

East Devon District Council  
Knowle, Sidmouth EX10 8HL  
Tel: 01395 517457  
environmentalhealth@eastdevon.gov.uk

## ZOO LICENCE

18/00003/ZOO

Zoo Licensing Act 1981

East Devon District Council has granted this licence in accordance with the **Zoo Licensing Act 1981**. This licence authorises the licence holder(s) to keep a Zoo at the premises identified within this document subject to the standard conditions and where relevant the additional conditions attached to this licence.

**Commences: 06.11.2018 Expires: 05.11.2024**

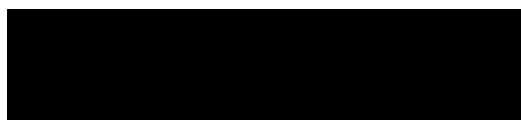
### Name of Licence Holder:

Nigel Lee

### Premises Address:

World Of Country Life  
Meadow Crescent  
Sandy Bay  
Exmouth  
EX8 5BY

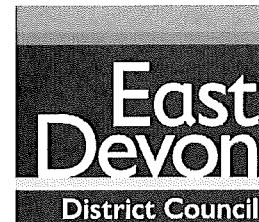
Signed on behalf of the Issuing Licensing Authority:



Service Lead Environmental Health and Car Parks



Date: 26 November 2018  
Contact number: 01395 517457  
E-mail: jdunn@eastdevon.gov.uk  
Our Ref: 18/00003/ZOO  
Your Ref:



[REDACTED]  
World of Country Life  
Meadow Crescent  
Sandy Bay  
Exmouth  
EX8 5BY

East Devon District Council  
Knowle, Sidmouth, EX10 8HL  
Tel: 01395 517457  
[www.facebook.com/eastdevon](http://www.facebook.com/eastdevon)  
[www.twitter.com/eastdevon](http://www.twitter.com/eastdevon)

Dear [REDACTED]

**Zoo Licence 18/00003/ZOO Premises Name: World of Country Life**  
**Licence Commences: 06 November 2018**  
**Licence Expires: 05 November 2024**

Further to my joint inspection with [REDACTED] please find enclosed Zoo  
Licence No: 18/00003/ZOO

Your licence is issued for six years but subject to annual reviews and two periodical inspections. Please note that the conditions should also be displayed alongside the licence itself.

The conditions and recommendations are part of the **Licence Conditions** and should be addressed by the time frames set out in the Additional Conditions schedule.

Please forward documentation confirming the works carried out.

If you need further advice regarding Dr Carroll's findings please email or call me directly.

Yours sincerely

[REDACTED]  
Environmental Health Officer – Commercial Team

East Devon – an outstanding place

Chief Executive: Mark R Williams Deputy Chief Executive: Richard Cohen







# Inspection Report

Date of inspection: 05/09/2018 Date report completed: 19/09/18

Name of applicant or current licence holder: Nigel Lee

Name and address of zoo: World of Country Life  
West Down Lane, Sandy Bay  
Exmouth, Devon  
Postcode: EX8 5BY

Tel no: 01395 274533 Licence Number: ZO0002

Date of last formal inspection: 10/12/15 Type of last formal inspection: Periodical Interim

Timing of next formal inspection: September 2021 Type of next formal inspection: Periodical Interim

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)

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.

World of Country Life is an eclectic attraction in Sandy Bay, close to the coast. This has a number of museum areas (vintage cars, motor cycles, farm equipment), play areas and an animal collection. The animal collection is mainly farm animals, but has a small number of exotic animals including birds of prey. The birds of prey are operated by Hawkridge Birds of Prey and are based within the zoo grounds. As such they form part of World of Country Life's zoo animal collection and come under the auspices of their licence.

The previous inspection report highlighted to the operators that if the collection expanded further, the Section 14(2) dispensation would need to be reviewed. The number of Category 1 or 2 hazardous animals and/or conservation sensitive animals has reduced and the 14(2) dispensation remains appropriate.

There are no plans to expand the exotic animal collection further.

The World of Country Life is closed during the winter.

\*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
<b>Section 1A(c)(II) ZLA 1981:</b>		
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	
1.6. Is feeding by visitors permitted?	Yes	See comments in Additional Space.
(a) if 'yes', is it properly controlled?	No	Pellet feeding generally not supervised, see conditions
<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?	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	

<b>2. Provision of suitable environment (contd.)</b>	<b>Marking Yes No N/A</b>	<b>Comments/clarification</b>
2.3. Are there satisfactory measures in place to safely confine the animals?	Yes	
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	
2.7. Is the cleaning of the accommodation satisfactory?	Yes	
2.8. Is the standard of maintenance adequate for: (a) the buildings?	Yes	It was noted that the gerbil enclosure was excessively chewed and that this was due for replacement over the winter period.
(b) the fences?	Yes	
2.9. Is all drainage effective and safe?	Yes	But seen at the end of an extremely dry summer
<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?	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	
<b>On-site facilities</b>		
3.6. Are catch-up and restraint facilities adequate?	Yes	
3.7. Is darting equipment satisfactory?	Yes	
3.8. Are on-site veterinary facilities adequate?	Yes	Generally animals treated at the enclosure or at the vet surgery



