



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)
<input type="text" value="REDACTED"/>	<input type="text" value="REDACTED"/>
<input type="text" value="REDACTED"/>	<input type="text" value="REDACTED"/>
<input type="text" value="REDACTED"/>	<input type="text" value="REDACTED"/>
<input type="text" value=""/>	<input type="text" value=""/>
<input type="text" value=""/>	<input type="text" value=""/>

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.

This inspection was made in accordance with the requirements of the Zoo Licensing Act 1981 (as amended by the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002). In assessing the standards required of a Zoo, reference is made to The Secretary of State's Standards of Modern Zoo Practice (2012 Edition).

This Zoo is a small "animal Experience" that is open to prebooked visitors only. There are some work experience (students) that also attend.

The current Licence was due to expire on 5th April 2025 but under 7.6 of the Zoo Licensing Act 1981 Guide to the Act's provisions (2012) as the application for a fresh licence was made before the expiration of the existing licence, it will be allowed to continued in force until the application has been processed or withdrawn.

Inspectors can only inspect and report on the information gathered on the day of the inspection. Records and record-keeping systems were sampled and interrogated. The annual stock records were difficult to fully check or assess with regard to animal movements and mortalities as they were not in the required format (see Direction). Annual informal inspections have been done by the Local Authority

This report is based upon the findings and information supplied in association with the formal inspection that took place on 1st April 2025.

Dispensations:-

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

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

*** 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
Section 1A(c)(ii) ZLA 1981:		
1.1. Are animals provided with a high standard of nutrition?	Yes	
1.2. Is food and drink that is supplied appropriate for the species/individual?	Yes	
1.3. Are supplies of food and water: (a) kept hygienically?	Yes	
(b) prepared hygienically?	No	The Kitchen is sub-standard - See Directions
(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	This is strictly monitored as part of the experience but not documented – see Conditions
(a) if 'yes', is it properly controlled?	Yes	
2. Provision of suitable environment		
Section 1A(c)(i) ZLA 1981:		
2.1. Are the animals provided with an environment well adapted to meet the physical, psychological and social needs of the species to which they belong?	No	Some snakes were in small enclosures or had inadequate bathing facilities provided – See Directions
2.2. Are the following environmental parameters appropriate:		Herptiles Maximum/ minimum temperatures not adequately monitored or recorded – See Directions
(a) temperature?	No	
(b) ventilation?	Yes	
(c) lighting?	Yes	
(d) noise levels?	Yes	
(e) any other environmental parameters?	Yes	

2. Provision of suitable environment (contd.)	Marking Yes No N/A	Comments/clarification
2.3. Are there satisfactory measures in place to safely confine the animals?	No	A Harris Hawk had escaped and was not recaptured since the last inspection, during a flying display but not from an enclosure - See Directions
2.4. Do animal enclosures have sufficient shelter and refuge areas?	Yes	
2.5. Do animal enclosures provide sufficient space?	No	Not for all snakes – See Directions
2.6. Are backup facilities for life support systems adequate?	Yes	
2.7. Is the cleaning of the accommodation satisfactory?	Yes	
2.8. Is the standard of maintenance adequate for: (a) the buildings?	Yes	
(b) the fences?	Yes	
2.9. Is all drainage effective and safe?	Yes	
3. Provision of animal health care		
Section 1A(c)(ii) ZLA 1981:		
3.1. Are the animals provided with a high standard of animal husbandry?	Yes	
3.2. Do animals on display to the public appear in good health?	Yes	
3.3. Are observations of condition and health made and recorded?	Yes	
3.4. Do animals receive prompt and appropriate attention when problems are noted?	Yes	Good arrangements are in place, including for out of hours provisions
3.5. Are enclosures designed and operated in such a way that social interaction problems are avoided?	No	Prey animals (chinchilla and Sugar gliders) in direct view of predators (snakes) – See Recommendations
On-site facilities		
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?	No	There is no dedicated treatment room that meets the SSSMZP – See Conditions

