post Clean Verification Report Date: 24 April 2024

Post Clean Verification Report Reference: 31261/Wingstop Edinburgh

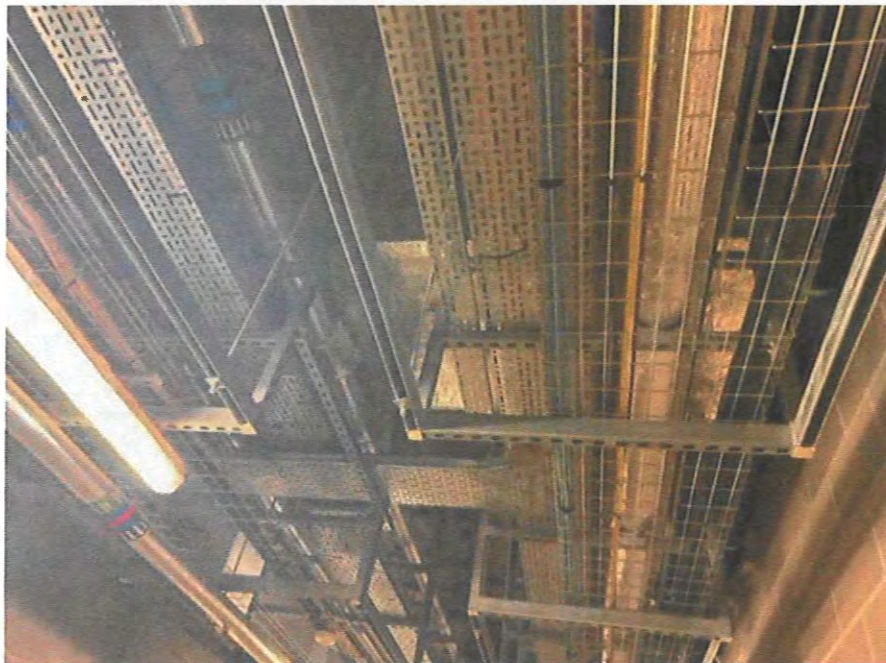
Recommended Date of Next Clean: 23 October 2024

BESA Vent Hygiene Register Member
System Hygienics Ltd
HV004415

It should be noted that cleaning frequencies are indicative only and are based on historic usage of the system. They should not be seen as substitutes to an actual cleanliness risk assessment undertaken by a competent person. When calculating the cleaning frequency seasonal variations and changes in the type and frequency of cooking should be taken into consideration. An additional risk assessment may be required as a result.

BESCA and BESA take no responsibility for standard of works undertaken by any third party. Works undertaken are between the Vent Hygiene Register member and the client as named above. This certificate should be read in conjunction with the PCVR referenced above.

OBSERVATIONS



Restricted access to ductwork in landlords corridor - blocked by cable trays and other services.

Services require re-routing.

OBSERVATIONS



Restricted access to midway ductwork - existing access door blocked by supply duct.

Supply duct requires re-routing.

**SYSTEM HYGIENICS KITCHEN EXTRACT CLEANING
WET FILM THICKNESS GAUGE MEASUREMENT
BESA TR19® Grease RECORD CHECKLIST**

Site: Wingstop Edinburgh
Date: 23rd April 2024

Job No: J-11392
Operative: Tyrone Heeley

N/A not applicable * = see notes		Condition before Cleaning				Condition after Cleaning	
Locations: <i>Describe Area</i>	<u>WFTGM</u> BEFORE	Very Dirty	Dirty	Slightly Dirty	Clean	Clean	<u>WFTGM</u> AFTER
Canopy / Extract plenums behind filters	350		✓			✓	<50
Duct 1 m from each canopy	250		✓			✓	<50
Duct 3 m from each canopy	250		✓			✓	<50
Midway Duct	300		✓			✓	<50
Duct upstream of fan	250		✓			✓	<50
Fan	500+	✓				✓	<50
Discharge duct downstream of fan	500+	✓				✓	<50
TOTAL WFTGM	2400						
MEAN WFTGM	343						
For the mean WFTGM divide total by number of locations where WFTGM has been taken. Wet Film Thickness Test Measurement taken in 7 locations.							
Notes: Fan housing and post fan requires extra attention on next clean. Very tough to clean							

Date previously cleaned: 05 Jan 2024

See overleaf for frequency calculations

INTERNAL CLEANLINESS OF SYSTEM

Mean measurement exceeds 200µm Individual measurement exceeds 500µm within 3mtrs of appliance or fan	Cleaning frequency insufficient and should be increased
Individual measurement exceeds 500µm	Local cleaning required
Mean film measurement does not exceed 200µm	Cleaning frequency sufficient

NOTES

Mean WFTGM exceeds 200µm

From the Wet Film Thickness Gauge Measurement table the mean WFTGM is above the requirement set out in TR19® Grease. We would suggest that the current cleaning frequency is increased and the system is monitored on future cleans to ensure the measurements do not exceed the recommended levels set out in TR19® Grease.

