



Inspection Report

Date of inspection: 9th & 10th April 2018 Date report completed: 19/04/2018

Name of applicant or current licence holder: Tracy Tweedy & Dean Tweedy (Borth Wild Animal Kingdom Ltd)

Name and address of zoo: Borth Wild Animal Kingdom
Ynys Fergi
Borth
Ceredigion
Postcode: SY24 5NA

Tel no: 01970 871224 Licence Number: HC/ZOO01/24122017

Date of last formal inspection: 14th-16th Nov 2017 Type of last formal inspection: Special

Timing of next formal inspection: July-August 2018 Type of next formal inspection: Special

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)
SoS List 1 Zoo Inspector	Tracy Tweedy, Managing Director
SoS List 2 Zoo Inspector	Dean Tweedy, Director
LA Zoo Inspector	Zoo Manager
Ceredigion Co. Council	
Ceredigion County Council	

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.

Borth Wild Animal Kingdom (formally Borth Animalarium) has operated since 1987.

The zoo is composed of two parts:

- (1) The southern, older area, contains the main buildings, public facilities and services. Enclosures are primarily of wood and mesh construction in a poor standard of maintenance. This area houses the bulk of the collection including invertebrates, fish, reptiles, birds, pets, farm animals and Category 1 and 2 primates and carnivores. The southern aspect of the zoo has significant drainage problems and suffers from significant periodic flooding.
- (2) The northern section of the zoo is opened at the request of the public whom are accompanied by a member of staff. This means that for long periods this area of the zoo is not staffed or visible by staff. This area holds 4 Category 2 species (emus, palm civet, raccoon dog and skunk) and a pair of lions. There are 2 paddocks over the hill which is situated between the north and south sections housing 1.1.0 Kafue lechwe and domestic ponies.

The zoo has no complete perimeter fence with a public footpath cutting the zoo into the two halves.

At the last renewal inspection the zoo was found to be in a state of poor maintenance and with poor standards of operation. A license was issued with over 50 conditions. This licence was transferred to the new operators on 31st May 2017 with the existing conditions being retained. This current licence expires on the 16th August 2019.

The licensees have no prior experience of operating a zoo or working with captive exotic animals. This significantly contributed to the escape and humane destruction of a sub-adult lynx and the death of another lynx caused by inappropriate restraint in November 2017. These incidents triggered a series of Special Inspections.

Following these incidents a 'Crisis Manager' was appointed to assist the directors and to provide some experience of animal management. This person was removed from post 2 days before this inspection and is under investigation for potential crimes under the Wildlife and Countryside Act (1981).

This inspection is a Periodical Inspection that follows a series of Special Inspections undertaken by the Local Authority (and a SoS Zoo Inspector working on their behalf) in November 2017. These special inspection raised significant concerns regarding the operation of the zoo, public safety and animal welfare which resulted in 8 directions being served, 120 conditions being added to the license and an Improvement Notices under the Animal Welfare Act (2006) being served. A condition, which prohibits the keeping of Category 1 animals under specific caveats is currently being appealed by the licensees but has been removed, reworded and reissued as part of this inspection report.

The directions and the majority of the conditions had time for completion that expired prior to this periodical inspection however minimal evidence of compliance was submitted to the Local Authority and the little documentation provided by the collection was not considered to be of an appropriate quality. No Pre-Inspection Audit was submitted by the operators despite multiple requests from the LA.

In discussions at the start of the inspection, the licensees did not seem to appreciate the seriousness of the situation, the consequences of their apparent failure to take action to address the outcomes of the previous inspections or acknowledge their significant limitations in knowledge or experience. (As the inspection progressed they did develop some recognition of these realities). The inspectors questioned the licensees regarding the financial viability of the business and their motivation to continue operating the zoo. They insisted that they were fully committed to attempt to retain a licence.

The Local Authority and the Inspector who undertook the Special Inspections [REDACTED] have provided unprecedented support and advice in formal and informal formats in recent months to assist the operators. This was expressed to the licensees by both the SoS inspectors.

Following agreement from the entire inspection team it was decided to continue with the inspection rather than to serve a zoo closure notice immediately, as the legislation provides for, following failure to comply with the directions served in November. This did not exclude the possibility that the inspection would conclude with the issuing of a zoo closure notice.

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


Findings at inspection

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

1. Provision of food and water	Marking Yes No N/A	Comments/clarification
Section 1A(c)(ii) ZLA 1981:		
1.1. Are animals provided with a high standard of nutrition?	No	Diets are barely adequate and inappropriate feed and amounts of feed are being fed to a number of species. Primate diets contain a large amount of fruit, psittacine diet inappropriate for the species. Diets sheets are non-specific (eg. 'meat')
1.2. Is food and drink that is supplied appropriate for the species/individual?	No	See above - marmosets being fed large primate pellet which is not considered size appropriate for the species.
1.3. Are supplies of food and water:		
(a) kept hygienically?	No	The main kitchen was in a very poor state of cleanliness with contaminated surfaces, rotting food under the cupboards and a significant fly problem.
(b) prepared hygienically?	No	In many primate enclosures food had been provided directly onto porous wooden shelves which were not clean. Animals were provided water in bowls which had been tipped over in a number of enclosures.
(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	But rabbit water supplied had been poorly positioned so that hutch door prevented access to water (other water available at distant site within the paddock)
1.5. Are feeding methods safe for staff and animals?	Yes	Recommend safer protocols which ensured 2 slides were between keepers and the lions during feeding would be preferable
1.6. Is feeding by visitors permitted?	Yes	But poorly controlled, Inspectors witnessed members of the public feeding primates which are not be fed as per the collection's policies.
(a) if 'yes', is it properly controlled?	No	
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?	No	The following animals are housed in enclosures which inspectors consider to be substandard and require modification: Asian short clawed otter, Egyptian fruit bats, banded mongoose, Northern bald ibis, and lesser sulphur-crested cockatoo. However, many other enclosures would benefit from additional furniture to allow animals to express normal behaviours. There are a number of lone primates which is not acceptable.
2.2. Are the following environmental parameters appropriate:		
(a) temperature?	No	The management of the reptile environmental parameters is inadequate with poor monitoring of thermo-gradients and lack of UV provision.
(b) ventilation?	Yes	Very large temperature fluctuations beyond both extremes of the normal range were recorded for primates but no problem was recognised nor actions taken. For example marmosets temperatures ranged from 15-27C and grivet monkey from 12-20C.
(c) lighting?	No	
(d) noise levels?	Yes	
(e) any other environmental parameters?	Yes	Marmosets were seen huddling around lamps. No UV light provision demonstrated.

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?	No	Poor maintenance and design of enclosures led to a number of enclosures allowing escape. Padlocks did not prevent the doors being opened on some enclosures.
2.4. Do animal enclosures have sufficient shelter and refuge areas?	Yes	But the lechwe building is open at both ends and does not provide adequate shelter in extreme weather.
2.5. Do animal enclosures provide sufficient space?	No	Variable but a significant number of enclosures do not meet current, acceptable minimum standards (eg. mongoose, otter)
2.6. Are backup facilities for life support systems adequate?	Yes	Licensee states that the generators have been serviced but evidence of this was not provided during the inspection.
2.7. Is the cleaning of the accommodation satisfactory?	No	Cleaning and hygiene is very variable, generally poor, especially the primate tunnel systems and methods of food presentation.
2.8. Is the standard of maintenance adequate for: (a) the buildings?	No	The general state of maintenance across the entire site is extremely poor. Enclosure structures, mesh, fencing, paths and fittings are degraded, poorly constructed or broken in numerous locations. There are some positive exceptions particularly in the north aspect of the site.
(b) the fences?	No	
2.9. Is all drainage effective and safe?	No	The site has significant drainage problems. Attempts have been made to improve the situation with limited success.
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?	No	The staff are very inexperienced and the operators have an almost complete lack of knowledge of animal care. Numerous examples of failure to provide adequate care.
3.2. Do animals on display to the public appear in good health?	No	Inspectors identified orf infection in lambs and significant lameness in the leopard which had not been identified by staff and an inappropriately treated necrotic tail in a grivet monkey.
3.3. Are observations of condition and health made and recorded?	No	The staff had not identified the health concerns noted in 3.2 and little evidence of observations of health were provided in daily diaries or records.
3.4. Do animals receive prompt and appropriate attention when problems are noted?	No	Inspectors identified 3 animals which required urgent veterinary care which the operators had failed to identify and additional recent deaths including an emaciated ibis.
3.5. Are enclosures designed and operated in such a way that social interaction problems are avoided?	No	Lone primates (at least 4 individuals) are a significant concern. Addressing this will be challenging as the zoo is not Approved under the Balai Directive.
On-site facilities 3.6. Are catch-up and restraint facilities adequate?	No	No suitable equipment shown to inspectors. Staff completely ignorant to the equipment that is suitable for the collection animals nor how to use equipment. Presence of inappropriate equipment further highlighted lack of knowledge.
3.7. Is darting equipment satisfactory?	No	None available immediately. Nearest provision 2-3 hours away. Training to be undertaken.
3.8. Are on-site veterinary facilities adequate?	Yes	Very basic room requires general tidying and refurbishment to facilitate cleaning. Only suitable for species <10kg.

