



[REDACTED]  
Bamboo Garden  
4 Church Street  
Isleham  
Ely  
Cambridgeshire  
CB7 5RX

This matter is being dealt with by

Email [REDACTED]@eastcambs.gov.uk  
Phone 01353 665555  
My ref 20/00046/MIXED  
Your ref  
Date 29<sup>th</sup> August 2025

If you require this letter in large  
format, please email  
[ContactUs@eastcambs.gov.uk](mailto: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: Bamboo Garden, 4 Church Street, Isleham, Ely, Cambridgeshire.**

I refer to my food hygiene inspection of the above premises carried out on the 28<sup>th</sup> August 2025.  
A number of photographs were taken at the visit.

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, 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 **9<sup>th</sup> September at 1630** when it is expected that all legal requirements requiring immediate attention will have been attended to. Subsequent revisit(s) may be required.

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

#### **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	10
Compliance with structural requirements	15
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 of your hygiene standards 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 £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], 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

[REDACTED]  
Environmental Health Officer (Commercial)



## Food Hygiene Inspection Schedule

### Food Hygiene and Safety

1. The following issues were noted that may cause contamination or cross contamination:
  - Food handlers were using the same coloured board to prepare ready to eat salad (cucumber and spring onion) and raw vegetables.
  - The use of worn, scored and in some cases mouldy chopping boards.
  - Use of a damaged metal sieve, metal pieces can break off and may cause injury to customers.
  - Use of cracked plastic containers and lids to store food.
  - Use of a cracked red colander to cover and drain food, you had tried to repair it with green string, which is not cleanable.
  - Use of dirty food containers and lids to store food.
  - Food in the freezer and some cooked foods in the kitchen were being stored in supermarket carrier bags.

Food must be protected against any contamination. Ensure controls are put in place to reduce the risk of contamination and cross contamination. These must include:

- Use of colour coded chopping boards appropriately for the preparation of different foods, for example red for raw meat, yellow for cooked, brown for vegetables, green for salad etc.
- Replacing all damaged chopping boards.
- Ensure that equipment is cleanable and in good repair and condition, if not replace it as necessary.
- Ensure foods are properly covered or wrapped or stored in clean, lidded, washable containers.
- Store food in food safe containers that are capable of being readily cleansed or be single use only such as food grade freezer bags, cling film, foil or greaseproof paper.

*(Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 3).*

2. Some of the cloths and scourers were in a dirty and damaged condition and liable to cause risk of contamination. Replace with new cleaning cloths, brushes, sponges and scourers. *(Assimilated Regulation (EC) No. 852/2004 Annex II, Chap. V, Para 1(a)).*
3. Numerous foods were left out of refrigeration including numerous cooked meats, rice, prawns, vegetables and chicken balls etc. Minimise the time that food is stored at room temperatures. Ensure deliveries are put away as soon as possible. Any cooked foods should be cooled as quickly as possible (within 2 hours) and stored in a refrigerator at or below 8°C prior to being re-heated for sale. *(Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 3).*
4. I was informed that some foods were for staff use. As discussed, current legislation operates on the presumption that any food found on the premises is deemed for business use unless the food business operator can demonstrate otherwise. *(The Food Safety and Hygiene (England) Regulations 2013, Regulation 3).* You should therefore store any food for staff in a manner to ensure it can be easily distinguished from any food for the business.

### Structure and Cleanliness

5. A food premises must be kept clean and maintained in good repair and condition. The standard of cleaning was unsatisfactory and must be improved. The following areas were dirty at the time of my

visit:-

- Hard to reach areas such as the floor underneath and behind equipment, floor/wall junctions throughout, underneath cooking equipment.
- The Chinese water-cooled cooker including cooking area, splash back, shelves and pipework underneath.
- Hand contact surfaces such as taps, handles, switches, plugs, edge of doors, refrigerators, etc.
- Surfaces and handles/buttons on cooking equipment.
- The wash hand basin.
- Shelving in the kitchen and the legs and feet of equipment, including the wooden shelving unit containing the rice cooker.
- The entire floor area, underneath and behind equipment in the lean-to shed storerooms and bathroom.
- Internal waste bins.
- The metal plate above the deep fat fryers.
- The kitchen ventilation canopy and extraction unit. Grease was dripping on the flue outside.
- The swing doors from the kitchen to the servery. These also need repainting.

Thoroughly clean the above-mentioned areas/items immediately and maintain them in a clean condition. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter I Para 1*).

6. The following equipment was dirty and greasy/grimy at the visit:

- Food storage containers and lids.
- Inside and on equipment such as the refrigerators, and freezers, including their seals.
- The worktop mounted can opener.
- The probe thermometer.
- The probe wipes and bottles of cleaning chemicals.
- The microwaves.
- Tubs containing food ingredients.

Thoroughly clean the above mentioned items immediately and maintain them in a clean condition. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a)*).

7. There were some mouse droppings on the floor of the middle storage shed and on the floor of the bathroom. As the area was not clean and the amount of stored equipment it was difficult to establish if there were more.

Thoroughly clean the floor, especially underneath shelving and equipment, in the storage sheds and bathroom and maintain in a clean condition. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter I Para 1*).

Once these areas are clean you must establish whether the mouse activity is ongoing, for example, by looking for fresh droppings and gnawed items etc. If activity is evident then you must ensure that immediate and appropriate actions are taken by you in order to adequately control pests at the premises. This will include establishing the extent of the infestation, application of appropriate treatment methods to eliminate pests and pest proofing (see below). (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 4*).

