



Roy's Gluten Free Bakehouse
Unit 23
Black Bank Business Centre
Black Bank Road
Little Downham
Ely Cambridgeshire
CB6 2UA

This matter is being dealt with by

Email [REDACTED]@eastcambs.gov.uk
Phone 01353 665555
My ref 24/00043/MIXED
Your ref
Date 7th May 2026

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: Roy's Gluten Free Bakehouse, Unit 23, Black Bank Business Centre, Black Bank Road,
Little Downham.**

I refer to my food hygiene inspection of the above premises carried out on the 6th May 2026.

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 in approximately 4 weeks when it is expected that all legal requirements requiring immediate action 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	10
Compliance with structural requirements	10
Confidence in management/ control procedures	10
Food hygiene rating	3
	

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 £174 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.

Yours sincerely


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:

- A cardboard raw egg tray was placed on top of the film used to package ready to eat foods.
- Using damaged metal scourers for washing up.
- Storing food, such as beans, in open cans.
- Use of the probe without first disinfecting it. You said you would use a serviette.
- Cooling food on racks next to the open rear door.

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

- Ensure that raw food equipment and waste is stored separately from ready-to-eat foods/food equipment.
- Ensure that any defective equipment is replaced to minimise any risk of contamination of food or food contact equipment.
- Ensure food is stored in suitable food grade containers.
- Ensure the probe is cleaned before use, it is recommended probe wipes are used.
- Ensure food is suitably protected from contamination during cooling. For example, it is recommended that the door is screened.

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

2. The air temperature of fridge 2 was 11.1°C and fridge 3 was 9.3°C, both were used to store high-risk foods for business use. Take steps to ensure that the refrigerators operate at a temperature that will keep high-risk foods at or below 8°C. *(The Food Safety and Hygiene (England) Regulations 2013 Regulation 32 Schedule 4 Para 2 (1)).*
3. Several opened bottles of Heinz ketchup were stored on tables in the café area at room temperature. The manufacturers instruction state 'once open keep refrigerated'. Once opened ensure these foods are kept in the fridge at 8°C or below. *(The Food Safety and Hygiene (England) Regulations 2013 Regulation 32 Schedule 4 Para 2 (1)).*
4. There was a mouldy lemon in a fridge. I also found two packets of red onions with a use by of 17 March, and homemade vegetable mixes that appeared to be out of date, but you informed me they were being defrosted in the fridge but hadn't been relabelled. Also, other foods were not labelled when they were opened or prepared, for example grated cheese, cured meats etc.

Stock must be checked daily and any out of date or unfit food must be disposed of. *(Assimilated Regulation (EC) No 852/2004 Article 5 and Annex II Chapter IX Para 3).* You should follow the manufacturer's instructions on the shelf life of food. In the absence of these it is recommended that a 3 day shelf life is used for foods removed from their original packaging and for home produced foods. It is recommended that appropriate dates are applied to any home produced, decanted or opened foods and a date coding system is fully implemented at the premises.

5. I was informed that a probe thermometer is used to monitor the temperatures of cooked/reheated foods. However, you informed me you would check for a cooking temperature of 69°C. Thorough cooking/reheating is critical to ensuring food safety and, as discussed, you must put into place monitoring arrangements to ensure food is cooked and/or reheated thoroughly. (*Assimilated Regulation (EC) No 852/2004, Article 5*).

To comply it is recommended that the probe thermometer is used to check cooking or reheating temperatures which should be 75°C or above (or equivalent). Probe thermometers can also be used to check hot holding (63°C or above) and used in the refrigerators and freezers. (*Assimilated Regulation (EC) No 852/2004 Article 5 and The Food Safety and Hygiene (England) Regulations 2013, Schedule 4*). It is recommended that you keep records of these checks.

Structure and Cleanliness

6. There was no disinfectant, sanitiser or antibacterial spray on the premises therefore equipment, work surfaces and touch points were not being disinfected. All surfaces/equipment which come into contact with high-risk foods must be disinfected. You must purchase a supply of foodsafe disinfectant or antibacterial spray as a matter of urgency and use it safely and appropriately.

There are two recognised British Standards for disinfectants, these are BS EN 1276 and BS EN 13697. 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)*).

7. The following areas/items were dirty:
- Hard to reach areas such as underneath and behind equipment, particularly under cooking equipment, refrigerators and freezers, the sinks and floor/wall junctions and skirting throughout the premises.
 - Hand contact surfaces such as handles, taps, edges of doors, refrigerator and freezer doors/handles etc.
 - Inside refrigerators and freezers.
 - Kitchen waste bins.
 - The wash hand basin.
 - The draining area next to the washing up sink.
 - The shelving underneath the sinks.
 - The fryers and surrounding area.
 - Some of the tubs and lids used to store food were dirty.