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?	No	There is complete confusion concerning the management and implementation of veterinary care. Inspectors spoke to both the consultant and local practice and received different perspectives. Prescriptions, laboratory results and PME's were poorly communicated resulting in either no action or inappropriate actions being undertaken. No preventative medicine programme documents of a suitable standard were presented to inspectors despite request and previous condition (still active).
3.10. Is there a system for the regular review of clinical and pathological records?	No	Inspectors were told PME's were being undertaken but no reports were produced. Any investigations that may be undertaken did not result in actions to improve health care in other animals.
3.11. Are appropriate veterinary records kept?	No	No veterinary records were presented to inspectors with aged leopard with known arthritis having no records since 2013 and no evidence of pain relief being provided (verbally or in record).
3.12. Are medicines kept and disposed of correctly?	No	Drugs were present with incorrect labeling. Expired drugs were present. Bottles were contaminated due to incorrect use. No temperature monitoring system was in place.
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	Communication with vets is extremely poor. Several animals which died which required PME were not submitted. The results of other investigations were not available and had not been actioned.
Isolation and containment 3.16. Is adequate reserve accommodation available for isolation of animals for: (a) assessment?	Yes	But not for larger species which would need to be isolated in enclosures. The zoo is at maximum stocking and all isolation facilities are currently full. The zoo must not obtain any further animals until standards are adequate for existing stock as there is no space to bring in additional animals safely.
(b) treatment?	Yes	
(c) recovery?	Yes	
(d) quarantine (where required)?	N/A	The facilities would not meet international quarantine standards but this is highly unlikely to be needed in the near to medium term.
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?	No	Significant evidence of rodent infestation was evident throughout the site with rodent faeces being found in the kitchen, dry feed store and in numerous enclosures. Live rodents were seen on several occasions during the inspection. Sparrows were seen feeding at feed-bowls inside housing eg. cockatoo. Staff have undertaken training and have developed a management plan but this was considered completely ineffective.
3.18. Does it appear that general sanitation and pest control are effective?	No	The substantial amounts of rubbish, discarded items and waste throughout the site provided ideal breeding sites and shelter for rodents. The whole zoo cleanliness was managed to a poor standard which the staff and operators seemed to consider acceptable.

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?	No	Some limited enrichment has been commenced and recorded but little was evident during the two days of the inspection. Some animals showed stereotypical behaviours which has not been addressed nor a plan being actioned (squirrel monkey).
4.2. Are animals of social species normally maintained in compatible social groups?	No	No - 4 social primates, an otter and a cockatoo were not in an appropriate social group.
5. Provision of protection from fear and distress		
5.1. Are the animals handled only by or under the supervision of appropriately experienced staff?	No	A poor level of experience demonstrated by staff highlighted by complete lack of appropriate equipment, procedures and the death of the lynx through using a dog catcher.
5.2. Is physical contact between animals and the public consistent with the animals' welfare?	Yes	But poor enclosure design and maintenance and poor stand off barriers allow unauthorised access multiple species. Hygiene and management of thermal parameters must be reviewed in the show
5.3. Are interactions between the animals such that they are not excessively stressful?	Yes	A rota of use of animals in the public display is in place but is filled in consistently with '10 minutes' so serves no useful purpose. No notes are included.
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?	No	The zoo employed a 'Crisis Manager', the operators reported to 
6.2. Can the zoo demonstrate that: i) transport and movement equipment is in good order?	No	No suitable crates are present on site. The lack of equipment and crates severely compromised the capture procedures for the escaped lynx. (Inspectors were provided with full reports of the incident and Special Inspection reports). The use of inappropriate nets, traps and crates risked the safety of staff and public.
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?	No	The licensees' and zoo staffs' lack of knowledge, practical skills, understanding of the risks posed by escaped animals and poor decision making raises significant concerns with the inspection team.
iii) catching and transportation techniques take account of the animal's temperament and escape behaviour in order to minimise injury, damage and distress?	No	This situation means that it is completely inappropriate for the zoo to be taking animals off the licensed premises for outreach of any description.
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?	No	

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	BWAK admitted does not undertake any conservation work currently but plans to in the future. BWAK is barely meeting, if at all, the requirements of the ZLA in this regard. Although options are being investigated for research and conservation activities no evidence of outcomes was available.
(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	The zoo is in the process of preventing all breeding of animals which is completely appropriate for this collection.
(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?	No	
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	But barely - signage is minimal if present has no consistent format and contains some inaccurate information. Animal species identification missing on several enclosures. The twice daily presentations made by keepers varies significantly in quality depending on the staff. The content should be reviewed by a knowledgeable person. Keeper talk viewed was adequate, a later one was factually incorrect.
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)?	No	Limitations to quality of enclosures and animal management as described throughout this report.
7.4. Are on-site education facilities adequate for the resources of the collection?	Yes	The zoo has no dedicated educational space and as education is considered to be the zoos primary purpose additional facilities should be considered. Currently has a display area.
7.5. Are the conservation efforts adequate for the resources of the collection?	No	There are no current conservation efforts being undertaken although the licensees have been investigating potential options.
7.6. Are the research efforts adequate for the resources of the collection?	No	Licensee has started to investigate options with local universities but no evidence of actual projects provided.
7.7. Is captive breeding properly managed?	Yes	But the zoo has bred animals restricted under the WCA(1981) The common marmoset population is breeding and this needs to be managed urgently. These issues have been recognised.

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?	No	Significant concerns regarding site management, maintenance, security, infrastructure, operational knowledge and experience of the licensees and the staff. Despite some remedial action since November 2017, escape risk remains high.
8.2. Are there satisfactory measures in place to be taken in the event of any escape or unauthorised release of animals?	No	The events of the lynx escape in November 2017 demonstrate that procedures, protocols and equipment are neither implemented nor understood. No improvements or modifications have been seen since the lynx escape. Firearms provision and licensing is a primary concern and is addressed in the 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	Reports from 2 drills and the actual lynx escape were provided, not four drills. Little evidence of actions being taken in response to deficits in procedures.
8.4. Will the perimeter deter unauthorised entry and aid the confinement of zoo stock?	No	The perimeter fence is absent, incomplete or in very poor state of repair. An escaped animal could walk out of the site unhindered. Gates in the perimeter were found to be open and unlocked during the inspection.
8.5. Do stand-off barriers appear adequate?	No	Many in poor condition. Several do not prevent the public having contact with animals. Some absent completely - cockatoo, primate
8.6. Are adequate warning signs provided?	No	Some missing - e.g. warning signs for lions, handwashing signs, no entry. Most of very poor quality e.g. some written on note paper
8.7. Are prohibited areas appropriately signed?	No	Most are signed but barriers to prevent access were dangerous e.g. gate tied with string which fell on inspector.
8.8. Are exits clearly marked and accessible?	No	Not clear but small site and difficult to get lost.
8.9. Do public areas, walkways and buildings appear safe?	No	Bridge past cranes has a number of broken slats. Most pavements pose a risk of trips and falls.
8.10. Are trees regularly inspected and appropriate remedial action taken?	No	No evidence provided to inspectors. Tree work has been undertaken as this facilitated the lynx escape but no systematic review was evident.
8.11. Have appropriate risk assessments for direct contact by the public with animals been carried out?	No	None provided to inspectors. Hand wash facilities were not acceptable with some sinks lacking water, appropriate drains, soap, drying facilities etc.
8.12. Are the special safety requirements for walk-through or drive-through exhibits adequately met?	N/A	None are currently open, wallaby walk through planned but initial quality of construction considered poor. Free ranging peacocks contaminate public and animal areas with faeces.

9. Records	Marking Yes No N/A	Comments/clarification
Section 1A(f) ZLA 1981:		
9.1. Are there up-to-date records of the zoo's collection, including records of: (i) the numbers of different animals?	No	Animal records are not being maintained. Throughout the inspection recorded information did not reflect the true situation (2.0 Lechwe on records 1.1 in reality). No recording of daily care, veterinary care or transactions could be provided even for key animals such as the leopard whose record was last updated in 2013.
(ii) acquisitions, births, deaths, disposals and escapes of animals?	No	Odd notes had been made on cards, diaries and reports but were completely inconsistent, contained little detail and could not be interrogated to find vital information. Records keeping needs a complete overhaul to meet the requirements of the SSSMZP and compliance with previously issued conditions.
(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?	No	Limited information contained and missing critical elements when reviewed.
9.3. Are animal stock records clear and up-to-date?	No	No individual animal records could be provided which were of an adequate standard. No accurate indication of basic information.
9.4. Are annual stock records completed in the correct format and submitted to the local authority?	No	The stock record was in the correct format and sent to the LA but contained a large number of fundamental inaccuracies which made it worthless e.g. listed nonexistent births and transactions.
9.5. Are animal source and destination records kept?	No	New animals were on site which were of unknown origin and animals had left to unknown destinations.
9.6. Are archived records secure?	No	Poorly backed up onto a server but staff had still wiped records.
10. Miscellaneous		
10.1. Do staff numbers and training of staff appear adequate?	No	This is one of the most serious concerns of the inspectors which influences all other aspects of the operation.
10.2. Is the management structure and organisation of staff adequate to ensure compliance with the Standards at all times?	No	The directors have no experience and little knowledge of zoo management. With the exception of one person the entire staff have little experience. The zoo is leaderless and desperately needs to be operated by a skilled person supported by capable staff.
10.3. Are effective risk assessments carried out where appropriate?	No	Very limited in scope and depth where provided but very few provided.
10.4. Has an ethical review process been established and implemented?	Yes	But a number of significant issues have not been discussed by the committee including the welfare of the leopard. Minutes not seen.
10.5. Are public toilet facilities adequate and serviced?	Yes	But would benefit from increased cleaning and refurbishment.
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?	No	The electrics on the whole site raised significant concerns. The LA Health and Safety Specialist was part of the inspection team and actioned that this issue would be also addressed through Health and Safety at Work Act (1974) but action will be taken using ZLA (1981) - see directions.
11.2. Have fire precautions been agreed and implemented?	Yes	Received by LA.
11.3. Is refuse and clinical waste disposed of correctly?	No	The site has numerous areas full of dumped waste and discarded items which provide a hazard to the public. Particular concern was the car park alongside the northern area of the zoo where waste material was in contact with the adjacent farmers sheep and accessible by the public.
11.4. Are the required needs of disabled visitors met?	No	The designated disabled toilet door is not wide enough to accommodate a wheel chair.
12. Compliance check including licence conditions		
12.1. Is the current licence or a copy on public display at each public entrance?	Yes	Due to the length of the license it has been agreed that only page 1-2 need to be displayed with the remainder held on site to be seen on request.
12.2. Is adequate Public Liability Insurance current?	No	Inspectors are concerned about the exclusions on the licence including requiring 'Full compliance with SSSMZP' which the zoo does not currently meet. The operator needs to discuss the current situation with the insurance provider and ensure that cover is in place considering the current situation.
12.3. Have any Additional licence conditions been met?	No	The operator has failed to meet more conditions than had been met, in addition the directions had not all been met and these have been modified and extended taking into consideration the challenges caused by the inappropriate zoo crisis manager. Conditions from the previous licence, where appropriate, have been escalated to additional directions. However, the operator was advised that if these are not met within the time scale stipulated then a zoo closure direction would most likely be served and the zoo closed to ensure public safety and animal welfare which was of concern.

