

# Inspection Report

Date of inspection:  Date report completed:

Name of applicant or current licence holder:

Name and address of zoo:

Tel no:  Licence Number:

Date of last formal inspection:  Type of last formal inspection:

Timing of next formal inspection:  Type of next formal inspection:

**Type of inspection**    **Statutory composition of inspection team**    *Please tick appropriate box*

**Section 10 Periodical:** 2 Defra/Welsh Government nominees; 1 LA vet; option of up to 2 more from LA ..

**Section 11 Special:** Any number of competent LA authorised appointees .....

**Section 14(1)(b) dispensation renewal under section 6(1A)(a) (where a direction has been made that section 10 shall not apply):**  
 Defra/Welsh Government nominee/s.....

**Section 14(2) dispensation Periodical:**  
 Defra/Welsh Government nominee/s.....

**For a licence inspection (Section 4(1A)(b)) and a significant change inspection (Section 9A(8)) please use the inspection form at Appendix 11A of the Standards.**

Name and designation of inspector(s)	Name of zoo representative(s)
Dr S Redrobe OBE MRCVS, SoS Zoo Inspector	Mr A Robinson, owner
Mr Peter Harris Senior Licensing Officer, Local Authority	Sarah Murden (manager)
	Suzanne Goodwin, general manager
	Phillip Titterton, education advisor

**When this form has been completed and signed the original must be sent to the local authority. If the zoo is owned by the local authority, the local authority must send a copy of the completed form to Defra where the zoo is situated in England or to the Welsh Government, where the zoo is situated in Wales.**

## Preamble to inspectors' report

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Information and guidance about the Zoo Licensing Act 1981 (ZLA) is available at <https://www.gov.uk/government/policies/protecting-biodiversity-and-ecosystems-at-home-and-abroad/supporting-pages/species-protection> and <http://wales.gov.uk/topics/environmentcountryside/ahw/zoos/?lang=en>

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

The premises was originally given Zoo Status when the current owner agreed to house a friend's Owls. The premises has been licensed with Rushcliffe Borough Council since 2011

The premises was set up as a small farm animal petting complex which also has an independent pre school on site.

The complex has grown in the last few years with a new building as a reception and dining area.

Current dispensation status appears suitable

\*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 condition
1.2. Is food and drink that is supplied appropriate for the species/individual?	No	see condition
1.3. Are supplies of food and water: (a) kept hygienically?	Yes	
(b) prepared hygienically?	Yes	
(c) supplied to the animal hygienically?	Yes	
1.4. Has natural feeding behaviour been adequately considered to ensure that all animals have access to food and drink?	Yes	
1.5. Are feeding methods safe for staff and animals?	Yes	
1.6. Is feeding by visitors permitted?	No	was made aware feeding has been stopped due to construction works and will restart afterwards; LA to reinspect at that point
(a) if 'yes', is it properly controlled?	N/A	
<b>2. Provision of suitable environment</b>		
<b>Section 1A(c)(i) ZLA 1981:</b> 2.1. Are the animals provided with an environment well adapted to meet the physical, psychological and social needs of the species to which they belong?	Yes	
2.2. Are the following environmental parameters appropriate:		need to document reptile temperatures daily. temperatures were appropriate at time of inspection
(a) temperature?	Yes	
(b) ventilation?	Yes	
(c) lighting?	Yes	
(d) noise levels?	Yes	
(e) any other environmental parameters?	N/A	

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	the axolotl tank is not locked
2.4. Do animal enclosures have sufficient shelter and refuge areas?	No	outside shelters to be provided in all paddocks - see condition
2.5. Do animal enclosures provide sufficient space?	Yes	
2.6. Are backup facilities for life support systems adequate?	N/A	
2.7. Is the cleaning of the accommodation satisfactory?	Yes	
2.8. Is the standard of maintenance adequate for: (a) the buildings?	Yes	
(b) the fences?	Yes	
2.9. Is all drainage effective and safe?	Yes	
<b>3. Provision of animal health care</b>		
<b>Section 1A(c)(ii) ZLA 1981:</b>		
3.1. Are the animals provided with a high standard of animal husbandry?	Select	
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?	No	recod keeping needs to be implemented in line with SSSMZP - see conditions
3.4. Do animals receive prompt and appropriate attention when problems are noted?	No	cannot assess this given the paucity of records - see condition
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?	No	
3.7. Is darting equipment satisfactory?	N/A	none present
3.8. Are on-site veterinary facilities adequate?	N/A	none present

