

# Inspection Report

Date of inspection:

7th May 2025

Date report completed:

22nd May 2025

Name of applicant or current  
licence holder:

Name and address of zoo:

Manor Farm Park, Castle Hill, Leicestershire

Postcode: LE12 6LU

Tel no:

 Licence Number: 

Date of last formal inspection:

2020

 Type of last formal inspection:  renewal

Timing of next formal inspection:

2028

 Type of next formal inspection:  periodical
**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)
Dr S Redrobe OBE MRCVS (List 1 Zoo Inspector)	

**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/zoops/?lang=en>

Preamble to inspectors' report\*, including any comments about the current dispensation status, if applicable.

This is a small farm park with reptiles and 2 flying bird collections (1 of which is currently externally managed but about to become subsumed into the main collection)

There were several errors on the PIA and changes of staff since completion and since the last inspection. There have also been staff changes at the Local Authority and it appears the informal annual inspections have not been carried out.

A new manager and a zoo consultant (the latter only the week before the inspection) have recently been engaged and improvements to policies, procedures and compliance against the ZLA/SSSMZP expectations are anticipated.

The last formal inspection was 2021, Zoo Licence issued 2020, expires 2026

The Local Authority is reminded of its obligation to conduct annual informal inspections and to coordinate with the Operator to ensure the Formal Inspections (by SoS appointed Zoo Inspector via APHA) are carried out

A number of Conditions were applied to the last licence; a number of Directions have previously been issued many of which are still non-compliant and will be repeated here; the Zoo Operator and Local Authority are reminded to familiarise themselves with the ZLA/SSSMZP requirements.

The current dispensation appears appropriate.

NOTE: This inspection report is written as per the instructions found in the current version of the 'Guidance for zoo inspectors 2019' which was released on the 21st January 2019 and clarifies that where there has been any, however small, failure of compliance that a question is marked 'no'. Where a box is marked 'no' the specific area of non-compliance is commented on and all other aspects of the zoo inspected with regard to each individual question were considered compliant unless otherwise stated. In addition, where there has been failure of full compliance and the area in question pertains to one of the Section 1A Conservation measures or any other conditions on the current licence then the failure will result in the recommendation that the licensing authority issue a direction rather than a condition. Full details of this clarification can be found in the 'Notice to Zoo Inspectors, Zoo Operators and Local Authorities'.

The operator is also advised that the SSSMZP (2012) will be replaced by the SMZPGB in 2025 ( and the new standards as written must be adhered to when formally issued and they will be the standard inspected to at any subsequent periodical zoo inspections.

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

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

## Findings at inspection

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

1. Provision of food and water	Marking Yes No N/A	Comments/clarification
<b>Section 1A(c)(ii) ZLA 1981:</b> 1.1. Are animals provided with a high standard of nutrition?	No	see Recommendations, Conditions, Directions
1.2. Is food and drink that is supplied appropriate for the species/individual?	No	see Recommendations, Conditions, Directions
1.3. Are supplies of food and water: (a) kept hygienically?	No	see Recommendations, Conditions, Directions
(b) prepared hygienically?	No	
(c) supplied to the animal hygienically?	No	
1.4. Has natural feeding behaviour been adequately considered to ensure that all animals have access to food and drink?	Yes	
1.5. Are feeding methods safe for staff and animals?	Yes	
1.6. Is feeding by visitors permitted?	Yes	
(a) if 'yes', is it properly controlled?	Yes	
2. Provision of suitable environment		
<b>Section 1A(c)(i) ZLA 1981:</b> 2.1. Are the animals provided with an environment well adapted to meet the physical, psychological and social needs of the species to which they belong?	No	see Recommendations, Conditions, Directions
2.2. Are the following environmental parameters appropriate: (a) temperature?	No	better monitoring and recording required, and correction where identified see Recommendations, Conditions, Directions
(b) ventilation?	Select	
(c) lighting?	Select	
(d) noise levels?	Select	
(e) any other environmental parameters?	Select	

