

FOI number: **HBC_FOI_20200084**
Date FOI Received: **29/01/2020**
Department: **Environmental Health**
Title: **Zoo licensing and inspection**
Description: **Details of zoo licensing and inspection reports from 2013 and 2018.**

Request: (As Redacted sent by requestor)

Please find attached correspondence from the Student Law Office

Response: (Response as Redacted sent by service)

Information as requested –

Inspections –

Number of Zoo's in operation – 0

Number of inspections taken place between 2013 and 2018 – 2

Number of inspections that took place – 2013. 2016 - 2

Number of informal inspections – 3

Inspectors

Number of Inspectors employed – 1

Number of Inspectors that received formal training – 1

Violations and Prosecutions

Number of Zoo's in violation of the Zoo Act – 0

Number of prosecutions under s19 of the Zoo Act – 0

Number of proceedings that were successful – 0

Number of charges that were dismissed – 0

Number of fines – 0

Number of Zoo's that have been subjected to enforcement – 0

Number of Zoo's closed – 0

Animal Welfare Act 2006

Number of section 10 improvement notices issued – 0

Number of prosecutions under s4 and s9 offences – 0

Attached inspection reports for 2013 and 2017.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office

Wycliffe House, Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 01625 545700

Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services

Inspection Report

Date of inspection: 29th Sept 2016 Date report completed: 10th October 2016

Name of applicant or current licence holder: Willows Activity Farm

Name and address of zoo: Willows Activity Farm
Coursers Road
London Colney
St. Albans
Postcode: AL4 0PF

Tel no: 0870 129 9718 Licence Number: Zoo/01

Date of last formal inspection: Sept 2013 Type of last formal inspection: Full

Timing of next formal inspection: Sept 2019 Type of next formal inspection: Full

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)

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.

Zoos in the UK are covered by the Zoo Licensing Act 1981 (as amended by the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002). The Guide to the Act's Provisions are covered by 2012 Version. This inspection was made in accordance with the requirements of this legislation.

Since the last inspection there have been substantial changes within the Zoo – namely

1. The re-defined limits of the Zoo area that had been agreed with the LA
2. The permanent removal of the Falconry Centre and therefore most of the Non-Domesticated species.
3. That the only Non-Domesticated Animals currently held (and intended to be held in the future) are 7 (seven) Reindeer (*Rangifer* spp) of which 5 (five) are female and 2 (two) are males (one is a juvenile due to be neutered later in the year). The adult male Reindeer is "Category 1 Greater Risk" under the Hazardous Animal Categorisation.

Extensive discussion was undertaken over the current Position, especially as there are only 7 (seven) Non-Domesticated animals kept. We also discussed the 9 (nine) Alpacas, but I have now obtained confirmation that they have been changed from section 3 ("Not Normally Domesticated") to section 2 ("Normally Domesticated") and therefore do not need to be further considered.

The Establishment is not a welfare concern but is clearly struggling to effectively meet the ongoing requirements of the Mandatory Licensing Standards of Conservation and Research. A Route that should be seriously considered is the neutering or permanent removing (other than for 6 days per year) of the Male Reindeer to allow an application by the LA to DEFRA/ APHA for consideration of a 14(1) Dispensation as the most effective way of dealing with this Collection.

As a Licenced Zoo with a 14(2) Dispensation, the Establishment must comply with the standards required of a Zoo, as laid out in The Secretary of State's Standards of Modern Zoo Practice (2012 Edition).

Dispensations:-

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

However, if there were no intact Male Reindeers, then the Inspector would advise the LA to apply to DEFRA/ APHA for a 14(1) exemption as a more appropriate Dispensation.

This report is based upon the findings and information supplied in association with the formal inspection that took place on 29th September 2016.

*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?	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?	Yes	
(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?	Yes	
2.2. Are the following environmental parameters appropriate:		Three outside enclosures but with a shelter being provided
(a) temperature?	Yes	
(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?	Select	There are no concerns with the enclosure fence or standoff, however there is still no Perimeter Fence (See Current Condition 4)
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?	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	
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?	Select	The enclosures are Basic with little enrichment
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?	Yes	The Veterinary Facilities are "Outside" of the agreed Zoo defined area but available for use

