

**Zoo Licensing Act 1981 (Amendment)  
(England and Wales) Regulations 2002**

**Inspection Report**

Date Report completed: 06/02/2013



Name of applicant or current licence holder:	Mr Simon Tonge		
Name and address of zoo	Paignton Zoo Environmental Park - SE Environmental Parks Ltd Totnes Road Paignton Devon  Postcode TQ4 7EU		
Telephone number (incl. national dialling code)	0844474222		
Fax number (incl. national dialling code)	01803523457		
Licence Number			
Date of last inspection	26/06/2007	Type of last inspection	Licence Renewal
Timing of next inspection	2016	Type of next inspection	Periodical

**Type of inspection Statutory composition of inspection team**

*Please tick appropriate box*

**Section 10:**

- Full renewal 2 Defra nominees, 1 LA vet. Option of up to 2 more from LA .....
- Full periodical 2 Defra nominees, 1 LA vet. Option of up to 2 more from LA .....

**Section 11:**

- Special Any number of competent LA authorised appointees.....

**Section 12:**

- Informal One competent LA authorised appointee.....

**Section 14(1)(b) dispensation:**

- Informal One competent LA authorised appointee.....

**Section 14(2) dispensation:**

- Renewal application Defra nominee(s) .....
- Periodical Defra nominee(s) .....

**Please use Appendix 11A (form ZOO 3) for Licence inspections under Section 4(1A) and Significant change inspections under Sections 16(2B) or 16(3A) of the Zoo Licensing Act 1981 (as amended).**

Names and designations of Inspectors	Name(s) of zoo representative(s)
Dr Miranda Stevenson, SSI List 2	Mr Simon Tonge CEO
Mr Duncan Williams, SSI List 1	Mr Neil Bemment, Director Operations PZ
Mr Peter Scott, LA Veterinary Inspector	Ms Gjhislaine Sayers, Head of Veterinary Services
Mr Karl Martin, Public Protection Officer, TC	
Ms Carrie Carter, Licensing Enforcement Officer, TC	From LA Mr Steve Cox (EHM - TC - for 4/2/2013 only)

Copies: Original to local authority, 1st copy to applicant/operator, 2nd copy to Defra, 3rd copy to inspectors

## Useful information available to applicants

Information about the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002)

Where to find it – available from your local authority who are responsible for administering the Act or from Defra at <http://www.defra.gov.uk/wildlife-countryside/gwd/index.htm> or 0117 372 8209.

Secretary of State's Standards of Modern Zoo Practice

Where to find it - available at <http://www.defra.gov.uk/wildlife-countryside/gwd/index.htm> or from your local authority who are responsible for administering the Zoo Licensing Act 1981 (as amended). A limited number of hard copies are still available from Defra.

Government Circular Guidance 02/2003 on the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002)

Where to find it – available at <http://www.defra.gov.uk/wildlife-countryside/gwd/zoo.htm#circular>

Alternatively hard copies can be obtained by contacting:

Tom Adams,  
Defra,  
1/16 Temple Quay House,  
2 The Square,  
Temple Quay,  
Bristol BS1 6EB  
Tel: 0117 372 8209  
E-mail: [zoos.branch@defra.gsi.gov.uk](mailto:zoos.branch@defra.gsi.gov.uk)

Zoos Forum Handbook

Where to find it – hard copies of available chapters can be obtained from Tom Adams at the above address (while stocks last). Electronic versions can be downloaded from <http://www.defra.gov.uk/wildlife-countryside/gwd/zoosforum/index.htm>.

## Preamble to inspectors' report

The inspectors were very impressed with the quality of the park and animal environments, in particular the off-show facilities. The grounds have a most pleasant ambience. The food preparation areas are well maintained and of a very high standard. The problems highlighted in 2007 of the accommodation for large constrictor snakes have all been dealt with.

The inspection process has not been carried out correctly and a periodical inspection has been missed. However an informal inspection to check that licence condition had been complied with was carried out in 2008. Torbay Council have ensured that this will not happen in the future.

- There are some well supervised close encounter activities in 'the ranch'
- The collection is fully aware of all CITES regulations

## Findings at inspection

### Marking Key

Score YES or NO or N/A (i.e. not applicable) as appropriate. YES scores may also be graded (if considered appropriate) in the 'YES' column as follows:  
1 = Excellent. 2 = Good. 3 = Adequate. 4 = Barely acceptable.