3. Provision of animal health care (contd.)	Marking Yes No N/A	Comments/clarification
Veterinary care Section 1A(c)(ii) ZLA 1981: 3.9. Are the animals provided with a documented and maintained programme of preventative and curative veterinary care and nutrition?	Yes	The new (since last inspection) Zoo Veterinarian is experienced and working well with the collection
3.10. Is there a system for the regular review of clinical and pathological records?	Yes	This is being documented
3.11. Are appropriate veterinary records kept?	Yes	
3.12. Are medicines kept and disposed of correctly?	No	Monitoring of temperatures where drugs are stored is lacking – See Direction
3.13. Are controlled drugs used and recorded satisfactorily?	N/A	
3.14. Are appropriate antidotes available?	N/A	
3.15. Are <i>post mortem</i> examination arrangements satisfactory?	Yes	These are undertaken at Cambridge University and reports are obtained
Isolation and containment 3.16. Is adequate reserve accommodation available for isolation of animals for: (a) assessment? (b) treatment? (c) recovery? (d) quarantine (where required)?	Yes Yes Yes Yes	
Sanitation and control of disease Section 1A(e) ZLA 1981: 3.17. Are satisfactory measures in place to prevent the intrusion of pests and vermin into the zoo premises?	Yes	
3.18. Does it appear that general sanitation and pest control are effective?	Yes	

4. Provision of an opportunity to express most normal behaviour	Marking Yes No N/A	Comments/clarification
4.1. Do the accommodation and management regimes encourage normal behaviour patterns and minimise any abnormal behaviour, taking into account current enrichment and husbandry guidelines?	Yes	
4.2. Are animals of social species normally maintained in compatible social groups?	Yes	
5. Provision of protection from fear and distress		
5.1. Are the animals handled only by or under the supervision of appropriately experienced staff?	Yes	There should be SOPs for experiences – see Conditions
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	
6. Transportation and movement of live animals		
6.1. Can the zoo demonstrate a knowledge of, and compliance with, the regulations covering transportation of animals, and provide copies of certificates to show compliance when transportation has occurred?	Yes	
6.2. Can the zoo demonstrate that: i) transport and movement equipment is in good order?	Yes	There are frequent movement of animals off site for experiences at schools etc - the LA are aware of this
ii) facilities suitable for lifting, crating and transportation of all the types of animals kept within the zoo to destinations both inside and outside the zoo are readily available?	Yes	
iii) catching and transportation techniques take account of the animal's temperament and escape behaviour in order to minimise injury, damage and distress?	Yes	
iv) adequate provision is made for the animal's and the public's safety and well-being while the animal is being transported or kept away from the zoo?	Yes	

7. Conservation, education and research	Marking Yes No N/A	Comments/clarification
<p>Section 1A(a) ZLA 1981:</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>	Yes	<p>For a small Zoo there is good thought given to the Conservation programmes for the coming years with good involvement of Zoo Staff. The training in Falconry needs to be expanded and documented and not overlooked as part of Conservation</p>
(ii) training in relevant conservation skills?	Yes	
(iii) the exchange of information relating to the conservation of species of wild animals?	No	
iv) where appropriate, breeding of wild animals in captivity?	No	
(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?	No	
<p>Section 1A(b) ZLA 1981:</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	
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	The whole of the Zoo is used as the education facilities
7.5. Are the conservation efforts adequate for the resources of the collection?	Yes	
7.6. Are the research efforts adequate for the resources of the collection?	Yes	
7.7. Is captive breeding properly managed?	Yes	There is limited captive breeding and to prevent over breeding vasectomies/ sterilisation is practiced (meerkats/ sugar gliders)