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 Veterinary Surgeon has not undertaken the required CPD (the last recorded event was 2010, on the documents provided) -See Current Condition 13 - which needs to be amended
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	Out of dates drugs are not being removed - See New Condition 16
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	No Post Mortem examinations have been undertaken since last inspection
Isolation and containment 3.16. Is adequate reserve accommodation available for isolation of animals for: (a) assessment?	Yes	The Isolation Facilities are "Outside" of the agreed Zoo defined area but are available to be used. These facilities need to be kept clean with the ongoing and regular removal of Cob Webs to maintain expected hygiene standards.
(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	The Enclosures are basic and overall bare with little enrichment and need to be brought up to the required standards
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	
5.2. Is physical contact between animals and the public consistent with the animals' welfare?	N/A	There is no Physical contact between animals and Public
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:		Outside Contractors are used when required
i) transport and movement equipment is in good order?	No	
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?	No	
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
Section 1A(a) ZLA 1981: 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?	No	There is Conservation but the documentation is poor, despite The Current Condition 3 and is still not up to the expected standards for a Licenced Zoo and needs to be improved
(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?	Yes	
(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?	No	
Section 1A(b) ZLA 1981: 7.2. Is the zoo promoting public education and awareness in relation to the conservation of biodiversity, in particular by providing information about the species of wild animals kept in the zoo and their natural habitats?	Yes	
7.3. Where appropriate are animals managed in a way consistent with the conservation needs of the species, (such as exchange between zoos, accommodation to encourage natural behaviour and breeding etc)?	Yes	
7.4. Are on-site education facilities adequate for the resources of the collection?	Yes	The majority of the Facilities are "Outside" of the agreed Zoo defined area but can be used
7.5. Are the conservation efforts adequate for the resources of the collection?	Yes	But this needs to be documented on an ongoing basis to show continued levels of Conservation - See Current Condition 3
7.6. Are the research efforts adequate for the resources of the collection?	No	There are no current Research effects or supporting documentation - this needs to be addressed to a level appropriate for a Zoo of this size.
7.7. Is captive breeding properly managed?	No	A Single male is being used

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 Enclosure fences with stand offs are good
8.2. Are there satisfactory measures in place to be taken in the event of any escape or unauthorised release of animals?	No	There is still no Perimeter Fence or Security measures (eg CCTV) around the defined Zoo Area, despite this being a Current Condition 4
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?	No	There is still no Perimeter Fence or Security measures (eg CCTV) around the defined Zoo Area, despite this being an existing Condition 4
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?	N/A	Direct contact with the Public do not occur
8.12. Are the special safety requirements for walk-through or drive-through exhibits adequately met?	N/A	There are no walk- through exhibits

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?	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	
10.3. Are effective risk assessments carried out where appropriate?	Yes	
10.4. Has an ethical review process been established and implemented?	Yes	Very basic and no regular meetings - at least once per year is required
10.5. Are public toilet facilities adequate and serviced?	Yes	Outside facilities to the Zoo Area
10.6. Are parking facilities adequate?	Yes	
10.7. Is a First Aid policy and accident reporting and recording system in place?	Yes	

11. Associated legislation	Marking Yes No N/A	Comments/clarification
11.1. Is electrical equipment routinely serviced?	N/A	Currently none within the Zoo area
11.2. Have fire precautions been agreed and implemented?	Yes	
11.3. Is refuse and clinical waste disposed of correctly?	Yes	Sharps and Clinical waste need to be removed only by a licenced carrier
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 Licence on display was the Old version (Name & Conditions) and displayed at the entrance of the Farm Park but not at the defined Zoo Area.
12.2. Is adequate Public Liability Insurance current?	Yes	
12.3. Have any Additional licence conditions been met?	No	The following Current Conditions have not currently been met:- Condition 4 (Perimeter Fence), Condition 13 (Vets CPD)

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.

Although a small area has now been re-designated as the Zoo, this still needs a Perimeter Fence (eg bushes of a height to prevent climbing over with an entrance door or doors that can be locked outside opening hours) and monitoring (eg intruder alarm or ideally CCTV) of the area, especially in view of the Public Right of way through the Farm Park. The Secretary of State's Standards (8.29) specifically requires this to discourage unauthorised entry and is in addition to the Enclosure Fences for an exhibit. This Condition remains, even though there are only 7 (Seven) non-domesticated animals now kept - as One of which (the male) is a "Category 1 Greater Risk" under the Hazardous Animal Categorisation and continued failure to provide an effective Perimeter Fence and Monitoring is not acceptable.

The (Current) Licence and conditions can remain on display at the entrance of the Farm Park but It must not imply or suggest that the whole of the Farm Park is a Licenced Zoo and either this must be stated or (ideally) moved to the entrance into the defined Zoo area once the Perimeter Fence and Doors are provided.

Inspecting team's recommendation to the local authority

Having inspected (name of zoo)

Willows Activity Farm

on: 29th September 2016

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)

Removal of Condition 14

Amendment of Condition 4 to "In accordance with 8.29 of the Secretary Of State's Standards Of Modern Zoo Practice the Perimeter Boundary fence must be built to discourage unauthorised entry and aid in the confinement of animals within the zoo within 3 (Three) months."