	YES & grade if used	NO	N/A	Notes
<b>1. Provision of food and water</b>				
Directive Condition 1A(c)(ii):	YES			
1. Is each animal provided with a high standard of nutrition?	YES			
2. Is food and drink appropriate for the species/individual supplied?	YES			
3. Are supplies of food and water:	YES			
(a) kept hygienically?	YES			
(b) prepared hygienically?	YES			
(c) supplied to the animal hygienically?	YES			
4. Has natural feeding behaviour been adequately considered to ensure that all animals have access to food and drink?	YES			
5. Are feeding methods safe for staff and animals?	YES			
6. Is feeding by visitors permitted?	YES			dispenser only filled once per day for waterfowl
(a) if YES, is it properly controlled?	YES			
<b>2. Provision of suitable environment</b>				
Directive Condition 1A(c)(i):	YES			large snake and crocodile facilities excellent
1. Is each animal provided with an environment well adapted to meet the physical, psychological and social needs of the species to which it belongs?	YES			
2. Are the following environmental parameters appropriate:	YES			
(a) temperature?	YES			
(b) ventilation?	YES			
(c) lighting?	YES			
(d) noise levels?	YES			
(e) any other environmental parameters?	YES			
3. Do animal enclosures have sufficient shelter?	YES			
4. Do animal enclosures provide sufficient space?	YES			this also applies to off-show facilities
5. Are backup facilities for life support systems adequate?	YES			
6. Is the cleaning of the accommodation satisfactory?	YES			
7. Is the standard of maintenance adequate for:	YES			
(a) the buildings?	YES			
(b) the fences?	YES			
8. Is all drainage effective and safe?	YES			

## Assessment of the Pre-Inspection Audit

Part	Assessment (tick one box)	Comments
A. Details of Institution	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input type="checkbox"/> Absent	
B. Animal records	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input type="checkbox"/> Absent	
C. Animal husbandry and veterinary care	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input type="checkbox"/> Absent	
D. Health and safety	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input type="checkbox"/> Absent	
E. Security	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input type="checkbox"/> Absent	
F. Conservation	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input type="checkbox"/> Absent	A lot more information on the high quality in situ work being carried out could have been provided
G. Education	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input type="checkbox"/> Absent	
H. Staff training	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input type="checkbox"/> Absent	
I. Research	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input type="checkbox"/> Absent	
J. Ethical considerations	<input checked="" type="checkbox"/> Complete <input type="checkbox"/> Incomplete <input type="checkbox"/> Absent	and minutes of Ethical Review Meetings were provided

	YES & grade if used	NO	N/A	Notes
<b>3. Provision of animal health care</b>				
Directive Condition 1A(c)(ii):				
1. Is each animal provided with a high standard of animal husbandry?	YES			
2. Do all animals on display to the public appear to be in good health?	YES			
3. Are observations of condition and health made and recorded?	YES			
4. Do all animals receive prompt and appropriate attention when problems are noted?	YES			
5. Are enclosures designed and operated in such a way that social interaction problems are avoided?	YES			very good
<i>On-site facilities</i>				
6. Are catch-up and restraint facilities adequate?	YES			above average
7. Is darting equipment satisfactory?	YES			
8. Are on-site veterinary facilities adequate?	YES			excellent
<i>Veterinary care</i>				
Directive Condition 1A(c)(ii):				
9. Is each animal provided with a developed programme of preventative and curative veterinary care and nutrition?	YES			
10. Is a satisfactory programme of preventative and curative veterinary care established and maintained?	YES			
11. Is there a system for the regular review of clinical and pathological records?	YES			
12. Are appropriate veterinary records kept?	YES			
13. Are medicines correctly kept?	YES			
14. Are controlled drugs used and recorded satisfactorily?	YES			
15. Are appropriate antidotes available?	YES			
16. Are post mortem examination arrangements satisfactory?	YES			
<i>Isolation and containment</i>				
17. Is adequate reserve accommodation available for isolation of animals for:	YES			excellent
(a) assessment?				
(b) treatment?	YES			
(c) recovery?	YES			
(d) quarantine (where required)?	YES			
<i>Sanitation and control of disease</i>				
Directive Condition 1A(e):				
18. Are satisfactory measures in place to prevent the intrusion of pests and vermin into the zoo premises?	YES			
19. Does it appear that general sanitation and pest control are effective?	YES			

	YES & grade if used	NO	N/A	Notes
<b>4. Provision of an opportunity to express most normal behaviour</b> 1. Does accommodation appear adequately to meet the biological and behavioural needs of the animals?	YES			workshop for enrichment equipment was excellent
<b>5. Provision of protection from fear and distress</b> 1. Are the animals handled only by or under the supervision of appropriately experienced staff?	YES			
2. Is physical contact between animals and the public consistent with the animals' welfare?	YES			
3. Are interactions between the animals such that they are not excessively stressful?	YES			
<b>6. Transportation and movement of live animals</b> 1. Can the zoo demonstrate an awareness of the regulations covering transportation of animals and provide copies of certificates to show compliance when transportation has occurred?	YES			
2. Is transport and movement equipment in good order?	YES			
3. Are 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 readily available?	YES			
4. Do the catching and transportation techniques take account of the animal's temperament and escape behaviour in order to minimise injury, damage and distress?	YES			
5. Is adequate provision 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?	YES			
<b>7. Conservation, Education and Research</b> Directive Condition 1A(a): 1. Is the zoo participating in at least one of the following:	YES			outreach classes by remote video links to field were an excellent innovation with great potential
(i) research from which conservation benefits accrue to species of wild animals?	YES			
(ii) training in relevant conservation skills?	YES			
(iii) the exchange of information relating to the conservation of species of wild animals?	YES			
(iv) where appropriate, breeding of wild animals in captivity?	YES			
(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?	YES			