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

There are serious and fundamental concerns regarding the licensing of this zoo. Whilst it is recognised that the current licensees inherited many of the structural and maintenance issues, these are only part of the deficiencies seen and standards, in general, have dropped under the current licence holders. The physical condition of the site, zoo operational procedures and animal welfare were considered to be extremely poor and did not meet minimum standards in multiple cases.

At the special inspections in November 2017, the inspectors were positive about a development plan produced by the operators and were supportive of continued operation of the site. However, at this inspection, there was little evidence of delivery of many of the improvements promised. The Local Authority and the Local Authority appointed inspector have provided sustained support and detailed instructions in the special reports and verbally on site, during visits over recent months. Much of this advice and support has been ignored due to the lack of knowledge and experience of the operators and their failure to engage with the process. For example - Inspectors were dismayed by a breach of Condition 55 on the existing licence as a Category 1 carnivore of a new taxonomic group had been introduced to the collection (and housed in inappropriate facilities) without approval of the Local Authority (otter) or the failure to document and provide medical support for the known arthritic leopard.

A significant culture change, recognition of the seriousness of the situation and the consequences of failing to meet the licensing requirements is required immediately. Serious consideration was made to issuing an immediate zoo closure notice. However, it was decided to allow the licensees one final opportunity to meet the necessary requirements. This has led to the unprecedented number of extremely robust directions and conditions being placed on this licence. The licensees have a period of 3 months to demonstrate compliance with the Zoo Licensing Act (1981) and ability to meet requirements set out in the Secretary of States Standards of Modern Zoo Practice or else the inspectors recommend a zoo closure notice is served.

Meeting these requirements is going to require significant effort, resources, investment, recruitment of staff and external specialist support. The Licensees assured the inspection team that these would be made available.

The inspection identified a number of potential contraventions of other legislation including the Health & Safety at Work Act (1974) and COSHH Regulations (2002). These were discussed with the Local Authority and action may be taken which could also impact on the operation of the zoo independently from actions under zoo licensing. These were:

1. Electric supply around the zoo site;
2. Discharge into the river from the zoo site;
3. Contamination of the car park by effluent from the muck heap;
4. Storage and handling of chemicals;
5. Provision of hand-wash facilities for the public;
6. Open manholes giving access to human sewers;
7. Stand off barriers, footpaths and walkways.

It should be noted that during the inspection a Prohibition Notice was served on the zoo in response to the identification (by inspectors) of the zoonotic disease, orf in lambs being used for public feeding and contact. There were no health care or zoonotic management procedures in place and staff had not identified that the disease was present.

Inspecting team's recommendation to the local authority

Having inspected (name of zoo)

Borth Wild Animal Kingdom

on:

9th & 10th April 2018

the inspecting team make the following recommendation:


Please tick appropriate box

- it is recommended that the 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 recommendations

1. It is recommended that a number of staff engage with the 'Shape of Enrichment' group to rapidly improve their knowledge and grasp of effective enrichment for the animals in the collection.
2. It is recommended that the zoo develop relationships with larger zoos, preferably BIAZA members, to provide an opportunity for mentorship and training in zoo operational best practice.
3. It is recommended that slides for primates and carnivores are redesigned to allow horizontal closure rather than the guillotine method currently used.
4. The mesh tunnels connecting primate enclosures should be redesigned so that the animals are not walking on wire and to reduce the likelihood of staff or the public being contaminated with urine or faeces.
5. It is recommended that the timber horizontal buttresses on the fenceline of the lion enclosure are replaced in the next 12-24 months to prevent compromise of the fence perimeter when they start to rot down. This would be slowed if the grass tussocks are pulled back to reduce contact with them.

Inspector(s) signature(s)

Date signed

19/04/2018
19/04/2018
19/04/2018

Inspecting team's recommendation to the local authority

Additional recommendations (if appropriate) (continued from page 12)

6. If, as the licensee states, education is the primary intention of the zoo, consideration of dedicated educational space should be considered to allow the provision of formal educational sessions.

7. It is noted that the previously approved safety protocols for feeding the lions, whereby they were only fed in the house, have been discontinued. It is recommended that the feeding policy for the big cats (leopard and lion) are reviewed to ensure safe practice with a minimum of two slides between keeper and animal when entering the enclosure for any reason.

END (recommendations).

Inspecting team's recommendation to the local authority

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

SCHEDULE TWO: ADDITIONAL CONDITIONS (Follow on from the 8 mandatory conditions)

Additional conditions to ensure the proper conduct of the Zoo in all other respects, during the period of the licence:

Insurance

1. Zoo operators must have insurance cover which covers them and every other person under a contract of service or acting on their behalf, against liability for any damage or injury which may be caused by any of the animals or by other factors, whether inside or outside the zoo, including during transportation to other premises. Any upper limit on the sum insured must be set at an adequate but realistic level. Within one month of the date of renewal of the policy a copy of the zoo's current public liability insurance policy is to be sent to the Licensing Authority

Hazardous Animals

2. Fence feeding of any species listed under category one of the Hazardous Animal Categorisation is prohibited by members of the public.

3. All zoo personnel to have hand-held radios, which must be in full working order at all times during use. A charging dock must be installed in the staff quarters for charging the handsets when not in use. Each handset to be designated to a staff member and signed out when in use. Each staff member must ensure their hand-set is fully charged prior to use.

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.

5. The licensee must ensure that all members of staff are familiar with emergency procedures when animals escape. In particular, emergency 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 one species (where present) as stipulated in Appendix 12 of the current Secretary of State's Standards of Modern Zoo Practice. Where failings are noted in the emergency procedures these must be documented and addressed in the written escape policy with updated versions sent to the licensing authority once updated. The animal escape policy must be dated with the version number added on the first page to allow subsequent review and confirmation which is the current version in use.

6. The licensee must ensure that a documented process is implemented and maintained with regard to the management of vegetation (including trees, bushes or other plants) in, or adjacent to enclosures, so that vegetation does not compromise the integrity of the enclosure and aid in escape. Where assessments or work is carried out this must be documented and made available to inspectors at subsequent inspections.

Stock Records

7. An accurate annual stocklist of all animals must be kept and a copy must be forwarded to the local authority before the 1st April of the year following that to which it relates. This must be in, or similar to, the format stipulated in Section 9.6 of the current Secretary of State's Standards of Modern Zoo Practice and cover the period from the 1st January until the 31st December.

Acquisition of new species

8. Before any new species, which is from a taxonomic family of which has not previously been kept in the zoo, the zoo must undertake documented 'hands-on training', at an alternative licensed zoo, relevant to the new species it is proposed to bring in to the collection. This training must total no less than two full working days prior to the animal's arrival. Notification must be made to the Licensing Authority, with approval granted, prior to animals arriving on site.

Display of the licence

9. The operator is required to display publicly the Zoo licence and Conditions or a copy of it at each public entrance to the Zoo.

The zoo licence does not imply that the requirements of any other legislation have been met.

Inspecting team's recommendation to the local authority

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

SCHEDULE THREE: ADDITIONAL CONDITIONS FOLLOWING ZOO LICENCE INSPECTION

For the purposes of this report 'operator', 'zoo', and 'the collection' must be considered synonymous with 'Borth Wild Animal Kingdom' operated by 'Borth Wild Animal Kingdom Ltd'. Where a condition is carried over from the previous licence the time period for compliance has been adjusted accordingly.