Amendment of Condition 13 to "In accordance with 3.7 of the Secretary Of State's Standards Of Modern Zoo Practice the zoo's veterinary surgeon must provide evidence, such as relevant Continuing Professional Development (CPD) attended, that they are familiar and keep up to date with current practice on the care of zoo animals of the type kept in the collection. The records must be submitted to the Licensing Authority within 3 (Three) months and annually thereafter."

A new Condition 16 "All veterinary drugs must be disposed of in an appropriate manner following either expiration or dispose after opening date relevant to the specific agent in line with current legislation and as per Appendix 5, 5.13 of the Secretary Of State's Standards Of Modern Zoo Practice."

Inspector(s) signature(s)

1

Date signed

10/10/2016



Inspection Report

Date of inspection: 26th Sept 2013 Date report completed: 30th Sept 2013

Name of applicant or current licence holder: Willows Farm Village

Name and address of zoo: WILLOWS FARM VILLAGE
Courses Road
London Colney
St Albans
Postcode: AL4 0PF

Tel no: 0870 129 9718 Licence Number: Zoo/ 01

Date of last formal inspection: 24/07/2010 Type of last formal inspection: Periodical

Timing of next formal inspection: 3 years Type of next formal inspection: Periodical

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

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

Section 11 Special: Any number of competent LA authorised appointees ☐

Section 14(1)(b) dispensation renewal under section 6(1A)(a) (where a direction has been made that section 10 shall not apply):

Defra/Welsh Government nominee/s..... ☐

Section 14(2) dispensation Periodical:

Defra/Welsh Government nominee/s..... ☒

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

Name and designation of Inspector(s)	Name of zoo representative(s)
1 (DEFRA)	
(LA)	1 (Part of Inspection)
	(Part of Inspection)
	1 (Falconry Centre Vet) (Part of Inspection)
	(Part of Inspection)

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.

Zoos in the UK are covered by the Zoo Licensing Act 1981 (as amended by the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002). This inspection was made in accordance with the requirements of this legislation.

In assessing the standards required of a Zoo, reference is made to The Secretary of State's Standards of Modern Zoo Practice (2012 Edition).

The Inspectors role is to identify problems (i.e. where minimum standards are not being met), not to provide solutions. However, where problems are identified, discussions will be open and inclusive of all parties on how best to deal with them. In general, Inspectors will support and encourage zoos to make necessary improvements and should know where to direct the zoo for information if they cannot provide this advice themselves.

Inspectors can only inspect and report on the information gathered on the day of the inspection. Records and record-keeping systems will be sampled and interrogated. The annual stock records will be checked to assess animal movements, mortality etc. The stock record should be in six or seven columns, as long as required information is provided. Unexpectedly high mortalities will warrant further investigation.

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 report is based upon the findings and information supplied in association with the formal inspection that took place on 26th September 2013.

Dispensations:-

Responsibility for granting dispensations lies with the Secretary of State. Inspectors may be asked to comment on whether a new zoo might be suitable for a dispensation, or 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 AHVLA on behalf of the Secretary of State.

It is considered that the current Dispensation is correct.

*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?	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?	Yes	See Recommendation 2.
(a) if 'yes', is it properly controlled?	No	
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	
2.2. Are the following environmental parameters appropriate:		** Mainly Natural.
(a) temperature?	Yes	
(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?	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	There are a number of Backup Facilities available.
2.7. Is the cleaning of the accommodation satisfactory?	Yes	The degree of Cleanliness of all accommodation was very impressive.
2.8. Is the standard of maintenance adequate for: (a) the buildings?	Yes	There is very obvious signs of on going maintenance and renewals and facilities were up to a very high standard.
(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:		See Recommendation 3 - relates to the Owls, only.
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	I had no concerns about any of the animals seen.
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	
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	
3.10. Is there a system for the regular review of clinical and pathological records?	Yes	A more formal method should, in due course, be considered.
3.11. Are appropriate veterinary records kept?	Yes	
3.12. Are medicines kept and disposed of correctly?	No	See Condition 1 - a number of Drugs were found to have expired; some many years ago.
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	
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	There were no signs of intrusion of pests or vermin at the time of the visit.
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	
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:	Yes	
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
Section 1A(a) ZLA 1981: 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?	No	There is considerably more Conservation being undertaken at this Zoo then was stated in the Pre-Inspection documents. There is a requirement for future documentation to show compliance with this Mandatory condition. We discussed other areas where this Zoo could expand their Conservation efforts
(ii) training in relevant conservation skills?	Yes	
(iii) the exchange of information relating to the conservation of species of wild animals?	Yes	
iv) where appropriate, breeding of wild animals in captivity?	No	
(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?	No	
Section 1A(b) ZLA 1981: 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	The usage of Signs was informative and educational and providing good details on the animals kept.
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	
7.5. Are the conservation efforts adequate for the resources of the collection?	Yes	But should be better documented for future inspections.
7.6. Are the research efforts adequate for the resources of the collection?	Yes	But should be better documented for future inspections.
7.7. Is captive breeding properly managed?	No	Breeding of Non-Domesticated Avian species is not being undertaken.