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	see condition
3.10. Is there a system for the regular review of clinical and pathological records?	No	see condition
3.11. Are appropriate veterinary records kept?	No	
3.12. Are medicines kept and disposed of correctly?	No	
3.13. Are controlled drugs used and recorded satisfactorily?	N/A	none present
3.14. Are appropriate antidotes available?	N/A	none present
3.15. Are <i>post mortem</i> examination arrangements satisfactory?	No	no documentation seen - see condition
<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 No No N/A	there are stables for housing some stock inside which could be used for assessment/treatment/recovery but no separate vet areas
<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	need to supply pest control contract details or documentation
3.18. Does it appear that general sanitation and pest control are effective?	Yes	generally clean and tidy, no vermin noted

4. Provision of an opportunity to express most normal behaviour	Marking Yes No N/A	Comments/clarification
4.1. Do the accommodation and management regimes encourage normal behaviour patterns and minimise any abnormal behaviour, taking into account current enrichment and husbandry guidelines?	Yes	very basic but no issues noted
4.2. Are animals of social species normally maintained in compatible social groups?	Yes	
5. Provision of protection from fear and distress		
5.1. Are the animals handled only by or under the supervision of appropriately experienced staff?	No	need to implement and document staff training
5.2. Is physical contact between animals and the public consistent with the animals' welfare?	No	stand-off barrier required in some areas, in others need to be more substantial to prevent public touching/putting fingers through the primary fence
5.3. Are interactions between the animals such that they are not excessively stressful?	Yes	
6. Transportation and movement of live animals		
6.1. Can the zoo demonstrate a knowledge of, and compliance with, the regulations covering transportation of animals, and provide copies of certificates to show compliance when transportation has occurred?	No	yes to owl collection, no for rest of collection; good practice noted in owl collection to be disseminated across collection
6.2. Can the zoo demonstrate that: i) transport and movement equipment is in good order?	Yes	operates as a rescue centre, no breeding or transportation off site
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
<p><b>Section 1A(a) ZLA 1981:</b></p> <p>7.1. Is the zoo participating in at least one of the following:</p> <p>(i) research from which conservation benefits accrue to species of wild animals?</p>	No	does some work with native species on site discussed during inspection - to be documented for inspection
(ii) training in relevant conservation skills?	No	
(iii) the exchange of information relating to the conservation of species of wild animals?	No	
iv) where appropriate, breeding of wild animals in captivity?	No	
(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?	No	
<p><b>Section 1A(b) ZLA 1981:</b></p> <p>7.2. Is the zoo promoting public education and awareness in relation to the conservation of biodiversity, in particular by providing information about the species of wild animals kept in the zoo and their natural habitats?</p>	Yes	discussed on inspection visit bit little/no appropriate documentation noted re type and number of classes/sessions delivered. see condition.
7.3. Where appropriate are animals managed in a way consistent with the conservation needs of the species, (such as exchange between zoos, accommodation to encourage natural behaviour and breeding etc)?	Yes	
7.4. Are on-site education facilities adequate for the resources of the collection?	Yes	a functional large classroom
7.5. Are the conservation efforts adequate for the resources of the collection?	Yes	the native species work on site to be documented for inspections but work noted during this inspection
7.6. Are the research efforts adequate for the resources of the collection?	Yes	negligible but very small collection so little required
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?	No	insufficient staff training, documentation, daily records to ensure this and for inspection
8.2. Are there satisfactory measures in place to be taken in the event of any escape or unauthorised release of animals?	No	see noted above and below
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	operators not aware of this requirement. see condition
8.4. Will the perimeter deter unauthorised entry and aid the confinement of zoo stock?	No	no checked daily as required, not complete in places, even given non-dangerous type of stock. see condition
8.5. Do stand-off barriers appear adequate?	No	several areas absent, other areas do not prevent public touching inner barrier
8.6. Are adequate warning signs provided?	Yes	
8.7. Are prohibited areas appropriately signed?	No	very few 'staff only' signage
8.8. Are exits clearly marked and accessible?	No	
8.9. Do public areas, walkways and buildings appear safe?	Yes	
8.10. Are trees regularly inspected and appropriate remedial action taken?	No	no documentation or information provided - 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?	No	yes re owl collection only - see condition
(ii) acquisitions, births, deaths, disposals and escapes of animals?	No	yes re owl collection only - see condition
(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	yes re owl collection only - see condition
9.3. Are animal stock records clear and up-to-date?	No	yes re owl collection only - see condition
9.4. Are annual stock records completed in the correct format and submitted to the local authority?	Yes	
9.5. Are animal source and destination records kept?	No	yes re owl collection only - see condition
9.6. Are archived records secure?	No	yes re owl collection only - see condition
<b>10. Miscellaneous</b>		
10.1. Do staff numbers and training of staff appear adequate?	No	staff numbers appear adequate, training not documented if in place - see condition
10.2. Is the management structure and organisation of staff adequate to ensure compliance with the Standards at all times?	No	yes re structure but more awareness and understanding of Standards required
10.3. Are effective risk assessments carried out where appropriate?	No	see condition
10.4. Has an ethical review process been established and implemented?	No	see condition
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?	No	rudimentary system - see condition

