

22 AUG 2017

DISTRICT COUNCIL

Department
for Environment
Food & Rural Affairs

Inspection Report

Date of inspection: 20/6/2017

Date report completed: 23/6/2017

Name of applicant or current
licence holder:

Mr Mitchell Price & Mrs Hazel Price

Name and address of zoo:

The Animal Experience
Falcon Croft
Cambridge Road
Stretham

Postcode: CB6 3LU

Tel no:

Licence Number:

15/00794/AN_10

Date of last formal inspection:

15/12/2015

Type of last formal inspection:

Licence Inspection

Timing of next formal inspection:

20/06/2018

Type of next formal inspection:

Informal 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)
Professor John E Cooper, S of S List 1 Inspector	Mr Mitchell Price
Mr Stewart Broome, Senior Licensing Officer	Mrs Hazel Price
	Mrs Kayleigh Traynier
	Mr Lee Traynier

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

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 Informal inspection was the first to be conducted since the granting of the licence on 1st January 2016. The delay in this informal inspection taking place was caused by resource issues at the Licensing Authority, and was in no way caused by the licence holders.

The Animal Experience is a small zoo collection consisting mainly of snakes, lizards, meerkats, and a small number of owls. The zoo continues to be managed by the same committed management team consisting of Mr and Mrs Price and their daughter and son-in-law Mr and Mrs Traynier.

The main indoor area of the premises and facilities such as, wash station, toilet, and educational facilities remain the same as the premises that was initially licensed. At the time of the inspection a new external cage was being constructed to house birds of prey. This was due for completion within a matter of weeks, but was sufficiently advanced to obtain a good idea of how the final construction would look.

It was apparent from the inspection that the business continues to go from strength to strength; this was demonstrated by the fact that Mrs Price is now working full-time for the zoo. It was also clear that the management team is very knowledgeable with regards to the specimens they tend.

Although business is good, the overall number of exhibits has not grown substantially since the licence was first issued, and as a result the inspection team does not consider that the section 14(1)(b) dispensation should be withdrawn.

The inspection team consider that it is always a pleasure to deal with the owners of the Animal Experience, and this inspection was no exception.

*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 Yes No N/A	Comments/clarification
Section 1A(c)(ii) ZLA 1981:		
1.1. Are animals provided with a high standard of nutrition?	Yes	
1.2. Is food and drink that is supplied appropriate for the species/individual?	Yes	
1.3. Are supplies of food and water:		
(a) kept hygienically?	Yes	
(b) prepared hygienically?	Yes	
(c) supplied to the animal hygienically?	Yes	
1.4. Has natural feeding behaviour been adequately considered to ensure that all animals have access to food and drink?	Yes	
1.5. Are feeding methods safe for staff and animals?	Yes	Training provided to all staff members
1.6. Is feeding by visitors permitted?	Yes	Meerkats only
(a) if 'yes', is it properly controlled?	Yes	
2. Provision of suitable environment		
Section 1A(c)(i) ZLA 1981:		Animals are provided with larger than required enclosures
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?	Yes	
2.2. Are the following environmental parameters appropriate:		
(a) temperature?	Yes	
(b) ventilation?	Yes	
(c) lighting?	Yes	
(d) noise levels?	Yes	
(e) any other environmental parameters?	Yes	

