

# Inspection Report

Date of inspection:  Date report completed:

Name of applicant or current licence holder:

Name and address of zoo:   
 Postcode:

Tel no:  Licence Number:

Date of last formal inspection:  Type of last formal inspection:

Timing of next formal inspection:  Type of next formal inspection:

**Type of inspection**    **Statutory composition of inspection team**    *Please tick appropriate box*

**Section 10 Periodical:** 2 Defra/Welsh Government nominees; 1 LA vet; option of up to 2 more from LA ..

**Section 11 Special:** Any number of competent LA authorised appointees .....

**Section 14(1)(b) dispensation renewal under section 6(1A)(a) (where a direction has been made that section 10 shall not apply):**  
 Defra/Welsh Government nominee/s.....

**Section 14(2) dispensation Periodical:**  
 Defra/Welsh Government nominee/s.....

**For a licence inspection (Section 4(1A)(b)) and a significant change inspection (Section 9A(8)) please use the inspection form at Appendix 11A of the Standards.**

| Name and designation of inspector(s) | Name of zoo representative(s) |
|--------------------------------------|-------------------------------|
|                                      |                               |
|                                      |                               |
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|                                      |                               |
|                                      |                               |

**When this form has been completed and signed the original must be sent to the local authority. If the zoo is owned by the local authority, the local authority must send a copy of the completed form to Defra where the zoo is situated in England or to the Welsh Government, where the zoo is situated in Wales.**

## Preamble to inspectors' report

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Information and guidance about the Zoo Licensing Act 1981 (ZLA) is available at <https://www.gov.uk/government/policies/protecting-biodiversity-and-ecosystems-at-home-and-abroad/supporting-pages/species-protection> and <http://wales.gov.uk/topics/environmentcountryside/ahw/zoos/?lang=en>

Preamble to inspectors' report\*, including any comments about the current dispensation status, if applicable.

\*this might include general background about the zoo (type of collection, size etc) and any relevant information or comments from the pre-inspection audit

## Findings at inspection

Guidance note: Where possible a Yes, No or Not Applicable (N/A) answer should be given. Where not all criteria are met for a particular question, comments and clarification should be made indicating where any deficits occur. If appropriate, means of correction or improvement should be included as Conditions or Recommendations under 'Additional conditions' or Additional space' towards the end of the form.

| 1. Provision of food and water   | Marking<br>Yes No<br>N/A | Comments/clarification |
|--|--------------------------|------------------------|
| <b>Section 1A(c)(ii) ZLA 1981:</b>   |                          |                        |
| 1.1. Are animals provided with a high standard of nutrition?   |                          |                        |
| 1.2. Is food and drink that is supplied appropriate for the species/individual?  |                          |                        |
| 1.3. Are supplies of food and water:<br>(a) kept hygienically?   |                          |                        |
| (b) prepared hygienically?   |                          |                        |
| (c) supplied to the animal hygienically?   |                          |                        |
| 1.4. Has natural feeding behaviour been adequately considered to ensure that all animals have access to food and drink?                                  |                          |                        |
| 1.5. Are feeding methods safe for staff and animals?   |                          |                        |
| 1.6. Is feeding by visitors permitted?   |                          |                        |
| (a) if 'yes', is it properly controlled?   |                          |                        |
| <b>2. Provision of suitable environment</b>  |                          |                        |
| <b>Section 1A(c)(i) ZLA 1981:</b>  |                          |                        |
| 2.1. Are the animals provided with an environment well adapted to meet the physical, psychological and social needs of the species to which they belong? |                          |                        |
| 2.2. Are the following environmental parameters appropriate:<br>(a) temperature?   |                          |                        |
| (b) ventilation?   |                          |                        |
| (c) lighting?  |                          |                        |
| (d) noise levels?  |                          |                        |
| (e) any other environmental parameters?  |                          |                        |

