



██████████ and ██████████  
Griddle Bar And Meat House  
7 High Street Passage  
Ely  
Cambridgeshire  
CB7 4NB

This matter is being dealt with by

Email ██████████@eastcambs.gov.uk  
Phone 01353 665555  
My ref 24/00124/MIXED  
Your ref  
Date 10th March 2025

If you require this letter in large  
format, please email  
[ContactUs@eastcambs.gov.uk](mailto:ContactUs@eastcambs.gov.uk).

Dear ██████████ and ██████████

**Food Safety Act 1990**

**Food Safety and Hygiene (England) Regulations 2013**

**Assimilated Regulations (EC) 178/2002 and 852/2004**

**Re: Griddle Bar And Meat House, 7 High Street Passage, Ely, Cambridgeshire, CB7 4NB.**

I refer to my food hygiene inspection of the above premises carried out on the 7th March 2025 when I spoke with yourselves and chef ██████████

The matters detailed in the attached schedule require your attention. This confirms the things you need to do to comply with the law with the relevant legislation listed under each item. Some items may be listed as recommendations, and these are included to give you advice in support of your business but are not requirements in law.

A Voluntary Closure Agreement Ref SJJ/070325/GRIDDLEBAR was implemented following the inspection prohibiting the production of less than thoroughly cooked (LTTC) burgers (also known as pink or lightly cooked burgers) for consumption by customers. This was because robust procedures to control the risks associated with LTTC burgers, in particular risks of E. Coli O157 were not in place. This Agreement remains in place until you receive written permission from an Authorised Officer of East Cambridgeshire District Council.

Any legal requirements relating to cleaning, temperature control and practices require your attention immediately. Other items should be completed within the next two months.

Please write back to me to confirm what actions have been taken in respect of this letter within 14 days.

A re-visit will take place on approximately 20<sup>th</sup> March 2025 when it is expected that all legal requirements will have been attended to.

Should you fail to attend to these items within this period formal action will be considered. Please be aware that your business will not be issued with a new food hygiene rating after this re-visit.

**Your Food Hygiene Rating**

|                                                    |                                                                                     |
|----------------------------------------------------|-------------------------------------------------------------------------------------|
| Compliance with food hygiene and safety procedures | 15                                                                                  |
| Compliance with structural requirements            | 5                                                                                   |
| Confidence in management/ control procedures       | 20                                                                                  |
| Food hygiene rating                                | 1                                                                                   |
|                                                    |  |

| Criteria                                | Score       |   |    |    |    |            |
|-----------------------------------------|-------------|---|----|----|----|------------|
| How hygienically the food is handled    | 0           | 5 | 10 | 15 | 20 | 30         |
| Condition of structure                  | 0           | 5 | 10 | 15 | 20 | 30         |
| 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> |

A sticker showing your rating is enclosed. You can inform your customers how good your hygiene standards are by displaying the sticker. Please remove and destroy any existing certificate and stickers as only the most recent rating should be on display. Continuing to display old stickers and certificates can constitute an offence under Trading Standards legislation. Stickers and certificates remain the property of the local authority, and all rights are reserved.

Your rating will be published on the Food Standards Agency's (FSA) website at <https://ratings.food.gov.uk/> within 28 days after the date of the inspection.

You may request that the rating is published before this. Details can be found on the FSA's website at <https://www.food.gov.uk/business-guidance/food-hygiene-ratings-for-businesses>.

### Appeals, Right to Reply, and Re-Visits

If you consider that the rating given is wrong or unfair – in other words, it does not reflect the hygiene standards at the time of your inspection – you have 21 days in which you can appeal against this. You should appeal in writing to the Lead Food Officer at [foodandsafety@eastcambs.gov.uk](mailto:foodandsafety@eastcambs.gov.uk) or at the address above. I recommend that you get in touch with me first so that I can help you to understand how your rating was worked out.

If you have improved the hygiene standards since your inspection, or if there were unusual circumstances at the time of the inspection that might have affected your food hygiene rating, you have a 'right of reply' so that you can explain this to potential customers who look up your rating online.