3. Provision of animal health care (contd.)	Marking Yes No N/A	Comments/clarification
<b>Veterinary care</b> <b>Section 1A(c)(ii) ZLA 1981:</b> 3.9. Are the animals provided with a documented and maintained programme of preventative and curative veterinary care and nutrition?	Yes	But documentation must include a programme of appropriate parasite and bacteriological screening as well as treatment. See conditions.
3.10. Is there a system for the regular review of clinical and pathological records?	Yes	Veterinary discussions, but not documented, suggest annual review as a minimum. See conditions
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	But no PMs conducted if euthanased. See recommendations
<b>Isolation and containment</b> 3.16. Is adequate reserve accommodation available for isolation of animals for: (a) assessment?	Yes	
(b) treatment?	Yes	
(c) recovery?	Yes	
(d) quarantine (where required)?	Yes	
<b>Sanitation and control of disease</b> <b>Section 1A(e) ZLA 1981:</b> 3.17. Are satisfactory measures in place to prevent the intrusion of pests and vermin into the zoo premises?	Yes	Excellent programme
3.18. Does it appear that general sanitation and pest control are effective?	Yes	Standards to be commended

<b>4. Provision of an opportunity to express most normal behaviour</b>	<b>Marking Yes No N/A</b>	<b>Comments/clarification</b>
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	
<b>5. Provision of protection from fear and distress</b>		
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	In general, BUT unsupervised handling of goats and lambs at busy times could have welfare consequences, see Conditions
5.3. Are interactions between the animals such that they are not excessively stressful?	Yes	
<b>6. Transportation and movement of live animals</b>		
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
<b>Section 1A(a) ZLA 1981:</b> 7.1. Is the zoo participating in at least one of the following: (i) research from which conservation benefits accrue to species of wild animals?	No	The collection has a small conservation nature garden, which seemed rather neglected. See recommendations. Could work on hedgerow conservation, bird and bat boxes etc. Hawkridge Birds of Prey rehabilitate and release wild raptors.
(ii) training in relevant conservation skills?	No	
(iii) the exchange of information relating to the conservation of species of wild animals?	No	
iv) where appropriate, breeding of wild animals in captivity?	No	
(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?	Yes	
<b>Section 1A(b) ZLA 1981:</b> 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?	Yes	Education policy in place and a programme of self-led education materials have been developed. A record of numbers of school visits should be kept along with appropriate feedback sheets. See recommendations.
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)?	Yes	
7.4. Are on-site education facilities adequate for the resources of the collection?	Yes	Outdoor classroom area designated.
7.5. Are the conservation efforts adequate for the resources of the collection?	Yes	
7.6. Are the research efforts adequate for the resources of the collection?	N/A	None carried out, but the animal collection is very small.
7.7. Is captive breeding properly managed?	Yes	

8. Public safety	Marking Yes No N/A	Comments/clarification
<b>Section 1A(d) ZLA 1981:</b>		
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	Procedure now in place
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)?	No	Only one between March 2017 and March 2018, however currently on target to have four in 2018. Must include a Category 1 animal. See conditions.
8.4. Will the perimeter deter unauthorised entry and aid the confinement of zoo stock?	Yes	
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?	Select	
8.9. Do public areas, walkways and buildings appear safe?	Yes	
8.10. Are trees regularly inspected and appropriate remedial action taken?	Yes	Oly a small number of trees on site
8.11. Have appropriate risk assessments for direct contact by the public with animals been carried out?	Yes	But have been developed in a COSHH format. Must be put into an appropriate risk assessment format, with clear mitigations identified. See Conditions.
8.12. Are the special safety requirements for walk-through or drive-through exhibits adequately met?	Yes	

9. Records	Marking Yes No 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:		
(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	But pigeons and doves must be recorded by individual species. See conditions.
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	
<b>10. Miscellaneous</b>		
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?	No	See 8.11 above
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	
<b>12. Compliance check including licence conditions</b>		
12.1. Is the current licence or a copy on public display at each public entrance?	Yes	But only front page actually visible. The conditions must also be displayed. See conditions
12.2. Is adequate Public Liability Insurance current?	Yes	
12.3. Have any Additional licence conditions been met?	No	See 12.1 above

## 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

It is clear that there has been considerable progress since the last inspection in ensuring that the SSSMZP are met. There are generally high standards throughout the operation. Hawkridge Birds of Prey also clearly operate with very high standards and are to be commended.

Feeding by public is milk feeding to lambs (supervised) and grass pellet feeding to a range of animals (unsupervised and uncontrolled). See conditions.

### Recommendations:

1. Conducting post mortem examinations on animals that have been euthanased provides important information on the underlying health of the collection, particularly if they have been euthanased for health reasons.
2. Conservation measures: This is a very small zoo so the modest conservation measures meet the standard, particularly with the rehabilitation work of Hawkridge Birds of Prey. More could be done on the site, particularly through expanding the small conservation garden and bird or bat box initiatives.
3. The schools programme is in its infancy and is welcome. A record of numbers of school visits and school children should be kept as well as appropriate feedback sheets. These should be made available to future inspection teams.

## Inspecting team's recommendation to the local authority

Having inspected (name of zoo)

World of Country Life

on:

5th September 2018

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)

1. Feeding by members of the public must be monitored and controlled to ensure animals are not overfed. A system for monitoring and control must be put in place by the time the park reopens in spring 2019. (SSSMZP 1.10)
2. A programme of disease surveillance to include regular faecal screening for bacteria and parasites must be included in the Healthcare Plan within 3 months (SSSMZP 3.7)
3. Documented reviews of the clinical, pathological and behavioural records must be conducted regularly (SSSMZP 3.12). A system must be put in place for at least annual reviews and the outcome documented. By 31 December 2018
4. A review of the practice of allowing members of the public to enter the lamb and goat enclosure with respect to the risks to animal welfare must be carried out. This must take account of the numbers of people on site, the capacity of the enclosure and refuge areas for potentially stressed animals and the need for supervision in busy times. (SSSMZP 5.1, 5.2, Appendix 6.14)
5. Drills: As per section 8.38 of SSSMZP, A minimum of four per year must be carried out including two of a Category 1 animal. Documentary evidence to be provided to the Local Authority by 31 December 2018 and again 31 December 2019.
6. Risk assessments for all animal-related activities must be in an appropriate risk assessment format rather than the current COSHH format (SSSMZP 8.3). By 31 March 2019.
7. The inventory must indicate the pigeon and dove species rather than 'Pigeon and doves various'. (SSSMZP 9.1, 9.5). 31 December 2018
8. The Zoo Licence on display at the entrance must include the conditions as well as the Licence itself. (SSSMZP Section 12). Immediate

