



# EAST CAMBRIDGESHIRE DISTRICT COUNCIL

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██████████  
Burwell Kebab  
C/o 11 Beyer Road  
Cambridge  
Cambridgeshire  
CB2 9PF

*This matter is being dealt with by:*

██████████  
Telephone: 01353 665555  
E-mail: ██████████  
My Ref: 17/00068/MIXED  
Your ref

27th June 2019

Dear ██████████

## **Food Safety Act 1990 (As Amended)**

**General Food Regulations 2004; Food Safety and Hygiene (England) Regulations 2013  
Regulation (EC) No 178/2002 and 852/2004**

**Re: Burwell Kebab Burwell at Ex-Servicemens Club 21 The Causeway Burwell CB25 0DU**

I refer to my food hygiene inspection of the above mobile vehicle, ██████████ F on the 24th June 2019 when I spoke with ██████████. I also saw inside the small vehicle registration ██████████ used to transport food.

When I telephoned you on 26 June 2019, you explained that you had been away on holiday and had allowed the business. Meat was being chopped and prepared on the vehicle because you explained there was no access to your home and so it was prepared on the vehicle. You explained that raw meat is normally prepared at your home.

The matters detailed below require your attention. This letter confirms the things you need to do to comply with the law and the relevant legislation is 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 they are not requirements in law.

## **Food hygiene and safety**

1. Food must be protected from contamination. At the visit, the following presented risks of contamination:
  - Tongs used to serve raw chicken were stored in contact with other equipment used to handle cooked foods. Keep equipment used for raw food separate from that used for cooked and ready to eat foods;
  - The tongs used to handle salad were not clean (this same matter was raised at your last inspection letter). Thoroughly clean and disinfect food equipment;
  - ██████████ explained the order in which he prepared the salad, firstly chopping unwashed lettuce on the green board followed by the washed tomato and cucumber without washing the chopping board in between. Thoroughly clean and disinfect food equipment after contact with unwashed food;
  - The container used for chilli sauce was not cleaned properly. The sauce at a low level in the container was at 40C (not at a temperature that would dry on and crust over) and there was a crusted, dried-on layer of sauce higher in the container (this same matter was raised at your last inspection letter);

- There was a loose roll of white paper towelling left on the work top in the kitchen for wiping surfaces, food equipment and drying hands. Keep paper towelling in dispensers or in its wrapper to protect it (and so food equipment, hands and the food itself) from contamination. You must put into place practices that protect food from the risk of contamination.

*Regulation EC No 852/2004 Annex II Chapter IX Para 3*

2. Every person working in a food-handling area is to maintain a high degree of personal cleanliness and is to wear suitable protective clothing.

- When I arrived at the vehicle, [REDACTED] was not wearing any protective clothing. He had already prepared the salad. [REDACTED], senior, was wearing protective clothing;
- There was not hot water at the washbasin showing how it was not in use. [REDACTED] spent several minutes getting the water turned on;
- [REDACTED] put a burger onto the griddle and then handled a bread roll immediately afterwards without washing his hands after handling the raw food. He threw the bread roll away and washed his hands. [REDACTED] did not wash his hands after taking payment from a customer;
- The wash basin could not be used because water sprayed over the adjacent surfaces being used to chop raw meat. When [REDACTED] went to wash his hands he had to ask for the second food handler to stop working and move the raw meat board out of the way.

Ensure that food handlers wash their hands and maintain a high degree of personal cleanliness, including after touching raw food and surfaces that have come into contact with raw food. Ensure that food handlers wear suitable, clean protective clothing.

*Regulation EC No 852/2004 Annex II Chapter VIII Para 1*

3. Adequate facilities and arrangements are to be available for monitoring and maintaining suitable food temperature conditions.

- Washed salad was ready for sale at 16:35 and could still be at ambient temperatures until the business closed at 22:30, some 6 hours later. Extra washed lettuce was stored in a bucket on the floor. These foods are high risk and will 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.
- Opened containers of sauces, e.g. mayonnaise, tomato sauce, burger sauce etc. were being stored on the counter at ambient temperatures. These foods are high risk (manufacturer requires the food to be stored under refrigeration after opening) and will support the growth of food poisoning bacteria and must be kept at or below 8°C.

You must introduce a system to keep the salad and sauces under refrigeration at 8°C or below, or, to throw the food away after 4 hours.

If you continue to store high risk food outside of temperature control then time records will need to be kept, recording when the salad was on display and the situated monitored and recorded to ensure that it is not out of temperature control for more than four hours.

*The Food Safety and Hygiene (England) Regulations 2013 Schedule 4 and Regulation EC No 852/2004 Annex II Chapter III Para 2 (g)*

4. Adequate facilities and arrangements are to be available for monitoring and maintaining suitable food temperature conditions.

Marinated chicken was stored in a container next to the hot griddle. This food was there at 16:35 and could be stored there up to the time that you close. Store the chicken under refrigeration until use. This practice was in contrast to how the burgers were used directly from the fridge. Store marinated chicken under refrigeration until it is cooked.

*Regulation EC No 852/2004 Annex II Chapter III Para 2 (g)*

5. Adequate facilities and arrangements are to be available for monitoring and maintaining suitable food temperature conditions.

A pack of defrosted bacon was stored in an old vegetable boxes in the back of the van Registration [REDACTED]. Store the bacon hygienically and under refrigeration until it is used.