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	
8.2. Are there satisfactory measures in place to be taken in the event of any escape or unauthorised release of animals?	Yes	
8.3. Are escape drills carried out four times a year, recorded and regularly reviewed (at least two drills should include the escape of a Category 1 animal where present)?	Yes	
8.4. Will the perimeter deter unauthorised entry and aid the confinement of zoo stock?	No	See Condition 2. - there is a public "right of way" through the Zoo preventing a Perimeter that deters unauthorised entry.
8.5. Do stand-off barriers appear adequate?	Yes	
8.6. Are adequate warning signs provided?	Yes	See Recommendation 4. - Relates to Pig Paddock only
8.7. Are prohibited areas appropriately signed?	Yes	See Recommendation 5. - No Smoking Signs not always present
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	
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?	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	
10.3. Are effective risk assessments carried out where appropriate?	Yes	
10.4. Has an ethical review process been established and implemented?	Yes	Copies of the Minutes were available at the time of the inspection.
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	Current documentation was provided. See Recommendation 6 - relating to Top Carousel Plugs
11.2. Have fire precautions been agreed and implemented?	Yes	See Recommendation 7 - relating to Smoke Detectors
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 Current conditions are not on display. See Condition 3.
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.

We were impressed by many aspects of this Zoo, especially As it is new and coming to the completion of the first 4 years of being licenced. The displays were natural but informative and the use of signs educational and appropriate. I considered this Zoo, although small, to be of a very high standard.

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 . It is clear that this Zoo is mindful and compliant of these Standards.

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

1. There is a need to agree the zoo boundaries with the Local Authority and to file a definitive map so that the Licenced Site Perimeters are known and there is no confusion. ✓
2. The permitted feeding by the visitors needs to be monitored and recorded to prevent uncontrolled feeding of animals. This is a requirement under the Secretary of State's Standards of Modern Zoo Practice (1.10). ✓
3. Tethering of owls was said to have been agreed with the previous Inspector. However, under the Secretary of State's Standards of Modern Zoo Practice (Appendix 8; 8.7.4), Owls should not be tethered but trained to fly from pens and this is the preferred way to house them. Before the next inspection, the practice of Tethering Owls should be ended and they be trained as required by the Standards. ✓
4. The Electric fence in the Pig Paddock (River Field) needs the appropriate signs. This is a requirement under the Secretary of State's Standards of Modern Zoo Practice (8.9 and 8.44). ✓
5. All entrances to confined areas should have the appropriate signs (eg "No Smoking" Signs). ✕
6. A full assessment of the Electrical plugs and source for the Top Carousel needs to be undertaken. ✓
7. There is a need to consider the placement of Fire Detectors in the Petting Barn and the Conservation Station. ✓
8. If any animals are sold to the general public then a licence may be required from the Local Authority under the Pet Animals Act 1951. This is advice given in the Secretary of State's Standards of Modern Zoo Practice (Appendix 4, section 4.6). ✕

Inspecting team's recommendation to the local authority

Having inspected (name of zoo)

Willows Farm Village

on:

26th September 2013

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)

1. All animal drugs, vaccines and other veterinary products must be regularly inspected by the Veterinary Surgeon to remove out-of-date drugs. This condition should be met within Three months and be on going. This condition is made to comply with the Secretary of State's Standards of Modern Zoo Practice Appendix 5, 5.13.
2. There must be a system in place (eg CCTV; effective Perimeter; sensors or security patrols) to minimise the risks of theft, malicious damage or release of animals by intruders entering the grounds out of hours. This condition should be met within Six months and be on going. This condition is made to comply with the Secretary of State's Standards of Modern Zoo Practice 8.29 and 8.30.
3. The Current Zoo License, including the conditions, must be displayed at each public entrance of the zoo. This condition should be met within One month and be on going. This condition is made to comply with the Secretary of State's Standards of Modern Zoo Practice 12.1.
4. Every person licensed to use a firearm must undergo formal training by a suitably qualified person. Every trained operator must undergo periodic refresher training and practice. Such training must be recorded and available for inspection. This condition should be met within Six months and be on going. This condition is made to comply with the Secretary of State's Standards of Modern Zoo Practice 8.19 and 8.20.

Inspector(s) signature(s)

Date signed

30/09/13

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.