Inspector(s) signature(s)



Date signed




## **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.



## **ADDITIONAL AND CONSERVATION CONDITIONS ATTACHED TO LICENCE NO. 18/00003/ZOO**

The following works must be completed in the time frames set below:

- Feeding by members of the public must be monitored and controlled to ensure animals are not overfed. A system for monitoring and control must be put in place by the time the park reopens in **Spring 2019** (SSSMZP 1.10)
- A programme of disease surveillance to include regular faecal screening for bacteria and parasites must be included in the Healthcare Plan within **3 months** (SSSMZP 3.7)
- Documented reviews of the clinical, pathological and behavioural records must be conducted regularly (SSSMZP 3.12). A system must be put in place for at least annual reviews and the outcome documented. **By 31 December 2018**
- A review of the practice of allowing members of the public to enter the lamb and goat enclosure with respect to the risks to animal welfare must be carried out. This must take account of the numbers of people on site, the capacity of the enclosure and refuge areas for potentially stressed animals and the need for supervision in busy times. (SSSMZP 5.1, 5.2, Appendix 6.14) **By 31 December 2018**
- Drills: As per section 8.38 of SSSMZP, a minimum of four per year must be carried out including two of Category 1 animal. Documentary evidence to be provided to the Local Authority **by 31 December 2018 and again 31 December 2019**
- Risk assessments for all animal-related activities must be in an appropriate risk assessment format rather than the current COSHH format (SSSMZP 8.3) **By 31 March 2019**
- The inventory must indicate the pigeon and dove species rather than 'Pigeon and doves various'. (SSSMZP 9.1, 9.5) **By 31 December 2018**
- The Zoo Licence on display at the entrance must include the conditions as well as the Licence itself (SSSMZP Section 12) **Immediate**

### **Recommendations**

- Conducting post mortem examinations on animals that have been euthanased provides important information on the underlying health of the collection, particularly if they have been euthanased for health reasons.
- Conservation measures: This is a very small zoo so the modest conservation measures meet the standard, particularly with the rehabilitation work of Hawkridge Birds of Prey. More could be done on the site, particularly through expanding the small conservation garden and bird or bat box initiatives.
- The schools programme is in its infancy and is welcome. A record of numbers of school visits and school children should be kept as well as appropriate feedback sheets. These should be made available to future inspection teams.





## Inspection Report

Date of inspection: 10/12/2015 Date report completed: 10/12/2015

Name of applicant or current licence holder: Nigel Lee

Name and address of zoo: World of Country Life Ltd  
Littleham  
Exmouth  
Devon  
Postcode: EX8 5BY

Tel no: 01395 264 126 Licence Number: ZO0002

Date of last formal inspection: 16/10/2012 Type of last formal inspection: Periodical (renewal)

Timing of next formal inspection: <April 2018 Type of next formal inspection: Periodical (renewal)

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)

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.

World of Country Life is a large award winning attraction located on the edge of Sandy Bay caravan park located in Exmouth close to the coast. This is a mixed visitor attraction combining a medium sized animal collection alongside a large variety of children's play areas and an extensive collection of nostalgia and museum items including vehicles, historical farming equipment and steam engines to name a few. The animal collection is predominantly farm animals with a small number of exotic species, including a large population of birds of prey. The birds of prey are operated by Hawkridge Birds of Prey which are based within the confines of the zoo and as such are considered under the zoo licence for World of Country Life. The collection, birds of prey aside, plans to focus on the domestic species and does not have any immediate plans to develop the exotic side of the collection.

The zoo inspection team recognises that there has been a recent change in management within the collection since the previous inspection and that considerable changes have been made during this transition phase. As such this inspection report must be considered to reflect the positive changes occurring within the collection and that there is an obvious change in the culture and attitude in ensuring compliance with the ZLA (1981) and its subsequent amendments.

The collection currently has a 14(2) dispensation. Reviewing the collection as to the number of category 1 or 2 hazardous animals and/or conservation sensitive species the collection currently exceeds the guidance of <50 animals, however the total number is 74 animals. It is the opinion of this zoo inspector that it would be appropriate to maintain the 14(2) dispensation - it was highlighted to the operator that if the collection grows much bigger then this may need to be reviewed. There has been an increase in the size of the collection by approximately 30% in the last year.