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	A Harris Hawk escaped and was not recaptured – see Direction
8.2. Are there satisfactory measures in place to be taken in the event of any escape or unauthorised release of animals?	Yes	The Escape policy needs updating and to be more specific
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	This is not being done – see Direction
8.4. Will the perimeter deter unauthorised entry and aid the confinement of zoo stock?	Yes	Always difficult with Birds of Prey and flying displays but rest of Perimeter is good
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?	Yes	
8.11. Have appropriate risk assessments for direct contact by the public with animals been carried out?	Yes	The local Authority has seen these
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
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?	Yes	
(ii) acquisitions, births, deaths, disposals and escapes of animals?	No	These are not on the stock records – see Direction
(iii) the causes of any such deaths?	Yes	
(iv) the health of the animals?	Yes	
9.2. Are daily diaries maintained, and do they contain appropriate information?	Yes	
9.3. Are animal stock records clear and up-to-date?	No	Stock records not all details of start/ end numbers nor numbers for births/ acquisitions/ deaths or disposals – see Direction
9.4. Are annual stock records completed in the correct format and submitted to the local authority?	No	Stock records not all details of start/ end numbers for the year nor numbers for births/ acquisitions/ deaths or disposals – see Direction
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?	Yes	
10.2. Is the management structure and organisation of staff adequate to ensure compliance with the Standards at all times?	Yes	
10.3. Are effective risk assessments carried out where appropriate?	Yes	
10.4. Has an ethical review process been established and implemented?	Yes	Minutes of meetings were seen and this was discussed as to how it is managed
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?	No	Fixed installation report was not available – See Condition
11.2. Have fire precautions been agreed and implemented?	Yes	
11.3. Is refuse and clinical waste disposed of correctly?	Yes	
11.4. Are the required needs of disabled visitors met?	Yes	
12. Compliance check including licence conditions		
12.1. Is the current licence or a copy on public display at each public entrance?	Yes	The conditions were not on display that are associated with the Licence – See Condition
12.2. Is adequate Public Liability Insurance current?	Yes	
12.3. Have any Additional licence conditions been met?	Yes	

Additional space

The following space is provided for:

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

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

Zoos in the UK are granted a licence under the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002 to comply with the EC Zoos Directive 1999/22/EC. In pursuance of section 9 of the Zoo Licensing Act 1981, The Secretary of State has specified the Standards of Modern Zoo Practice (the 2012 version will be replaced by the SMZPGB in the near future and these new standards must be adhered to when formally issued and they will be the standard inspected to at any subsequent formal zoo inspections). It is clear that this Zoo is mindful of, and compliant with, these Standards. They should be encouraged to continue to go beyond these.

In line with instructions from Defra 'Guidance for zoo inspectors 2019', this report provides an accurate summary of the Zoo's compliance with the ZLA and SSSMZP and that any areas of non-compliance, no matter how small, then a question is marked 'no'. Where a box is marked 'no' the specific area of non-compliance is commented on and highlighted to the Local Authority, but all other aspects of the zoo 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 Mandatory 1A Conservation measures or any other conditions on the current licence then the failure will result in the requirement that the licensing authority must issue a Direction, after giving the licence holder an opportunity to be heard under section 16A(2) of the ZLA.

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

Recommendations

1. There should be a review of the current of positioning of the Chinchillas and sugar gliders opposite the snakes – to reduce down unnecessary stress - prey animals should not in line of sight of a predator.
2. There should be a review of the use of microchipping in birds of the collection especially when birds (like the Cockatoo) are not rung.

Inspecting team's recommendation to the local authority

Having inspected (name of zoo)

The Animal Experience, CB6 3LU

on:

1st April 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)

There are 5 (five) Other Conditions that should be added to the Licence:-

1. In accordance with Section 12.1 of the Secretary Of State's Standards Of Modern Zoo Practice the current Zoo Licensing Act licence or a copy of it, including all of the conditions, must be displayed at each public entrance of the zoo. This condition to be met within 1 (one) month.

2. In accordance with Appendix 6 (6.1 to 6.3) the zoo must produce individual risk assessment and standard operating procedures (SOP), to assess the hazards in all situations where the public and animals are in direct physical contact, such as for the Meerkats, sugar gliders and birds of prey experiences, to detail controls and protocols required to reduce the risk and the steps taken to tighten controls, that includes the training given, the risks (including of zoonosis) involved and potential stress or injury to the animals and the documents visitors will be signing before the experience commences. This condition to be met within 6 (six) months.

3. In accordance with 8.13 and 8.14 of the Secretary Of State's Standards Of Modern Zoo Practice and in order to comply with the Electricity at work regulations 1989, the zoo must provide a copy of the most recent inspection reports to the LA of the electrical system (fixed installation inspection). This condition to be met within 3 (three) months.