2. Provision of suitable environment (contd.)	Marking Yes No N/A	Comments/clarification
2.3. Are there satisfactory measures in place to safely confine the animals?	Yes	Padlocks to be added to external cages for additional security.
2.4. Do animal enclosures have sufficient shelter and refuge areas?	Yes	
2.5. Do animal enclosures provide sufficient space?	Yes	
2.6. Are backup facilities for life support systems adequate?	Yes	Space heaters
2.7. Is the cleaning of the accommodation satisfactory?	Yes	
2.8. Is the standard of maintenance adequate for: (a) the buildings?	Yes	A small damaged section to the external perimeter fencing to be repaired. No danger of escape identified due to the small damaged section. Management advised that the damaged fence was due to be repaired that week, and was due to it being hit by a lawnmower.
(b) the fences?	No	
2.9. Is all drainage effective and safe?	Yes	
3. Provision of animal health care		
Section 1A(c)(ii) ZLA 1981:		
3.1. Are the animals provided with a high standard of animal husbandry?	Yes	
3.2. Do animals on display to the public appear in good health?	Yes	
3.3. Are observations of condition and health made and recorded?	Yes	
3.4. Do animals receive prompt and appropriate attention when problems are noted?	Yes	
3.5. Are enclosures designed and operated in such a way that social interaction problems are avoided?	Yes	
On-site facilities		
3.6. Are catch-up and restraint facilities adequate?	Yes	
3.7. Is darting equipment satisfactory?	N/A	
3.8. Are on-site veterinary facilities adequate?	N/A	

3. Provision of animal health care (contd.)	Marking Yes No N/A	Comments/clarification
Veterinary care Section 1A(c)(II) ZLA 1981: 3.9. Are the animals provided with a documented and maintained programme of preventative and curative veterinary care and nutrition?	Yes	
3.10. Is there a system for the regular review of clinical and pathological records?	Yes	This is done through the veterinary surgeon(s)
3.11. Are appropriate veterinary records kept?	Yes	
3.12. Are medicines kept and disposed of correctly?	Yes	
3.13. Are controlled drugs used and recorded satisfactorily?	N/A	
3.14. Are appropriate antidotes available?	N/A	
3.15. Are <i>post mortem</i> examination arrangements satisfactory?	Yes	This is done through the veterinary surgeon(s)
Isolation and containment 3.16. Is adequate reserve accommodation available for isolation of animals for: (a) assessment?	Yes	Labels/signs need to be added to the cages that comprise the reserve accommodation. (All cages or enclosures containing live animals should be labelled as such).
(b) treatment?	Yes	
(c) recovery?	Yes	
(d) quarantine (where required)?	Yes	
Sanitation and control of disease Section 1A(e) ZLA 1981: 3.17. Are satisfactory measures in place to prevent the intrusion of pests and vermin into the zoo premises?	Yes	Boxes in place, and bait available if extreme circumstances required.
3.18. Does it appear that general sanitation and pest control are effective?	Yes	

4. Provision of an opportunity to express most normal behaviour	Marking Yes No 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?	Yes	
4.2. Are animals of social species normally maintained in compatible social groups?	Yes	
5. Provision of protection from fear and distress		
5.1. Are the animals handled only by or under the supervision of appropriately experienced staff?	Yes	
5.2. Is physical contact between animals and the public consistent with the animals' welfare?	Yes	
5.3. Are interactions between the animals such that they are not excessively stressful?	Yes	
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?	Yes	
6.2. Can the zoo demonstrate that:	Yes	
i) transport and movement equipment is in good order?	Yes	
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?	Yes	
iii) catching and transportation techniques take account of the animal's temperament and escape behaviour in order to minimise injury, damage and distress?	Yes	
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?	Yes	

7. Conservation, education and research	Marking Yes No N/A	Comments/clarification
<p>Section 1A(a) ZLA 1981:</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>Yes</p> <p>No</p> <p>Yes</p> <p>Yes</p> <p>No</p>	<p>(i) the collection's research needs to be expanded in future. (ii) achieved by the use of blogs and by the provision of email assistance.</p>
<p>Section 1A(b) ZLA 1981:</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>Yes</p>	<p>One of the zoo's primary markets is school visits both on and off the premises, where the staff promote education and awareness of the various animals and exhibits.</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>Yes</p>	
<p>7.4. Are on-site education facilities adequate for the resources of the collection?</p>	<p>Yes</p>	
<p>7.5. Are the conservation efforts adequate for the resources of the collection?</p>	<p>Yes</p>	<p>The answer to this question is actually yes and no. It was felt that although this small collection does fulfil the requirements of this section (7.5), it would be easy for more to be accomplished.</p>
<p>7.6. Are the research efforts adequate for the resources of the collection?</p>	<p>Yes</p>	<p>As above. Although this small collection does fulfil the requirements of this section (7.6), it would be possible for more to be accomplished - for example, by working more closely with local specialist colleges and universities.</p>
<p>7.7. Is captive breeding properly managed?</p>	<p>Yes</p>	

