



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 Sarah Chapman SoS List One Zoo Inspector	Mrs G Robinson, Owner
Pete Harris, Senior Licensing Officer, Rushcliffe	Anthony Robinson, Owner and Maintenance Manager
Borough Council	Sarah Murdon, Farm Manager
	Suzanne Goodwin, Business Development Manager
	George Brown, Hoots Owls Owner

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 site is predominantly a farm park with domestic species but also houses an owl centre and a small number of exotics animals including reptiles and reindeer. This inspection was delayed due to the pandemic and was a renewal inspection.

The current 14 (2) dispensation remains appropriate.

The inspection team would like to thank the zoo for their hospitality and for openly showing us the animals, facilities and paperwork.

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.

*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	Diet sheets need to contain more detail. See recommendation.
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	Kitchen area commended.
(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	Actively discouraged. More signage is needed in certain areas. See condition.
(a) if 'yes', is it properly controlled?	Select	
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	Shelter is required in paddocks that do not have field shelters or trees/hedgerows. See direction. The cockatoo aviary had no refuge area. See direction. The snake vivariums are too small for the individuals housed within them. See direction.
2.2. Are the following environmental parameters appropriate: (a) temperature?	Yes	Reptile parameters are recorded and water quality is tested appropriately. Ultraviolet light levels were low within one reptile vivarium. See direction and recommendation.
(b) ventilation?	Yes	
(c) lighting?	No	
(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?	Yes	Records of testing of electric fence should be kept. See recommendation.
2.4. Do animal enclosures have sufficient shelter and refuge areas?	No	See directions regarding paddocks and the cockatoo aviary.
2.5. Do animal enclosures provide sufficient space?	Yes	
2.6. Are backup facilities for life support systems adequate?	Yes	Two generators on site. A policy is recommended and records of testing should be kept. See recommendation.
2.7. Is the cleaning of the accommodation satisfactory?	Yes	Cleanliness was commended around the whole site.
2.8. Is the standard of maintenance adequate for: (a) the buildings?	Yes	Fence checks are recommended to be included within a daily checklist. See Recommendation.
(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?	No	Although the animals are mostly kept in good conditions and moved between paddocks, the lack of shelter within certain paddocks does not provide animals with the requirement of refuge or shelter from adverse weather conditions. See direction.
3.2. Do animals on display to the public appear in good health?	Yes	Older animal care is commended.
3.3. Are observations of condition and health made and recorded?	Yes	It is recommended that the veterinary clinical notes clearly define which animals are being treated. See recommendation.
3.4. Do animals receive prompt and appropriate attention when problems are noted?	Yes	Documentation is good and could be improved by adding times. See recommendation.
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	
3.7. Is darting equipment satisfactory?	No	Access to remote capture equipment needs to be established. See condition.
3.8. Are on-site veterinary facilities adequate?	Yes	The veterinary practice is close by and larger animals have on site visits.

3. Provision of animal health care (contd.)	Marking Yes No N/A	Comments/clarification
Veterinary care Section 1A(c)(ii) ZLA 1981: 3.9. Are the animals provided with a documented and maintained programme of preventative and curative veterinary care and nutrition?	No	Although a calendar of preventative treatment has been created by the farm manager which was of good standard, there was no formal documented programme. See direction.
3.10. Is there a system for the regular review of clinical and pathological records?	No	See direction.
3.11. Are appropriate veterinary records kept?	Yes	Records are kept on individual files. Veterinary practice records should clearly indicate which animal has been treated. As above.
3.12. Are medicines kept and disposed of correctly?	No	Storage of drugs is secure and recorded. Out of date medicine must be disposed off correctly. See recommendation.
3.13. Are controlled drugs used and recorded satisfactorily?	N/A	
3.14. Are appropriate antidotes available?	N/A	
3.15. Are <i>post mortem</i> examination arrangements satisfactory?	No	Limited numbers of animals undergo a post-mortem examination. See direction. Not all reports were available for inspection. See condition.
Isolation and containment 3.16. Is adequate reserve accommodation available for isolation of animals for:		The current isolation space dedicated for smaller animals is not in an appropriate place. See direction.
(a) assessment?	No	
(b) treatment?	No	
(c) recovery?	No	
(d) quarantine (where required)?	No	
Sanitation and control of disease Section 1A(e) ZLA 1981:		A pest policy is recommended to include a bait station map and more details should be recorded. See recommendation.
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	The enclosures and off show areas were clean and tidy. Some cleaning equipment required washing/cleaning. See condition.