Additional documents were provided to assist in compliance with policy development including:

- (i) Preventing or controlling ill health from animal contact at visitor attractions - Industry Code of Practice (2012) and associated documents
- (ii) SSSMZP 2012
- (iii) ZLA 1981: Guide to the Act's provisions (2012)
- (iii) Example escape policy
- (iv) Example ethics policies

\*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
<b>Section 1A(c)(II) ZLA 1981:</b>		
1.1. Are animals provided with a high standard of nutrition?	Yes	But recommend review the psittacine diets for suitability with the veterinarian (high level of sunflower seeds noted)
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	But recommend review the sink area in food preparation as currently wooden and difficult to maintain levels of hygiene, see recommendations
(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	
1.6. Is feeding by visitors permitted?	Yes	But recommend review feeding policy including management, control and review for individuals, see recommendations.
(a) if 'yes', is it properly controlled?	Yes	
<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?	Yes	But there is insufficient perching in the small and large psittacines, see conditions
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	

<b>2. Provision of suitable environment (contd.)</b>	<b>Marking Yes No N/A</b>	<b>Comments/clarification</b>
2.3. Are there satisfactory measures in place to safely confine the animals?	Yes	
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	Generators available as and when needed.
2.7. Is the cleaning of the accommodation satisfactory?	Yes	But pigeon avaries inappropriate faeces build up and food left down where no animals present, see conditions.
2.8. Is the standard of maintenance adequate for: (a) the buildings?	Yes	But some stretching of deer fence in north part of park, see recommendations
(b) the fences?	Yes	
2.9. Is all drainage effective and safe?	Yes	But recommend review effluent run off from the pig/calving pens in the goat walking area
<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?	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	But quality of record keeping needs improvement, see conditions
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	
<b>On-site facilities</b>		
3.6. Are catch-up and restraint facilities adequate?	Yes	
3.7. Is darting equipment satisfactory?	Yes	
3.8. Are on-site veterinary facilities adequate?	Yes	But recommend review isolation and treatment areas for small mammals and birds, reasonable for larger mammals.



3. Provision of animal health care (contd.)	Marking Yes No N/A	Comments/clarification
<b>Veterinary care</b> <b>Section 1A(c)(ii) ZLA 1981:</b> 3.9. Are the animals provided with a documented and maintained programme of preventative and curative veterinary care and nutrition?	No	It is noted that there are no concerns with regard to the provision of veterinary care. However there is no DOCUMENTED system of preventative medicine, records on site of veterinary care, nor review of post mortems or other clinical data. See conditions.
3.10. Is there a system for the regular review of clinical and pathological records?	No	See conditions
3.11. Are appropriate veterinary records kept?	No	No health care records available on site, see conditions
3.12. Are medicines kept and disposed of correctly?	No	Out of date or inappropriate storage of medicines on site, see conditions
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?	No	No post mortems undertaken on main collection (some for birds of prey), see conditions.
<b>Isolation and containment</b> 3.16. Is adequate reserve accommodation available for isolation of animals for: (a) assessment?	Yes	But need to review need for isolation/quarantine area for small mammals and birds as currently no dedicated area for this (excluding the birds of prey which have sufficient caging for this), see recommendations.
(b) treatment?	Yes	
(c) recovery?	Yes	
(d) quarantine (where required)?	Yes	
<b>Sanitation and control of disease</b> <b>Section 1A(e) ZLA 1981:</b> 3.17. Are satisfactory measures in place to prevent the intrusion of pests and vermin into the zoo premises?	Yes	Excellent vermin control programme, no evidence of intrusion at all. However recommend review locations and proximity to conservation area, especially with presence of voles, as well as considering the Birds of Prey.
3.18. Does it appear that general sanitation and pest control are effective?	Yes	Commended on the general level of sanitation and pest control.

<b>4. Provision of an opportunity to express most normal behaviour</b>	<b>Marking Yes No N/A</b>	<b>Comments/clarification</b>
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	But recommend perching and enrichment be improved for the psittacines.
4.2. Are animals of social species normally maintained in compatible social groups?	Yes	
<b>5. Provision of protection from fear and distress</b>		
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	But recommend ethical review of animal interactions, note: this was not considered a problem at inspection and was well managed, just not documented.
5.3. Are interactions between the animals such that they are not excessively stressful?	Yes	
<b>6. Transportation and movement of live animals</b>		
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: i) transport and movement equipment is in good order?	Yes	Wide range of trailers on site, commended on the quality and investment in the birds of prey transport boxes.
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
<b>Section 1A(a) ZLA 1981:</b> 7.1. Is the zoo participating in at least one of the following: (i) research from which conservation benefits accrue to species of wild animals?	No	
(ii) training in relevant conservation skills?	No	
(iii) the exchange of information relating to the conservation of species of wild animals?	No	
iv) where appropriate, breeding of wild animals in captivity?	No	
(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?	Yes	The main collection has a small conservation, nature garden but this has not been developed since the last inspection. There are areas of hedgerow development and the Hawkridge Birds of Prey engage in wild raptor rehabilitation and re-release. However need to solidify the conservation delivery, see conditions.
<b>Section 1A(b) ZLA 1981:</b> 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?	Yes	But currently lack written education policy and lack of information on the conservation of biodiversity, see conditions.
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)?	Yes	
7.4. Are on-site education facilities adequate for the resources of the collection?	Yes	Self led groups and access to museum aspect well managed, planned area for development, see conditions.
7.5. Are the conservation efforts adequate for the resources of the collection?	Yes	But need to develop this area, see conditions.
7.6. Are the research efforts adequate for the resources of the collection?	N/A	No research currently conducted nor planned
7.7. Is captive breeding properly managed?	Yes	

8. Public safety	Marking Yes No N/A	Comments/clarification
<b>Section 1A(d) ZLA 1981:</b>		
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?	No	The escape policy and associated processes requires full review to be reflective of the animals in the collection and the actions to be taken in the event of an escape, see conditions.
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)?	No	No animal escape drills carried out - see conditions
8.4. Will the perimeter deter unauthorised entry and aid the confinement of zoo stock?	Yes	
8.5. Do stand-off barriers appear adequate?	Yes	
8.6. Are adequate warning signs provided?	Yes	But recommend review care may bite signs and hand wash signage - recommend consideration be given to pictorial signs.
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?	Yes	But not a documented process - recommend review but it is noted risk is low for the majority of the site with bigger trees being limited to the north aspect of the zoo.
8.11. Have appropriate risk assessments for direct contact by the public with animals been carried out?	No	It is noted that there are risk assessments in place and that they are current, having been reviewed in April 2015. However they are not reflective of the actions and policies on site and they are a little light on content and consideration, recommend that these are thoroughly reviewed to the satisfaction of the local authority and in line with best practice as set out by the HSE.
8.12. Are the special safety requirements for walk-through or drive-through exhibits adequately met?	Yes	