8. Public safety	Marking Yes No N/A	Comments/clarification
Section 1A(d) ZLA 1981:		
8.1. Are there satisfactory measures in place to prevent the escape of animals?	Yes	
8.2. Are there satisfactory measures in place to be taken in the event of any escape or unauthorised release of animals?	Yes	
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)?	Yes	
8.4. Will the perimeter deter unauthorised entry and aid the confinement of zoo stock?	No	Padlock required on rear access gate. It is acknowledged that this gate leads to the owner's property and not the public highway, but it is considered a weak point due to the proximity of the public footpath.
8.5. Do stand-off barriers appear adequate?	Yes	
8.6. Are adequate warning signs provided?	Yes	
8.7. Are prohibited areas appropriately signed?	Yes	
8.8. Are exits clearly marked and accessible?	Yes	
8.9. Do public areas, walkways and buildings appear safe?	Yes	
8.10. Are trees regularly inspected and appropriate remedial action taken?	N/A	
8.11. Have appropriate risk assessments for direct contact by the public with animals been carried out?	Yes	
8.12. Are the special safety requirements for walk-through or drive-through exhibits adequately met?	N/A	

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

11. Associated legislation	Marking Yes No N/A	Comments/clarification
11.1. Is electrical equipment routinely serviced?	Yes	
11.2. Have fire precautions been agreed and implemented?	Yes	
11.3. Is refuse and clinical waste disposed of correctly?	Yes	
11.4. Are the required needs of disabled visitors met?	Yes	
12. Compliance check including licence conditions		
12.1. Is the current licence or a copy on public display at each public entrance?	Yes	
12.2. Is adequate Public Liability Insurance current?	Yes	
12.3. Have any Additional licence conditions been met?	No	At the point the inspection took place, the answer to this section is yes and no. A training plan was in place for all volunteers and staff, and an ethical committee had been established, but the owners had overlooked advising the Council of any new acquisitions. However, it was clear this was due to a misinterpretation of their obligations, and the full list of species including arrivals and departures has been provided. It is considered that the additional conditions contained on the initial licence should remain on the licence.

Additional space

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

Although it is accepted that the carpark area is not an animal-related issue, it was pointed out to the management that the carpark and approach area could be better maintained and enhanced (for example, by the installation of potted plants, thus improving general hygiene and the overall ambience for visitors).

The training and notification conditions placed on the licence should remain in place.

The recommendation regarding in situ conservation should remain. There have been some developments but the suggestions in our 2016 inspection report remain valid and should be read and considered afresh. They relate, for example, to using or offering shed skins (sloughs), faeces, feathers and bird pellets for student research projects. Links with organisations such as ABWAK, the BHS and BCG would bring the collection into contact with people who might be interested in collaborative research.

It was noted that an ethical committee had been established, as required by the licence. It appears to be functioning well - the inspection team was shown some relevant paperwork - but strengthening of the role this ethical committee takes would be wise, especially in view of current concerns about the welfare of animals in zoological collections.

Inspecting team's recommendation to the local authority

Having inspected (name of zoo)

THE ANIMAL EXPERIENCE

on:

20TH JUNE 2017

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)

It is considered that no additional conditions need to be added to the licence at this point in time, but in order to avoid any ambiguity, the additional conditions placed on the licence at the point of issue shall remain in force.

Inspector(s) signature(s)

[Redacted Signature]

[Redacted Signature]

Date signed

20th August 2017

22nd August 2017

The Data Protection Act 1998 – Fair Processing Notice

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.