4. Provision of an opportunity to express most normal behaviour	Marking Yes No N/A	Comments/clarification
4.1. Do the accommodation and management regimes encourage normal behaviour patterns and minimise any abnormal behaviour, taking into account current enrichment and husbandry guidelines?	No	See direction regarding shelter. An enrichment programme is recommended. See recommendation.
4.2. Are animals of social species normally maintained in compatible social groups?	Yes	Noted that a lone rabbit is being housed next door to other rabbits and mixing is being trialled.
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	
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	
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>(i) Wildlife surveys have been carried out and are planned to be repeated within the woodland, meadow and pond areas.</p> <p>(iii) Signage was not present at each enclosure. It was noted that new signage of a good standard was due to be printed for certain animals. See direction.</p>
<p>(ii) training in relevant conservation skills?</p>	No	
<p>(iii) the exchange of information relating to the conservation of species of wild animals?</p>	No	
<p>iv) where appropriate, breeding of wild animals in captivity?</p>	No	
<p>(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?</p>	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	<p>The zoo has an excellent education programme involving young school children and also people with special needs.</p>
<p>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)?</p>	Yes	
<p>7.4. Are on-site education facilities adequate for the resources of the collection?</p>	Yes	<p>This area of the zoo has developed dramatically since the last inspection and is to be commended.</p>
<p>7.5. Are the conservation efforts adequate for the resources of the collection?</p>	Yes	<p>The zoo has a number of wild areas which have been previously surveyed.</p>
<p>7.6. Are the research efforts adequate for the resources of the collection?</p>	Yes	<p>A priority list for projects is recommended. See recommendation.</p>
<p>7.7. Is captive breeding properly managed?</p>	Yes	

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	The perimeter fence needed to be clarified. Sections included fencing and thick hedgerows. See condition.
8.2. Are there satisfactory measures in place to be taken in the event of any escape or unauthorised release of animals?	Yes	All enclosures were secure and in good condition. New deer area commended.
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	See direction.
8.4. Will the perimeter deter unauthorised entry and aid the confinement of zoo stock?	Yes	This required clarification as per notes above. See condition.
8.5. Do stand-off barriers appear adequate?	No	Stand off barriers are needed at the reindeer paddock. See direction.
8.6. Are adequate warning signs provided?	No	Although there are signs present in most areas, more are needed within the central paddock area. See condition.
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	Actions taken should be recorded. See recommendation.
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
Section 1A(f) ZLA 1981: 9.1. Are there up-to-date records of the zoo's collection, including records of: (i) the numbers of different animals?	No	(i) All animals within the perimeter fence on the zoo site must appear on the stock list and have correct sexes recorded. See direction.
(ii) acquisitions, births, deaths, disposals and escapes of animals?	Yes	(iii) Limited pathology records were available. See direction.
(iii) the causes of any such deaths?	No	
(iv) the health of the animals?	Yes	
9.2. Are daily diaries maintained, and do they contain appropriate information?	Yes	Additional checklists are recommended. See recommendation.
9.3. Are animal stock records clear and up-to-date?	No	See above.
9.4. Are annual stock records completed in the correct format and submitted to the local authority?	No	The stock list from the owls must include sexes in each column. See direction. The stock list is submitted to the local authority yearly.
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	A new system is in use for this. Evidence needs to be sent to the local authority. See condition.
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?	No	Many risk assessments are in place and are of good quality. A risk assessment is needed for the use of power hose. See condition.
10.4. Has an ethical review process been established and implemented?	Yes	Ethical documentation was to a high standard. A policy is recommended. See recommendation.
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	
11.2. Have fire precautions been agreed and implemented?	Yes	
11.3. Is refuse and clinical waste disposed of correctly?	No	Medicine must be disposed of correctly - see notes above.
11.4. Are the required needs of disabled visitors met?	Yes	A clear access policy is in place on the zoo's website.
12. Compliance check including licence conditions		
12.1. Is the current licence or a copy on public display at each public entrance?	No	Only a partial licence was displayed.
12.2. Is adequate Public Liability Insurance current?	Yes	
12.3. Have any Additional licence conditions been met?	No	Previous conditions regarding shelter, isolation, veterinary programme and reviews, stand off barrier and escape drills have not been met. See directions.

