



██████████  
Classic Spice  
4 High Street  
Bottisham  
Cambridge  
CB25 9DQ

*This matter is being dealt with by:*

██████████  
Telephone: 01353 665555  
E-mail: ██████████@eastcambs.gov.uk  
My Ref: 20/00107/MIXED  
Date: 2nd September 2024  
Your ref:

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

Dear ██████████

**Food Safety Act 1990**  
**Food Safety and Hygiene (England) Regulations 2013**  
**Assimilated Regulations (EC) 178/2002 and 852/2004**  
**Re: Classic Spice, 4 High Street, Bottisham, Cambridge, CB25 9DQ.**

I refer to my food hygiene inspection of the above premises carried out on the 28th August 2024 when I spoke with you.

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.

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

A re-visit will take place on 4<sup>th</sup> September 2024 as agreed.

### **Update to Safer Food Better Business**

In February 2024, the Food Standards Agency revised the Safer Food Better Business (SFBB) catering pack. This brought in a number of changes to this food safety management system. If you use the SFBB pack then it is recommended that you review your existing documentation to ensure that it is still current. The pack is free to download from the Agency's website at <https://www.food.gov.uk/business-guidance/safer-food-better-business>. Alternatively, the Council can supply a copy for £17 on collection from the Council Offices or £19 posted. Further details on this can be obtained through our Customer Services Team at the above address or through our website.

If you have gone through and changed pages of the pack, please make sure that your re-train your food handlers in the system and record the training on the training pages.

## Your Food Hygiene Rating

Compliance with food hygiene and safety procedures	15
Compliance with structural requirements	20
Confidence in management/ control procedures	10
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://www.eastcambs.gov.uk/food-safety/food-hygiene-rating-scheme-businesses>.

### **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



Environmental Health Officer (Commercial)

## Food Hygiene Inspection Schedule

### Food Hygiene and Safety

1. Foods including high risk foods stored in the 3-door refrigerated counter unit in the outdoor metal container food store were found to be at ambient temperature. It was not known how long the foods had been stored at ambient temperature in the refrigerated unit. High-risk foods are likely to support the growth of food poisoning bacteria or the formation of toxins and must not be stored above 8°C. The cause of the refrigerator not working was unknown. If the refrigerator is not able to hold high-risk foods at or below 8°C, it must be replaced. (The Food Safety and Hygiene (England) Regulations 2013 Regulation 32 Schedule 4 Para 2 (1))

N.B. The high-risk foods held in the 3-door refrigerated counter unit in the outdoor metal container food store were voluntarily disposed of at the time of the inspection.

2. A tub of KFC chicken spice mix containing allergens was encrusted with the spice mix on the outside of the tub. I was advised that this was for staff use only; however it was stored with ingredients used for the business. Ensure that allergens are kept in sealed containers at all times. You must ensure that controls are in place to prevent risk of contamination of food with allergens. Food is to be protected against any contamination, including allergens. (Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 3)
3. As advised, Dettol no longer complies with the appropriate BS EN standard. There are two officially recognised laboratory standards for assessing the effectiveness of disinfectants against a range of micro-organisms, these are:
  - BS EN 1276
  - BS EN 13697

There are many products available which comply with the BS EN standard. You should ensure that you use a sanitiser that complies with the BS EN Standard for cleaning articles, fittings and equipment with which food comes in direct contact. You should follow the manufacturer's instructions regarding the contact time when using the sanitiser. The contact time is how long a cleaning chemical needs to be left on the item that is being disinfected. This is particularly important since the same food containers are being used to store both raw and ready to eat foods. Ideally use separate containers for storing raw and ready to eat foods to protect food from risk of contamination.