Inspector(s) signature(s)

 Dr M. P. C. Lawton FRCVS

Date signed

04/04/2025

Inspecting team's recommendation to the local authority

Additional Conditions (if appropriate)

4. In accordance with Appendix 1 (1.4 and 1.5) of the Secretary Of State's Standards Of Modern Zoo Practice a detailed Contingency Plan must be produced and kept up to date, to the requirement of the Local Authority, to detail contact information and plans for the animal care and if necessary their distribution (temporary or otherwise) in the event of closure of the Zoo, partial closure of the Zoo or loss of income for a sustained period of time. This condition to be met within 6 (six) months.

5. In accordance with Appendix 5 (5.9) of Secretary Of State's Standards Of Modern Zoo Practice, a Dedicated Treatment Room must be provided at the premises and be available at all times for the use for the routine examination of animals. This must be a minimum facilities of an examination table, hot and cold running water, heating, ventilation, lighting and power. The Room must be of sufficient size for the Purpose, have washable floor and wall surfaces and be maintained in a clean condition with adequate drainage. This Condition to be met within 1 (one) year.

Inspecting team's recommendation to the local authority

Directions

Where there has been non-compliance with an existing condition on the current zoo licence the licensing authority **must** issue a direction indicating the steps required to be taken to ensure the original condition is met. The existing conditions on the zoo licence included the Section 1A conservation measures, the standard additional licence conditions, and any that may have been added as a result of previous zoo inspections.

The inspecting team recommends that the following directions are issued to the zoo:

There are 8 (eight) Directions that MUST be issued, none of which require closure of either the whole Zoo or a section of it during the period specified for the Compliance with the Direction:-

1 :- The reasons the Licence condition is not satisfied:- a:- the Stock lists do not show the beginning and ending numbers of the animals within the collection within any 12 months period; b:- the stock lists do not record full details of any acquisitions, births, deaths, or disposals

This Direction relates to the Whole Zoo and must be met within 1 (one) year

Direction 1 – The Zoo must, in accordance with Section 9.1, 9.3 and 9.6 of the SSSMZP, maintain and keep up to date accurate annual written stock record, in the correct multi-column format for all individually recognisable animals to include the total in the collection at 1st January; the number of arrivals into the collection from all outside sources during the year; the number of births or hatchings within the collection during the year; the number that died including culls during the year; the number that departed the collection, including sales, breeding loans etc during the year; the total remaining in the collection at 31st December. The sex of each animal, where known, must be recorded (eg 1.2.3 indicates one male, two females and three unsexed) and submit annually to the Local Authority no later than 1st April of the year following.

2 :- The reasons the Licence condition is not satisfied:- a:- there had been a Harris Hawk escapes outside of the zoo enclosure following a flying display; b:- There was a failure of the telemetry system to allow recapture after 3 days; c:- the Harris Hawk (or the body) was never recovered.

This Direction relates to a section of the Zoo being the flying display field and must be met within 6 (six) months

Direction 2 – The Zoo must, in accordance with Appendix 8 (8.7.4) of the SSSMZP Review and prepare a policy to ensure that the risk of free-flown birds being lost is reduced by good training and ensuring all birds being flown wear telemetry for radiotracking. The telemetry units must be regularly checked and charged with this being recorded, to ensure there is not failure in the recovery process.

3 :- The reasons the Licence condition is not satisfied:- a:- the zoo had not been able to demonstrate that they had undertaken the required escape (emergency) drills at least four times a year; b:- No escape drill had included a Category 1 animal (eg the Bubo bubo when breeding on site) ; c:- the escape drills recorded did not contain all information that is expected or that the written escape policy was updated from the experiences gained

This Direction relates to The Whole Zoo and must be met within 1 (one) year

Direction 3 – The Zoo must, in accordance with 8.38 of the SSSMZP ensure that at least 4 (four) escape drills per year are undertaken with at least 2 (two) involving the escape of a Category 1 species (if or when present on site) and they are fully recorded and regularly reviewed with time clarifications, details of the staff involved, the escape scenario, details of recapture, with a summary and action plan with any failings noted and addressed in the written escape policy.