	YES & grade if used	NO	N/A	Notes
<b>7. Conservation, Education and Research (cont.)</b>				
Directive Condition 1A(b):				
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?	YES			See Recommendation 1.
3. Where appropriate are animals managed (including accommodation) in a way consistent with the conservation needs of the species?	YES			
4. Are on-site education facilities commensurate with the collection?	YES			and the Bridgwater College links
(a) are they adequate for the purposes?	YES			
5. Are the conservation efforts adequate for the resources of the collection?	YES			excellent
6. Are the research efforts adequate for the resources of the collection?	YES			excellent
7. Is captive breeding properly managed?	YES			excellent
<b>8. Public safety</b>				
Directive Condition 1A(d):				
1. Are there satisfactory measures in place to prevent the escape of animals?	YES			
2. Are there satisfactory measures in place to be taken in the event of any escape or unauthorised release of animals?	YES			
3. Will the perimeter deter unauthorised entry and aid the confinement of zoo stock?	YES			
4. Do stand-off barriers appear adequate?	YES			
5. Are adequate warning signs provided?	select	✓		See Condition 1
6. Are prohibited areas appropriately signed?	YES			
7. Are exits clearly marked and accessible?	YES			
8. Does maintenance of buildings appear adequate?	YES			
9. Do public areas and walkways appear safe?	YES			
10. Are trees regularly inspected and appropriate remedial action taken?	YES			Head of Horticulture keeps records
11. Are the special safety requirements for walk-through or drive-through exhibits adequately met?	YES			See Recommendation 2
<b>9. Records</b>				
Directive Condition 1A(f):				
1. Are there up-to-date records of the zoo's collection, including records of:	YES			
(i) the numbers of different animals?				
(ii) acquisitions, births, deaths, disposals and escapes of animals?	YES			
(iii) the causes of any such deaths?	YES			
(iv) the health of the animals?	YES			

	YES & grade if used	NO	N/A	Notes
<b>9. Records (cont.)</b>				
2. Are daily diaries maintained?	YES			
(a) do they contain appropriate information?	YES			
3. Are animal stock records clear and up-to-date?	YES			
4. Are annual inventories maintained and submitted to the Local Authority?	YES			
5. Are animal source and destination records kept?	YES			
6. Are archived records secure?	YES			
<b>10. Miscellaneous</b>				
1. Do staff numbers and training of staff appear adequate?	YES			
2. Is the management structure adequate for the proper care and well-being of the animals and the safety of the visiting public and zoo staff?	YES			
3. Are effective risk assessments carried out where appropriate?	YES			
4. Has an ethical review process been established?	YES			
5. Are public toilet facilities adequate and serviced?	YES			
6. Are parking facilities adequate?	YES			
7. Is a First Aid Policy in effect and is it adequate?	YES			
<b>11. Associated legislation</b>				
1. Is electrical equipment routinely serviced?	YES			
2. Have fire precautions been agreed and implemented?	YES			
3. Is refuse disposed of correctly?	YES			
4. Are the required needs of disabled visitors met?	YES			
5. Is an accident reporting and recording system in use?	YES			
<b>12. Compliance check</b>				
1. Is the current licence or a copy on public display at each public entrance?	YES			
2. Is adequate Public Liability Insurance current?	YES			
3. Have existing licence conditions been met?	YES			<b>for additional conditions</b>
4. On summary inspection, does the zoo appear to be in compliance with CITES legislation?	select			<b>This question should not be answered.</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 – see overleaf); and
- any general remarks which the inspecting team may wish to record.

The inspectors wish to thank the zoo management and staff for the time and trouble taken in showing the inspection team around and answering all questions in detail. The zoo is to be congratulated on achievements in many areas, especially in veterinary facilities, off-show facilities, keeper and food preparation facilities, and the quantity and quality of conservation education and research.

### RECOMMENDATIONS

1. More information could be provided in the park about the considerable amount of excellent field conservation work being carried out by the trust
2. Lemur walk-through: animal contact is actively discouraged through signage and supervisory staff. It must be accepted that some contact is almost inevitable and routinely contact noted by staff is dealt with by application of hand gel and direction to washing facilities. It is felt that the provision of hand washing facilities would encourage more contact than is desirable. The inspectors are sympathetic to this view provided adequate staffing within the walk-through is maintained. Regular risk assessments should be carried out.

# Inspecting team's recommendation to the local authority

Having inspected (name of zoo) Paignton Zoo Environmental Park

on 04/05/2013

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 Act subject to the Directive Conditions .....
- it is recommended that the above collection be licensed in accordance with the Act subject to the Directive Conditions and the following Additional Conditions.....
- it is recommended that the following alterations be made to the above collection's licence conditions .....

**Additional conditions** (if appropriate)

1. Additional signs for hand-washing must be provided in the ranch (children's zoo) and hand-drying facilities provided at the large sink. This for immediate effect

Inspector(s) signature(s)	Date signed

**The Data Protection Act 1998**

This form is intended for use by local authorities in England for administering the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002. Completed forms held by public authorities are subject to the provisions of the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and

the Data Protection Act 1998. Copies of forms may be supplied to the Department for Environment, Food and Rural Affairs for the purpose of providing information on the administration of the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002.