2. Provision of suitable environment (contd.)	Marking Yes No N/A	Comments/clarification
2.3. Are there satisfactory measures in place to safely confine the animals?	Yes	some areas of poor fencing tho - see Recommendations, Conditions, Directions
2.4. Do animal enclosures have sufficient shelter and refuge areas?	No	external shelters require improvements see Direction
2.5. Do animal enclosures provide sufficient space?	No	ferrets and meerkats require review and improvements - see Recommendations, Conditions, Directions
2.6. Are backup facilities for life support systems adequate?	Yes	
2.7. Is the cleaning of the accommodation satisfactory?	No	see Recommendations, Conditions, Directions
2.8. Is the standard of maintenance adequate for: (a) the buildings?	No	areas of poor fencing and maintenance see Recommendations, Conditions, Directions
(b) the fences?	No	
2.9. Is all drainage effective and safe?	Yes	
3. Provision of animal health care		
<b>Section 1A(c)(ii) ZLA 1981:</b>		
3.1. Are the animals provided with a high standard of animal husbandry?	No	see Recommendations, Conditions, Directions
3.2. Do animals on display to the public appear in good health?	Yes	
3.3. Are observations of condition and health made and recorded?	Yes	
3.4. Do animals receive prompt and appropriate attention when problems are noted?	Yes	
3.5. Are enclosures designed and operated in such a way that social interaction problems are avoided?	Yes	
<b>On-site facilities</b>		
3.6. Are catch-up and restraint facilities adequate?	Yes	
3.7. Is darting equipment satisfactory?	N/A	
3.8. Are on-site veterinary facilities adequate?	Yes	

3. Provision of animal health care (contd.)	Marking Yes No N/A	Comments/clarification
<b>Veterinary care</b> <b>Section 1A(c)(ii) ZLA 1981:</b> 3.9. Are the animals provided with a documented and maintained programme of preventative and curative veterinary care and nutrition?	No	documentation provided and seen of insufficient quality - see Recommendations, Conditions, Directions
3.10. Is there a system for the regular review of clinical and pathological records?	No	see Recommendations, Conditions, Directions
3.11. Are appropriate veterinary records kept?	Yes	but minimal - see Recommendations, Conditions, Directions
3.12. Are medicines kept and disposed of correctly?	Yes	but see see Recommendations, Conditions, Directions
3.13. Are controlled drugs used and recorded satisfactorily?	N/A	none on site
3.14. Are appropriate antidotes available?	N/A	none on site
3.15. Are <i>post mortem</i> examination arrangements satisfactory?	No	no formal system nor vet documentation - see Recommendations, Conditions, Directions
<b>Isolation and containment</b> 3.16. Is adequate reserve accommodation available for isolation of animals for: (a) assessment? (b) treatment? (c) recovery? (d) quarantine (where required)?	No	reserve accommodation shown was inadequate for purpose - see Recommendations, Conditions, Directions
<b>Sanitation and control of disease</b> <b>Section 1A(e) ZLA 1981:</b> 3.17. Are satisfactory measures in place to prevent the intrusion of pests and vermin into the zoo premises?	No	pests and evidence of pests seen - see Recommendations, Conditions, Directions
3.18. Does it appear that general sanitation and pest control are effective?	No	see Recommendations, Conditions, Directions

<b>4. Provision of an opportunity to express most normal behaviour</b>	<b>Marking</b> <b>Yes</b> <b>No</b> <b>N/A</b>	<b>Comments/clarification</b>
4.1. Do the accommodation and management regimes encourage normal behaviour patterns and minimise any abnormal behaviour, taking into account current enrichment and husbandry guidelines?	No	see Recommendations, Conditions, Directions
4.2. Are animals of social species normally maintained in compatible social groups?	Yes	yes 'normally' but see need for lone animal policy and active management - see Recommendations, Conditions, Directions
<b>5. Provision of protection from fear and distress</b>		
5.1. Are the animals handled only by or under the supervision of appropriately experienced staff?	Yes	yes but documentation re training and induction required see Recommendations, Conditions, Directions
5.2. Is physical contact between animals and the public consistent with the animals' welfare?	Yes	
5.3. Are interactions between the animals such that they are not excessively stressful?	Yes	
<b>6. Transportation and movement of live animals</b>		
6.1. Can the zoo demonstrate a knowledge of, and compliance with, the regulations covering transportation of animals, and provide copies of certificates to show compliance when transportation has occurred?	N/A	no animal movements recently made
6.2. Can the zoo demonstrate that: i) transport and movement equipment is in good order?	N/A	
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?	N/A	
iii) catching and transportation techniques take account of the animal's temperament and escape behaviour in order to minimise injury, damage and distress?	N/A	
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?	N/A	

