



[REDACTED]
The Colombo Edition Hotels
The Swan
1 Sandhill
Littleport
Ely
Cambridgeshire
CB6 1NT

This matter is being dealt with by

[REDACTED]
Email [REDACTED]@eastcambs.gov.uk
Phone 01353 665555
My ref 23/00002/MIXED
Your ref
Date 6th May 2025

If you require this letter in large
format, please email
ContactUs@eastcambs.gov.uk.

Dear [REDACTED]

Food Safety Act 1990
Food Safety and Hygiene (England) Regulations 2013
Assimilated Regulations (EC) 178/2002 and 852/2004
Re: The Colombo Edition Hotels, The Swan, 1 Sandhill, Littleport, Ely.

I refer to the food hygiene inspection of the above premises carried out on the 30th April 2025 by myself and [REDACTED], Senior Environmental Health Officer. We spoke with [REDACTED] and [REDACTED], and with you and [REDACTED], on the telephone. At the time of the visit, the premises was voluntarily closed due to an active, widespread and uncontrolled mouse infestation. A Voluntary Closure Agreement Ref No. RPG/300425/VCA/TSI was implemented.

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 pest control, cleaning 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 7 days. A re-visit will take place by appointment.

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.


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 £18 on collection from the Council Offices or £20 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	20
Compliance with structural requirements	25
Confidence in management/ control procedures	30
Food hygiene rating	0
	

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
Total score	0					80
Level of compliance	High					Low

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 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 £170 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 [REDACTED], Waste and Environmental Services Manager, 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.

Yours sincerely

[REDACTED]
[REDACTED]
Environmental Health Officer (Commercial)

Food Hygiene Inspection Schedule

Food Hygiene and Safety

1. Foods and their packaging stored in the dry storage area (particularly in the disused walk-in chiller) were found to be contaminated with mouse droppings. Dispose of the foods in the dry store that have, or may have, become contaminated with mouse droppings due to the mouse infestation in the premises. Food shall not be placed on the market if it is unsafe.
(Assimilated Regulation (EC) No 178/2002 Article 14)
2. There was no hand drying material at the wash hand basin in the kitchen. Raw and ready to eat foods were handled by the food handler in the kitchen, but no hand drying material was available for drying hands.
No hand soap or hand drying material was available at the wash hand basin in the vacuum packing area of the kitchen.
Handling both raw and ready to eat foods without thorough hand cleaning and drying may lead to contamination of hands, food and equipment with potentially harmful bacteria. Washbasins for cleaning hands are to be provided with materials for cleaning and drying hands.
(Assimilated Regulation (EC) 852/2004 Annex II Chapter I Para 4 and Chapter IX Para 3)
3. The bottle of antibacterial spray stored behind the microwave oven was empty, therefore equipment, work surfaces and touch points were not being adequately cleaned and disinfected. Obtain a supply of disinfectant or antibacterial spray immediately and use it according to the manufacturer's instructions. All articles, fittings and equipment with which food comes into contact are to be effectively cleaned and, where necessary, disinfected.
(Assimilated Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a))
4. A roll of disposable blue paper towel was stored on a chopping board and the board was not clean. Handling paper towel can lead to contamination of food, hands and equipment. The blue roll must be stored and handled hygienically (e.g. keep it in a dispenser).
(Assimilated Regulation (EC) 852/2004 Annex II Chapter IX Para 3)
5. Three chopping boards that were in use for preparing raw meat, ready to eat foods and unwashed vegetables, located on a preparation surface in the kitchen, were in direct contact with each other. This may lead to the contamination of ready to eat food and equipment with any potentially harmful bacteria that may be present from the raw/unwashed foods. Separate the boards and ideally prepare raw foods in a separate area to ready to eat foods. Food is to be protected against any contamination.
(Assimilated Regulation (EC) 852/2004 Annex II Chapter IX Para 3)
6. At the time of the inspection some of the plastic food utensil handles were found to be badly damaged such that pieces could break off and contaminate food and they cannot be adequately cleaned. Utensils in poor condition must be disposed of to minimize any risk of contamination of food.
(Assimilated Regulation (EC) 852/2004 Annex II Chapter V Para 1(b) and (c))
7. A pack of ready to eat pomegranate had exceeded its use by date (29th April 2025). After the use by date a food shall be deemed to be unsafe. Stock must be checked daily and any out of date or unfit food must be disposed of.
(Assimilated Regulation (EC) 1169/2011 Article 24 (1) and Assimilated Regulation (EC) 178/2002 Article 14)