*(Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 3 and Chapter V Para 1(a))*

4. There were two sinks in the kitchen with both of these being used for washing equipment. If you are to use the same sink for washing food and equipment then procedures must be in place to ensure that food is not contaminated. You must also ensure that the sink is adequately cleaned and disinfected in between each use.  
*(Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 3)*
5. At the time of the inspection chilli peppers were not being washed before being added to dishes being prepared. The dirt on vegetables and salad can contain harmful bacteria. Peeling and/or washing fruit and vegetables helps to remove the dirt and bacteria. Salad and vegetable items must be washed thoroughly before being prepared.  
*(Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 3)*

6. Opened packets of food in the freezer and fridges were stored on top of each other. To prevent cross contamination food bags/containers must not be stacked with the underside of one bag/container in contact with open food below it.  
*(Assimilated Regulation (EC) 852/2004 Annex II Chapter IX para 3)*
  7. No hand washing was observed during the visit. There was no wash hand basin so food handlers could not readily clean their hands. If hands are not cleaned, then there is a risk of cross contamination of foods. You must ensure that food handlers wash their hands regularly but in particular after handling raw food such as raw meat. Every person working in a food handling area is to maintain a high degree of personal cleanliness.  
*(Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 3 and Chapter VIII Para 1)*
- NB. As an interim measure, it was agreed that one of the other two large sinks would be designated as a temporary hand washing only sink, until a wash hand basin was installed.
8. Rice and curry sauce were left to cool in deep metal pots at room temperature in the kitchen. This slows down the cooling process and presents ideal conditions for food poisoning bacteria to grow. Hot food which is to be cooled before storage or sale must be cooled as quickly as possible before being placed in the refrigerator.  
*(Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 6)*
  9. A opened packet of paneer cheese was stored in a refrigerator in the outdoor storage facility. Some foods stored in the refrigerator were date labelled, but the paneer had no label to indicate when it was opened or when it had to be used by. It is important that you follow the manufacturer's instructions with regards to shelf life of foods, as this will ensure that the food is safe to consume. According to the label, the paneer must be used within 2 days of opening. Extending the shelf life poses a risk of pathogenic bacteria multiplying to harmful levels which can cause food poisoning. You must follow the manufacturer's instructions detailed on the packaging.  
*(Assimilated Regulation (EC) 852/2004 Annex II Chapter IX Para 3)*
  10. Foods for staff members personal use (KFC spice mix) was stored amongst food for the business in the kitchen. You must ensure that any food that is for personal use is marked "not for sale" or that an area is marked "personal" or similar wording to identify the use of the food to distinguish it from food for the business. The same applies for any other personal food stored on the premises.  
*(The Food Safety and Hygiene (England) Regulations 2013 Regulation 3)*

#### Structure and Cleanliness

11. There was no wash hand basin in the kitchen. You must provide a wash hand basin in the kitchen with adequate supplies of hot and cold, or appropriately mixed, running water. Properly connect the wash hand basin to the drainage system and ensure that everyone understands that it is for hand washing only.  
*(Assimilated Regulation (EC) 852/2004 Annex II Chapter I Para 4)*
12. A significant number of ceramic wall tiles in the kitchen were broken, cracked and/or missing. Some had been painted and the paint was flaking off. Repair/replace the tiles. Wall surfaces are to be maintained in a sound condition and be easy to clean and, where necessary, to disinfect.  
*(Assimilated Regulation (EC) No 852/2004 Annex II Chapter II Para 1(b))*