7. Conservation, education and research	Marking Yes No N/A	Comments/clarification
<b>Section 1A(a) ZLA 1981:</b>		
7.1. Is the zoo participating in at least one of the following:		There is a developed and appropriate-level (small) formal education system in place
(i) research from which conservation benefits accrue to species of wild animals?	No	Started and stopped native species surveys and work since last inspection - recommend restart
(ii) training in relevant conservation skills?	No	
(iii) the exchange of information relating to the conservation of species of wild animals?	Yes	
iv) where appropriate, breeding of wild animals in captivity?	No	
(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?	No	
<b>Section 1A(b) ZLA 1981:</b>		
7.2. Is the zoo promoting public education and awareness in relation to the conservation of biodiversity, in particular by providing information about the species of wild animals kept in the zoo and their natural habitats?	Yes	
7.3. Where appropriate are animals managed in a way consistent with the conservation needs of the species, (such as exchange between zoos, accommodation to encourage natural behaviour and breeding etc)?	Yes	but very limited - see Recommendations, Conditions, Directions
7.4. Are on-site education facilities adequate for the resources of the collection?	Yes	
7.5. Are the conservation efforts adequate for the resources of the collection?	Yes	but very limited
7.6. Are the research efforts adequate for the resources of the collection?	Yes	none present; in line with small collection
7.7. Is captive breeding properly managed?	Yes	

8. Public safety	Marking Yes No N/A	Comments/clarification
<b>Section 1A(d) ZLA 1981:</b> 8.1. Are there satisfactory measures in place to prevent the escape of animals?	Yes	
8.2. Are there satisfactory measures in place to be taken in the event of any escape or unauthorised release of animals?	Yes	
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	not done - see Recommendations, Conditions, Directions
8.4. Will the perimeter deter unauthorised entry and aid the confinement of zoo stock?	No	areas where only consists of normal 5 bar gate or similar - see Recommendations, Conditions, Directions
8.5. Do stand-off barriers appear adequate?	Yes	
8.6. Are adequate warning signs provided?	Yes	
8.7. Are prohibited areas appropriately signed?	Yes	
8.8. Are exits clearly marked and accessible?	Yes	
8.9. Do public areas, walkways and buildings appear safe?	Yes	
8.10. Are trees regularly inspected and appropriate remedial action taken?	No	no evidence presented - see Condition
8.11. Have appropriate risk assessments for direct contact by the public with animals been carried out?	Yes	
8.12. Are the special safety requirements for walk-through or drive-through exhibits adequately met?	N/A	

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

11. Associated legislation	Marking Yes No N/A	Comments/clarification
11.1. Is electrical equipment routinely serviced?	N/A	no relevant documentation on site noted so cannot record this
11.2. Have fire precautions been agreed and implemented?	N/A	no relevant documentation on site noted so cannot record this
11.3. Is refuse and clinical waste disposed of correctly?	Yes	
11.4. Are the required needs of disabled visitors met?	Yes	
12. Compliance check including licence conditions		
12.1. Is the current licence or a copy on public display at each public entrance?	Yes	
12.2. Is adequate Public Liability Insurance current?	Yes	
12.3. Have any Additional licence conditions been met?	No	no relevant documentation on site and Local Authority has no recent records so reverting to last licence issued as evidence

## Additional space

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The following space is provided for:

- additional notes and comments on the answers to the earlier questions
- recommendations (other than in respect of grant or refusal of a licence and any specific conditions recommended for a licence) including those based on comments already made to earlier questions
- any general remarks which the inspecting team may wish to record

The appointment of a new senior manager who is keen on raising standards and has appointed a Zoo Consultant (only the week before the inspection) are welcome advances and auger well for future improvements although there are a number of issues raised in this report resulting in 19 Conditions and 18 Directions in this report along with 10 Recommendations.