PART A – WELFARE AND HUSBANDRY RELATED CONDITIONS

1. In accordance with section 2.4 of the SSSMZIP (2012) no electrical wires may be left exposed where they could be chewed by animals or present a risk to staff or the public (immediate).
2. In accordance with 1.3, 1.8, and 1.11 of the SSSMZIP (2012) food receptacles must be regularly cleaned and uneaten food removed as appropriate to maintain hygiene: particularly waste seed, mouldy fruit, primate pellet caked around mesh and animal-by-products must be removed in a timely fashion (immediate).
3. In accordance with section 2 of the SSSMZIP (2012), enclosures must have suitable, species specific environments, including temperature gradients and provision of adequate UVB light where appropriate. As such the zoo must develop a documented temperature provision and monitoring system to provide species appropriate temperatures for all species that require additional thermal support, especially through the winter. This system must include details of normal, species specific temperature ranges for all of the wild animal species (or note to say does not require additional thermal support) and the source of the information; where a species requires additional thermal support the temperature range must be clearly identified within the keeper part of the enclosure; a process of daily monitoring and recording of maximum and minimum temperatures for the species where thermal support is required, with consideration of individual needs for aged animals; the provision of safe methods of heating provision where required; and records of actions taken when temperatures are outside of the prescribed parameters (immediate).
4. In accordance with section 4.3 and 4.4 of the SSSMZIP (2012) the zoo must develop a documented enrichment programme for all of the species held within the collection. This must include written records of enrichment design, enclosure design, species use, duration of installation, effectiveness, safety and schedules of use (immediate - enrichment, 12 months - written programme and associated documentation).
5. In accordance with section 5.2 and Appendix 6 of the SSSMZIP (2012) the zoo must maintain a record of animals handled for public display to ensure no over-use or stress is caused to individual animals. This must include precise durations of use, notes regarding the behaviour of the animal and actions taken if negative consequences are observed during or prior to handling (immediate).
6. Any surplus or disposed of zoo stock must only be passed on to responsible persons who have the appropriate facilities, resources and expertise to ensure the welfare of the animals. Where necessary, the appropriate licences for the keeping and management of the species must be held. As such the local authority must be informed of and approve the disposal of any category '1' or '2' animals as per section 2.1, 6.1, and 6.3 of the SSSMZIP (2012) (immediate).
7. As per section 10.1 of the SSSMZIP (2012) a minimum of three staff members, who must be suitably trained in all aspects of lion and leopard husbandry and all aspects of the lion and leopard enclosure operation to be employed by the zoo to facilitate staff absence, if these species are retained (immediate).
8. In accordance with section 10 and appendix 9 of the SSSMZIP (2012) a minimum of two staff members, who must be suitably trained in all aspects of lion and leopard husbandry and all aspects of the respective enclosure operation to be on-site at all times when the zoo is open to the public and when any aspect of lion or leopard husbandry is being undertaken, if these species are retained (immediate).

Continues over page

Inspecting team's recommendation to the local authority

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

9. In accordance with the SSSMZP (2012), particularly Appendix 8.2 the collection must review and develop a documented reptile husbandry programme that exhibits current best practice. This must include, but not be limited to:

- (i) UV provision programme. As part of this document consideration must be given to, but not limited to: species specific requirements; appropriate UV output and range of bulbs; position of bulbs; and timings of replacement based on best practice for the equipment used. This must also include a system of documented assessment, review and replacement which is incorporated into the animal records or similar (immediate – replace bulbs where life expired, 1 month – documentation and process to the satisfaction of the licencing authority).
- (ii) All vivaria must provide a thermal gradient around the preferred body temperature of the species kept. This must include details of normal, species specific temperature ranges, a process of daily monitoring and recording of maximum and minimum ambient temperatures, humidity and other species specific environmental factors. As part of the review heat sources must be thermostatically controlled and independent of the lighting which should be on timers i.e. two separate systems at a minimum (two weeks)
- (iii) The collection must undertake a thorough review of temperature monitoring of water in the tanks where temperature management is critical for the species, this must include a documented process that outlines the temperatures to be maintained and steps taken in the case of increases or decreases outside of the preferred optimal temperature zones for the specific species (1 month).
- (iv) A documented review of substrate and vivarium furniture that ensures best practice vivarium-set-up is adhered to and implemented, this must include specifically the extension of land areas to a minimum of a third of land: water ratio for semi-aquatic chelonians, consideration of basking points and distance to UVB/heat sources, and consideration of shelters with regard to heat source location (1 month).

10. In accordance with section 2.1, 2.3, and 2.9 of the SSSMZP (2012) all snakes and lizards in the collection must be either rehomed or moved to appropriate designed and sized vivaria for the individual species as to the satisfaction of the local authority. In the case of non-large boidae snakes the vivarium must be a minimum length of 2/3 the length of the snake and 1/3 the length of the snake for the depth, preferably larger. For large boidae snakes each individual must be able to stretch out in one direction. Appropriate vivaria must be made of an impervious, cleanable material with no gaps between joins or doors – preferably, for smaller animals, these should be commercially available systems. The current wooden vivaria are not considered appropriate (1 month).

11. In accordance with section 2.2 of the SSSMZP (2012) all outdoor animal enclosures must be provided with sufficient shelters from extremes of weather to ensure that all animals have access at the same time. This is particularly the case for the lechwe where the current shelter is considered inadequate (6 months).

12. As per section 1.3 of the SSSMZP (2012) where food is stored in food bins these must have a lid fitted to prevent vermin access and spoilage, the container be clearly labelled as to the contents within (1 month).

13. As per section 1.3 of the SSSMZP (2012) the hay store must be protected from contamination from effluent run off from the adjacent animal enclosures and steps taken to minimise contamination by vermin or domestic cats (1 month).

14. In accordance with 1.12, 1.13 of the SSSMZP the diet sheets must be reviewed and developed, with specialist advice e.g. from the vet or a nutritionist, recorded and implemented. To avoid dietary drift, it is a good idea to have these displayed in the food preparation area, to ensure that they are being adhered to. This must include appropriate diets for the meerkats, primates (including the lemurs specifically), and the rabbits (3 months).

15. In accordance with section 1.10 of the SSSMZP (2012) uncontrolled feeding of animals must not be permitted. As such the operator must produce a written document outlining the public feeding methods used at the zoo, the nature of the food provided by the operator, the animals as to which can be fed and those that cannot. For those that cannot the mitigation strategies used by the zoo to prevent feeding must be made clear. As part of the review where deficiencies are identified in either the diet or the management of feeding, solutions and their implementation must be clearly demonstrated (1 month).

Continues over page

Inspecting team's recommendation to the local authority

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

16. In accordance with section 4.5 of the SSSMZIP (2012) the collection must implement a plan to resolve the situation for lone animals which should be housed in social groups. This includes the male weeper capuchin (*Cebus olivaceus*), male squirrel monkey (*Saimiri sciureus*), male grivet monkey (*Chlorocebus aethiops*), male pygmy marmoset (*Cebuella pygmaea*), Asian small-clawed otter (*Aonyx cinereus*) and any other relevant individuals. The collection must either provide compatible additional animals of the same species within the same enclosure, OR rehome the animal to another collection that holds the same species (1 month). Note: consideration must be given to condition 45 and 83 when considering acquiring new animals.
17. As per section 1.3d of the SSSMZIP the zoo must produce a written meat and fish management policy demonstrating the principles of HACCP have been considered and steps implemented with regard to the management and preparation of raw meat and raw fish within the zoo to minimise any risks of cross contamination between equipment, utensils and surfaces. This must include consideration of best practice in source, storage of frozen meat, stock rotation, appropriate defrosting of frozen meat products, handling of meat and appropriate PPE, risk of contamination of utensils, hand wash and door handles in the meat room areas and adjacent buildings, and basic hygiene practices in the meat preparation areas (2 months).
18. In accordance with 2.8 of the SSSMZIP (2012) all baler twine, wire loops, prominent protruding mesh panel edges and other unnecessary redundant furniture or structural components acting as potential injury risks must be removed from the mesh or internal structures of enclosures, particularly primates and parrots or where they pose a risk to the public (immediate).
19. In accordance with Appendix 6 of the SSSMZIP (2012) the wallaby walkthrough exhibit must remain closed and no other walkthrough exhibits designed or operated unless, a full detailed risk assessment relating to public and animal safety has been approved by the Local Authority, that Standing Operating Procedures have been produced and approved by the local authority and that the exhibit has been inspected and approved by the Local Authority (immediate).
20. In accordance with 1.3, 2.9 of the SSSMZIP (2012) proper standards of hygiene and cleaning including surfaces, floors and equipment must be maintained at all times. Water, suitable equipment and cleaning agents must be available to facilitate cleaning. Whilst the whole zoo requires adequate levels of cleaning and hygiene particular areas of focus must include the animal kitchen areas, treatment room, service areas for reptiles and invertebrates and the public toilet facilities (1 month).
21. In accordance with 3.2 of the SSSMZIP (2012) the single leopard must undergo a documented examination by the zoos' specialist zoo veterinarian for assessment of the chronic lameness. A full health examination, assessment of life quality and appropriate diagnostic procedures must be undertaken. Full results and a care plan must be provided to, and interpreted for, the Ethical Review Committee and Local Authority. A justified decision for treatment or euthanasia must be demonstrable in the health care plan for the animal (1 month).
22. In accordance with 3.2 of the SSSMZIP (2012) the single grivet monkey (*Chlorocebus aethiops*) must undergo a documented examination by the zoos' specialist zoo veterinarian for assessment of the caudal tail injury. A full health examination, assessment of life quality and appropriate diagnostic procedures must be undertaken. Full results and a care plan must be provided to, and interpreted for, the Ethical Review Committee and Local Authority. A justified decision for treatment or euthanasia must be demonstrable in the health care plan for the animal (1 month).
23. In accordance with 1.5 of the SSSMZIP (2012) there must be sufficient and functioning lighting in the service corridors (particularly reptile and invertebrate areas), keeper areas and animal houses to ensure that the areas are safe for the animals and staff during routine husbandry procedures including feeding (1 month).
24. In accordance with 3.25 of the SSSMZIP (2012) effective means of controlling and eradicating flying insects from the animal food preparation areas must be installed, maintained and serviced as part of the pest and vermin control programme. Recording of actions should be documented as per the wider pest and vermin control programme (1 month).
25. In accordance with 1.3, 1.5, of the SSSMZIP (2012) water and cleaning agents and necessary fittings including dedicated sinks, separate to public facilities, with functioning drains must be provided in the meat preparation area and at the lion house to allow staff to maintain personal hygiene and food hygiene whilst handling meat and fish products (3 months).