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 and Chapter V Para 1(a)*).

8. Numerous fruit flies were evident in the dry store/draining area next to the sink. You hadn't noticed the flies. You must take steps to control flying insects at the premises to prevent food and food equipment contamination. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para. 4*). The rear door was opened but not screened, it is recommended that the door is suitably screened, see also item 1.
9. The wash hand basin was slow draining and water backed up in the basin. Repair or replace the basin ensuring it is in good working order. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter I Para. 8*).

10. Mould was evident on the containers used to store clean equipment in the draining area. Remove the mouldy tubs and replace as necessary. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter II Para. 2*).
11. The painted floor covering in front of the refrigerators was damaged. Repair or renew the floor covering in this area and leave the area in a sound easy to clean condition. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter II Para 1(a)*).
12. The paint at the wall/ceiling junction was damaged and cracked and may result in food contamination. Carry out works to remove any loose paint and redecorate, leaving the area in a sound condition. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter II Para 1(b) and (c)*).
13. I note that you now have two deep fat fryers, as well as existing cooking equipment, and that you are now also cooking breakfasts. There is no mechanical ventilation at the premises, which is resulting in grease building up on surfaces and equipment. You must ensure there is suitable and sufficient natural or mechanical ventilation at the premises to remove excessive heat, steam and odours. (*Assimilated Regulation (EC) 852/2004 Annex II Chapter I Para 5*).

Confidence in Management

14. At the time of the inspection your Safer Food Better Business pack was at home and not on the premises. Therefore, I was unable to assess compliance with this requirement. However, I note that you have had the Safer Food Better Business pack for Caterers as your Food Safety Management System at previous visits.

The completed Safer Food Better Business pack and up to date diary and monitoring sheets must be on site and available for inspection during opening hours. (*Assimilated (Regulation (EC) 852/2004 Article 5*).

If you have not already done so then ensure the pack is fully completed and the procedures and control measures detailed within the pack are implemented at the premises. (*Assimilated Regulation (EC) 852/2004 Article 5 and Annex II Chapter XII Para 1*). You may wish to email to show sections of the completed pack, and this requirement will be checked at the revisit to the premises.

15. You must provide accurate allergen information for customers. I noted that several prepacked for direct sale foods did not include a label. Any business that produces prepacked for direct sale (PPDS) food is required to label it with the name of the food and a full ingredients list, with allergenic ingredients emphasised within the list. You must label all prepacked foods for direct sale with the appropriate information. (*Assimilated Regulation (EU) No 1169/2011*).

For more information on this subject please check <https://www.food.gov.uk/business-guidance/introduction-to-allergen-labelling-changes-ppds>

For more information on allergen requirements generally I refer you to www.food.gov.uk/business-industry/allergy-guide/allergen-resources

16. There was no evidence that staff have completed food hygiene training. There were gaps in knowledge demonstrated by the issues found at the visit. Ensure staff are trained in food hygiene matters commensurate with their work activity. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter XII Para 1*). Food handlers should undertake training to a level

equivalent to the Chartered Institute of Environmental Health (CIEH) Level 2 Award in Food Safety in Catering. For further information see: <https://www.eastcambs.gov.uk/food-safety/food-hygiene-training-providers>

17. Eggs from the Fluffy Butt Hut were found without any coding or date labelling etc. You must ensure that all the eggs you use have the correct coding. (*Article 18 of (EC) assimilated Regulation 178/2002*).

It is recommended that you obtain a "best before" date (which should be a maximum of twenty-eight days from the date the egg was laid). I would advise you that eggs may be sold for a maximum of three weeks after they have been laid, however, they cannot be sold within seven days of their "best before" date stated on the label.

Recommendations

18. It is recommended that the external door is kept closed when not in use to prevent access for pests.
19. It is recommended that you consider installing a dishwasher at the premises.
20. Several opened bottles of ketchup were past their best before dates. The best before date is the date until which the manufacturer of the food guarantees the quality of that product. It is recommended you do not use food that is beyond the best before date and you check foods regularly to ensure efficient stock rotation.
21. Probe thermometers should be checked regularly for accuracy. As a helpful reference in doing your own checks; water and ice mixture should measure between -1°C to $+1^{\circ}\text{C}$, and 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. It is recommended that you keep records of when you calibrate your probe thermometer.
22. It is recommended that you keep your refrigerator and freezer temperatures up to date and you also record some cooking, hot holding and probe calibration temperatures. All such information helps to demonstrate you are doing all you can to ensure you produce safe food.
23. Use the free, Food Standards Agency, allergen online training to refresh staff knowledge on allergens, see <https://www.food.gov.uk/business-guidance/allergy-training-for-food-businesses>