9. Records	Marking Yes No 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:		
(i) the numbers of different animals?	Yes	Animal records for daily operation and review poor, animal moves and acquisitions well managed, see conditions.
(ii) acquisitions, births, deaths, disposals and escapes of animals?	Yes	
(iii) the causes of any such deaths?	No	
(iv) the health of the animals?	No	
9.2. Are daily diaries maintained, and do they contain appropriate information?	Yes	But data scanty and no individual animal or group records, record keeping needs thorough review, see conditions.
9.3. Are animal stock records clear and up-to-date?	Yes	But historical problems noted - see conditions
9.4. Are annual stock records completed in the correct format and submitted to the local authority?	No	Inaccurate and perpetuation of historical problems, discussed in detail and confident will be resolved by year end, however see conditions.
9.5. Are animal source and destination records kept?	Yes	To a high standard
9.6. Are archived records secure?	Yes	
<b>10. Miscellaneous</b>		
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?	No	See 8.11, see recommendations
10.4. Has an ethical review process been established and implemented?	No	See conditions
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	But recommend review and date the actions list from the last fire audit recommendations.
11.3. Is refuse and clinical waste disposed of correctly?	Yes	
11.4. Are the required needs of disabled visitors met?	Yes	
<b>12. Compliance check including licence conditions</b>		
12.1. Is the current licence or a copy on public display at each public entrance?	Yes	But only the first page, see conditions
12.2. Is adequate Public Liability Insurance current?	Yes	But current documentation not available for review, see conditions
12.3. Have any Additional licence conditions been met?	No	Several of the conditions were not met - this inspector reviewed them with the operator and accepted that attempts had been made to rectify the conditions and that none of the conditions had timescales as required. Some of the elements of the conditions noted are incorporated into the conditions outlined as part of this inspection and, whilst not met, the collection had not failed to complete them due to the lack of a time scale in the documentation.

## 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

The inspection team would like to thank World of Country Life for their hospitality, openness and transparency with regard to the Zoo Licence inspection. All of the team members met were exceptionally helpful and willing to answer questions and share an obvious passion about the species under their care and proudly demonstrate the high standards that they have employed across the park. The inspectors found the collection to be professionally operated, and to be developing in a positive fashion under the direction of the owner and the new management team. The following recommendations and conditions reflect a lack of robustness and presence of effective policy within the collection, however this is not a reflection of any concerns with regard to the operation of the park, animal welfare nor guest safety.

### Recommendations:

1. It is recommended that the animal food preparation area, especially around the sink, be reviewed and elements replaced to ensure adequate hygiene can be maintained.
2. It is recommended that a visitor-animal feeding policy is developed that considers methods of feeding, control of individual animal intake, and food waste management for the animals in the collection.
3. It is recommended that the deer fences are regularly checked and any areas of stretched mesh are fixed or replaced.
4. It is recommended that the run off of effluent from the calving and pig pens following cleaning be reviewed with an aim to prevent contamination of public walkways and adjacent animal pens.
5. It is recommended that the suitability of the current darting system be reviewed for effectiveness as part of the escape review policy.
6. It is recommended that a designated area be made available for the isolation, quarantine and treatment of small mammals and birds.
7. It is recommended that the care may bite signage be reviewed to include pictorial messages rather than just text.
8. It is recommended that the annual tree survey be documented, including any actions taken.
9. It is noted that there are risk assessments in place. However it was the opinion of the inspectors that these were not effective nor reflect the actions undertaken on site, as such it is recommended that these be fully reviewed in conjunction with the staff and completed in a format consistent with that recommended by the Health and Safety Executive (HSE).
10. It is recommended that the fire risk assessments be reviewed and the actions list completed and dated.
11. It is recommended that an animal collection plan be developed specifying the long term plan for the animal collection and justification for species selection moving forward.
12. It is recommended that the collection review the location and types of vermin baits used around the nature garden, with specific consideration for the voles present there, and consider the areas around the Birds of Prey for risk of ingestion of baited rodents.
13. The collection is recommended to review the type, location and use of pictures for hand washing signage, particularly in the goat walking area and the deer train station area.
14. It is recommended that the cockatoo's diet be reviewed for suitability and that they undergo a health check including assessment of PBF status.

## Inspecting team's recommendation to the local authority

Having inspected (name of zoo)

World of Country Life

on:

10th December 2015

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)

Please note the section or appendices referred to below refer to the SSSMZF (2012):