13. The window frames in the kitchen were dirty and damaged with paint flaking off them. Rub down and seal or paint the window frames so that they can be easily cleaned. Food premises are to be kept clean and maintained in good repair and condition.  
*(Assimilated Regulation (EC) No 852/2004 Annex II Chapter I Para 1)*
14. Washed food containers used for storing both raw and ready to eat foods were not clean and were greasy and stained. Clean and disinfect the food containers and maintain them in a clean condition. Dispose of containers which can no longer be effectively cleaned or are damaged. All articles, fittings and equipment with which food comes into contact are to be effectively cleaned and, where necessary, disinfected. Cleaning and disinfection are to take place at a frequency sufficient to avoid any risk of contamination.  
*(Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a))*
15. The sinks are used for washing equipment that has been used when preparing both raw and ready-to-eat foods. To ensure thorough cleaning and disinfection of all equipment, wash the ready-to-eat equipment first. Wash the equipment that has been used with raw food (e.g. the red chopping board, raw food containers, etc.) last. Keep sponges/scourers used to clean raw food containers separate from those used to clean containers that have held ready to eat foods.  
*(Assimilated Regulation (EC) 852/2004 Annex II Chapter V Para 1(a))*
16. The standard of cleaning in the kitchen, food storage areas and bar area was generally poor. A thorough deep clean and disinfection of the kitchen is required. Pay particular attention to the following areas:
- Wall surfaces
  - Floor coverings, especially beneath and behind equipment and in the bar area
  - Doors and woodwork
  - Window frames and the ventilation panel in the window in the kitchen
  - The outdoor food stores
  - Touch point such as fridge handles, switches, etc.
  - Inside fridges and freezers
- All areas must be maintained in a clean condition.  
*(Assimilated Regulation (EC) 852/2004 Annex II Chapter I Para 1)*
17. There were numerous non-business-related items and unused equipment being stored in the premises. You must remove all items that are not used in relation to the food business operation. This will improve access for cleaning, make space for other essential items and make it easier to check for signs of pests.  
*(Assimilated Regulation (EC) 852/2004 Annex II Chapter I Para 1)*

#### Confidence in Management

18. I understand that the food business may now be under new ownership. Please confirm who is the current food business operator for the business. You must ensure that the council always has up to date information on establishments, including by notifying any significant changes in activities and any closure of an existing establishment.  
*(Assimilated Regulation (EC) No 852/2004 Article 6 Paras 1 and 2)*
19. You are using Safer Food Better Business as your food safety management system; however the opening and closing checks, the daily diary sheets and 4 weekly reviews were not being completed. Completion of the diary sheets lapsed on 31.7.24. In order to achieve compliance with the Food Safety Management requirement you must correctly complete and implement the Safer Food Better Business pack, including the opening and closing

checks, the daily diary sheets and the 4 weekly reviews.  
(Assimilated Regulation (EC) 852/2004 Article 5 Paras 2 & 4)

20. It was apparent from discussions during my inspection that the level of food hygiene awareness amongst the staff was inadequate on certain important food safety matters related to their work responsibilities. In particular:

- Ensuring that high risk foods were being stored at or below 8°C
- Chilli peppers were not being washed before use
- The risk of contamination from foods containing allergens
- The need to wash hands regularly
- The need to cool hot, high-risk foods quickly
- Keeping adequate records such as the daily diary sheets, 4 weekly reviews and any follow-up action taken.
- The unsatisfactory standards of cleaning of structure and equipment

You must ensure that all food handlers engaged in your food business are supervised and instructed and/or trained in food hygiene matters commensurate with their work activity. Training should be recorded in the training record section of your Safer Food, Better Business food safety management system.

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

## Recommendations

1. Rapid cooling of cooked foods can be achieved by reducing the portion size, either by cutting food into smaller pieces or by decanting into several smaller shallow containers. You could also cool liquids quickly by placing the container in a water or ice bath and stirring the liquid to bring the temperature down.
2. I recommend that you monitor the temperatures of foods stored in the fridge (or a food simulant such as a pot of water or block of lard), since this is more accurate than monitoring the air temperature.
3. As part of your food safety management system based on HACCP principles, food business operators who handle raw and ready to eat food must take all necessary steps to protect food from the risk of contamination, including E.coli O157. You are advised to follow the Food Standards Agency E.coli O157 Control of Cross-Contamination Guidance for food business operators and enforcement authorities and the Q&A Food Standards Agency Guidance: Controlling the risk of cross-contamination from *E.coli* O157. You will find this at:  
[www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance](http://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance)
4. I recommend that food handlers undertake the free allergen training on the Food Standards Agency website: [www.food.gov.uk/business-guidance/online-food-safety-training](http://www.food.gov.uk/business-guidance/online-food-safety-training)