



Anchor Thai Limited
33 Pound Lane
Burwell
Cambridge
CB25 0EP

This matter is being dealt with by

Email [REDACTED]@eastcambs.gov.uk
Phone 01353 665555
My ref 22/00093/MIXED
Your ref
Date 21st July 2025

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

Dear Sirs

Food Safety Act 1990
Food Safety and Hygiene (England) Regulations 2013
Assimilated Regulations (EC) 178/2002 and 852/2004
Re: The Anchor, 63 North Street, Burwell, Cambridge, CB25 0BA.

I refer to my partial food hygiene inspection of the above premises carried out on the 16th July 2025. Limited food handling was seen at the inspection. Some 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 6 weeks.

A re-visit will take place in approximately 6 weeks 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	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 with the letter to the premises. 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 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 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 faithfully


Environmental Health Officer (Commercial)

Cc  The Anchor 63 North Street Burwell Cambridge CB25 0BA

Food Hygiene Inspection Schedule

Food Hygiene and Safety

1. The following issues were noted that may cause contamination or cross contamination:

- Some of your chopping boards were badly worn, for example the red, yellow, green boards in the kitchen and white board in the rear preparation area.
- Some of the chopping boards had not been cleaned thoroughly, they were put away with food debris on, for example the blue board.
- Some of the plastic tubs and lids used to store food were grimy and greasy and had not been cleaned thoroughly.
- Putting items such as tubs and dirty cloths on top of the green salad chopping board.

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

- Clean boards thoroughly, ensure when boards are scored/damaged they are replaced, as necessary.
- Ensure equipment is thoroughly cleaned between uses. If it cannot be cleaned it must be disposed of.
- Ensure that sponges and cloths do not cause contamination. Remove any dirty cloths for cleaning and store them separately or dispose of them.
- Keep chopping boards clear.

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

2. I noted that some cooked pork was cooled overnight at ambient temperatures (from approximately 3am to 12pm) and cooked and high-risk foods, such as sauces etc, were stored at room temperatures for service.

At ambient temperatures pathogenic bacteria may grow in food products such as cooked meats and rice etc. Also any spore forming bacteria present in such foods may begin to germinate or grow leading to the production of toxins. If the food products are then re-heated, the presence of toxins may not be destroyed by the final cooking process. Also if the reheating process is inadequate then pathogenic bacteria may survive. The survival of toxins or pathogenic bacteria in these products that have been subjected to temperature abuse may result in your customers suffering the symptoms of food poisoning.

Food such as meats and rice and high risk sauces must either be cooked and held hot (at 63°C or above) or cooled as quickly as possible (recommended within 2 hours) and stored at or below 8°C. *(The Food Safety and Hygiene (England) Regulations 2013, Regulation 32, Schedule 4, Paras 2 and 6)*. It is recommended that foods are at room temperature (i.e. around 20°C) before being placed into the refrigerator. As discussed, you can portion up meat and rice and meat dishes to speed up cooling. Other options for chilling down food can be found in the SFBB book, Safe Method: Chilling down hot food.

3. Salad and garnish items were left out at room temperature for service, typically around 11am to 2pm or until they are used. I was initially informed that leftovers are refrigerated

and then used later the same day at room temperatures.

These foods are high risk and may support the growth of food poisoning bacteria and must be kept at or below 8°C. Introduce a system to keep the salad under refrigeration at 8°C or below or to throw it away after 4 hours. Food can only be stored above 8°C for one period only. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 5 and The Food Hygiene (England) Regulations 2013, Regulation 32 and Sch. 4, Para. 2(1) and Para 5(1)*).

4. The following prevents food handlers from maintaining a high degree of personal cleanliness:

- There were no hand drying facilities at the wash basin in the rear preparation area.
- Food handlers prepare raw and ready to eat foods and they turned off the wash hand basin tap with their hands.
- You did not wear an apron when handling food in the kitchen until prompted.

