

Inspection Report

Date of inspection: 11.04.2019 Date report completed: 19.04.2019

Name of applicant or current licence holder: Bill Broughton

Name and address of zoo: North Wales Birds Trust t/a The Owls Trust
Bodafon Farm Park
Llandudno, Conwy
Postcode: LL30 3BB

Tel no: 01492 870719 Licence Number:

Date of last formal inspection: 17.05.2016 Type of last formal inspection: mid-term Periodical

Timing of next formal inspection: 2022 Type of next formal inspection: mid-term 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)

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 small licensed bird collection is owned and operated by the North Wales Birds Trust which is now operating under the name of The Owls Trust.

It is situated next to and within Bodafon Farm Park, which holds domestic animals and does not require a zoo licence. The Owls Trust's facilities for birds and ancillary rooms are clearly distinct from the Farm Park so that the zoo-licensed premises are clear.

The Owls Trust operates with a 14(2) dispensation under the Zoo Licensing Act 1981 by virtue of the small number and kinds of wild species held. This inspection confirms the opinion that this dispensation is still appropriate.

Note to local authority:

Please send a copy of the new licence to APHA, Bristol.

*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	Freezers, fridges and cupboards in the animal food store area should be clearly labelled 'for animal use only'.
(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	
(a) if 'yes', is it properly controlled?	N/A	
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	All aviaries appear to be well managed and kept to a high standard.
2.2. Are the following environmental parameters appropriate: (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	Although it is not practical to provide double doors on existing aviaries, double-door security access should be considered in the design of all new aviaries.
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	Appears to be to a high standard.
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:	Yes	Knowledgeable and attentive staff and volunteers.
3.1. Are the animals provided with a high standard of animal husbandry?		
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	Comprehensive and effective record keeping.
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	Yes	
3.6. Are catch-up and restraint facilities adequate?		
3.7. Is darting equipment satisfactory?	N/A	
3.8. Are on-site veterinary facilities adequate?	Yes	For resident birds, the facilities at the veterinary practice are used. For injured wild species, there are temporary holding facilities for short-term before moving on for treatment/care at e.g. RSPCA.

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	It is recommended that this should be further documented to give a clearer view of the vet's agreed programme and responsibilities.
3.10. Is there a system for the regular review of clinical and pathological records?	Yes	Part of above.
3.11. Are appropriate veterinary records kept?	Yes	At the veterinary practice.
3.12. Are medicines kept and disposed of correctly?	Yes	In a dedicated container in a securely locked room.
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	Veterinary advice is taken on any decision not to carry out post mortem examination.
Isolation and containment 3.16. Is adequate reserve accommodation available for isolation of animals for: (a) assessment?	Yes	Facilities for treatment and recovery for resident birds are at the veterinary practice. Separate temporary holding facilities are available on-site for injured wild species.
(b) treatment?	Yes	
(c) recovery?	Yes	
(d) quarantine (where required)?	No	
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	No obvious signs of a rodent problem and appears to be well under control.

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	Carefully selected birds are brought out on the glove both on-site and for outreach.
5.2. Is physical contact between animals and the public consistent with the animals' welfare?	Yes	Birds are not held or fed by members of the public, but carefully controlled touching of feathers is permitted.
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	As appropriate to the bird species maintained.
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	Birds taken for outreach sessions are carefully selected and managed. All such handling is recorded, but it is recommended that separate records should be kept of on-site and off-site handling.