You must also ensure that foods and food contact equipment are not subject to contamination by pests. Vulnerable foods must be moved into the main kitchen or stored in rigid pest proof containers. Food contact equipment must be thoroughly cleaned and disinfected prior to use. If contaminated items are not readily cleansable then they must be disposed of. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 2*).



8. There were several places that pests could access the premises. The rear kitchen door into the lean to was left open throughout the inspection. There were gaps around the base of the doors and into the sheds. Any gaps and holes to external structures such as doors, pipes, drains etc. must be filled or covered with a solid, durable material in order to minimise pest entry points into food preparation and storage areas. You must ensure that these issues are addressed and the rear kitchen door is kept closed. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 4*).
9. There were numerous non-business related items and unused equipment being stored in the rear yard, outside the lean to. You must remove all items that are no longer required and reorganise the remaining items to allow cleaning and prevent harborage for pests. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter I Para 1*).
10. The sealant between the double bowl sink unit and wall and in the draining area is worn, dirty and mouldy. Provide an impervious, non-absorbent, washable and smooth mastic seal. Ensure the areas are capable of being kept clean. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter II Para. 1(b)*).
11. The kitchen ceiling was discoloured and there were several places where the painted surface was damaged and/or mould was evident. Such areas cannot be adequately cleaned or disinfected. Clean and repair these areas of ceiling covering, redecorate and leave in a sound easy to clean condition. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter I Para. 2(b)*).
12. Some of the chest freezer lids and handles were damaged and cannot be adequately cleaned or disinfected. Repair/renew such items and leave in a sound easy to clean condition. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter II Para. 2(f)*).

## Confidence in Management

13. Under Article 5 of Regulation (EC) No 852/2004 you are required to put in place, implement and maintain a written procedure illustrating that you are controlling the food hazards in your business.

It was noted that you are using the Food Standards Agency's Safer Food – Better Business (SFBB) pack for caterers which you have filled out in Mandarin and the diary was being kept up to date along with daily fridge and freezer records.

However, the following was noted in relation to your system:

- You were not following some of your safe methods, particularly regarding contamination, cleaning and pest control etc, see above. Some of these matters have been raised previously.
- The suppliers list needs to be updated.
- The cleaning schedule or equivalent needs to be completed and followed considering the poor cleaning standards at the premises.
- The training records had not been completed.

Ensure the pack is fully completed and kept up to date and the procedures and control measures detailed within the pack are implemented at the premises. (*Assimilated Regulation (EC) No 852/2004 Article 5*).

Ensure you and your staff are suitably trained on the system, particularly in relation to cross contamination, cleaning and temperature control issues, and are applying the procedures. Record this training in the training section of the SFBB pack. (*Assimilated Regulation (EC) 852/2004 Article 5 and Annex II Chapter XII Para 1*).

The pack and further information are available at <https://www.food.gov.uk/business-industry/caterers/sfbb/sfbbcaterers>

14. I note it is four years ago since you completed food hygiene training. Due to the issues found at the

inspection it was apparent that your level of food hygiene awareness was inadequate and that there is a need for you and your staff to be appropriately trained. The law requires that all food handlers are supervised, instructed and/or trained in food hygiene matters as necessary, bearing in mind the type of work which they do. (*Assimilated Regulation (EC) No. 852/2004, Annex II, Chap. XII, Para 1*). It is recommended that you complete a food hygiene training course. Staff should at least be instructed and have an appreciation of the importance of any control or monitoring points identified by the Safer Food Better Business (SFBB) system for which they are responsible.

15. Although not discussed, you need to provide allergen information for all of the foods prepared and any drinks served. For more information I refer you to [www.food.gov.uk/business-industry/allergy-guide/allergen-resources](http://www.food.gov.uk/business-industry/allergy-guide/allergen-resources). The allergen information can be provided verbally, or you can complete/update the Food Standards Agency matrix to be able to give customers accurate, consistent and verifiable information about the allergens present in the foods. (*Regulation (EU) No 1169/2011 Article 44, Article 9 (1)(c) and Food Information Regulations 2014 Regulation 5*).

## Recommendations

16. While it was noted that you have a probe thermometer at the premises, it was evident that it was not used regularly. You are reminded that your probe thermometer can be used for checking cooking and reheating temperatures (75°C or above (or equivalent time/temperature combination)), and hot holding temperatures, for example food stored in the rice cooker or Bain Marie, (63°C or above). You should ensure that regular temperature monitoring is undertaken. It is recommended these checks are recorded in the SFBB diary.
17. Please note that probe thermometers should be checked regularly for accuracy. As a helpful reference in doing your own checks; pure water and ice mixture should measure between -1°C to +1°C, and pure boiling water should measure between 99°C and 101°C. If your thermometer appears not to be working correctly it should be replaced or sent for service. For further advice refer to the manufacturer's instructions.
18. It is recommended that you set up a contract with a reputable pest control company to treat for pests but also to offer further advice on pest proofing the premises. Additionally it is recommended that you use a powerful torch to check all areas of the premises daily including floor edges, behind equipment and in hard to reach areas both checking for signs of pests and the standard of cleaning. It is recommended that you record these checks in your SFBB diary.