If you make the improvements to hygiene standards that are highlighted in your inspection report, you can request a re-visit with a view to being given a new and possibly higher food hygiene rating. Re-rating visits are now charged at a fee of £156 before the re-rating inspection is undertaken.

A web link to information on the scheme including template forms for lodging an appeal, 'right to reply' or requesting a re-visit (re-rating visit) is available at <https://eastcambs.gov.uk/environmental-health/food-safety/food-hygiene-ratings>

### Where May I Get Further Information?

Should you require any further information or advice or wish to discuss these matters, please do not hesitate to contact me on the details at the head of this letter. If you have any comments

regarding the inspection or advice issued, please contact Richard Garnett, Senior Environmental Health Officer, on 01353 665555. For a copy of the Council's Food Safety Enforcement Policy Statement and Health and Safety Policy Statement please see the council webpage at [www.eastcambs.gov.uk](http://www.eastcambs.gov.uk).

Yours sincerely

A large black rectangular box redacting the signature of the Environmental Health Officer.A black rectangular box redacting the name of the Environmental Health Officer.

Environmental Health Officer (Commercial)

## Food Hygiene Inspection Schedule

### Food Hygiene and Safety

1. A delivery of raw beef mince received from your supplier, which would be used for the production of less than thoroughly cooked (LTTTC) burgers, was being kept at ambient temperature after delivery. The temperature of beef mince intended for this purpose must be strictly controlled (2° C, with a limit of 3° C) as stated in your documented procedures. Ensure that the raw beef mince is stored correctly, as stated in your procedures. Raw materials, ingredients, intermediate products and finished products likely to support the reproduction of pathogenic micro-organisms or the formation of toxins are not to be kept at temperatures that might result in a risk to health.  
*(Assimilated Regulation (EC) No. 852/2004 Article 5 and Assimilated Regulation EC 852/2004 Annex II Chapter IX Para 5)*
2. Prepared beef mince burgers were being stored with minimal, open wrapping next to other raw meats in the raw meat fridge. This poses a risk of cross contamination of the burgers from other raw meats. Burgers intended to be served less than thoroughly cooked must be stored safely. Food is to be protected against any contamination.  
*(Assimilated Regulation EC 852/2004 Annex II Chapter IX Paras 2 and 3)*
3. Customers were being served burgers cooked medium or medium rare if required (i.e. LTTTC). However, no verification measures, including taking the core temperatures of the burgers after cooking, or monitoring the times for which they were being cooked, were being undertaken. Also, the prepared burgers were not of a consistent size, shape or thickness, so that safety controls such as cooking times would not be easy to apply. You must ensure that the specified checks are undertaken so that the food you supply is safe to eat. Food shall not be placed on the market if it is unsafe.  
*(Assimilated Regulation (EC) No. 178/2002 Article 14 and Assimilated Regulation (EC) No. 852/2004 Article 5)*
4. Open containers of herbs/seasonings were stored next to the wash hand basin in the kitchen. This could result in contamination of the food from dirty hand washing water splashes. The food should be stored away from the wash hand basin to remove the risk of contamination. Food is to be protected against any contamination.  
*(Assimilated Regulation EC 852/2004 Annex II Chapter IX Para 3)*
5. Meal toppings/garnishes such as breadcrumbs, seeds, dried fruits etc. were stored in open containers in the kitchen. This practice exposes these toppings/garnishes and other foods in the kitchen to risk of contamination, including allergen contamination. Store the toppings/garnishes in containers with lids. Food is to be protected against any contamination.  
*(Assimilated Regulation EC 852/2004 Annex II Chapter IX Para 3)*
6. The size, layout and design of the kitchen does not provide adequate working space for food preparation to be undertaken hygienically. You must provide additional work surface so that you can handle food safely.  
*(Assimilated Regulation EC 852/2004 Annex II Chapter I Para 2(a))*  
(N.B. a separate food preparation room located in the external storage facility is already part completed for this purpose).