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Inspecting team's recommendation to the local authority

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

26. In accordance with 4.2, 4.4 of the SSSMZIP (2012), enclosures must meet current husbandry standards for the species and provide opportunity for the animals to express normal behaviours. The otter, mongoose, fruit bat, bald ibis and cockatoo enclosures are of particular concern. If appropriate enclosures cannot be provided these animals they must be re-homed (3 months).

27. In accordance with 2.9 of the SSSMZIP (2012) proper standards of cleaning and hygiene must be maintained in animal enclosures. All surfaces, floors and fittings (including primates access tunnels) must be designed and constructed to allow cleaning and disinfection when contaminated. Of particular concern is the fruit bat enclosure and the primate tunnels (3 months).

28. In accordance with Section 2.1 and Appendix 8.2.2 of the SSSMZIP (2012) all basking heat sources must be protected or positioned to prevent direct contact from reptiles housed within the vivarium, this is particularly the case for the amelanistic burmese python. As such the heat source must be protected to prevent access to the bulb and reflector (immediate).

29. In accordance with Appendix 8.2.2 of the SSSMZIP (2012) the radiator in the reptile house service corridor which provides the overnight ambient heat source must be reattached to the wall to ensure life support is maintained at all times (immediate).

30. As per 5.4 of the SSSMZIP predator and prey species must not be kept in direct visual, olfactory or aural proximity OR a documented ethical and welfare review is undertaken to the satisfaction of the local authority that demonstrates all steps have been taken to meet the needs of both the predator or prey animal (immediate, ongoing).

31. In accordance with 8.24 of the SSSMZIP (2012) a suitable physical barrier set back from the outer edge of the enclosure barrier in order to provide further distance between the public and exhibited animals must be in place at the primate enclosures adjacent to the toilets OR the mesh is replaced with a solid barrier to prevent contact, e.g. glass, OR the animals are moved to another enclosure with a stand-off barrier in place already to prevent uncontrolled feeding of the animals, disease being passed from animal to public, and, due to the location next to the toilets, prevent disease being passed from the public to the primates (3 months).

PART B – MAINTENANCE RELATED CONDITIONS

32. As per section 8.5, 8.7, and 8.8 of the SSSMZIP (2012) the leopard enclosure slide mechanisms must have a full, documented maintenance and health and safety review undertaken to ensure that there is no risk of escape nor harm to public or staff, this must include: (i) where slides are wooden these must be replaced with metal slides or slides with metal surfaces on each side and designed in such a manner that a leopard cannot get purchase and risk lifting the slide; (ii) where guillotine slides are used the cable system must be assessed and protected from risk of injury or strangulation to the animal held within, where there is potential risk noted the cable system must be made safe from the animal in a protected sleeve or similar structure; (iii) where guillotine slides are used and there is no method of securing the slide externally there must be a locking system built into the door frame to prevent the leopard from lifting the door no matter what the construction of the door; (iv) where a guillotine slide sits in a rotten or deteriorated metal frame this must be replaced immediately; these are to be completed within one month of receiving the report OR the leopard is rehomed to an appropriate facility. Until the works are complete the safe system of work must be updated to ensure that staff are not in a pen separated from an adjoining pen containing a leopard where there is a wooden slider in between leopard and member of staff (immediate).

33. As per section 2.3 and 8.5 of the SSSMZIP (2012) a documented review of all of the primate enclosures must be undertaken to ensure that the outdoor and indoor enclosures are structurally sound, where elements of the cage infrastructure are found to have been compromised or failed then action must be carried out immediately to rectify the situation and the actions documented (1 month).

34. A documented maintenance audit process must be devised and implemented that ensures senior staff review the whole site on a minimum of a monthly basis to ensure that any defects, health and safety risks to the public or animals, or other infrastructure or maintenance needs are identified, a process of rectifying the noted problem is implemented and that the works are reviewed in a documented fashion to ensure the safety of both the public and the animals on the site as per section 8.9, 8.13, 8.14 and 8.15 of the SSSMZIP. All works must be diarised in the maintenance log (1 month implementation, ongoing).

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Inspecting team's recommendation to the local authority

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

35. The collection, as per section 2.3 of the SSSMZP (2012), must produce a written document that outlines the immediate maintenance priority list for the zoo - this must include an assessment for each enclosure or building with regards to animal welfare, condition of the building, estimated life span, action required to meet the Standards, specific jobs required and the timelines to completion. These should be updated as per the monthly maintenance checks. (2 month).
36. The collection, as per section 2.3. must ensure that there is a documented system of maintenance requests, scheduling of works, review and sign off by the zoo operators to satisfaction of suitability of completion of works relevant to the species or enclosure needs is developed to ensure that maintenance requests are documented and completed within a suitable time frame applicable to the nature of the job requested, but particularly in the case where animal welfare concerns are noted. The collection must produce a documented policy as to the elements of the system, including any review or follow up measures to ensure works are completed. This policy must be to the satisfaction of the local authority (3m) with records available at the next formal inspection to demonstrate the effective working of the system introduced.
37. As per section 3.4 of the SSSMZP (2012) the new coati exhibit must have drainage holes placed in or under the retaining wall to allow run off from the hill to be drained out of the enclosure to prevent flooding as well as land drains placed across the exhibit to facilitate drainage (12 months).
38. The collection, as per section 2.6 of the SSSMZP (2012), must provide documented evidence demonstrating the annual servicing, maintenance and checks in place that ensure that back-up life support resources, e.g. generators, are effective and functional as and when required (1 month).
39. As per section 8.24, 8.25 and 8.9 of the SSSMZP the zoo must review the current maintenance programme and produce a written summary of the changes implemented that demonstrate, to the satisfaction of the local authority, the steps taken to ensure stand-off barriers and associated fencing, are regularly assessed and actions taken to ensure timely maintenance prior to failure of stand-off fencing, for example the parma wallaby / sheep paddock (3 months).
40. As per section 8.13 and 8.14 of the SSSMZP (2012) the zoo must on a weekly basis walk the perimeter fence and ensure that all gates and entrances are closed and locked, and any defects are identified, and steps taken to resolve the noted issues, the walk and any actions taken must be recorded in the daily diary and maintenance logs (3 months).
41. As per section 3.4 of the SSSMZP (2012) the zoo must provide, to the satisfaction of the local authority, a schedule of works to ensure effective drainage of water from animal enclosures and public areas (3 months) and that this plan is implemented and works completed within 12 months.
42. In accordance with 2.7, 8.13, 8.14, 8.15, of the SSSMZP (2012) public areas must be kept free from obstructions, trip hazards and overhead hazards. These issues should be addressed by the maintenance reviews and plans (see other conditions). This includes the reptile feeding box, roof panels in the reptile house and the walkway bridge by the waterfowl and pond (1 month).
43. In accordance with 2.4 of the SSSMZP (2012) plant and equipment, including boilers, must be installed and maintained in such a way they do not present a hazard to animals nor discharge potentially noxious fumes into animal areas. Steps must be taken to adequately ventilate animal areas or duct away fumes from animal housing. Documentary evidence of safe operation of all boilers by a suitable engineer is required on an annual basis. Of particular concern is the boiler in the large primate block (1 month primate boiler resolved, 12 months service evidence, ongoing).

PART C – OPERATIONAL RELATED CONDITIONS

44. All enclosure barriers must, in accordance with 2.3 and 3.5 of the SSSMZP, be checked daily and defects in barriers likely to cause harm or aid escape removed or rectified at once, this particularly includes the fence lines for category one and two hazardous animals as defined in Appendix 12 of the SSSMZP. Where action is taken this must be noted in the daily diary and any remedial works to be transferred to the maintenance log (immediate).

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Inspecting team's recommendation to the local authority

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

45. As per section 6.1, 6.2, 6.4, 6.6 and Appendix 12 part 1.4 of the SSSMZIP (2012) there must be a written plan and notification submitted to the satisfaction of the licensing authority before any category 1 or 2 hazardous animal, as defined in the SSSMZIP Appendix 12, is removed from, brought to, or moved within the site. This written plan must include the species; number of animals; location to be moved to or from; the methods to be used to transport the animal including specification of transport crate or similar; and the proposed date and time of the event (morning or afternoon). Where an animal must be moved in an emergency or on medical grounds then a summary must be provided and justification as to why the animal was moved without prior notification (immediate and until further notice).

46. Staff must not use a dog catcher until a written policy of its use is produced, each member of staff has been trained in the appropriate use, and is signed off as competent by the collection veterinarian OR the use of dog catchers is prohibited on site with written confirmation that the equipment has been removed per section 6.4 of the SSSMZIP (2012) (immediate).

47. Regular temperature monitoring of drug storage areas must be implemented, preferably with a temperature data logger or daily recorded max/min thermometer as per section A5.13 of the SSSMZIP and as per current legislation (immediate).

