



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) |
|-------------------------------------------------|-------------------------------|
| Professor John E Cooper - SoS Inspector | <input type="text" value=""/> |
| Mr Stewart Broome - LA Senior Licensing Officer | <input type="text" value=""/> |
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| | |

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.

EAST CAMBRIDGESHIRE
 - 5 MAY 2022 DMS
 DISTRICT COUNCIL

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.

The Animal Experience is a small zoo which has been operating for a number of years under formal licence. Due to factors outside of the zoo management's control the previous licence lapsed, and so the inspection was undertaken as the first Section 14(2) periodical inspection under the new licence that was issued in 2021.

The zoo is set up as an educational facility, providing small private group visitor education experiences with the animals, and also educational visits to schools. The zoo comprises birds of prey, meercats and coatis, reptiles and invertebrates.

2021 continued to be a very difficult trading period for the zoo operators [REDACTED] and so it is to be applauded that the inspection found a number of positive changes to the layout of the zoo, as well as general improvements, and the implementation of the requirements to comply with the previous inspection's conditions.

We made clear from the outset our awareness of the adverse effects that the Covid-19 pandemic had had on establishments that would usually have been open to the public throughout 2020-2021, including small zoos such as "The Animal Experience. In the circumstances, we were impressed by the way the collection has coped in terms not only of animal care but also making some useful and important changes and improvements to the facilities.

Before the inspecting team toured the premises the proposed programme of work was discussed and documents were reviewed.

Our initial impressions of the collection were favourable. A thorough inspection of the premises was carried out. All staff were helpful and open to answering the inspectors' questions. The collection appeared to be adequately maintained, and the measures in place were largely appropriate for the size of the premises.

The inspecting team (which is hereafter sometimes referred to as "we") would like to thank [REDACTED] for their welcome, hospitality and openness during the inspection. In our report we sometimes abbreviate "The Animal Experience" to "the collection".

*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 <input type="checkbox"/> | |
| 1.2. Is food and drink that is supplied appropriate for the species/individual? | Yes <input type="checkbox"/> | |
| 1.3. Are supplies of food and water: (a) kept hygienically? | Yes <input type="checkbox"/> | |
| (b) prepared hygienically? | Yes <input type="checkbox"/> | |
| (c) supplied to the animal hygienically? | Yes <input type="checkbox"/> | |
| 1.4. Has natural feeding behaviour been adequately considered to ensure that all animals have access to food and drink? | Yes <input type="checkbox"/> | |
| 1.5. Are feeding methods safe for staff and animals? | Yes <input type="checkbox"/> | |
| 1.6. Is feeding by visitors permitted? | Yes <input type="checkbox"/> | Only permitted whilst being supervised by trained staff. |
| (a) if 'yes', is it properly controlled? | Yes <input type="checkbox"/> | |
| 2. Provision of suitable environment | | |
| Section 1A(c)(i) ZLA 1981: | | |
| 2.1. Are the animals provided with an environment well adapted to meet the physical, psychological and social needs of the species to which they belong? | Yes <input type="checkbox"/> | |
| 2.2. Are the following environmental parameters appropriate: | | Staff were aware of Ferguson zones for ultra-violet (UV) lights. |
| (a) temperature? | Yes <input type="checkbox"/> | |
| (b) ventilation? | Yes <input type="checkbox"/> | |
| (c) lighting? | Yes <input type="checkbox"/> | |
| (d) noise levels? | Yes <input type="checkbox"/> | |
| (e) any other environmental parameters? | Yes <input type="checkbox"/> | |