*Regulation EC No 852/2004 Annex II Chapter III Para 2 (g)*

6. Appropriate facilities are to be available to maintain adequate personal hygiene and an adequate supply of hot and cold water is to be made available. The washbasin was without hot running water at the start of my visit. Provide hot running water at the wash basin ready for food handlers to wash their hands before.  
*Regulation EC No 852/2004 Annex II Chapter III Para 2 (a) and (e)*
7. It is recommended that you use the Food Standards Agency hand washing video as a tool, found on the same page as the latest E coli guidance at <https://www.food.gov.uk/business-guidance/e-coli-cross-contamination-guidance>
8. It is recommended that the hot water unit be adjusted. The water flow is not smooth emitted in bursts which send the water from washing hands spraying around the adjacent surfaces. It is recommended that the water mechanism is repaired to provide a smooth flow of water.
9. It is recommended that coloured, (such as blue) rather than white, paper towel is used in food handling areas. If the paper falls into food or adheres to surfaces, equipment or hands, it is this more visible.
10. It is recommended that you purchase sauces that do not require refrigeration after opening.

### Structure

11. Food equipment must be kept clean. The following equipment was not clean:
  - The fan in the white fridge;
  - The chilli sauce container in the bain marie
  - The tongs used for washed salad.Thoroughly clean the food equipment and maintain it in a clean condition. Ensure that the containers and equipment are disinfected after cleaning.  
*Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a)*
12. It is recommended that you use tongs with simple, smooth handles in place of the more complex design that you are currently using.
13. It is recommended that you use “burger flippers” to turn items on the griddle in place of flat, scrapers.
14. Food premises must be kept clean. During the inspection it was noted that food debris/dirt and grease had accumulated in the following areas:
  - floor aside the freezer;
  - cupboard above the driver’s cab;
  - surfaces above and around the paper towel dispenser;
  - Ceiling extract ducts;
  - The water carrier and area around the water carrier.Thoroughly clean the surfaces and maintain them in a clean condition.  
*Regulation (EC) No 852/2004 Annex II Chapter III Para 1*
15. Food waste was taken away in the same vehicle as food is brought and stored. Vehicle registration [REDACTED] was used to take food and other waste. The inside of the vehicle was not clean and food was left in re-used vegetable boxes in the back of the van. Thoroughly clean the inside of the van where food is stored and transported to protect food from the risk of contamination.  
*Regulation (EC) No 852/2004 Annex II Chapter IV Para 6*

### Confidence in management/control procedures

16. 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 in order that the food sold to customers is safe.

I noted that a documented food safety management system was available namely the “Safer Food - Better Business” (SFBB) pack. The following issues were noted in relation to the operation and content of your system:

- There were no opening checks for 24 June;
- Food handlers were not following what the pack says you will do to protect food safety (evidenced by the items listed above);
- You did not have a safe system of stock rotation in that an open pack of undated humous and other foods were found in the Coca Cola fridge;
- The 4 week review had stopped;
- The cleaning schedule must be completed and followed;
- The suppliers list must be updated;
- Staff training records must be filled out to demonstrate that food handlers have been trained on each page of the pack relevant to their duties (this is different to Level II Training);

Ensure you complete all of the sections in your pack and the pack is fully implemented at the vehicle every day that you are open in order that you comply with this requirement.

Further, you must review the pack to include the Acrylamide page (a copy of which was left at the vehicle). Recent legislation has identified acrylamide as a hazard.

*Regulation (EC) No 852/2004 Article 5.*

17. It is recommended that as part of the review, you have regard to the Food Standards Agency revised E coli guidance (issued 29 April 2019). Unwashed fruit, salad and herbs may be contaminated with E coli or other pathogens. A copy was left at the vehicle.

18. Food handlers must be supervised instructed and or trained in matters commensurate with their activities. The practices witnessed at the time of the visit demonstrate that the food handler who cooked and served customers was not suitably supervised, instructed or trained in food hygiene matters. Re-instruct and supervise food handlers in the food handling that they carry out, including in effective hand washing techniques.

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

Any legal requirements relating to cleaning, temperature control and practices require your attention immediately.

**A re-visit will take place in approximately three 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.

### Your Food Hygiene Rating

Confidence in management/ control procedures	10
Compliance with food hygiene and safety procedures	15
Compliance with structural requirements	5
Food hygiene rating	2
Improvement necessary	

Please find enclosed your sticker for display. Your rating will be published after the appeal period of 21 days or if you have not appealed, within 28 days of your receiving your rating at [www.food.gov.uk/ratings](http://www.food.gov.uk/ratings).

Please remove and destroy any existing certificate and stickers on display. Continuation 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.

Further, you must cover all the 5 rating references on the advertisement flyers for Burwell Kebab because the food business is no longer 5 rated.

If you consider that the rating given is unjust, you may appeal by submitting the appropriate appeal form to the Senior Environmental Health Officer (Commercial) within 21 days of the day you are informed of your rating.

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 <http://www.eastcambs.gov.uk/food-safety/national-food-hygiene-rating-scheme>

Note: From 01 April 2018 re-rating visits will no longer be free. You will be charged a fee before the re rating visit.

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] Environmental Services Manager, on 01353 665555.

Yours sincerely

[REDACTED]  
Senior Environmental Health Officer

Enclosure: Rating sticker and photographs from inspection