



Vansa Limited



FAO [REDACTED]

This matter is being dealt with by

Email [REDACTED]

Phone 01353 665555

My ref 25/00136/MIXED

Your ref

Date 19th December 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 Plough And Harrow, 61 Ely Road, Littleport, Ely, Cambridgeshire.

I refer to my partial food hygiene inspection of the above premises carried out on the 16th December 2025. No food preparation was seen and therefore I was unable to assess risks of contamination while you were operating. 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 waste provision, cleaning and practices require your attention immediately. Other items should be completed within the next month.


Please write back to me to confirm what actions have been taken in respect of the grease trap and waste. Your email of 18th December confirms these issues have been addressed.

A re-visit will take place in approximately one month 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

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

						
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 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], 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

[REDACTED]
Environmental Health Officer (Commercial)

Cc [REDACTED] The Plough and Harrow 61 Ely Road Littleport Ely Cambridgeshire CB6 1HJ

Food Hygiene Inspection Schedule

Food Hygiene and Safety

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

- Use of the same green coloured chopping board for preparing vegetables/herbs to be cooked and ready to eat salad items.
- Use of the same tubs for storing raw meat/foods and ready to eat foods, such as cheese.
- Some food in the freezer was being stored in 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:

- Ensure that raw foods are prepared and stored separately from ready-to-eat foods.
- Store food in food safe packaging that is capable of being cleaned or be single use only such as food grade freezer bags, cling film or plastic tubs etc.

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

2. I noted that tubs of salad are being kept at room temperature from around 4pm to 9/10pm. High risk food must be kept in the fridge at 8°C or below. Introduce a system to keep the salad under refrigeration or portion it up and throw it away after 4 hours or serve it directly from refrigeration where it is at 8°C or below. Ensure the salad is covered during storage. *(Food Safety & Hygiene (England) Regulations 2013, Schedule 4 Para 2(1)).*
3. At first there were no paper towels at the wash hand basin in the kitchen. Also you had a dispenser, but it had not been put up yet. Ensure paper towelling is available for cleaning/hand drying and is supported in a suitable dispenser to reduce risks of contamination. *(Assimilated Regulation (EC) No 852/2004 Annex II Chapter I Para 4).*
4. Although you were keeping information for some items, the labels were not available for all dry goods and spices. Ensure labels or information is kept including the manufacturer's durability information, ingredients and production coding for all foodstuffs. Packaging must be retained in order to ensure correct stock rotation, to provide information for allergy sufferers and to maintain traceability of the product, should a problem arise. *(Assimilated Regulation (EC) 852/2004 Article 5 Para 1 and EC Regulation 178/2002 Article 18).*

Structure and Cleanliness

5. The external drain was blocked, consequently fat and wastewater flooded areas of the yard floor. This rendered the double bowl sink unit inside unusable, you had removed the waste pipes to the sink and wastewater had also flooded the floor in the washing up area. Clean these areas. Remove the blockage and carry out repairs as necessary to ensure the drain, grease trap and double sink unit are working as intended. *(Assimilated Regulation (EC) No 852/2004 Annex II Chapter I Para 1, Chapter I Para 8 and Chapter VI Para 4).* Internal areas were cleaned at the visit.

Your email from 18th December confirms this has been fixed.

6. The following areas were also dirty at the time of the inspection:

- The stainless-steel worktop as you enter the kitchen, where the salad was stored, was visibly dirty.
- The worktop in the washing up area was dirty with visible food debris.
- Hard to reach areas such as underneath and behind equipment and floor/wall junctions, throughout the premises including the kitchen, wash up area and storeroom.
- Hand contact surfaces such as handles, switches, around light switches, plugs, plug sockets, taps, edge of doors, edge of walls, refrigerator and freezer doors/handles etc.
- The seal of the white upright freezer in the food storeroom.

Thoroughly clean the above-mentioned areas and 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)*).

7. At the time of the inspection the dilution rate of the antibacterial solution you are using (D10) was discussed. I was informed that the solution was used neat when the instructions state that it should be diluted. It is important that the manufacturer's instructions on dilution rates are followed in order that the chemical works effectively. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter V Para 1(a)*). It is recommended that a pump is provided to the main bottle to measure the exact quantity of chemical.
8. At the visit adequate provision had not been made for the storage and disposal of food waste and other refuse. There were several bags of waste being stored on the floor of the yard, as the bins had been full and were emptied earlier in the day. Waste must be placed in a bin and disposed of appropriately. Ensure arrangements made to prevent food waste and other refuse accumulating in the future. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter VI Para 3 and 4*).

Your email from 18th December confirms the bags of waste have been removed from the yard.

9. Old equipment, wood etc was stored outside in the rear yard area. Remove these items to allow cleaning and prevent pest harbourage. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter I Para 1*).
10. The coating on the shelving units in fridge 1 in the food storeroom was damaged and the shelving was going rusty. Such areas cannot be cleaned and pieces from the shelving may break off and contaminate food. Repair/renew the shelving units and leave in a sound easy to clean condition. (*Assimilated Regulation (EC) No 852/2004 Annex II Chapter V Para. 1(b)*).

Confidence in Management

11. You had a 2026 version of Safer Food Better Business pack for Caterers as your Food Safety Management System.

However, only the first 3 safe methods had been filled in and therefore most of the safe methods had not been completed. Also you did not have the diary sections including the suppliers list, cleaning schedule, staff training records, weekly diary etc.

Find or obtain the missing sections of the pack and complete all relevant sections. SFBB sections are free from the Agency's website at: <https://www.food.gov.uk/business-guidance/safer-food-better-business>

Once this is done, make sure that you train your food handlers in the system and record the training on the training pages. You must ensure that the procedures within your documented system are being implemented to comply with the legislation and to ensure food safety. (*Assimilated Regulation (EC) 852/2004 Article 5 and Annex II Chapter XII Para 1*).

As discussed, you may wish to obtain a copy of SFBB for Indian Cuisine:

<https://www.food.gov.uk/business-guidance/safer-food-better-business-for-indian-cuisine>

However you would still need to complete and implement the pack, as above.

12. If you have not already then you need to provide allergen information for all of the foods on your menu (and any drinks). For more information I refer you to www.food.gov.uk/business-industry/allergy-guide/allergen-resources The allergen information can be provided verbally, or you can complete the Food Standards Agency matrix to be able to give customers accurate, consistent and verifiable information about the allergens present in your foods. (*Assimilated Regulation (EU) No 1169/2011 Article 44, Article 9 (1)(c) and Food Information Regulations 2014 Regulation 5*).

Recommendations

13. Samosas appeared to be past their in house use by date, but I was informed they had been defrosted. To prove that the date of freezing is prior to the use by date you should keep the original label on the product. In house frozen products should also be labelled clearly with a frozen-on date, a frozen shelf life, and the date when defrosted.
14. Probe thermometers and infra-red 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 $+1^{\circ}\text{C}$, 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 SFBB pack and the manufacturers instructions. It is recommended that you keep records of these checks.
15. It is recommended that food handlers that handle open high risk foods complete hygiene training to Level 2 in food safety.
16. Use the free, Food Standards Agency, allergen on line training to refresh staff knowledge on allergens, see <https://www.food.gov.uk/business-guidance/allergy-training-for-food-businesses>