| 2. Provision of suitable environment (contd.)   | Marking<br>Yes No<br>N/A | Comments/clarification |
|---|--------------------------|------------------------|
| 2.3. Are there satisfactory measures in place to safely confine the animals?                          |                          |                        |
| 2.4. Do animal enclosures have sufficient shelter and refuge areas?                                   |                          |                        |
| 2.5. Do animal enclosures provide sufficient space?   |                          |                        |
| 2.6. Are backup facilities for life support systems adequate?   |                          |                        |
| 2.7. Is the cleaning of the accommodation satisfactory?   |                          |                        |
| 2.8. Is the standard of maintenance adequate for:<br>(a) the buildings?                               |                          |                        |
| (b) the fences?   |                          |                        |
| 2.9. Is all drainage effective and safe?  |                          |                        |
| <b>3. Provision of animal health care</b>   |                          |                        |
| <b>Section 1A(c)(ii) ZLA 1981:</b>  |                          |                        |
| 3.1. Are the animals provided with a high standard of animal husbandry?                               |                          |                        |
| 3. 2. Do animals on display to the public appear in good health?                                      |                          |                        |
| 3.3. Are observations of condition and health made and recorded?                                      |                          |                        |
| 3.4. Do animals receive prompt and appropriate attention when problems are noted?                     |                          |                        |
| 3.5. Are enclosures designed and operated in such a way that social interaction problems are avoided? |                          |                        |
| <b>On-site facilities</b>   |                          |                        |
| 3.6. Are catch-up and restraint facilities adequate?  |                          |                        |
| 3.7. Is darting equipment satisfactory?   |                          |                        |
| 3.8. Are on-site veterinary facilities adequate?  |                          |                        |

| 3. Provision of animal health care (contd.)  | Marking<br>Yes No<br>N/A | Comments/clarification |
|--|--------------------------|------------------------|
| <b>Veterinary care</b><br><b>Section 1A(c)(ii) ZLA 1981:</b><br>3.9. Are the animals provided with a documented and maintained programme of preventative and curative veterinary care and nutrition? |                          |                        |
| 3.10. Is there a system for the regular review of clinical and pathological records?   |                          |                        |
| 3.11. Are appropriate veterinary records kept?   |                          |                        |
| 3.12. Are medicines kept and disposed of correctly?  |                          |                        |
| 3.13. Are controlled drugs used and recorded satisfactorily?   |                          |                        |
| 3.14. Are appropriate antidotes available?   |                          |                        |
| 3.15. Are <i>post mortem</i> examination arrangements satisfactory?  |                          |                        |
| <b>Isolation and containment</b><br>3.16. Is adequate reserve accommodation available for isolation of animals for:  |                          |                        |
| (a) assessment?  |                          |                        |
| (b) treatment?   |                          |                        |
| (c) recovery?  |                          |                        |
| (d) quarantine (where required)?   |                          |                        |
| <b>Sanitation and control of disease</b><br><b>Section 1A(e) ZLA 1981:</b><br>3.17. Are satisfactory measures in place to prevent the intrusion of pests and vermin into the zoo premises?           |                          |                        |
| 3.18. Does it appear that general sanitation and pest control are effective?   |                          |                        |

| 4. Provision of an opportunity to express most normal behaviour   | Marking<br>Yes No<br>N/A | Comments/clarification |
|---|--------------------------|------------------------|
| 4.1. Do the accommodation and management regimes encourage normal behaviour patterns and minimise any abnormal behaviour, taking into account current enrichment and husbandry guidelines?                    |                          |                        |
| 4.2. Are animals of social species normally maintained in compatible social groups?   |                          |                        |
| 5. Provision of protection from fear and distress   |                          |                        |
| 5.1. Are the animals handled only by or under the supervision of appropriately experienced staff?   |                          |                        |
| 5.2. Is physical contact between animals and the public consistent with the animals' welfare?   |                          |                        |
| 5.3. Are interactions between the animals such that they are not excessively stressful?   |                          |                        |
| 6. Transportation and movement of live animals  |                          |                        |
| 6.1. Can the zoo demonstrate a knowledge of, and compliance with, the regulations covering transportation of animals, and provide copies of certificates to show compliance when transportation has occurred? |                          |                        |
| 6.2. Can the zoo demonstrate that:<br>i) transport and movement equipment is in good order?   |                          |                        |
| ii) facilities suitable for lifting, crating and transportation of all the types of animals kept within the zoo to destinations both inside and outside the zoo are readily available?                        |                          |                        |
| iii) catching and transportation techniques take account of the animal's temperament and escape behaviour in order to minimise injury, damage and distress?   |                          |                        |
| iv) adequate provision is made for the animal's and the public's safety and well-being while the animal is being transported or kept away from the zoo?   |                          |                        |