48. The zoo, working in conjunction with their vet, must ensure that all animal drugs, vaccines and other veterinary products are dispensed in an appropriate fashion for the individual pharmaceutical agent with details of the dispensing vet, species and identification of the animal the drug is to be given to, the concentration, the dose to be given and other requirements as outlined under current legislation and as per Appendix 5.14 of the SSSMZIP (immediate).

49. In accordance with section 3 and Appendix 5 of the SSSMZIP (2012) an experienced zoo veterinarian must be contracted to undertake a clinical pathology review and undertake routine advisory visits, with follow up report and action points at a minimum of every three months. Documented evidence must be provided to confirm that the collection has been visited, a report of activities carried out produced and that specific individual animal records are updated accordingly (immediate).

50. As per section 3 and Appendix 5 of the SSSMZIP (2012) a local veterinary practice is to be contracted to undertake monthly visits. Documented evidence must be provided to confirm that the collection has been visited, a report of activities carried out shall be produced and specific individual animal records are updated accordingly (immediate).

51. In accordance with Section 3 and Appendix 5 of the SSSMZIP (2012) there must be written and signed service level agreements with both the local practice and specialist zoo vet determining roles and responsibilities of each party, the process of decision making and communication so that effective veterinary care is provided to the collection. The collection must provide a written summary of the responsibilities and roles of the local vet practice, the specialist zoo veterinarian and any other parties involved in the management of the animal health care at the zoo (1 month).

52. In accordance with section 3.28 all listed non-native invasive species must be managed in accordance with the appropriate legislation implementing 'EU Regulation 1141/2014 on invasive alien (non-native) species', this specifically impacts the coati (*Nasua nasua*), raccoon dog (*Nyctereutes procyonoides*) and the red-eared sliders (*Trachemys scripta elegans*) (immediate, ongoing).

53. As per Appendix 12 of the SSSMZIP (2012) where category two hazardous animals are exhibited and members of the public can make direct contact with them the details of the handling and safety practices being followed must be recorded in writing and be made available to the inspectors and the local authority at the time of any subsequent inspection (immediate).

54. As per section 2.1, 6.1, and 6.3 of the SSSMZIP (2012) the zoo must send in copies of the transfer papers for the caiman that left the collection and all of the post mortem reports for any caiman that have died since the current operators took over as the licence holders in May 2017. Confirmation is required as to the accuracy that the receiving collection for transfers was the final destination of the animals as previously informed to the licensing authority (1 month).

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Inspecting team's recommendation to the local authority

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

55. Animal enclosures must be securely locked so as to prevent unauthorised opening as per 8.6 of the SSSMZIP, this is especially so for air lock systems for category one or two hazardous animals or non-native invasive species (immediate).

56. Animal enclosures must be securely locked so as to prevent unauthorised opening as per 8.6 of the SSSMZIP (2012). Immediate action, to the satisfaction of the local authority, requires the zoo for all category '1' and '2' hazardous animals and those listed on the non-native invasive species list to install locks fitted so that straight barrel bolts or other lock mechanisms are secured in metal rather than timber housings when the bolt is slid to the closed position, urgent attention is required with regard, but not limited to, the leopard enclosure (1 month).

57. As per section 8.6, 8.14 and 8.29 of the SSSMZIP (2012) daily checks of the structure and all equipment which includes, but is not limited to, the alarms and security systems surrounding the lion enclosure must be undertaken, followed checks to ensure they are working effectively at monthly intervals with written records of checks undertaken to be documented and be made available for inspection. A check list is not sufficient, details of physical checks undertaken, and any notes made must be written and signed-off by the person who undertook the check (immediate).

58. As per section 8.9 of the SSSMZIP (2012) all electric fencing wires (hot wires) to be fixed installations to limit failures. A backup generator for the mains circuit is to be available at all times in case of power failure. A fixed circuit electrical test certificate must be sent to the licensing authority annually (1 month)

59. As per section 8.5, 8.9 and 8.13 of the SSSMZIP (2012) where an electric fence is used for animal containment and the power supply is accessible in public areas the power supply must be secured from public tampering, including public being able to turn off or alter the electrical fence supply. This is particularly the case for the raccoon dog and skunk exhibit which must have steps taken to prevent public access to the socket switches and battery terminals (immediate).

60. In accordance with Appendix 6.3 of SSSMZIP (2012) a risk assessment must be undertaken and annually reviewed to ensure potential zoonotic pathogen transfer from the blue peafowl defecating on picnic tables and the play areas is mitigated, following the guidelines outlined in the HSE document Managing Health and Safety in Zoos (immediate).

61. In accordance with section 8.5, 8.7, and 8.6 of the SSSMZIP (2012) all guillotine doors must have a documented ongoing scheduled review and maintenance protocol designed with regard to the cable and pulley system associated with each door. Cables or pulleys must be maintained in full operational order and must not be compromised by rust or other degradation. Cables must be protected from damage and must not be compromised by direct contact with mesh or wooden structural supports. The operation of the cables must not compromise enclosure structural integrity. Of particular concern is (i) a cable running directly against enclosure mesh in the leopard enclosure and (ii) a cable cutting into the main wood beam of the lion enclosure, both of which need to be immediately addressed (immediate).

62. As per section 2.3, 8.6 and 8.8 of the SSSMZIP (2012) the pulley system must operate the door at a suitable speed to allow effective operation in an emergency and to prevent injury to the animals. Of particular concern in this regard are the doors in the lion enclosure which are considered incredibly slow with regard to opening and closure and the gearing system or design of the door must be reviewed to decrease the time required for opening and closing (2 months).

63. In accordance with section 8.5 of the SSSMZIP (2012) blue peafowl (*Pavo cristatus*) must be maintained within the perimeter of the zoo and not allowed to roam freely on the adjacent public foot paths, where a blue peafowl does leave the perimeter this must be recorded and logged, and steps taken to prevent reoccurrence of further escapes. Such records must be made available to the licensing officers and inspectors at subsequent inspections (immediate).

64. As per 10.5 of the SSSMZIP (2012) all safe systems of work or management policies with regard to husbandry methods for category 1 hazardous animals must be reviewed by the operator and appropriate staff to ensure that they are effective and that all staff are trained to follow the stated safe system of work rather than individual staff doing their own thing (immediate).

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Inspecting team's recommendation to the local authority

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

65. In accordance with section 8.7 of the SSSMZIP (2012) the lion house must have the gullies for the slides cleared of mud and other detritus to ensure the doors can be closed as intended, this must be an active ongoing process and be included in the safe systems of work or policies for the house's operation (immediate).

66. The keeping, transport, disposal and identification of all farm animal species (e.g. sheep, goat and pigs) must be compliant with current legislation, most notably the Sheep and Goats (Records, Identification and Movement) (Wales) Order (2009) and the Pigs (Records, Identification and Movement) (Wales) Order (2011). Movement books must be available for inspection with records kept for 6 years and licenses for 3 years. (3 months).

67. As per Appendix 5.18 of the SSSMZIP (2012) any materials recognised under the Animal By-Products (Enforcement) (Wales) Regulations must be transported, collected, handled, stored and disposed of in accordance with current regulations. A registration certificate or confirmation that one is not required must be provided to inspectors (3 months).

68. As per section 8 of the SSSMZIP (2012) the escape policy must be updated to reflect the actual actions the operator will take in the event of an escape and include policy based on resources directly available at the zoo or within a short distance from the zoo, once completed this must be sent to, and to the satisfaction of, the licensing authority. This must include an operational review of the steps taken in the case of a category 1 hazardous animal escape in the northern part of the zoo (1 month).

69. In accordance with sections 8.6, 8.29, and 8.30 of the SSSMZIP (2012) a written standard operating procedure must be produced to the satisfaction of the local authority with regards to the response to an escaped lion or the triggering of a false alarm with regard to the lion security notification systems to ensure that the operators are able to safely assess the lion enclosure at night without having to directly leave their vehicle to assess whether the lions are in the house or out of the enclosure (1 month).

70. As per section 8.6, 8.14, 8.29 and 8.30 of the SSSMZIP (2012) the CCTV system for the north part of the zoo must be linked to a central point at the bungalow or zoo reception so it can be assessed remotely, especially if the alarm is triggered outside of working hours. This must be accompanied by an audible alarm, with consideration being given to SMS messaging warnings, in case of the laser system being broken or failure of electrical supply to the electric fence or surveillance systems whilst lions are maintained in the enclosure (3 months).

71. As per section 8 of the SSSMZIP (2012) the zoo must be able to demonstrate that all staff have been trained and signed off as that they understand the procedures to be taken in the event of an escape, including any changes or updates made to the policy (1 month, ongoing).

72. As per section 8.20 of the SSSMZIP (2012) if the collection is to maintain category 1 hazardous animals as listed in Appendix 12 of the SSSMZIP the collection must purchase and be trained in the appropriate use of a dart rifle or similar remote chemical immobilisation device appropriate to the species on site, both for the application of injectable medicines, anaesthesia and in the event or recapture during an escape, OR the zoo must have a shoot to kill policy on all category 1 hazardous wild animals as defined in the SSSMZIP until a darting system is purchased, OR the zoo rehomes all of its category 1 hazardous animals (2 months).

73. As per section 8.37 the collection must review the range of firearms, the calibre, and the ammunition type held on site to ensure the collection can respond in an emergency with a suitable firearm for the humane destruction of any of the animals held within the zoo in the case of an emergency or non-retrievable escape. In the case where additional capacity is needed in the range of calibre required then appropriate firearms must be selected and bought for the site, compliant with the requirements of the law, OR a written justification for not having the firearm on site due to a local alternative being readily available in time of emergency be submitted to the satisfaction of the local authority (8 months).