Individual WFTGM exceeds 500µm

From the Wet Film Thickness Gauge Measurement table there are readings at 500µm which is at the maximum requirement set out in TR19® Grease. We recommend the current cleaning frequency is increased and the system is monitored on future cleans to ensure individual measurements do not continue to exceed the recommended levels set out in TR19® Grease

RESULTS

Cleaning frequency insufficient and should be increased
if micron levels continue to exceed 200 on future cleans

CLEANING FREQUENCIES

Regarding the cleaning frequency, we would draw your attention to Tables 4 and 5 within TR19® Grease. These guidelines provide an explanation to the frequency of controlled cleans in relation to daily usage and accumulation ranges.

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PMV Certificates



PMV Type	Contractor	Last PMV	Status	Cert.
Kitchen Ductwork Cleaning	System Hygienics	24/04/2024	Valid	
Order N°	PMV Type	Comp'd ↓	Status	Cert.
0304/1312	PMV - Kitchen Ductwork Cleaning	24/04/2024	Paid	
0304/1263	PMV - Kitchen Ductwork Cleaning	09/01/2024	Paid	
0304/1169	PMV - Kitchen Ductwork Cleaning	18/07/2023	Paid	
0304/1091	PMV - Kitchen Ductwork Cleaning	09/12/2022	Paid	
0304/1032	PMV - Kitchen Ductwork Cleaning	08/06/2022	Paid	

PMV Contracts

View Certificates

PMV	Contractor	Due	Status	ETA
HVAC Service	Nationwide AC	27/09/2024	Incomplete	24/09/24
Grease Traps	Aquarius	28/09/2024	PMV Due	
Kitchen Ductwork Cleaning	System Hygienic	24/10/2024	Valid	
Pest Control	Harvey Enviro	26/10/2024	To be Audited	
Fryer Servicing	Qcel	08/11/2024	Valid	
Fryer Filter Paner Delivery	Qcel	09/11/2024	Valid	

PRU V8.9.x.0

REPORT PREPARED ON 29/ 8/25 AT 16:55

Request reference number: 950612

DATES

DATE RECEIVED: 17/09/2024 TIME: 18.37
DATE OF FIRST RESPONSE: 24/09/2024 TIME: 15.03
DATE CLOSED: 25/09/2024
TARGET RESPONSE DATE: 24/09/2024

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: RES6**UNIT/22
NAME: Wingstop
LA REF:
Lemon Pepper Holdings Ltd
MOBILE: 0744 437 1196
E-MAIL: [REDACTED]@lemon-pepper.co.uk
WEB ADDRESS: https://www.wingstop.co.uk/

ADDRESS COMPLAINED AGAINST

Unit C1. 31 Leith Street Eats Level 1
St James Centre
Edinburgh
EH1 3SR WARD: City Centre
MOBILE: [REDACTED]
E-MAIL: [REDACTED]@lemon-pepper.co.uk
WEB ADDRESS: https://www.wingstop.co.uk/

FULL DETAILS OF CLIENT

[REDACTED]
[REDACTED]
HOW RECEIVED: 8 - EMail
DATE SERVICE REQUEST RECEIVED : 17/09/2024

DETAILS OF SERVICE REQUEST

Food extraction vent encased in grease

COMPLAINT CATEGORY: S21 - HEALTH AND SAFETY COMPLAINT
COMPLAINT TYPE: COM - COMPLAINT
GOODS/SERVICES:
CA COMPLAINT TYPE:
PURCHASE MEDIUM:
COUNTRY OF TRADE: GB - Invalid code
UNIT: FHC - Food / Health & Safety Central
INVESTIGATING OFFICER: HLA - [REDACTED]
RECEIVING OFFICER: AOL - [REDACTED]

RESULT AND FURTHER ACTION

ACTION TYPE: AAA - Action taken
Action record initiated under record number 1444805

- | | | |
|---|---|----------------|
| 1 | S02 Health and Safety Service Request
Visit - had a ventilation cleaning
report | 25/09/2024 HLA |
| 2 | S15 Satisfactory Report Left | 24/09/2024 HLA |

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
1	S02	Health and Safety Service Request Visit - had a ventilation cleaning report		25/09/2024	HLA	
2	S15	Satisfactory Report Left		24/09/2024	HLA	

PRU V8.9.x.0

REPORT PREPARED ON 29/ 8/25 AT 17:02

Request reference number: 962410

DATES

DATE RECEIVED: 21/04/2025 TIME: 20.03
DATE OF FIRST RESPONSE: 22/04/2025 TIME: 15.40
DATE CLOSED: 23/04/2025
TARGET RESPONSE DATE: 29/04/2025