| 7. Conservation, education and research   | Marking<br>Yes No<br>N/A | Comments/clarification |
|---|--------------------------|------------------------|
| <p><b>Section 1A(a) ZLA 1981:</b></p> <p>7.1. Is the zoo participating in at least one of the following:</p> <p>(i) research from which conservation benefits accrue to species of wild animals?</p>  |                          |                        |
| <p>(ii) training in relevant conservation skills?</p>   |                          |                        |
| <p>(iii) the exchange of information relating to the conservation of species of wild animals?</p>   |                          |                        |
| <p>iv) where appropriate, breeding of wild animals in captivity?</p>  |                          |                        |
| <p>(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?</p>   |                          |                        |
| <p><b>Section 1A(b) ZLA 1981:</b></p> <p>7.2. Is the zoo promoting public education and awareness in relation to the conservation of biodiversity, in particular by providing information about the species of wild animals kept in the zoo and their natural habitats?</p> |                          |                        |
| <p>7.3. Where appropriate are animals managed in a way consistent with the conservation needs of the species, (such as exchange between zoos, accommodation to encourage natural behaviour and breeding etc)?</p>   |                          |                        |
| <p>7.4. Are on-site education facilities adequate for the resources of the collection?</p>  |                          |                        |
| <p>7.5. Are the conservation efforts adequate for the resources of the collection?</p>  |                          |                        |
| <p>7.6. Are the research efforts adequate for the resources of the collection?</p>  |                          |                        |
| <p>7.7. Is captive breeding properly managed?</p>   |                          |                        |

| 8. Public safety  | Marking<br>Yes No<br>N/A | Comments/clarification |
|---|--------------------------|------------------------|
| <b>Section 1A(d) ZLA 1981:</b><br>8.1. Are there satisfactory measures in place to prevent the escape of animals?   |                          |                        |
| 8.2. Are there satisfactory measures in place to be taken in the event of any escape or unauthorised release of animals?  |                          |                        |
| 8.3. Are escape drills carried out four times a year, recorded and regularly reviewed (at least two drills should include the escape of a Category 1 animal where present)? |                          |                        |
| 8.4. Will the perimeter deter unauthorised entry and aid the confinement of zoo stock?  |                          |                        |
| 8.5. Do stand-off barriers appear adequate?   |                          |                        |
| 8.6. Are adequate warning signs provided?   |                          |                        |
| 8.7. Are prohibited areas appropriately signed?   |                          |                        |
| 8.8. Are exits clearly marked and accessible?   |                          |                        |
| 8.9. Do public areas, walkways and buildings appear safe?   |                          |                        |
| 8.10. Are trees regularly inspected and appropriate remedial action taken?  |                          |                        |
| 8.11. Have appropriate risk assessments for direct contact by the public with animals been carried out?   |                          |                        |
| 8.12. Are the special safety requirements for walk-through or drive-through exhibits adequately met?  |                          |                        |