### Recommendations – 10 total

1. Dry feed is stored well in rodent proof bins in original feed sacks but advised Dry feed bags should be labelled with the date that the bag was opened.
2. It is recommended that a documented stock rotation system is used for all food items especially the frozen feed, coming onto the site to ensure best practice is followed and older food is used first.
3. The electrical supply within the reptile housing areas in the keeper areas are of a normal domestic type rather than the more commonly seen waterproof socket versions. This arrangement should be reviewed by a suitably qualified electrician.
4. In line with 10.6 of the SSSMZP 10.6 The zoo operator does make every effort to ensure that their staff do not have any convictions under the Zoo Licensing Act 1981 or under any other animal welfare or conservation legislation including that listed in Appendix 9 however an addition to ensure staff report any changes is also required
5. Consideration to the preparation of a planned preventative maintenance schedule is recommended in line with ZLA and SSSMZP expectations.
6. Veterinary clinical notes should clearly show which animal has been treated and include medication batch numbers and expiry dates. Adding times that animals are noted to have any sickness and when the vet is called is recommended
7. A medicines policy is recommended to include records, storage, use and disposal of medicines on site.
8. A contingency plan, for the event of zoo closure to include how animals would be cared for and potential rehoming of animals, is recommended to be produced and agreed with the local authority
9. Data loggers are recommended for general use around the site and especially for refrigeration units and reptile environmental parameter data monitoring to give 24hr readings
10. The bird of prey and owl flying protocols and daily management systems are currently different as one is managed by outside contractors. It is recommendation that the systems are reviewed and best practice implemented across both sets of animals.

# Inspecting team's recommendation to the local authority

Having inspected (name of zoo)

Manor Farm Park

on: 7th May 2025

the inspecting team make the following recommendation:

*Please tick appropriate box*

- it is recommended that a licence be refused.....
- it is recommended that the above collection be licensed in accordance with the ZLA 1981 subject to the conservation measures in section 1A .....
- it is recommended that the above collection be licensed in accordance with the ZLA 1981 subject to the conservation measures in section 1A and the following Additional Conditions (N.B Additional Conditions must be clearly worded so as to be enforceable and a timescale applied for compliance) .....
- it is recommended that the following alterations be made to the above collection's licence conditions .....