## Structure and Cleanliness

7. The entrance door to the outside food storeroom was kept open, which could allow pests access into the storeroom. Keep the door closed to prevent pest ingress. You must make regular and thorough checks for evidence of pests both inside and outside the premises. Adequate procedures are to be in place to control pests.  
(Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 4)

## Confidence in Management

In my opinion the significant hazards associated with your parts of the operation have not been fully understood and some controls were not in place at the time of the inspection. Significant improvements in implementing some food safety procedures and controls are required. A score of 20 for confidence in management/control procedures has resulted in a food hygiene rating of 1.

8. You did not inform East Cambridgeshire District Council of your intention to serve LTTC beef burgers. Food business operators are required to inform their local authority beforehand and must be able to demonstrate that suitable controls are in place. Ensure that the competent authority always has up to date information on establishments, including by notifying any significant change in activities of an existing establishment.  
(Assimilated Regulation (EC) No. 852/2004 Article 6 (2))
9. You were unable to confirm whether the raw beef mince obtained from your supplier was obtained from an establishment authorised to produce minced meat intended to be used for preparing LTTC burgers. Please confirm that the raw meat establishment is appropriately authorised. The traceability of food shall be established at all stages of production, processing and distribution. Food business operators shall be able to identify any person from whom they have been supplied with a food.  
(Assimilated Regulation (EC) No. 178/2002 Article 18 Paras 1 and 2)
10. Your HUBL online HACCP and food safety management procedures include a procedure entitled "Pink Burgers" for the safe production of LTTC burgers. However, the procedure was not being followed in practice. For example:
  - You did not inform your local authority of this activity
  - A delivery of beef mince was kept at ambient temperature
  - Driver and vehicle cleanliness inspections were not taking place
  - Temperature checks were not being undertaken at all stages in the process from receipt of raw beef mince to cooking and service of the burger to the customer
  - There was a risk of cross contamination from other raw meat items stored next to the burgers in the raw meat refrigerator
  - There was no designated area for the preparation of burgers
  - Cooking times were not being checked or recorded
  - Validation samples are not being regularly sent to a suitable food testing laboratory to confirm that the process is capable of producing LTTC burgers that are safe to eat
  - Customers are not being made aware that LTTC burgers are not suitable for vulnerable groups such as pregnant women, children, people with a weakened immune system and elderly people.

Your documented procedures also require food cooking and reheating temperatures to be monitored and recorded, including for the sous vide cooking of eggs, but records were unavailable to indicate that this had taken place.

You must follow your documented procedures. Food business operators are to ensure that those responsible for the development and maintenance of the procedures have received adequate training in the application of HACCP principles. Food handlers must be supervised, instructed and/or trained and understand the importance of any control or monitoring points identified by your documented procedures for which they are responsible. Please provide evidence of training once completed.

*(Assimilated Regulations (EC) 852/2004 Annex II Chapter XII Para 1 and 2 and Assimilated Regulation (EC) No. 852/2004 Article 5)*

## Recommendations

1. I strongly recommend that you review the Food Standards Agency guidance for food businesses on Less than thoroughly cooked beef burgers. You can find this at: [www.food.gov.uk/business-guidance/introduction-less-than-thoroughly-cooked-beef-burgers-guidance](http://www.food.gov.uk/business-guidance/introduction-less-than-thoroughly-cooked-beef-burgers-guidance)
2. It is best practice to:
  - prepare beef burgers during times when the kitchen is quiet, as it is likely to be cooler and staff are less likely to be distracted by other tasks
  - use separate, designated equipment and surfaces for the preparation of beef burgers to be LTTC
  - remove meat from the fridge only when staff are ready to form the beef burgers. Staff should work on small batches at a time and place finished batches in the fridge before starting on another
  - handle the meat as little as possible, to prevent it from becoming warm. Any equipment used should not be hot, for example after being washed in a dishwasher
  - use a chilled room or a cool area of the kitchen as this will help keep meat cold and if any ingredients are added to the beef burger they should be as cold as possible before being used, e.g., onions.
3. I recommend the use of shallow containers and/or an ice bath to cool foods quickly.