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	Although efforts are made to encourage research projects nothing is being done at present. It is recommended that such efforts continue.
(ii) training in relevant conservation skills?	Yes	Training and exchange of information taking place both locally and abroad.
(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	No breeding at present, but attempts are being made to breed two species.
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	An effective programme is underway both on-site and through outreach. On-site labelling is greatly improved with a range of information, including children's labels placed at low level. In addition to standard ID labels, information is available on the Dominican Republic project and there is a strong environmental message in the new nature garden area.
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 new wildlife garden is an excellent development and is to be commended.
7.5. Are the conservation efforts adequate for the resources of the collection?	Yes	It is recommended that the documentation on the Dominican Republic project is updated at least annually from DR (by email will do) and this can then be made available to the zoo licensing process.
7.6. Are the research efforts adequate for the resources of the collection?	Yes	Efforts are continuing to encourage research.
7.7. Is captive breeding properly managed?	Yes	None in 2018

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	See the recommendation re double security doors on aviaries in 2.3
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	As appropriate to the species held.
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	Double meshing where necessary.
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	Responsibility of Farm Park.
8.11. Have appropriate risk assessments for direct contact by the public with animals been carried out?	Yes	For the education sessions where birds are brought out of their enclosures for handling by staff.
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	See 6.2.iv) regarding the need to separately record on-site and off-site handling of birds for education and outreach.
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	This has been established and implimented, but should include one outside person with no financial or practical involvement with the Trust.
10.5. Are public toilet facilities adequate and serviced?	Yes	Responsibility of the Farm Park.
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?	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	
12.2. Is adequate Public Liability Insurance current?	Yes	
12.3. Have any Additional licence conditions been met?	N/A	No Additional Licence Conditions.

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 Owl Trust operators, staff and volunteers are thanked for their courteous and helpful approach to the inspection, and for the pre-inspection audit and supporting paperwork.

The management, staff and volunteers are knowledgeable and enthusiastic and the overall ambience of the Zoo is of an attractive, well-run establishment.

The creation of the wildlife garden is an excellent new initiative and has great potential to expand the Owl Trust's environmental education potential.

The following Recommendations are made:

1. All cupboards, fridges and freezers in the animal food room should be clearly labelled 'for animal food only' to ensure staff and volunteers do not use them for human food items.
2. It is good practice for all bird aviaries to have double-door security staff access. It is not practical to provide these retrospectively to existing aviaries because of the layout and path proximity. However, all new aviaries should have such double security doors fitted as standard.
3. It is a good idea to advise all staff and volunteers who work with the birds to inform their GP that they work with animals.
4. There is an existing programme of veterinary care agreed with a local practice. However, this should be available to the zoo licensing inspection process as a written outline, including all main elements, as agreed and signed off by the vet.
5. The vet's CPD record should be available to the zoo licensing process.
6. There was extensive paperwork presented regarding the in situ conservation work being carried out in the Dominican Republic. However, some of this was a little dated and it is recommended that updates on progress should be sent from DR to the Owls Trust (emails will be fine) at least annually so these can be scrutinised by the licensing process.
7. When birds are taken out of their aviaries for handling by staff and volunteers, records are currently maintained. However, these do not distinguish between on-site and off-site activity. Given the additional boxing and travelling for outreach work it is recommended that separate records should be kept of these two kinds of handling activity.
8. An ethical review process has been established and is functioning. However, it does not include an outside person. Such a person, with no financial or practical involvement with the Owls Trust, should be part of the process.
9. It is acknowledged that as a free admission attraction the Owls Trust can only estimate annual visitor numbers. However, records of education talks, both on and off site, should be possible and to a reasonably accurate level. Such records could be made available to the zoo licensing process and would help to quantify impact.

Inspecting team's recommendation to the local authority

Having inspected (name of zoo)

North Wales Birds Trust t/a The Owls Trust

on: 11.04.2019

the inspecting team make the following recommendation:

Please tick appropriate box

- it is recommended that a licence be refused ☐
- it is recommended that the above collection be licensed in accordance with the ZLA 1981 subject to the conservation measures in section 1A ☒
- it is recommended that the above collection be licensed in accordance with the ZLA 1981 subject to the conservation measures in section 1A and the following Additional Conditions (N.B Additional Conditions must be clearly worded so as to be enforceable and a timescale applied for compliance) ☐
- it is recommended that the following alterations be made to the above collection's licence conditions ☐

Additional Conditions (if appropriate)

No Additional conditions are being proposed.

Inspector(s) signature(s)

Date signed

19/04/2019

26 APRIL 2019