| 2. Provision of suitable environment (contd.) | Marking Yes No N/A | Comments/clarification |
|-------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------------------------|
| 2.3. Are there satisfactory measures in place to safely confine the animals? | Yes | |
| 2.4. Do animal enclosures have sufficient shelter and refuge areas? | Yes | |
| 2.5. Do animal enclosures provide sufficient space? | Yes | |
| 2.6. Are backup facilities for life support systems adequate? | 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 | |
| 3.5. Are enclosures designed and operated in such a way that social interaction problems are avoided? | Yes | |
| On-site facilities 3.6. Are catch-up and restraint facilities adequate? | Yes | Mock escape tests are conducted twice annually for all staff. |
| 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 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------------------------------------------------------|
| 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 | Veterinary surgeon [redacted] oversees. |
| 3.10. Is there a system for the regular review of clinical and pathological records? | Yes | |
| 3.11. Are appropriate veterinary records kept? | Yes | |
| 3.12. Are medicines kept and disposed of correctly? | Yes | |
| 3.13. Are controlled drugs used and recorded satisfactorily? | Yes | Only "prescription-only medicines" stored in a locked box , and records maintained on a PC. |
| 3.14. Are appropriate antidotes available? | N/A | |
| 3.15. Are <i>post mortem</i> examination arrangements satisfactory? | Yes | Performed by veterinary surgeon or at veterinary school. |
| Isolation and containment 3.16. Is adequate reserve accommodation available for isolation of animals for: | | |
| (a) assessment? | Yes | |
| (b) treatment? | Yes | |
| (c) recovery? | Yes | |
| (d) quarantine (where required)? | Yes | |
| Sanitation and control of disease Section 1A(e) ZLA 1981: | | |
| 3.17. Are satisfactory measures in place to prevent the intrusion of pests and vermin into the zoo premises? | Yes | |
| 3.18. Does it appear that general sanitation and pest control are effective? | Yes | |

| 4. Provision of an opportunity to express most normal behaviour | Marking Yes No N/A | Comments/clarification |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|----------------------------------------------|
| 4.1. Do the accommodation and management regimes encourage normal behaviour patterns and minimise any abnormal behaviour, taking into account current enrichment and husbandry guidelines? | Yes <input type="checkbox"/> | |
| 4.2. Are animals of social species normally maintained in compatible social groups? | Yes <input type="checkbox"/> | |
| 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 <input type="checkbox"/> | |
| 5.2. Is physical contact between animals and the public consistent with the animals' welfare? | Yes <input type="checkbox"/> | |
| 5.3. Are interactions between the animals such that they are not excessively stressful? | Yes <input type="checkbox"/> | |
| 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 <input type="checkbox"/> | |
| 6.2. Can the zoo demonstrate that: i) transport and movement equipment is in good order? | Yes <input type="checkbox"/> | Staff are trained, and the units are locked. |
| 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 <input type="checkbox"/> | |
| iii) catching and transportation techniques take account of the animal's temperament and escape behaviour in order to minimise injury, damage and distress? | Yes <input type="checkbox"/> | |
| 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 <input type="checkbox"/> | |

| 7. Conservation, education and research | Marking Yes No N/A | Comments/clarification |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Section 1A(a) ZLA 1981: | | The team was pleased to learn that the collection is monitoring water voles, that [REDACTED] has passed her conservation diploma, and that discussions have been held with Natural England regarding barn owls. |
| 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? | Yes <input type="checkbox"/> | See also Recommendations. |
| (ii) training in relevant conservation skills? | No <input type="checkbox"/> | |
| (iii) the exchange of information relating to the conservation of species of wild animals? | Yes <input type="checkbox"/> | |
| iv) where appropriate, breeding of wild animals in captivity? | No <input type="checkbox"/> | |
| (v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals? | No <input type="checkbox"/> | |
| Section 1A(b) ZLA 1981: | | Library and resin exhibits, along with information labels on the various exhibits. |
| 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 <input type="checkbox"/> | |
| 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 <input type="checkbox"/> | |
| 7.4. Are on-site education facilities adequate for the resources of the collection? | Yes <input type="checkbox"/> | |
| 7.5. Are the conservation efforts adequate for the resources of the collection? | Yes <input type="checkbox"/> | |
| 7.6. Are the research efforts adequate for the resources of the collection? | Yes <input type="checkbox"/> | See Recommendations. |
| 7.7. Is captive breeding properly managed? | N/A <input type="checkbox"/> | |