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 inspection team were pleased to see the improvements since the last inspection and that a large number of conditions have been met. The development of the education programme and the wildlife surveys around the site are commended. There are some conditions which have not been complied with from the previous inspection which will now become directions on the licence.

It would be useful for the zoo to complete the Pre-inspection Audit and send through all the corresponding paperwork prior to subsequent inspections to assist the inspection team with preparation.

RECOMMENDATIONS

1. It is recommended that diet sheet contain more detail including the weight of food provided rather than scoops
2. A ultraviolet (UV) light reader is recommended to ensure ongoing accurate monitoring of UV levels to ensure these comply with industry guidelines and are consistent for the needs of the animals
3. A pest policy is recommended to include a bait station map. Records should include more details regarding numbers of pests seen and which bait box they refer to
4. Records of testing of electric fences should be kept including actions to take if they are out with the required levels
5. A policy outlining the back up facilities for life support is recommended to include servicing and testing records of the generators
6. It is recommended that the daily animal checks are recorded within a check list of when animals are checked, fed and by whom
7. Veterinary clinical notes should clearly show which animal has been treated and include medication batch numbers and expiry dates
8. Adding times that animals are noted to have any sickness and when the vet is called is recommended
9. A medicines policy is recommended to include records, storage, use and disposal
10. It is recommended to add emergency contact details of relevant zoo staff to the escaped animal procedures
11. Written zoo development and collection plans are recommended
12. A priority list for zoo research projects is recommended
13. The concentration of any disinfectant used should be included within the appropriate policy and be clearly visible to staff in areas where they make up the solution
14. The ethics documentation provided was excellent. An ethical review policy is recommended to document the process which is carried out by the zoo. Ethics discussions could also be documented within the routine veterinary advisory visit
15. It is recommended to have yearly staff refresher training regarding the emergency escape procedures and for this to be documented
16. An enrichment programme is recommended for all species on site
17. Any actions taken following tree surveys should be recorded
18. It is recommended that the zoo review their stock list and the need for CITES paperwork and individual identification for certain species
19. It is recommended that animals are individually identified as much as practically possible
20. The continued professional development records of the veterinary surgeons providing services to the zoo should be sent to the local authority
21. Additional branching and perching is recommended in various enclosures and vivariums to allow full use of the space available for the animals
22. Signage is recommended within the owl kitchen to clearly demarcate human and bird food preparation areas
23. An animal handling policy is recommended to include school visits and any animal encounters where animals are used. It should include how the individual's welfare is monitored, the frequency and maximum length of handling and records of handling
24. Routine weighing and records of body condition scoring of animals is recommended for ongoing health monitoring
25. 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

END RECOMMENDATIONS

Inspecting team's recommendation to the local authority

Having inspected (name of zoo)

Manor Farm Park and Woodlands

on:

21-07-21

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

1. Under sections 6.13 and 8.43 of the SSSMZP 2012, more signage is required to inform the public not to feed animals and warning them of the risks of contacting animals especially within the paddock areas (Immediate)
2. To comply with SSSMZP 2012 section 8.2, the zoo must establish options for access to appropriate firearms for the event of an emergency situation especially with respect to the category one animals held on site e.g. veterinary reasons, emergency euthanasia during and escape (3 months)
3. As per section 3.11 of the SSSMZP 2012, results of post mortem examinations must be available for inspection. Outstanding reports must be collated and sent to the local authority regarding deaths in the last three years (3 months)
4. The perimeter fence must be clearly defined within a map of the licensed zoo premises and sent to the local authority (1 month)
5. To comply with 12.1 of the SSSMZP 2012, the current zoo licence licence or a copy of it, including all the conditions, must be displayed at each public entrance of the zoo (Immediate)
6. A risk assessment is required for the use of power hose to comply with section 3.26 of the SSSMZP 2012. This must be sent to the local authority (1 month)
7. 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 2012 with zoonotic disease included in the induction booklet for both staff and volunteers. Evidence of this must be sent to the local authority (6 months)
8. In order to comply with section 5.13 of the SSSMZP 2012, the medicines stored within the owl kitchen area must be securely locked with access only by authorized personnel (Immediate)
9. There must be a system implemented for the cleaning of equipment used for cleaning enclosures to prevent buildup of waste as per 2.9 of SSSMZP 2012 (Immediate)

END CONDITIONS

Inspector(s) signature(s)



Date signed

27/07/2021

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.