Provide hygienic hand drying facilities at wash hand basins during operations. Ensure that food handlers use the designated wash basins and turn off the tap with a paper towel. Ensure protective clothing is worn when food handling. (*Assimilated Regulation (EC) No. 852/2004 Annex II, Chap. I, Para 4 and Chapter VIII Para 1*).

5. There was reheated rice in the microwave, which I was informed was for staff use. You must ensure that any food that is for personal use is marked “not for sale” or that a section of the fridges/freezer is marked “personal” or similar wording to identify the use of the food to distinguish it from food for the business. (*The Food Safety and Hygiene (England) Regulations 2013 Regulation 3*).

Structure and Cleanliness

6. A food premises must be kept clean and maintained in good repair and condition. The following areas require cleaning at the time of my visit:-

- The floor/wall junctions throughout the food rooms.
- The floor/wall behind the sinks in the dishwasher area.
- Hand contact surfaces such as switches, taps, handles and plugs etc.
- Refrigerators, their seals, touch points on doors and control panels.
- The ventilation canopy.
- The ceiling vent.
- The kitchen ceiling.
- Inside the ice machine.
- Trigger spray chemical bottles.

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*).

7. There did not appear to be hot water to the wash hand basin in the rear preparation room. Provide hot running water (or mixed) at wash hand basins during operations. (*Assimilated Regulation (EC) No. 852/2004 Annex II, Chapter I, Para 4*).
8. There were flies in the kitchen. These pests carry food poisoning bacteria and can contaminate food and food surfaces that they land on. Ensure procedures are in place to

prevent access for these pests, such as keeping the door/windows closed or screened and ensure there are means of eliminating these pests. Provide bins with lids or pedal bins if flies are evident in the kitchen. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter II, Para.1 (d) and Chapter IX Para 4*).

9. Some bins were overflowing and waste oil containers had build up in the car park area. Waste must be removed as soon as possible to avoid its accumulation, and adequate provision must be made for storing refuse. Arrange a collection with a waste company at suitable intervals to avoid waste accumulations. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter VI Paras 1 to 4*).
10. Some areas of the ceiling in the cellar were mouldy and the paint was peeling. Thoroughly clean the walls and ceiling in the cellar. As necessary, the ceiling and walls must be renewed and left in a sound easy to clean condition. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter I Para 1 and Chapter I 2(c)*).
11. There was a gap under the rear external double door leading to the yard. The gap may allow pests to enter the premises. Carry out works to fill or cover the gap with a solid, durable material in order to minimise pest entry points into food preparation and storage areas. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter IX Para 4*).

Confidence in Management

12. It was noted that you have a copy of the Food Standards Agency's Safer Food – Better Business (SFBB) pack for Caterers. I also noted that you are keeping hot and cold food temperature records and the diary records were up to date. However, the following was noted in relation to your management system:
 - You were not following some of your safe methods, for example you must have safe systems to prevent contamination, systems for stock control and maintain standards of cleanliness, see above.
 - Your suppliers list needs updating.
 - Complete the staff training section for all food handlers.
 - Not all 4 weekly reviews were completed.
 - Your in-house temperature records were already completed for Wednesday am and pm and Thursday morning. The inspection took place on a Wednesday lunchtime.

You must ensure that what you are doing in practice is the same as what you have written in your SFBB. The documents must be fully completed, be accurate and kept up to date. Ensure staff are suitably trained on the system and are applying the procedures. (*Assimilated Regulation (EC) 852/2004 Article 5*).

13. I note that no staff member has completed food hygiene training recently. 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.

Recommendations

14. Use the free, Food Standards Agency, allergen on line training to update staff knowledge on allergens, see <https://www.food.gov.uk/business-guidance/allergy-training-for-food->

businesses

15. Although temperature monitoring is taking place, staff are monitoring the air temperature of the refrigerators. To ensure the temperature of high-risk foods remain at or below 8°C it is recommended that from time to time food temperatures are taken. As discussed, this may be done by using a probe thermometer into the food or a food simulant. It is recommended that you record these checks.
- 16 It is recommended that a date labelling system is implemented at the premises to keep track of when stock should be used by, especially if the food handlers change throughout the week.