1. As per section 4.3 the parrots and perching birds must have an increased number of perches made available and suitable enrichment provided on a more frequent basis. Provision of enrichment must be documented, as per section 9.4(h), in the individual animal's records (immediate).
2. In accordance with section 1.3, 1.7 and 3.25 the collection must review and implement an effective method that prevents access of wild sparrows to the small guinea pig and rabbit pens found in the Animal Nursery, especially focusing on prevention of wild birds defecating on to the animals, animal pens and animal food bowls ( 2 months).
3. In accordance with section 9 the collection must develop an animal records system that is kept and maintained for all individually recognisable animals and groups of animals in the zoo, including the birds of prey. These records must include the following information: (a) identification and scientific name; (b) origin (i.e. whether wild or captive-born, including identification of parents, where known, and previous location/s, if any); (c) dates of entry into, and disposal from, the collection and from and to whom; (d) date, or estimated date, of birth or hatching; (e) sex (where known); (f) any distinctive markings, including tattoos, freeze-brands, rings or microchips; (g) clinical data, including details of and dates of any treatment given; (h) behavioural and life history data; (i) date of death and the result of any post mortem examination and laboratory investigations; (j) where an escape has taken place, or damage or injury has been caused to, or by, an animal to persons or property, the reason for such escape, the damage or injury caused must be recorded and a summary of remedial measures taken to prevent recurrence should be provided; (k) food and diets, including documentation of any diet changes. (3 months)
4. The inspectors acknowledge that there is an effective veterinary preventative and curative health care programme at World of Country Life, however there is no documented health care programme that outlines a summary of the health care programme on site. As per section 3.7 and 3.9 such a documented veterinary health programme must be produced, in conjunction with the veterinarian, that reviews the practices undertaken on site and reflects what is appropriate best practice for the collection. This must include, but is not limited to: (i) a routine health surveillance programme including vaccination, parasite and microbiology screening, including anthelmintic selection and parasite management options; (ii) quarantine, isolation and import policies and procedures for each taxonomic group including species specific recommendations; (iii) a process of documented review of clinicopathological records; (iv) post mortem examination (PME) procedures and rational when it is not carried out; (v) nutritional and dietary review processes; (vi) pharmaceutical dispensing, storage and management policies, and (vii) a documented zoonosis policy that includes a review of zoonotic pathogens considered a risk in the collection, surveillance programmes in place to monitor for such pathogens, risk assessments specific to zoonosis management and the mitigation strategies deployed to reduce risk to staff and visitors, including hand washing and sanitation strategies (3 months).

Continues on page 12b

Inspector(s)


Date signed

12/12/2015



## Inspecting team's recommendation to the local authority

### Additional Conditions (if appropriate) (continued from page 12)

5. All veterinary drugs must be reviewed by the collection and any out of date or exceeding recommendations following opening must be disposed of in an appropriate manner in accordance with Appendix 5.8 (1 month)
6. As per Appendix 2 a documented ethical review process must be developed including a minimum of two minuted meetings per year. Topics to be discussed must include welfare of goats during goat walking, use of animals in animal racing, tethering of birds of prey, and acquisition and disposition of young animals such as quail or goats throughout the year. Note: the choice of these topics does not reflect on any concerns of the current operation, simply topics relevant for discussion at the ethics meeting (12 months).
7. The collection, as part of the mandatory conditions (Section 7 and Appendix 3), must produce a documented conservation strategy that outlines the aims and objectives for the collection's conservation programmes over the next three years. This should include a programme of annual review of actions taken in the previous year and subsequent develops for the following year, including a programme for the development of the nature garden area and the other native species programmes on the site (12 months).
8. The collection, in accordance with section 7.8, 7.9 and Appendix 3, must produce a documented education strategy including an outline of the education programme at World of Country Life (12 months).
9. As per section 8.36 the collection must review and produce an updated, documented escape management policy which must include, but not be limited to; (i) a review of the existing escape procedures for appropriateness and ease of understanding, and (ii) the production and implementation of an actions list and escape policy audit following escape (or drill) that ensures that steps are taken to identify any failings in the procedures employed and to prevent escapes from being repeated in the same manner (3 months).
10. In accordance with section 8.38 animal escape drills must be carried out at least four times a year, recorded and regularly reviewed, this should include at least two drills involving the escape of a Category 1 species (12 months).
11. As per section 9.5 the animal inventory for 2014 must be reviewed and the discrepancies between close of 2014 and start of 2015 resolved to the satisfaction of the local authority. All subsequent animal inventories must provide an accurate reflection of the stock inventory from the 1st January to the 31st December for each year. The reviewed and accurate 2014 inventory should be submitted prior to, or with, the 2015 annual inventory by the 1st April, 2016.
12. The current Zoo Licensing Act licence or a copy of it, including the mandatory and additional conditions, must be displayed at each public entrance of the zoo in accordance with Section 12 (3 months).
13. A copy of the current public liability insurance must be provided to the local authority (3 months).
14. The aviaries, particularly the pigeons, must have excess food and faecal build up removed daily as per section 2.9 (immediate).

END

## **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.

## Part 1

East Devon District Council has granted this licence in accordance with the Zoo Licensing Act 1981. This licence authorises the licence holder(s) to keep a Zoo at the premises identified within this document subject to the standard conditions and where relevant the additional conditions accompanying or attached to this licence.

Commences 07/11/12

Expires 06/11/2018

Nigel Lee

World of Country Life, Meadow Crescent, Sandy Bay, EXMOUTH, Devon, EX8 5BY.

## Part 2

Licence conditions (required by section 1A of the Act):

The operator of the Zoo must ensure that the following measures are implemented in 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.
- Accommodating and keeping the animals in a manner which meets the standards as set out in the Secretary of State's Standards of Modern Zoo Practice.
- Preventing the escape of animals and putting in place measures to be taken in the event of any escape or unauthorised release of animals.
- Preventing the intrusion of pests and vermin into the premises of the Zoo.
- Keeping up-to-date records of the Zoo's collection of animals, including records of the numbers of different animals; acquisitions, births, deaths, disposals and escapes of animals; the causes of any such deaths; and the health of the animals.
- Participates in at least one of the following:
  - Research which benefits the conservation of wild animals
  - Training in relevant conservation skills
  - Exchanging information about the conservation of wild animals
  - Breeding of wild animals in captivity
  - Repopulating an area with wild animals, or re-introducing wild animals

## Part 3

### Other conditions

#### Insurance

1. Within one month of the date of the licence and one month of the date of renewal of the policy, where applicable, a copy of the Zoo's current public liability insurance policy, and of subsequent renewals thereof, to be sent to the licensing authority.