| 9. Records   | Marking<br>Yes No<br>N/A | Comments/clarification |
|--|--------------------------|------------------------|
| <b>Section 1A(f) ZLA 1981:</b>   |                          |                        |
| 9.1. Are there up-to-date records of the zoo's collection, including records of:<br>(i) the numbers of different animals?  |                          |                        |
| (ii) acquisitions, births, deaths, disposals and escapes of animals?   |                          |                        |
| (iii) the causes of any such deaths?   |                          |                        |
| (iv) the health of the animals?  |                          |                        |
| 9.2. Are daily diaries maintained, and do they contain appropriate information?  |                          |                        |
| 9.3. Are animal stock records clear and up-to-date?  |                          |                        |
| 9.4. Are annual stock records completed in the correct format and submitted to the local authority?                        |                          |                        |
| 9.5. Are animal source and destination records kept?   |                          |                        |
| 9.6. Are archived records secure?  |                          |                        |
| <b>10. Miscellaneous</b>   |                          |                        |
| 10.1. Do staff numbers and training of staff appear adequate?  |                          |                        |
| 10.2. Is the management structure and organisation of staff adequate to ensure compliance with the Standards at all times? |                          |                        |
| 10.3. Are effective risk assessments carried out where appropriate?  |                          |                        |
| 10.4. Has an ethical review process been established and implemented?  |                          |                        |
| 10.5. Are public toilet facilities adequate and serviced?  |                          |                        |
| 10.6. Are parking facilities adequate?   |                          |                        |
| 10.7. Is a First Aid policy and accident reporting and recording system in place?  |                          |                        |

| 11. Associated legislation  | Marking<br>Yes No<br>N/A | Comments/clarification |
|---|--------------------------|------------------------|
| 11.1. Is electrical equipment routinely serviced?                                 |                          |                        |
| 11.2. Have fire precautions been agreed and implemented?                          |                          |                        |
| 11.3. Is refuse and clinical waste disposed of correctly?                         |                          |                        |
| 11.4. Are the required needs of disabled visitors met?                            |                          |                        |
| <b>12. Compliance check including licence conditions</b>                          |                          |                        |
| 12.1. Is the current licence or a copy on public display at each public entrance? |                          |                        |
| 12.2. Is adequate Public Liability Insurance current?                             |                          |                        |
| <b>12.3. Have any Additional licence conditions been met?</b>                     |                          |                        |

## Additional space

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The following space is provided for:

- additional notes and comments on the answers to the earlier questions
- recommendations (other than in respect of grant or refusal of a licence and any specific conditions recommended for a licence) including those based on comments already made to earlier questions
- any general remarks which the inspecting team may wish to record

## Inspecting team's recommendation to the local authority

Having inspected (name of zoo)

on:

the inspecting team make the following recommendation:

*Please tick appropriate box*

- it is recommended that a licence be refused.....
- it is recommended that the above collection be licensed in accordance with the ZLA 1981 subject to the conservation measures in section 1A .....
- it is recommended that the above collection be licensed in accordance with the ZLA 1981 subject to the conservation measures in section 1A and the following Additional Conditions (N.B Additional Conditions must be clearly worded so as to be enforceable and a timescale applied for compliance) .....
- it is recommended that the following alterations be made to the above collection's licence conditions .....

**Additional Conditions** (if appropriate)

Inspector(s) signature(s)

Date signed

## DIRECTIONS

1. The floor in the kitchen at Monkey Heights is in need of repair in some areas making it very difficult to keep clean. As per 1.3c of the SSSMZP the whole floor area must be made impervious, hygienic and cleanable. (six months)
2. There were two enclosures without uv lights. Malayan box turtle and an off-show lizard cage. As per section 2 and A8.2.5 of the SSSMZP all herptile enclosures must have adequate UVB light. (immediate)
3. There is a hole in the roof of the kangaroo house which will let rain in. As per SSSMZP 2.1 this house must be made weather proof. (six months)
4. There is a loose cross bar on the fence in the Darwin rhea enclosure. In accordance with SSSMZP 2.3 this must be rectified. (immediate)
5. Although the zoo has a written protocol for escapes this does not completely comply with the categorisation of dangerous animals as in the SSSMZP. It must comply with this categorisation. This document requires review and some revision. Thus in accordance with 8.33, 8.34 and 8.36 of the SSSMZP there must be a revised written protocol detailing the response to the escape of an animal outside of its enclosure. This protocol must include information on access to emergency vehicle. The zoo must ensure that all staff are made familiar with this updated and amended protocol. This must be reviewed on a yearly basis and a copy provided to the LA. (2 months)