## Additional Conditions (if appropriate)

Conditions – 19 total

1. To comply with 2.6 SSSMZP, must provide documented evidence demonstrating the annual servicing, maintenance and checks in place that ensure that back-up life support resources are effective and functional as and when required including testing of the generator for example to retain reptile temperatures. The zoo licence holder must ensure this change has been completed within 3 months from the date on which this condition takes effect.
2. To comply with 12.1 of the SSSMZP 2012, the current zoo licence or a copy of it, including all the conditions, must be displayed at each public entrance of the zoo. The zoo licence holder must ensure this change has been completed within 1 month from the date on which this condition takes effect.
3. In order to comply with Section 10.4 and 10.5 of the SSSMZP (2012), the zoo licence holder must ensure that there is continuous, documented in-house training of staff to ensure that they are fully competent for their individual responsibilities, that structured induction training is in place (including appropriate zoospecies training) and that all staff are aware of their health and safety, as well as animal husbandry, responsibilities as members of the zoo team. The zoo licence holder must ensure this change has been completed within 3 months from the date on which this condition takes effect.
4. In order to comply with Section 10.4 and 10.5 of the SSSMZP (2012), to review the staff training and various zoo procedural documentation to ensure consistency and use of all relevant documents in induction and training of staff. The review to include a cohesive and coordinated approach to the Risk Assessments, SOPs and SWPs and induction sign-off per species and per member of staff. As part of this trainee staff must have a documented process of training and are signed off to the relevant procedures before being given lone worker or primary key holder responsibilities. The zoo licence holder must ensure this change has been completed within 3 months from the date on which this condition takes effect.
5. To comply with as per 4.3 of the SSSMZP (2012) the zoo must ensure that husbandry programmes, including enrichment policy, provide for the psychological needs of the animals within the collection, for all species. The zoo licence holder must ensure this change has been completed within 3 months from the date on which this condition takes effect.
6. In order to comply with Section 2.1 of the SSSMZP (2012), the zoo licence holder must review the humidity provision to ensure that species suitable levels are maintained for the reptiles. OR demonstration that no additional increases in humidity are required. If humidity levels are not considered appropriate for this animals then a system must be installed that is designed for maintaining humidity levels in the vivaria and this replaces the now defunct home-made guttering-hand drier system previously employed. The zoo licence holder must ensure this change has been completed within one month from the date on which this condition takes effect.
7. In order to comply with Section 1.3d of the SSSMZP dedicated staff hand-washing facilities must be provided where food is prepared and handled. The zoo licence holder must ensure this change has been completed within 6 months from the date on which this condition takes effect.
8. In order to comply with Section 1.3c of the SSSMZP (2012) The floor and bottom 15cm of all walls and standing structures within all food preparation areas must be made impervious, hygienic and cleanable. The zoo licence holder must ensure this change has been completed within 3 months from the date on which this condition takes effect.
9. 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 SSSMZP. This condition must be met within 6 (six) months.
10. The perimeter fence must be clearly defined within a map of the licensed zoo premises and sent to the local authority. The zoo licence holder must ensure this change has been completed within 3 months from the date on which this condition takes effect.
11. In order to comply with Section 8.14 of the SSSMZP (2012), the zoo licence holder must ensure that all stand-off barriers and fences are assessed and where repairs are required these are carried out immediately OR the area is closed to the public until fixed. This includes protruding nails or screws and broken wire fencing that may cause injury to the members of the public. The zoo licence holder must ensure this change has been completed within one week from the date on which this condition takes effect.
12. In order to comply with Section 3.9 of the SSSMZP (2012), the zoo licence holder must ensure that a documented review is carried out that reviews the disinfectants used for cleaning animal areas or used in foot dips. This must include the deployed concentrations used in the different areas; the suitability of the disinfectant and the concentrations deployed for the intended use; the method of disposal of the disinfectant-contaminated wastewater, and that COSHH data sheets are available on site. Where concentrations or disinfectant selection is found not to be suitable then the alternative agent or concentration must be clearly demonstrated and processes put in place to ensure effective disinfectant use. A sensible position and management of foot dips is also required. Lids to be added to prevent dilution by rain for example, and not to be positioned in the public area where open foot dips containing chemicals could be accessed by public including children as seen on the inspection of 7th May 2025. The zoo licence holder must ensure this document has been completed within three months from the date on which this condition takes effect.
13. Ongoing training must also be undertaken for all staff and records kept of their training in accordance with 3.9(f) and Appendix 9 of the SSSMZP with zoonotic disease included in the induction booklet for both staff and volunteers. Evidence of this must be sent to the local authority. The zoo licence holder must ensure this document has been completed within 6 months from the date on which this condition takes effect.
14. In order to comply with Section 2.1 of the SSSMZP (2012), the zoo licence holder must review meerkat management. Meerkats are currently kept within temporary accommodation within a bird enclosure with access to a barn with a heated area. The temperatures ranges within the meerkat housing should be reviewed and ensure appropriate for the species and a timeline established for the completion of the new permanent housing for the meerkats to the satisfaction of the Local Authority. Timeline for report 1 month, timeline for 24/7 temperature monitoring and correction as required – immediate
15. In order to comply with Section 2.1 of the SSSMZP (2012), the zoo licence holder must review and improve the back of house stable management or stop its use for animals. A back of house stable was presented as quarantine or isolation accommodation. This was dirty yet with no recent animal use reported, hay and straw were still present on the floor, rodent pests were evident, the drinker was broken. This facility is not to be used for animal accommodation until it is repaired. Action immediate if to be used otherwise to be cleaned and locked as a storage area only or not used at all. The zoo licence holder must ensure this has been completed within 1 month from the date on which this condition takes effect.
16. In order to comply with Section 2.1 of the SSSMZP (2012), the zoo licence holder must review feed bin locations and security. Outside feed bins were held in an outside sheltered area that were unlocked and one had a pair of scissors inside. Access to by the public was only prevented by a rope which was easily moved or walked under including by children. This puts the feed at risk of contamination. Feed bins to be stored in locked cupboards or rooms or locked. Access to the area to be better managed to prevent public access. The zoo licence holder must ensure this has been completed within 1 month from the date on which this condition takes effect.

Inspector(s) signature(s)

Date signed

## **The Data Protection Act 1998 – Fair Processing Notice**

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

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

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

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