11. Associated legislation	Marking Yes No N/A	Comments/clarification
11.1. Is electrical equipment routinely serviced?	No	no documentation, no evidence produced
11.2. Have fire precautions been agreed and implemented?	No	no documentation, no evidence produced
11.3. Is refuse and clinical waste disposed of correctly?	No	no documentation, no evidence produced - see condition
11.4. Are the required needs of disabled visitors met?	Yes	
<b>12. Compliance check including licence conditions</b>		
12.1. Is the current licence or a copy on public display at each public entrance?	No	see condition
12.2. Is adequate Public Liability Insurance current?	Yes	
<b>12.3. Have any Additional licence conditions been met?</b>	N/A	previous full licence not available - see condition

## 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

A small collection that requires a zoo licence following the acquisition of an owl collection re-homed on site. Whilst the documentation and management of the owl collection are basic they surpass the standards in the rest of the collection.

In general a full review of the Standards by the management is recommended to gain an understanding of the level of care and processes required when operating under a zoo licence. It was pleasing to note the owners and staff were engaged with the inspection on the day and discussion afterwards and indicated willingness of working with the Local Authority and inspection process to address the discrepancies.

There are a number of conditions applied in line with recent 'Guidance for Zoo Inspectors 2019' and quoting from the Secretary of State's Standards of Modern Zoo Practice (SSSMZP). The Local Authority and Zoo Operator are directed to the SSSMZP for further information.

The Local Authority is reminded that this collection is inspected under a dispensation; no new species should be added without prior notification of the LA nor any category 1 species without prior SoS Zoo Inspection.

# Inspecting team's recommendation to the local authority

Having inspected (name of zoo)

Manor Farm Animal Centre

on: 15th February 2019

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)

(numbers relate to chapter within SSSMZZP)