4 :- The reasons the Licence condition is not satisfied:- a:- The sulcata tortoises in with the Meerkats did not have maximum/ minimum temperature measurements recorded; b:- A thermal gun is being used to measure temperatures for reptiles and amphibians but only once day and dose not pick up maximum/ minimum temperatures at different times of the day; c:- Not all reptiles or amphibians had temperatures displayed in the vivaria/ terrariums

This Direction relates to a section of the Zoo being all reptile and amphibian enclosures and must be met within 6 (six) months

Inspecting team's recommendation to the local authority

Directions

Direction 4 – The Zoo must, in accordance with Section 2 and Appendix 8 (2.5) of the SSSMZP, provide all herptile enclosures with a demonstratable suitable environments, including temperature gradients and provision of adequate UVB light where appropriate. This must include a process of displaying the temperatures within the enclosure; daily monitoring and recording of temperatures (maximum/ Minimum), humidity and other necessary environmental factors (eg UVB light).

5 :- The reasons the Licence condition is not satisfied:- a:- The bathing area for the Indian Star tortoises was too small; b:- 4 Royal Pythons were in an enclosure that was too small for them to fully stretch out and the small water tray would only allow one to bathe at a time and not fully submerge

This Direction relates to a section of the Zoo being all reptile enclosures and must be met within 6 (six) months

Direction 5 – The Zoo must, in accordance with Section 3.4 and 4.3 of the SSSMZP provide all snakes with a vivaria of an adequate size and design to allow them to exhibit natural behaviour and not to be so small as to prevent the ability to freely stretch out and all water bowls/ baths must be sufficiently large to allow submersion and bathing of all the snakes in the vivaria.

6 :- The reasons the Licence condition is not satisfied:- a:- The Kitchen does not allow for the preparation of food under hygienic conditions; b:- The floor was dirty and had areas of missing vinyl that prevented adequate cleaning; c:- There was damage behind the single sink that was covered with duct tape ; d:- There was no dedicated staff hand-washing facilities; e:- there was inadequate cleaning of the kitchen with cobwebs on the ceiling; f:- The kitchen was being used for staff storing of cups and preparations of drinks.

This Direction relates to a section of the Zoo being the kitchen and must be met within 24 (twenty four) months

Direction 6 – The Zoo must, in accordance with Section 1.3 of the SSSMZP provide to the local authority within 6 months documented evidence of a development plan that includes either the refit or redesign of the animal kitchen area, with subsequent completion of the proposed kitchen project within a further 18 months to ensure the food preparation areas can be maintained in an appropriate, hygienic fashion. Human drink storage and preparation must be undertaken elsewhere.

7 :- The reasons the Licence condition is not satisfied:- a:- The three Chopping Boards are worn and badly damaged and were not clean; b:- The chopping boards have not been replaced

This Direction relates to a section of the Zoo being the kitchen and must be met within 1 (one) month

Direction 7 – The Zoo must, in accordance with Section 1.3(a) of the SSSMZP implement a policy for the ongoing regular replacement of any and all food preparation chopping boards that are damaged through repeated use to ensure that surfaces can be cleaned and maintained in a hygienic fashion.

8 :- The reasons the Licence condition is not satisfied:- a:- Veterinary medicines (eg Frontline) were being stored where temperatures were not being monitored; b:- Vitamin supplements (eg Nutrobal) were being stored where temperatures were not being monitored

This Direction relates to a section of the Zoo being where drugs or vitamin supplements are stored and must be met within 2 (two) months

Direction 8 – The Zoo must, in accordance with Appendix 5 (5.13 and 5.14) of the SSSMZP undertake regular temperature monitoring and recording of all areas used for storing pharmaceutical or Vitamin supplements with either a temperature data logger or daily recorded maximum/ minimum thermometer to meet current Veterinary pharmaceutical storage legislation and ensure the nutritional value of vitamin supplements is maintained and appropriate for the species being fed.

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.