



[REDACTED]
The Kingfisher Cafe
Kingfishers Bridge Nature Reserve
Stretham Road
Wicken
Cambridgeshire

This matter is being dealt with by

Email [REDACTED]@eastcambs.gov.uk
Phone 01353 665555
My ref 25/00088/MIXED
Your ref
Date 8th August 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 Kingfisher Cafe, Kingfishers Bridge Nature Reserve, Stretham Road, Wicken,
Cambridgeshire.**

I refer to my food hygiene inspection of the above premises carried out on the 7th August 2025 when I spoke with [REDACTED].

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.

Your business has been rated 20 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.

A re-visit will take place on approximately 5th September 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.

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
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.

Yours sincerely

[REDACTED]
Senior EHO (Commercial)

Food Hygiene Inspection Schedule

Food Hygiene and Safety

1. You must make sure that all display fridges and freezers are maintaining the appropriate temperatures so that high risks chilled foods are always stored at or below 8°C and high-risk frozen foods are stored at or below -18°C. This must be checked every day so that you know that the chilled high-risk foods you are selling meet food safety and legal requirements. Ideally, this would be done before you start to sell them. I was told that the fridge temperatures are only checked once every two days and that the freezer temperatures are only checked once each week. I found high risk cakes displayed in the chilled front counter with between-pack temperatures of 13.6°C and 14.5°C and high-risk cakes displayed on the top shelf of the chilled cake display fridge with a between-pack temperature of 10.8°C. You should also check the accuracy of the display fridge reading using an independent temperature probe.

(Assimilated Regulation (EC) 852/2004 Article 4(2) Annex II Chapter IX (5))

2. In the dry store fridge various fruit and vegetables were being stored. Raw vegetables grown in, or directly on soil, have been found to contain e.coli and other food poisoning bacteria. The vegetables grown in or on the soli, such as carrots and cabbage should be stored below food considered ready to eat such as salad and tomatoes.

Assimilated Regulation (EC) 852/2004 Annex II, Chapter IX, para 2

3. Food was being stored in the fridges and freezers with no indication of when they were made, or the shelf life given. You must make a conscious decision on how long the food can safely remain in the fridge, or freezer and ensure the foods are suitably dated and labelled.

Assimilated Regulation (EC) 852/2004 Annex II, Chapter IX, para 3

Structure and Cleanliness

4. The dry store was being used as a general store for non-food items. The dry store must be treated as a food room and therefore only food items and directly relate items should be stored in there. The dry store should be cleared of extraneous items that may be a source of contamination.

Assimilated Regulation (EC)852 2004 Annex II Chapter 1 para 1

5. The walls of the dry store and in the kitchen are a rough chipboard construction. This surface cannot be easily cleaned. All bare wood surfaces should be painted, or otherwise covered, to provided surfaces that are smooth, impervious, and capable of being easy to clean.

Assimilated Regulation (EC)852 2004 Annex II Chapter 1 para 2

6. Although two sanitisers was available, both had a scent. Ensure that an adequate supply of suitable disinfectant is available for disinfecting articles, fittings and equipment with which food comes in direct contact.

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

7. There are two recognised British Standards for disinfectants, these are BS EN 1276 and BS EN 13697. There are many products which comply with these standards. You must ensure that you use a sanitiser/disinfectant that complies with the BS EN Standard.

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

8. At the time of the inspection numerous flies were observed in the café. Food business operators must take all reasonable precautions to prevent food pests, such as flying insects gaining entry into food storage and preparation areas. This is to prevent the contamination of foodstuffs. As discussed, you must put in place adequate procedures to control flies.
Assimilated Regulation (EC) No 852/2004 Annex II Chapter II Para 1(d) and Annex II Chapter IX Para 4

It was noted that the male member of staff produced an electronic bug zapper racket and used this against the wasps, although this had little effect. This demonstrates that you are already aware of the risks from flying insects and have not taken adequate measures to protect the food.

9. The electronic fly killer should be suitably mounted in the kitchen but not positioned above a food preparation area in the kitchen
Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 3

Confidence in Management

10. No food hygiene training certificates or food allergen training certificates were available. All staff must be trained or suitably supervised, and evidence of any training recorded.
Assimilated Regulation (EC) 852/2004 Annex II, Chapter XII, para 1
11. Food business operators shall put in place, implement and maintain a permanent procedure or procedures based on the HACCP principles.

The HACCP principles consist of the following:-

- a) identifying any hazards that must be prevented, eliminated or reduced to acceptable levels.
- b) Identifying the critical control points at the step(s) which control is essential to prevent or eliminate a hazard or to reduce it to acceptable levels.
- c) Establishing critical limits at critical control points which separate acceptability from unacceptability for the prevention, elimination or reduction of identified hazards.
- d) Establishing and implementing effective monitoring procedures at critical control points.
- e) Establishing corrective actions when monitoring indicates that a critical control point is not under control.
- f) Establishing procedures, which shall be carried out regularly, to verify that the measures outlined in paragraphs (a) to (e) above are working effectively.
- g) Establishing documents and records to demonstrate the effective application of the measures outlined in paragraphs (a) to (f).

Assimilated Regulation (EC) 852/2004 Article 5 Para 1 and 2

At the time of the inspection, you appeared to infer that a Safer Food Business pack was the food safety management system, but it was not available. The pack must be completed and be on site to ensure that you have a documented Food Safety Management System in place.

Recommendations

12. The chest freezer held a lot of small stock items with some unlabelled. It is good practice to go through the freezer on a regular basis to ensure that old stock is rotated or disposed of.
13. Whilst a large fridge has been installed in the dry store it was already full. A fridge works effectively when the air can circulate. Overloading any fridge or freezer will cause the unit to

work harder and slow the cooling of warmer foods. It should be ensured that the fridges and freezers are not overloaded.