NAME OF PERSON COMPLAINED AGAINST

PREMISES REF: RES6**UNIT/22
NAME: Wingstop
LA REF:
Lemon Pepper Holdings Ltd
MOBILE: 0744 437 1196
E-MAIL: [REDACTED]@lemon-pepper.co.uk
WEB ADDRESS: https://www.wingstop.co.uk/

ADDRESS COMPLAINED AGAINST

Unit C1. 31 Leith Street Eats Level 1
St James Centre
Edinburgh
EH1 3SR WARD: City Centre
MOBILE: [REDACTED]
E-MAIL: [REDACTED]@lemon-pepper.co.uk
WEB ADDRESS: https://www.wingstop.co.uk/

FULL DETAILS OF CLIENT

Mr Rinaldo Parente

E-MAIL: rinaldoparente177@gmail.com
HOW RECEIVED: 8 - EMail
DATE SERVICE REQUEST RECEIVED : 22/04/2025

DETAILS OF SERVICE REQUEST

food poisoning

COMPLAINT CATEGORY: F69 - FOOD POISONING SELF NOTIFICATION
COMPLAINT TYPE: COM - COMPLAINT
GOODS/SERVICES:
CA COMPLAINT TYPE:
PURCHASE MEDIUM:
COUNTRY OF TRADE: GB - Invalid code
UNIT: FHC - Food / Health & Safety Central
INVESTIGATING OFFICER: LFA - [REDACTED]
RECEIVING OFFICER: AOL - [REDACTED]

RESULT AND FURTHER ACTION

ACTION TYPE: AAA - Action taken
Action record initiated under record number 1474079

1	G05 Email received	22/04/2025	AOL
2	G24 Refer to other Officer	22/04/2025	ICH
3	G38 Officer Referral Notification	22/04/2025	22/04/2025 LFA
4	FVA FH Complaint Visit	23/04/2025	23/04/2025 LFA
5	G10 Email sent to complainer	23/04/2025	LFA

I feel my chicken meal tasted off & I was very sick.

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
------	-------	-------------	-----------	-----------	-----	----------

I had approached a member off of staff & handed back the meal.

The tables looked dirty & sticky & bins were over flowing.

My stomach doesn't feel right & I'm making appointment with NHS.

I just thought you should know about this restaurant & how dirty it really is.I won't eat there again.

Name [REDACTED]

Best regards

[REDACTED]

2	G24	Refer to other Officer		22/04/2025	ICH
3	G38	Officer Referral Notification	22/04/2025	22/04/2025	LFA
4	FVA	FH Complaint Visit	23/04/2025	23/04/2025	LFA
5	G10	Email sent to complainer		23/04/2025	LFA

From: [REDACTED]
Sent: 23 April 2025 15:00
To: [REDACTED]
Subject: Request For Service

FOOD SAFETY ACT 1990
FOOD HYGIENE (SCOTLAND) REGULATIONS 2006
REGULATION (EC) NO 852/2004
FOOD INFORMATION (SCOTLAND) REGULATIONS 2014 (FIR)
REGULATION No 1169/2011 (FIC)
REGULATION No 828/2014

WINGSTOP, ST JAMES QR, EDINBURGH

Thank you for your request for service regarding the above premises.

I have visited the premises to investigate your complaint.

I'm sure you will be pleased to note that the premises was operating at a good standard and I have no concerns.

Thankyou for bringing this to our attention,

Kind regards

[REDACTED] | Food, Health & Safety Team (City Centre) |
Environmental Health | City Of Edinburgh Council | Waverley Court, G1
4 East Market Street, Edinburgh, EH8 8BG |
[REDACTED]@edinburgh.gov.uk | Tel: 0131 [REDACTED]

Page 1 of

M V S

Date 23/6/2018 Time 17:00

Trading Name W. J. Smith
Address St James Dr
Post Code Mobile Vehicle reg no
Tel No Type of Business Pub
Person Seen [Redacted] Position Shift Manager
Food Business Operator/Employer
Email contact [Redacted]
Details of Head Office
Food Hygiene Area Inspected ☐ whole ☒ part ☐ process (detail)
Food Standards Area Inspected ☐ whole ☐ part (detail)
Samples Taken (details opposite): ☐
Records Examined:
Food Hygiene: ☐ FSMS ☒ Temp (prod) ☒ Temp (equip) ☐ Pest ☐ Clean
☐ Training ☐ Trade Waste
Food Standards: ☐ Labelling ☐ Qual Sys ☐ Prod process ☐ Traceability
☐ Presentation ☐ Other
Health & Safety: ☐ Allergen Management
☐ Policy ☒ Risk Assessment ☐ Accident Book
☐ Other

Purpose of Visit: ☐ Inspection ☐ Revisit ☒ Other SP - SP

Key Points Discussed and Summary of Action to be Taken

Key: A = Legal Requirement B = Recommendation

Action Time

Key Scale

A 1. Ensure all staff are trained in
spade areas - only the new
trolley should be used for new
ordering & other areas for 2018.

