



Inspection Report

Date of inspection: 16/08/2018 Date report completed: 04/09/2018

Name of applicant or current licence holder: [REDACTED]

Name and address of zoo: The Fenn Bell Inn
St Marys Hoo
Rochester
Kent
Postcode: ME3 8RF

Tel no: [REDACTED] Licence Number: MC/201519327

Date of last formal inspection: 20/04/2017 Type of last formal inspection: Full

Timing of next formal inspection: 1 year Type of next formal inspection: 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)
[REDACTED]	
[REDACTED]	
[REDACTED]	

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.

Zoos in the UK are covered by the Zoo Licensing Act 1981 (as amended by the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002). The Guide to the Act's Provisions are covered by 2012 Version. This inspection was made in accordance with the requirements of this legislation.

In assessing the standards required of a Zoo, reference is made to The Secretary of State's Standards of Modern Zoo Practice (2012 Edition).

The Inspectors role is to identify problems (i.e. where minimum standards are not being met), not to provide solutions. However, where problems are identified, discussions will be open and inclusive of all parties on how best to deal with them. In general, Inspectors will support and encourage zoos to make necessary improvements and should know where to direct the zoo for information if they cannot provide this advice themselves.

Inspectors can only inspect and report on the information gathered on the day of the inspection. Records and record-keeping systems will be sampled and interrogated. The annual stock records will be checked to assess animal movements, mortality etc. The stock record should be in six or seven columns, as long as required information is provided. Unexpectedly high mortalities will warrant further investigation.

Compliance with the Zoo Licensing Act 1981 (as amended) does not imply that the requirements of any other legislation have been met. The licence holder should ensure that he/she is aware of the requirements under CITES regulating the commercial use of specimens listed on Annex A of the CITES regulations. For further information and advice the zoo licence holder should contact the Wildlife and Licensing Registration Service of Animal Health on 0117 372 8774

This report is based upon the findings and information supplied in association with the formal inspection that took place on 18th August 2018.

Dispensations:-

Responsibility for granting dispensations lies with the Secretary of State. Inspectors may be asked to comment on whether a new zoo might be suitable for a dispensation, or whether an existing dispensation remains appropriate, but it is not the responsibility of the Inspector to carry out a detailed analysis or to decide on dispensation status. In England, such considerations and any decisions on dispensations are made by APHA on behalf of the Secretary of State.

It is considered that the current Dispensation of 14 (2) is appropriate.

*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:		The new diet sheets are well prepared
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:	Yes	There was no hot water in the kitchen – see Condition 1
(a) kept hygienically?	No	
(b) prepared hygienically?	No	
(c) supplied to the animal hygienically?	No	
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	The feeding of the ducks is monitored and controlled
(a) if 'yes', is it properly controlled?	Yes	
2. Provision of suitable environment		
Section 1A(c)(i) ZLA 1981:		
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	
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?	No	The Backup Generator needs to be serviced regularly – See Condition 2
2.7. Is the cleaning of the accommodation satisfactory?	Yes	
2.8. Is the standard of maintenance adequate for: (a) the buildings?	Yes	Cracked glass panel in the Raccoon exhibit needs replacing – see Condition 3
(b) the fences?	Yes	Stand off mesh in primate area has sharp edges – See Recommendation 1
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?	No	Category 1 of Appendix 2 animals kept but no Darting Equipment – See Condition 4
3.8. Are on-site veterinary facilities adequate?	Yes	

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	No CPD Records for the Vet were available – see Condition 5
3.10. Is there a system for the regular review of clinical and pathological records?	Yes	
3.11. Are appropriate veterinary records kept?	Yes	
3.12. Are medicines kept and disposed of correctly?	Yes	No drug book recording supply in and use - see Condition 6
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	
Isolation and containment 3.16. Is adequate reserve accommodation available for isolation of animals for:	Yes	
(a) assessment?	Yes	
(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	
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	Hand Wash signs are needed in the Sheep area – See Condition 7
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
Section 1A(a) ZLA 1981: 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 Pre inspection report did not do justice to the Conservation that is being undertaken or planned by this small Zoo. The Conservation area should be opened by spring of 2019.
(ii) training in relevant conservation skills?	Yes	
(iii) the exchange of information relating to the conservation of species of wild animals?	No	
iv) where appropriate, breeding of wild animals in captivity?	Yes	
(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?	Yes	
Section 1A(b) ZLA 1981: 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	
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	
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?	Yes	There is very little research, but this is a small zoo
7.7. Is captive breeding properly managed?	Yes	

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)?	No	Some escape drills have been undertaken, See Condition 8
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?	No	See Condition 9
8.9. Do public areas, walkways and buildings appear safe?	Yes	
8.10. Are trees regularly inspected and appropriate remedial action taken?	Yes	
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?	Yes	

9. Records	Marking Yes No N/A	Comments/clarification
Section 1A(f) ZLA 1981:		Stock records not in multi-column format – see Condition 10
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?	No	Stock records not in multi-column format – see Condition 10
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?	No	Stock records not in multi-column format – see Condition 10
9.6. Are archived records secure?	No	See Recommendation 2
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?	No	See Condition 11
10.5. Are public toilet facilities adequate and serviced?	Yes	
10.6. Are parking facilities adequate?	Yes	This was discussed as was visitor numbers.
10.7. Is a First Aid policy and accident reporting and recording system in place?	Yes	There are insufficient First aiders for the number of visitors – see Condition 12

11. Associated legislation	Marking Yes No N/A	Comments/clarification
11.1. Is electrical equipment routinely serviced?	No	Pat Testing needs to be undertaken – see Recommendation 3
11.2. Have fire precautions been agreed and implemented?	Yes	The frequent setting of Bonfires will be stopped, as agreed with the Local Authority – see Recommendation 4
11.3. Is refuse and clinical waste disposed of correctly?	No	Details of the waste disposal arrangements should be discussed and agreed with the Local Authority – see Recommendation 5
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	The Conditions are not on display – see Condition 13
12.2. Is adequate Public Liability Insurance current?	Yes	
12.3. Have any Additional licence conditions been met?	No	addition of any animal listed in Category 1 should comply with Condition 14

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

We would like to thank the Zoo Management and Staff for their hospitality on this inspection.

We were very impressed by the many improvements made and implemented since my last Inspection. The displays were natural but informative and the use of the new signs educational and appropriate and should be applauded. I considered this Zoo, although small, is now of a very high standard.

Zoos in the UK are granted a licence under the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002 to comply with the EC Zoos Directive 1999/22/EC. In pursuance of section 9 of the Zoo Licensing Act 1981, The Secretary of State has specified the Standards of Modern Zoo Practice. It is clear that this Zoo is mindful and compliant of these Standards and should be encouraged to go beyond these.

The Zoo is also reminded to discuss all planning matters well in advance with the Local Authority.

The following are recommendations. These are not currently to be conditions but are made in order to maintain and improve standards. :-

Recommendations:-

1. The stand off mesh in the primate area needs attention to remove or cover the sharp edges.
 2. A secure method of backing up and archiving records should be introduced.
 3. Agreement should be reached with the Local Authority as to the frequency of PAT and electrical system checking and certification.
 4. The setting of Bonfires should be stopped or limited to a frequency as agreed with the Local Authority.
 5. Details of the waste disposal arrangements should be provided to, discussed and agreed, with the Local Authority.
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