| 8. Public safety | Marking Yes No N/A | Comments/clarification |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------------------------------------------------|
| Section 1A(d) ZLA 1981: 8.1. Are there satisfactory measures in place to prevent the escape of animals? | Yes | Double gates, netting, locks, CCTV, are all in place. |
| 8.2. Are there satisfactory measures in place to be taken in the event of any escape or unauthorised release of animals? | Yes | Drills conducted and staff receive full training on such situations. |
| 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)? | Yes | |
| 8.4. Will the perimeter deter unauthorised entry and aid the confinement of zoo stock? | Yes | |
| 8.5. Do stand-off barriers appear adequate? | Yes | |
| 8.6. Are adequate warning signs provided? | Yes | |
| 8.7. Are prohibited areas appropriately signed? | Yes | |
| 8.8. Are exits clearly marked and accessible? | Yes | |
| 8.9. Do public areas, walkways and buildings appear safe? | Yes | |
| 8.10. Are trees regularly inspected and appropriate remedial action taken? | N/A | |
| 8.11. Have appropriate risk assessments for direct contact by the public with animals been carried out? | Yes | |
| 8.12. Are the special safety requirements for walk-through or drive-through exhibits adequately met? | Yes | |

| 9. Records | Marking Yes No N/A | Comments/clarification |
|----------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Section 1A(f) ZLA 1981: | | Computerised records thoroughly maintained. Specialist animal care software used. |
| 9.1. Are there up-to-date records of the zoo's collection, including records of: | | |
| (i) the numbers of different animals? | Yes | |
| (ii) acquisitions, births, deaths, disposals and escapes of animals? | Yes | |
| (iii) the causes of any such deaths? | Yes | |
| (iv) the health of the animals? | Yes | |
| 9.2. Are daily diaries maintained, and do they contain appropriate information? | Yes | |
| 9.3. Are animal stock records clear and up-to-date? | 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? | Yes | |
| 10.2. Is the management structure and organisation of staff adequate to ensure compliance with the Standards at all times? | Yes | Sufficient staff in place to cope with emergencies. Covid-19 plans in place to ensure welfare of animals is not compromised. |
| 10.3. Are effective risk assessments carried out where appropriate? | Yes | |
| 10.4. Has an ethical review process been established and implemented? | Yes | An Ethics Committee has been established, and appears to be functioning well. |
| 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? | Yes <input type="checkbox"/> | All relevant electrical appliances are routinely PAT (Portable Appliance Test) tested to ensure they remain safe to use. |
| 11.2. Have fire precautions been agreed and implemented? | Yes <input type="checkbox"/> | Fire consultant tests annually. |
| 11.3. Is refuse and clinical waste disposed of correctly? | Yes <input type="checkbox"/> | |
| 11.4. Are the required needs of disabled visitors met? | Yes <input type="checkbox"/> | |
| 12. Compliance check including licence conditions | | |
| 12.1. Is the current licence or a copy on public display at each public entrance? | Yes <input type="checkbox"/> | |
| 12.2. Is adequate Public Liability Insurance current? | Yes <input type="checkbox"/> | |
| 12.3. Have any Additional licence conditions been met? | Yes <input type="checkbox"/> | All complied with. |

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

The team offers the following more specific comments on the answers to the earlier questions, recommendations and general remarks:

1. We commend the educational activities of the collection and the enthusiasm of the staff for this aspect of their work.

Keeping records of animals and plants seen on the site would enhance The Animal Experience's contributions to both conservation and to research (see below).

2. There is a need for further and ongoing commitment to research, as required by the Secretary of State's Standards. As was pointed out during the inspection, the collection offers many opportunities for study and investigation that could contribute to animal health, welfare and conservation - for instance, the routine collection for examination of sloughs (shed skins) of snakes, bird feathers and pellets. Involvement in such research by existing staff and volunteers as could yield useful and probably publishable research results and extra information to tell visitors and present in lectures.

Sloughs, bird feathers and pellets are easily stored in plastic bags, at room temperature, and could therefore be made available for student and private projects.

3. We were pleased to hear that there is a functioning Ethics Committee and we suggested ways in which its role might be expanded.

4. We welcomed news that [REDACTED] is veterinary advisor to the collection.

5. The library facility could usefully be developed to include more books, journals and appropriate electronic databases.

Inspecting team's recommendation to the local authority

Having inspected (name of zoo) The Animal Experience

on: 11 March 2022

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)

Inspector(s) signature(s)

Date signed

3rd May 2022

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.