Could not access full temperature
records however that 65 degrees
report shows that all records
are captured up to date with
no non conformance.

Enforcement Action Taken:

- ☒ Informal Action - summary of necessary action listed opposite
☐ Letter to follow ☐ Statutory Notice(s) (specify)
☐ Revisit to Follow (specify target date)
☐ Other (specify)

Officer(s) (in capitals) [Redacted]

Signature(s) [Redacted]

Tel No [Redacted]

@edinburgh.gov.uk

Contact in case of dispute, my Line Manager is [Redacted]

Tel No: 0131 469

M	V	S				
7	2	2024	Time	16	45	

Trading Name: Wingshnp

Address: 1.31 St James Quarter Leith Street

Post Code: EH6 7AS Mobile Vehicle reg no: 181

Tel No: 0131 5514 516 7484 Type of Business: Flanran

Person Seen: Manager Position: Manager

Food Business Operator/Employer: Leithon Pepper Ltd

Email contact: edinburgh@leithon-pepper.co.uk

Details of Head Office:

Food Hygiene Area Inspected: ☒ whole ☐ part ☐ process (detail)

Food Standards Area Inspected: ☒ whole ☐ part (detail)

Samples Taken (details opposite): ☐ Audit 1x Quarter

Records Examined: Food Safety Post 15/11/2023

Food Hygiene: ☒ FMS ☒ Temp (prod) ☒ Temp (equip) ☒ Pest ☒ Clean

Training: ☒ Trade Waste SET & 1 year

Food Standards: ☒ Labelling ☐ Qual Sys ☒ Prod process ☒ Traceability

Health & Safety: ☒ Presentation ☒ Other: allergen menu + website

Policy: ☒ Risk Assessment ☐ Accident Book

Other:

Enforcement Action Taken:

☒ Informal Action - summary of necessary action listed opposite

☐ Letter to follow ☐ Statutory Notice(s) (specify)

☐ Revisit to Follow (specify target date)

☐ Other (specify)

Purpose of Visit: ☒ Inspection ☐ Revisit ☐ Other

Key Points Discussed and Summary of Action to be Taken

Key: A = Legal Requirement B = Recommendation

Action Time

Key Scale

A III

Temp check of cheese was above 63°C

The same sauce bowls are being used to coat wings ~~and~~ and chicken tenders

which contain wheat/breadcrumbs.

The allergen chart states 'may contain' for

wings however this should be rechecked

to consider stating contains as the

procedure used is more than likely to

result in contamination.

A III Continue to monitor fryer basket

damage and dispose of any which are

broken.

Officer(s) (in capital)

Signature(s)

Tel No 0131 5514 516

Contact in case of dispute, my Line Manager is:

environmentalhealth@edinburgh.gov.uk

Tel No: 0131 469 5347

East Neighbourhood Centre, 101 Niddrie Mains Road, Edinburgh EH16 4DS

Nothing noted on this form implies compliance with any statute.

This is not a statutory notice.

BUSINESS 01

PRU V8.9.x.0

REPORT PREPARED ON 29/ 8/25 AT 16:51

Visit reference number: 109486

INSPECTION NUMBER

109486 LA REFERENCE:

INSPECTION DATES AND CODES

ACTUAL INSPECTION DATE: 07/02/2024
VISIT TYPE: P - Programmed Inspection
OFFICER: HLA - [REDACTED]
UNIT: FHC - Food / Health & Safety Central
ACTION: AAA - Action taken

FEE: 0.00
PAYMENT RECEIVED: No

NAME AND ADDRESS DETAILS

PREMISES REF: RES6**UNIT/22

NAME: Wingstop
ALTERNATIVE NAME: Lemon Pepper Holdings Ltd
ADDRESS: Unit C1. 31 Leith Street Eats Level 1
St James Centre
Edinburgh
EH1 3SR

WARD: City Centre

MOBILE: [REDACTED]
E-MAIL: [REDACTED]@lemon-pepper.co.uk
WEB ADDRESS: <https://www.wingstop.co.uk/>

<u>INSPECTION TYPES</u>	<u>NEXT VISIT</u>	<u>RISK</u>	<u>PROFILE</u>
E - EH FOOD LAW	07/08/2025	2	BBBCBBB

ITEM	EVENT	DESCRIPTION	SCH. DATE	ACT. DATE	OFF	ACTIVITY
1	FL1	Food Law Contravention letter		07/02/2024	HLA	
2	FH1	Pass Certificate issued	08/02/2024	12/02/2024	RME	