74. As per section 8.19 of the SSSMZIP (2012) every person licensed to use a firearm must undergo formal training by a suitably qualified person. Every trained operator should undergo periodic refresher training and practice, recommended at least every month for practice sessions and formally lead refreshers every two to three years. Such training must be recorded and available for inspection (8 months, ongoing).

75. In accordance with section 8 of the SSSMZIP (2012) firearms capability must be maintained at a level of three competent and licenced fire arms team to ensure cover on each day with at least one member of the fire arms team on duty, preferably two. Each member of the firearms team must hold a current valid firearms licence for the weapons held on site (3 months).

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Inspecting team's recommendation to the local authority

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

76. As per section 6.2 of the SSSMZP (2012) the collection must have a number of crates specifically purchased or built that are appropriate for the small to medium sized species (<60kg) held on site (allowing that crates can be obtained for larger animal moves (>60kg) as required). These must be assessed by the collection veterinarian as to their suitability and where the operator is unsure as to appropriate specification then the build quality and design must meet those specified by IATA for that species. At no time is it acceptable that a commercially produced collapsible puppy crate is appropriate for the movement of a category 1 or 2 dangerous wild animal as specified in Appendix 12 of the SSSMZP (2012). Where animals are moved in trailers as standard then a crate is not required but the method of transport for the animal must be highlighted in a movement policy indicating the manner in which the animal should be transported (2 months or before any moves take place, both internal or external where a suitable crate is not present).

77. All capture equipment must be reviewed by the specialist veterinarian in accordance with section 6.4 of the SSSMZP (2012) to ensure it is suitable for the species intended, in working order, and that staff know when they are to be used and how the equipment is to be used. A documented review by the veterinarian must be undertaken that outlines the equipment on site, that they are satisfied that it is in good working order and that the staff are aware of how they should be used. Where deficits are noted in the equipment available for the species on site, either due to damage or no equipment being available, then recommendations must be made and equipment purchased to ensure a full complement of species appropriate restraint equipment is available on site (3 months).

78. The licensees and staff are not sufficiently experienced and knowledgeable to comply with Sections 10.1-10.5 of the SSSMZP (2012). A senior zoo manager and a deputy (to provide cover for holidays and absences) must be appointed to provide strategic and operational leadership to the zoo. This person must hold demonstrable appropriate and sufficient experience to the satisfaction of the Zoo Licensing Authority agreed prior to appointment. Consultant or short term appointments can be made initially but within 6 months permanent employed staff must be in post (1 month appoint permanent or acting manager, within 6 months permanent appointment).

79. The current level of suitably trained, experienced staff is considered insufficient to comply with Sections 10.1 to 10.5 of the SSSMZP (2012). The number of staff and their experience and training must be sufficient to ensure compliance with the current SSSMZP at all times, taking due allowance for holidays, sickness and other absences; The zoo must produce: (i) a documented organisational structure clearly delineating roles and responsibilities of the team at the collection with appropriate staffing levels to ensure the SSSMZP are complied with at all times; (ii) documented job profiles for the animal care team members at each level on the organisational structure, that clearly outline each individual's responsibilities and expected competencies; (iii) an ongoing rota demonstrating cover and the minimum number of animal care team members at each level required to be present on each day with a rota for a three month period initially (but ongoing), this rota must include the duty manager, staff working with large felids and firearms cover as required by other listed conditions; and (iv) documented processes in place for booking holiday and reporting sickness to ensure minimum staff levels are maintained on a daily basis.
Time for completion (1 month).

80. The current level of suitably trained, experienced staff is considered insufficient to comply with Sections 10.1 to 10.5 of the SSSMZP (2012). The number of staff and their experience and training must be sufficient to ensure compliance with the SSSMZP at all times, taking due allowance for holidays, sickness and other absences. To ensure this the zoo must have:
(i) a training plan for each member of staff with key performance indicators or similar methods of reviewing and documenting the development and training programme for the staff against key drivers for basic competencies for their key accountabilities within the collection as set out in their job profiles; and
(ii) planned external or internal education provision to ensure staff members are provided with appropriate opportunities for training to ensure they can comply with the SSSMZP at all times.
Time for completion (1 month).

81. The current level of suitably trained, experienced staff is considered insufficient to comply with Sections 10.1 to 10.5 of the SSSMZP (2012). The number of staff and their experience and training must be sufficient to ensure compliance with the SSSMZP at all times. The zoo must produce an operational handbook containing all zoo policies and procedures that staff are required to follow. A process of training, assessing and recording competence must be included so that this functions as an induction programme that develops first day competencies within the animal department and ensures continuity in case of staff changes (1 month).

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Inspecting team's recommendation to the local authority

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

82. The licence holder, including premises operated under this licence, is prohibited to maintain species listed under category one of the Hazardous Animal Categorisation (see Appendix 12 of the SSSMZP 2012) until appropriately qualified zoo personnel, who hold demonstrable appropriate and sufficient experience, are appointed by the collection. Prior to appointment the personnel must be approved by the Licensing Authority and must be appointed within a 3-month period from the imposition of the condition. Failure to appoint within this time limit will result in the Category 1 animals having to be rehomed or disposed of by other means as the collection deems appropriate. This condition may be reviewed at subsequent formal inspections and/or renewals (immediate, ongoing).

83. The licence holder, including premises operated under this licence, are prohibited to acquire additional species, including additional specimens of species which are already maintained at the premises, listed under category one of the Hazardous Animal Categorisation (see Appendix 12 of the SSSMZP, 2012) until appropriately qualified zoo personnel who hold demonstrable appropriate and sufficient experience, are appointed by the collection. The personnel must be approved by the Zoo Licensing Authority (immediate).

84. In accordance with 6.5, 6.6 of the SSZMZP (2012) and taking into account other conditions and direction orders served on this licence. No animals may be removed from the licensed premises for educational outreach or any other purpose other than to receive veterinary care or be transported to another receiving collection as part of rehoming or other method of disposition (immediate).

85. In accordance with Appendix 6.3 and 6.7 of the SSSMZP (2012) the zoo must undertake a documented review of the risk assessments and written safety policies, or where they are not present then they must be produced, with regard to the Animal Experiences offered on site or as part of outreach programmes. These written policies must consider, but not be limited to;

- (i) the risk to the guest in the animal contact areas both from physical and biological injuries;
- (ii) documented steps to be taken to reduce any identified risks, including scripts with regard to health and safety briefings for members of the public;
- (iii) disease surveillance programmes as part of the general veterinary health care programmes specifically linked to the Animal Experiences with the aim to mitigate zoonotic disease risk;
- (iv) safeguarding practices must be highlighted and implemented with regard to vulnerable groups; and
- (v) any other risk mitigation strategies implemented must be thoroughly documented to the satisfaction of the local authority. Note: this is not to say that that current practices need to change, simply that the safety systems and consideration need to be more robust and better documented

Time for completion (3 months).

86. As per section 3.10 and 3.19 of the SSSMZP (2012) the zoo must ensure that there is adequate reserve accommodation for the management and isolation of newly arrived animals and for the quarantine and care of unduly distressed, sick or injured animals (2 months).

87. As per Appendix 6.9 and Appendix 6.10 of the SSSMZP (2012) in areas where there is the potential for public to contact with animals either directly or through contact with contaminated surfaces there must be suitable handwashing facilities available both within the zoo and as part of any outreach programmes. There must be a minimum of warm running water, soap and hand drying facilities. Cleansing wipes or anti-bacterial gels are not an acceptable substitute for proper hand washing. At public handling of reptiles, oral warnings must be provided within the presentation and placed upon signs regarding the risks to immunocompromised persons; who must not handle reptiles (2 months).

88. As per Appendix 6.9 and Appendix 6.10 of the SSSMZP (2012), where hand washing is provided on site there must be clear visual and written warning signs that public must wash their hands following being in contact with animals. Suitable signage must be installed to prompt members of the public to follow good hygiene and should include: (i) risks to health;

- (ii) directions to washing facilities if required;
- (iii) precautions taken to minimise risks; and
- (iv) personal responsibility of visitors to minimise risks, including complying with hygiene precautions and carrying out hand washing

Time for completion (2 months).

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Inspecting team's recommendation to the local authority

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

89. As per 3.25 of the SSSMZP the collection must undertake a review of the delivery of their programme for the control of pests and vermin. This must include:

- (i) copies of certificates that appropriate staff are competent in the use of second generation anticoagulant rodenticides (or are part of a similar certification programme), where used, must be sent to the local authority;
- (ii) maps indicating bait, traps and dates of bait changes and trap checks must be maintained;
- (iii) environmental risk assessments are carried out on site, specifically demonstrating the risk to the collection animals and wildlife on site from accidental ingestion of bait (if used);
- (iv) the site is reviewed for rodent habitat and evidence of rodent use and where site cleanliness is thought to provide viable habitat steps are to be taken to ensure this is managed, reduced or removed. Where rodent habitat is found in animal enclosures actions implemented to reduce activity must be documented;
- (v) records of alternative non-bait methods of pest control methods must be documented as to their use, location and success; and
- (vi) visits by pest controllers and the number of rodents removed must be recorded (3 months).

Time for completion (implementation immediate, review of documents 2 months and ongoing).