1. The collection must ensure that food and water bowls are cleaned, dried and stored to prevent cross contamination between clean and dirty receptacles prior to cleaning to comply with 1.8 of the SSSMZZP.
2. to comply with 1.12 of the SSSMZZP Veterinary or other specialist advice in all aspects of nutrition must be obtained and followed, and 1.13 A record of all diets and dietary changes must be maintained.
3. to comply with 2.2 Animals in outdoor enclosures must be provided with sufficient shelter for their comfort and well-being. Refuge areas must be provided, i.e. all outside paddocks need refuge/shelters. Within 3 months
4. to comply with 3.3 A daily record must be kept by the person(s) in direct charge of the animals, indicating changes to the prescribed diet, health checks carried out, any unusual behaviour or activity or other problems, and remedial actions taken. Within 1 month
5. In accordance with 3.5 of the SSSMZZP trees within or near animal enclosures must be regularly inspected, ideally annually, by a suitably qualified person. (Copies of the inspection report must be forwarded to the local authority (within 3 months))
6. to comply with 3.7 A comprehensive programme of care must be established and maintained under the supervision of a veterinary surgeon who is familiar with current practice in the care of zoo animals, particularly in the types maintained in the collection. Initial documentation and frequency of visits to be established within one month.
7. to comply with 3.11 Comprehensive vet records must be kept – where possible on computer – and be made available to inspectors covering the following: a) preventive medicine; b) clinical medicine and surgery; c) pathological findings from ante-mortem testing; d) results of post-mortem examination and testing, within 3 months
8. to comply with 3.12 There must be systems for regular review, by the relevant veterinary and curatorial staff, of clinical, behavioural and pathological records and mortality. Husbandry and preventive medical practices must be reviewed where problems become apparent. System implemented and documented within 3 months
9. to comply with 3.19 Dedicated accommodation, off-show where necessary, should be available for the isolation and examination of newly arrived animals, and for the quarantine and care of unduly distressed, sick or injured animals. within 3 months
10. to comply with 3.24 Clinical waste and refuse must be regularly removed and disposed of in a manner approved by the local authority, especially with regard to ABP legislation, within 1 month
11. to comply with 3.25 A safe and effective programme for the control or deterrence of pests and vermin and where necessary predators, must be established and maintained throughout the zoo, written documentation to LA within 1 month
12. to comply with 5.1 Animals must be handled and managed only by, or under the supervision of, appropriately qualified and experienced staff. Handling must be done with care, in order to protect the animals' well-being, and avoid unnecessary discomfort, stress or physical harm. Documentation and training system established within 1 month
13. to comply with 7.5 Zoos must be able to demonstrate their conservation measures, including research if undertaken. Areas to be considered should include overall conservation policy, and how this relates to the World Zoo and Aquarium Conservation Strategy, and type and level of input into international conservation programmes. 7.6 Zoos should generally be able to demonstrate that they encourage research. Research can be developed through forging links with Higher Education Institutions. documentation of work with native species or other to be produced within 3 months
14. to comply with 7.9 A zoo must have a written education strategy and an active education programme. 7.13 Zoos should keep records of their conservation and education activities and should be encouraged to evaluate the effectiveness of their contribution to these activities by collecting appropriate evidence and/or engaging in research projects to do this. documentation to be produced within 3 months
15. to comply with 7.14 In addition to statutory requirements, as a general principle zoos should establish ethical review processes. diarise within 1 month, documentation of meetings held after one year.
16. to comply with 8.24 Stand-off barriers must be provided and be designed, where necessary, to ensure animal cannot lean over fencing to contact public (i.e. deer) nor public reach over stand off barriers to contact animals eg fox, owls, pet rats, also lock axolotl tank. action within 3 months
17. to comply with 8.29 The perimeter boundary, including access points, should be designed, constructed and maintained to discourage unauthorised entry and, so far as is reasonably practicable, as an aid to the confinement of all the animals within the zoo, ensure at least 1.5m high and impenetrable along whole perimeter and checked daily, within 3 months.
18. to comply with 8.34 Procedures relating to escapes of animals should be established and to comply with 8.38 Zoo operators must ensure that all members of staff are familiar with emergency procedures when animals escape. In particular, emergency drills must be carried out at least four times a year, recorded and regularly reviewed, implement written policy and practice drills, within 3 months.
19. to comply with 8.41 Exits should be suitably located and adequately signed, within 1 month
20. In accordance with section 2 and 8.2.5 of the SSSMZZP, all herpetile enclosures must have suitable environments, including temperature gradients and provision of adequate UVB light where appropriate. This must include a process of daily monitoring and recording of temperatures, humidity and other necessary environmental factors, within 1 month
21. to comply with 9.1 Records must be kept and maintained of all individually recognisable animals and groups of animals in the zoo. Where possible, animals should be individually identifiable. 9.2 The records must be kept either on a card index or computer, or other type of retrieval system from which information can be quickly examined, within 1 month
22. to comply with 10.2 A list must be maintained of all staff authorised to work with the animals, together with lines of responsibility and level of expertise, training, and qualifications, within 1 month
23. to comply with 12.1 The current Zoo Licensing Act licence or a copy of it, including the conditions, must be displayed at each public entrance of the zoo, action - immediately

Inspector(s) signature(s)



Date signed

12/03/2019

## **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.