#### Hazardous Animals

2. The licensing authority to be notified in writing, at least one month in advance, of the proposed addition of any animal listed in category 1 of the Hazardous Animal Categorisation (see Appendix 12 of the Secretary of State's Standards of Modern Zoo Practice), which is from a taxonomic family of which Category 1 species have not previously been kept in the Zoo.

#### Temporary Removal of Animals from the Zoo

3. The licensee/s to notify the licensing authority before the temporary removal from the Zoo (other than for veterinary attention or inter-zoo movements) of any animal listed in category 1 of the Hazardous Animal Categorisation of Secretary of State's Standards of Modern Zoo Practice.

Such notification should be given as early as possible and, in any case, no later than 12 hours before the removal, unless the Zoo operator and licensing authority mutually agree a shorter period. The notification should include details of the destination, the method of transportation of the animal, the

arrangements for its well-being and the arrangements for the safety of the public whilst it is away from the Zoo.

#### Escapes

4. In the event of any non-domestic animal escaping from the confines of the Zoo, notification shall be made to the licensing authority as soon as possible, and, in any case, not later than 24 hours following the escape.

#### Stock Records

5. An annual stocklist of all animals must be kept and a copy must be forwarded to the local authority no later than 1 April of the year following that to which it relates. The stocklist should be in a multi-column format similar, for example, to Section 9.5 of the Secretary of State's Standards of Modern Zoo Practice.

#### Display of the Zoo Licence

6. The current licence or a copy of the licence together with a copy of the conditions attached to the licence must be publically displayed at each public entrance to the zoo/premises.

#### Conditions attached by Secretary of State Zoo Inspectors following Zoo Inspection 10/12/2015

Please note the section or appendices referred to below refer to the SSSMZP (2012):

1. As per section 4.3 the parrots and perching birds must have an increased number of perches made available and suitable enrichment provided on a more frequent basis. Provision of enrichment must be documented, as per section 9.4(h), in the individual animal's records (immediate).
2. In accordance with section 1.3, 1.7 and 3.25 the collection must review and implement an effective method that prevents access of wild sparrows to the small guinea pig and rabbit pens found in the Animal Nursery, especially focusing on prevention of wild birds defecating on to the animals, animal pens and animal food bowls ( 2 months).
3. In accordance with section 9 the collection must develop an animal records system that is kept and maintained for all individually recognisable animals and groups of animals in the zoo, including the birds of prey. These records must include the following information: (a) identification and scientific name; (b) origin (i.e. whether wild or captive-born, including identification of parents, where known, and previous location/s, if any); (c) dates of entry into, and disposal from, the collection and from and to whom; (d) date, or estimated date, of birth or hatching; (e) sex (where known); (f) any distinctive markings, including tattoos, freeze-brands, rings or microchips; (g) clinical data, including details of and dates of any treatment given; (h) behavioural and life history data; (i) date of death and the result of any post mortem examination and laboratory investigations; (j) where an escape has taken place, or damage or injury has been caused to, or by, an animal to persons or property, the reason for such escape, the damage or injury caused must be recorded and a summary of remedial measures taken to prevent recurrence should be provided; (k) food and diets, including documentation of any diet changes. (3 months)
4. The inspectors acknowledge that there is an effective veterinary preventative and curative health care programme at World of Country Life, however there is no documented health care programme that outlines a summary of the health care programme on site. As per section 3.7 and 3.9 such a documented veterinary health programme must be produced, in conjunction with the veterinarian, that reviews the practices undertaken on site and reflects what is appropriate best practice for the collection. This must include, but is not limited to: (i) a routine health surveillance programme including vaccination, parasite and microbiology screening, including anthelmintic selection and parasite management options; (ii) quarantine, isolation and import policies and procedures for each taxonomic group including species specific recommendations; (iii) a process of documented review of clinicopathological records; (iv) post mortem examination (PME) procedures and rational when it is not carried out; (v) nutritional and dietary review processes; (vi) pharmaceutical dispensing, storage and management policies, and (vii) a documented zoonosis policy that includes a review of zoonotic pathogens considered a risk in the collection, surveillance programmes in place to monitor for such pathogens, risk assessments specific to zoonosis management and the mitigation strategies deployed to reduce risk to staff and visitors, including hand washing and sanitation strategies (3 months).
5. All veterinary drugs must be reviewed by the collection and any out of date or exceeding recommendations following opening must be disposed of in an appropriate manner in accordance with Appendix 5.8 (1 month)
6. As per Appendix 2 a documented ethical review process must be developed including a minimum of two minuted meetings per year. Topics to be discussed must include welfare of goats during goat walking, use of animals in animal racing, tethering of birds of prey, and acquisition and disposition of young animals such as quail or goats throughout the year. Note: the choice of these topics does not reflect on any concerns of the current operation, simply topics relevant for discussion at the ethics meeting (12 months).
7. The collection, as part of the mandatory conditions (Section 7 and Appendix 3), must produce a documented conservation strategy that outlines the aims and objectives for the collection's conservation programmes over the

next three years. This should include a programme of annual review of actions taken in the previous year and subsequent develops for the following year, including a programme for the development of the nature garden area and the other native species programmes on the site (12 months).

8. The collection, in accordance with section 7.8, 7.9 and Appendix 3, must produce a documented education strategy including an outline of the education programme at World of Country Life (12 months).