## CONDITIONS

1. The zoo must ensure a minimum of four animal escape drills are carried out annually, with at least two of these involving category one hazardous animals as per 8.38 of the SSSMZP. These must be recorded and regularly reviewed with any failings noted addressed in the written escape policy. Actual escapes are no longer considered as part of the escape drill tally. (commence immediately).
2. The prohibited area behind the Animal Encounters building must be signed clearly and appropriately in accordance with SSSMZP 8.46 (there is already a sign but it is faded). (immediate).
3. In accordance with SSSMZP 8.14 there are wires dangling within reach of the public in the rhino house and the reptile nursery. These must be removed or contained (two months)
4. As per A6.9 and A6.10 of the SSSMZP in areas where there is the potential for public to have contact with animals either directly or through contact with contaminated surfaces there must be suitable handwashing facilities available on leaving an enclosure/exhibit. There must be a minimum of warm running water, soap and hand drying facilities. (six months).
5. As per A6.9 and A6.10 of the SSSMZP suitable signage must be in place to prompt members of the public to follow good hygiene practice and to hand-washing facilities (six months).
6. As per A6.9 and A6.10 of the SSSMZP. A suitable and sufficient risk assessment must be in place to assess the hazards from animal contact and ensure suitable control measures are in place (immediate).
7. An ethical review process (as per SSSMZP A2) is in operation. However, the inspectors were concerned that some issues that should have been addressed and discussed by the ethics committee, (e.g. lechwe and tur management due to T.B. restrictions; management of some avian species in the desert house), had not been taken to the committee. In future the Ethics Committee must be used more robustly especially concerning issues as outlined in SSSMZP A2.4. (immediate).

ELEPHANTS – these have been added from the Elephant Report Ancillary Appendix 8.8 Elephants

8. As per SSSMZP A 8.8.18 'zoos must aim for all elephants to have access to both inside and outdoor enclosures over a 24 hour period'. This is not currently happening. The zoo must make the necessary alterations so that this is possible. (within four months).
9. As per SSSMZP A 8.8.21 the fan in the indoor enclosure must be repaired so that it can be used when required. (within three months).
10. As per SSSMZP A 8.8.24 there is access to areas of shelter and shade in the outdoor area, however, there is no customised outdoor shelter. It is probable that the trees provide sufficient shelter but this needs to be monitored to ensure that the animal is not using the indoor area due to insufficient shelter in the outdoor area. The use of the outdoor area must therefore be monitored in different weather conditions to determine use. Monitoring to commence immediately.
11. As per SSSMZP A 8.8.32 forage must be analysed at least once and preferable x2 per year. To be commenced immediately.
12. As per SSSMZP A 8.8.34 there is not a timed feeding regime for overnight feeding. Thus, although hay is available, all food can be finished soon after presentation. Food presentation must be made more unpredictable during night hours, and a timing delivery system must be introduced to facilitate this. To be completed within six months.

## **The Data Protection Act 1998 – Fair Processing Notice**

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The purpose of this Fair Processing Notice is to inform you of the use that will be made of your personal data, as required by the Data Protection Act 1998.

The local authority in England (or in Wales as the case may be) is the data controller in respect of any personal data that you provide when you complete this zoo inspection form. The information that you provide may be used by the local authority in its consideration of issuing or amending a zoo licence in accordance with the Zoo Licensing Act 1981 (ZLA). The local authority may be required to release information, including personal data and commercial information, on request under the Environmental Information Regulations 2004 (EIRs) or the Freedom of Information Act 2000 (FOIA). However, local authorities will not permit any unwarranted breach of confidentiality nor act in contravention of their obligations under the Data Protection Act 1998 (DPA).

Where the zoo, to which this inspection report applies, is owned by the local authority, the local authority must send a copy of the completed form to Defra (in accordance with section 13(2) of the ZLA) where the zoo is situated in England, or to the Welsh Government where the zoo is situated in Wales. Defra or the Welsh Government (as the case may be) may use the information contained in the form to ensure that local authorities are carrying out their duties correctly in accordance with the ZLA.

Defra and the Welsh Government are also subject to the EIRs and the FOIA and so may be required to release information, including personal data and commercial information, on request. However, as above, Defra and the Welsh Government will not permit any unwarranted breach of confidentiality nor act in contravention of their obligations under the DPA.