8. Some foods in the freezer, including beef and chicken burgers, were found to be loosely packaged in clear plastic bags and without any labelling or information, including allergen information. You must ensure that all food you purchase and store is adequately labelled to facilitate its traceability and so that you can provide allergen information to customers.
(Assimilated Regulation (EC) 178/2002 Article 18 and Assimilated Regulation (EC) 1169/2011 Article 44 and Food Information Regulations 2014 Regulation 5)

Structure and Cleanliness

9. There was an active, widespread and uncontrolled mouse infestation in the premises. Mouse droppings were noted in numerous places including in food and on food packaging, on surfaces (behind the microwave oven), in the dry storage area (including on electrical wall trunking), behind equipment and in the boiler room. Appropriate treatment methods must be used to eliminate these pests and to bring the infestation under control. Adequate procedures are to be in place to control pests.
(Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 4)
10. Food preparation, storage and service equipment was found to be/is likely to have become contaminated by mice urine/faeces, due to the active and widespread infestation found. Also, many items of equipment in the kitchen, for example, the microwave ceiling, ovens, fryers, griddle etc. were filthy and greasy.
Thoroughly clean and disinfect all items of equipment in the kitchen. 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.
(Assimilated Regulation (EC) No 852/2004 Annex II Chapter V Para 1)
11. Mouse droppings were noted in numerous areas in the kitchen, as detailed above. Also, the standard of cleaning to the structure of the whole kitchen and bar area was generally poor, with build ups of grease, food debris and cobwebs present.
Thoroughly deep clean and disinfect these areas and other areas which are likely to have become contaminated. Clean hard to reach places especially behind equipment in the kitchen where mouse droppings, grease, cobwebs and food debris has accumulated. 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)
12. All gaps and holes throughout the premises (e.g. around pipes, between wall tiles, under and behind skirting boards, on the walls, where the ceiling meets the walls, etc.) must be filled or covered with a solid, durable material in order to minimise pest entry points into food preparation and storage areas.
The layout, design, construction, siting and size of food premises are to permit good food hygiene practices, including protection against contamination and, in particular, pest control.
(Assimilated Regulation (EC) No 852/2004 Annex II Chapter I Para 2 (c))

Confidence in Management

Your business has been rated 30 for confidence in management/control procedures. The confidence in management score is based mainly on your food safety management system and food handler's training, supervision and instruction. Furthermore, the confidence in management score is also based on whether the hazards have been identified and appropriate controls are in place. In my opinion the significant hazards associated with your operation have not been fully understood and controls were not in place at the time of the

inspection. Significant improvements in food safety procedures and implementation of controls are required.

13. A Safer Food, Better Business food safety management system was stored on the microwave oven in the kitchen. However the system does not appear to be being used correctly as:
- The completion of the diary sheets lapsed at the end of March/early April 2025 and so opening and closing checks were not being completed
 - Safe methods were not being followed, as detailed throughout this letter
 - There were no safe methods for vacuum packing and sous vide cooking (this matter is outstanding from the previous inspection on 24.10.24)

In order to achieve compliance with the Food Safety Management requirement you must correctly complete and implement the 'Safer Food Better Business' pack.

(Assimilated Regulation (EC) 852/2004 Article 5)

14. It was apparent from discussions during my inspection that the level of food hygiene awareness amongst staff members was inadequate on certain important food safety matters related to their work responsibilities. In particular: -
- The requirement for regular cleaning and drying of hands when preparing food
 - The risks of cross contamination when handling raw and ready to eat foods
 - The hazards and risks associated with pests in a food business
 - Inadequate cleaning and disinfection procedures
 - Taking appropriate action when problems such as evidence of mice in a kitchen are found, i.e. escalating concerns to management and recording corrective actions taken.

Staff were not being adequately supervised. Food handlers should be trained in the safe methods contained in the Safer Food, Better Business pack, which is different to generic level 2 food hygiene training. You must ensure that all food handlers engaged in your food business are supervised, instructed and/or trained in food hygiene matters to a level appropriate to their work activity.

(Assimilated Regulation (EC) 852/2004 Annex II Chapter XII Para 1)

Recommendations

1. I strongly recommend that you arrange for a survey of the premises to identify where and how pests are obtaining access, so that adequate and effective proofing can be put in place in all buildings.
2. I recommend that you draw up a cleaning schedule for the premises. A cleaning schedule should specify the areas and equipment that must be cleaned, the method of cleaning, how frequently this needs to be undertaken and the products to be used. An example of a cleaning schedule can be found in the SFBB pack.