9. As per section 8.36 the collection must review and produce an updated, documented escape management policy which must include, but not be limited to; (i) a review of the existing escape procedures for appropriateness and ease of understanding, and (ii) the production and implementation of an actions list and escape policy audit following escape (or drill) that ensures that steps are taken to identify any failings in the procedures employed and to prevent escapes from being repeated in the same manner (3 months).

10. In accordance with section 8.38 animal escape drills must be carried out at least four times a year, recorded and regularly reviewed, this should include at least two drills involving the escape of a Category 1 species (12 months).

11. As per section 9.5 the animal inventory for 2014 must be reviewed and the discrepancies between close of 2014 and start of 2015 resolved to the satisfaction of the local authority. All subsequent animal inventories must provide an accurate reflection of the stock inventory from the 1st January to the 31st December for each year. The reviewed and accurate 2014 inventory should be submitted prior to, or with, the 2015 annual inventory by the 1st April, 2016.

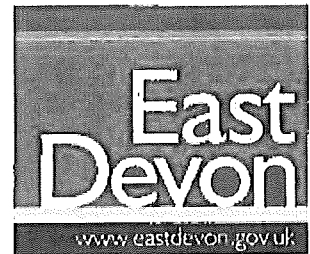
12. The current Zoo Licensing Act licence or a copy of it, including the mandatory and additional conditions, must be displayed at each public entrance of the zoo in accordance with Section 12 (3 months).

13. A copy of the current public liability insurance must be provided to the local authority (3 months).

14. The aviaries, particularly the pigeons, must have excess food and faecal build up removed daily as per section 2.9 (immediate).



East Devon District Council  
Knowle  
Sidmouth  
Devon  
EX10 8HL  
DX 48705 Sidmouth  
Tel: 01395 516551



## Zoo Licence

# ZO0002

Zoo Licensing Act 1981

East Devon District Council has granted this licence in accordance with the **Zoo Licensing Act 1981**. This licence authorises the licence holder(s) to keep a Zoo at the premises identified within this document subject to the standard conditions and where relevant the additional conditions accompanying or attached to this licence.

### DURATION OF LICENCE

**Commences: 07/11/2012**

**Expires: 06/11/2018**

### NAME & ADDRESS OF LICENCE HOLDER

**Nigel Lee**

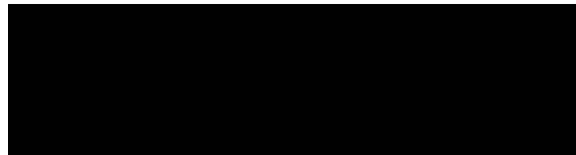
World of Country Life, Meadow Crescent, Sandy Bay, EXMOUTH, Devon, EX8 5BY.

### PREMISES ADDRESS

**World of Country Life**

Meadow Crescent Sandy Bay EXMOUTH Devon EX8 5BY

### SIGNED ON BEHALF OF THE ISSUING LICENSING AUTHORITY



**Andrew Ennis**

**Environmental Health and Parking Services Manager**



**Additional conditions attached to the licence following the Periodic Inspection dated 10 December 2015 - please note that all the listed conditions must be implemented by specific dates.**

Note the sections or appendices referred to within these conditions relate the appropriate sections/appendices in the Secretary of State's Standards of Modern Zoo Practice (2012 edition).

1. By no later than **4 March 2016** the collection must review and implement an effective method that prevents access of wild sparrows to the small guinea pig and rabbit pens found in the Animal Nursery, especially focusing on prevention of wild birds defecating on to the animals, animal pens and animal food bowls (Section 1.3, 1.7 and 3.25.)
2. The inspectors acknowledge that there is an effective veterinary preventative and curative health care programme at World of Country Life, however there is no documented health care programme that outlines a summary of the health care programme on site. By no later than **31 March 2016** a suitable documented veterinary health programme must be produced, in conjunction with the veterinarian, that reviews the practices undertaken on site and reflects what is appropriate best practice for the collection (Section 3.7 and 3.9). This must include, but is not limited to:
  - (i) a routine health surveillance programme including vaccination, parasite and microbiology screening, including anthelmintic selection and parasite management options;
  - (ii) quarantine, isolation and import policies and procedures for each taxonomic group including species specific recommendations;
  - (iii) a process of documented review of clinicopathological records; (iv) post mortem examination (PME) procedures and rational when it is not carried out;
  - (iv) nutritional and dietary review processes;
  - (v) pharmaceutical dispensing, storage and management policies, and
  - (vi) a documented zoonosis policy that includes a review of zoonotic pathogens considered a risk in the collection, surveillance programmes in place to monitor for such pathogens, risk assessments specific to zoonosis management and the mitigation strategies deployed to reduce risk to staff and visitors, including hand washing and sanitation strategies.
3. By no later than **31 March 2016** the collection must review and produce an updated, documented escape management policy (Section 8.36) which must include, but not be limited to:
  - (i) a review of the existing escape procedures for appropriateness and ease of understanding, and
  - (ii) the production and implementation of an actions list and escape policy audit following escape (or drill) that ensures that steps are taken to identify any failings in the procedures employed and to prevent escapes from being repeated in the same manner.
4. By no later than **31 December 2016** a documented ethical review process must be developed including a minimum of two minuted meetings per year (Appendix 2). Topics to be discussed must include welfare of goats during goat walking, use of animals in animal racing, tethering of birds of prey and acquisition and disposition of young animals such as quail or goats throughout the year. Note: the choice of these topics does not reflect on any concerns of the current operation, simply topics relevant for discussion at the ethics meeting.