90. The zoo must undertake a documented review of its waste water and effluent run off management processes to ensure that no parasites, disease or non-native plants are released into the local environment, this must include steps to prevent flooding resulting in faecal or other effluent waste spreading into adjacent animal or public area, as per 8.40 of the SSSMZP (2012). Where action is required then steps must be taken immediately, and the action documented (2 months).

91. As per section 9.5 of the SSSMZP (20120) an accurate current stocklist of all animals must be produced and a copy must be forwarded to the local authority before the 1st June 2018 for the year 2017. This must be in, or similar to, the format stipulated in Section 9.6 of the current Secretary of State's Standards of Modern Zoo Practice and cover the period from the 1st January 2017 until the 31st December 2017. Animals must not be added or removed that did not exist and where such an event occurred, with a discrepancy between the submitted 2016 and 2017 inventory, the collection must, in writing, justify why the discrepancies occurred (1 month).

92. It is noted that the 2016 stock list was reported not to be reflective of the number of animals that were present when the current operator took over ownership of the zoo. The current operator must, where practicable, identify in a written document where any disposed of animals went to and details of post mortems where they were carried out for animals that died in the period between 31st December 2016 and May 17th 2017 (1 month).

93. In accordance with 3.11 and section 9 of the SSSMZP up to date and accurate animal records must be maintained for all individually recognisable animals. These records must include all the information as laid out in section 9.4 (3 months).

94. In accordance with section 9 of the SSSMZP (2012) the zoo must develop and implement a comprehensive animal records system at the zoo that ensures that it includes, but is not limited to;

- (i) appropriate information, as per section 9.4 of the SSSMZP (2012), is captured on a daily basis by keepers in a written format, either a dated keeper note book or direct into a daily diary.
- (ii) a process of, at a minimum, producing a weekly summary of important events and any other activities deemed appropriate for recording in the animal's permanent record which is transferred to a permanent, archived records system, preferably electronic, for each individual animal (or group) and is retained on site for at least six years, being available for inspection on request.
- (iii) Comprehensive records must be kept with regard to preventative medicine, clinical medicine and surgery, pathological findings from disease surveillance and health checks of live animals, and results of post-mortem examination and any subsequent tests. This can be maintained as a separate record if the operator wishes but a summary must be included in the animal's permanent record and cross referenced to the more detailed veterinary report if maintained separately. Where the veterinary practice maintains records off site a summary or copy of the records must be kept on site at the zoo to allow easy access, this includes post mortem results.
- (iv) There must be a documented system for regular review, by the relevant veterinary and curatorial staff of clinical, behavioural and pathological records, including mortality. The collection must be able to demonstrate that these reviews have taken place, at a minimum quarterly, and that where problems become apparent there is written evidence in the records system of the actions taken place and any subsequent impact this has.
- (v) The records system must include daily behaviour and husbandry but also medical management and any other activities deemed appropriate for recording in the animal's record (3 months, ongoing).

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Inspecting team's recommendation to the local authority

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

95. In accordance with sections 8.6, 8.9, 8.13, 8.14, 8.15, 8.17, 10.1 and 10.2 of the SSSMZIP (2012) the zoo must develop and implement a written policy with regards to the safe presence of external visitors to the site, including maintenance, veterinary, or volunteer members of the public, in and around animal enclosures. This must clearly state any risk assessments carried out and policies of entry to the site and ensure that the site visitors are supervised by competent members of staff at all times whilst in animal areas not normally accessible to general members of the public (3 months).

96. As per section 8.5, 8.26 and 8.29 of the SSSMZIP (2012) the perimeter of the zoo must be redesigned to ensure that no free ranging animals are permitted to leave the perimeter of the zoo, in the case of escape that the perimeter aids in the confinement, where reasonably practicable, of the escaped animal, and that the perimeter discourages unauthorised public entry. This is particularly the case for the new north aspect of the zoo (north west aspect) and the north aspect of the existing older zoo where there is no effective perimeter fence. The specification must be suitable to prevent unauthorised entry and where practicable, aid in the confinement of zoo stock. When considering the design consideration should be given to any future plans with regard to category one hazardous animals (written plan and specification to the satisfaction of the licensing authority - 1 month, implementation within 18 months, OR removal of all category 1 and 2 hazardous animals from the site as defined by SSSMZIP Appendix 12).

97. As per section 3.7 (and 3.9) 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

Time for completion (2 months).

98. In accordance with 8.3 and 8.14 a written review of risk communication to visitors must be undertaken and submitted to the local authority across the public zoo areas. This must include, but not be limited to, the location and number of warning signage for 'Warning these animals may bite', 'Warning electric fence', prohibited or staff only areas and appropriate exit signage where it forms part of the emergency procedures, and where areas are found to require additional signage these must be installed (2 months).

99. In accordance with sections 8.3, 8.5, 10.5, Appendices section 6.3, 6.7, 6.14 and 9.1 of the SSSMZIP (2012) the zoo must undertake a documented review of all safe systems of work, standard operating procedures and animal husbandry policies with a suitably competent person that is able, to the satisfaction of the licencing authority, review the operational policies against current best and modern zoo practice (2 months).

100. In accordance with 7.14 and Appendix 2 of the SSSMZIP (2012) an ethical review group must be set up, including a process of ethical review, members to include managers, staff and a member of public to address ethical issues. The ethical review group must meet at least once a year and be in contact electronically at other times. An agenda must be created for each meeting and minutes/records to be maintained of all discussions and agreements. Topics for consideration include: humane destruction of escaped animals; the keeping of lone primates; the rehoming of category one hazardous animals; justification of rebuilding enclosures whilst animals are on site; welfare reviews; and any other ethical dilemmas (2 months for first meeting and policy).

101. In accordance with 7.11 of the SSSMZIP all species exhibited must have accurate information displayed and this must include the species name, its natural habitat, some of its biological characteristics and details of its conservation status (2 months).

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Inspecting team's recommendation to the local authority

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

102. In accordance with 8.14, 8.46, of the SSSMZP (2012) all areas which the public are prohibited from entering must be appropriately signed and barriers must be in place to restrict access. Barriers such as, but not limited to, fences and gates must be maintained, safely secured so not to fall on people or cause other injuries and be locked at all times (1 month).
103. In accordance with 8.20(c) of the SSSMZP (2012) the invertebrate service area or any similar location is not a safe or appropriate storage location for air rifles. These, and only other equipment must be stored in a locked cupboard or preferably a firearms safe in a secure, private location on site (1 month).
104. In accordance with 4.1 of the SSSMZP (2012) an animal breeding policy must be produced listing all species in the collection. This must state if breeding is to be permitted, if no breeding is to occur how it will be prevented, intended routes of disposal for any animals bred and confirmation that the disposal route meets the requirements of the conditions placed on the zoo under the Zoo Licensing Act (1981) and compliance with Animal Welfare Act (2006), Animal By-Products Regulations, Non-Native Species Legislation and any other legislation (1 month).
105. In accordance with Section 8.6, 8.9 and 8.24 of the SSSMZP (2012) effective non-touch or stand-off barriers which prevent public contact and double door systems must be in place for all Category 1 and 2 animals. Specific examples of current issues include common marmosets, coatis, mongooses and squirrel monkey. These non-touch or stand-off barriers must be safe for the public and animals and not have any sharp edges (e.g. squirrel monkey). See also condition 31 (3 months).
106. In accordance with 7.5, 7.13 of the SSSMZP (2012) a conservation strategy and implementation plan must be produced setting out how the zoo will enhance its statutory Section 1A (conservation measures) delivery. A record must be kept of the activities and should include an evaluation of their effectiveness (6 months).
107. In accordance with 7.8, 7.9, 7.10, 7.12, 7.13 of the SSSMZP (2012) the zoo must produce a written education strategy and implementation plan. This should include an educational mission statement and how the plan applies to different types of visitors. Education activities must be recorded and evaluated (6 months).
108. As per Section 0.10, Section 2, Section 3, Section 4, Section 5 and Section 7 of the SSSMZP (2012) a written zoo development plan must be developed, and a copy submitted to the local authority. This must clearly demonstrate the details of the phase one builds; the phase two builds, the animals to be maintained on site, a five-year plan of development, the vision for the zoo; compliance with the legislation; animal welfare consideration; funding currently available; funding required and consideration of additional funding sources if required; and the timelines with critical points that are planned to be addressed. This is considered an evolving document and provides a flexible overview of the expectations of the operator with regard to the zoo's evolution (3 months).
109. In accordance with section 11.6 of the SSSMZP (2012) the collection must review and implement the toilet requirements for disabled visitors (3 months).
110. In accordance with 8.4 of the SSSMZP (2012), the licensee must provide written evidence from the insurers that the zoo has full insurance cover despite the limitations stated on the policy including the requirement to be fully compliant with the provision of the SSSMZP, which it is currently not considered to be (1 month).
111. Records must be kept up to date and be retained on site and be made available for inspection for a period of no less than six years as per Section 9.3 of the SSSMZP (2012). The records that must be kept include stock records, medical records, post mortem records, animal transaction records (acquisitions/dispositions), staff training, staff development records, and staff rotas for the six-year period (immediate, ongoing).
112. In accordance with section 3.17 and appendix 5 of the SSSMZP (2012) all deceased animals must be submitted for post mortem examination, unless the attending veterinarian decides it is not warranted. Where the veterinarian decides it is not warranted then the rationale must be recorded and signed by the veterinarian at the next visit or an email confirming the decision is sent and copied to the animal's records (immediate, ongoing).

END

The Data Protection Act 1998 – Fair Processing Notice

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

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

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

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