Zoo Licensing Act 1981
Appendix 11 Secretary of State's Standards of Modern Zoo Practice/
National Assembly for Wales Standards of Modern Zoo Practice

Llywodraeth Cymru
Welsh Government

Department
for Environment
Food & Rural Affairs

Inspection Report

Date of inspection: 26/03/2019 **Date report completed:** 17/04/2019

Name of applicant or current licence holder:	The National Zoological Society of Wales, CEO Mr N Jackson M B.E
Name and address of zoo:	The National Zoological Society of Wales, The Welsh Mountain Zoo, Colwyn Bay, Conwy Postcode LL28 5UY

Tel no:	01492 532938	Licence Number.	ZL1
Date of last formal inspection:	12/05/2016	Type of last formal inspection.	Periodic
Timing of next formal inspection	March 2021	Type of next formal inspection	Periodic

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)
[redacted]	

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 zoo was founded in 1963 initially as a private collection. It is now operated by a trust under the title of The National Zoological Society of Wales and is thus considered as the national collection of the principality. The collection includes mammals, birds, reptiles,amphibians, invertebrates and some fish The zoo enjoys a considerable level of competence among its staff some of whom have been with the zoo for many years and the CEO is widely experienced in zoo management and husbandry.

The zoo is located on the north coast of Wales in Colwyn bay. It occupies a north west facing hillside site above the town. The site is quite steep in places, quite densely wooded in some areas and the unusual geographic nature of the site allows for imaginative siting of animal enclosures and opportunities for environmental enrichment.

NOTES FOR THE ATTENTION OF THE LOCAL AUTHORITY AND/OR THE DEVOLVED ADMINISTRATION:

1. This collection by virtue of its size and the variety of animals kept is not eligible for any dispensation from licensing under the Zoo Licensing Act and thus merits a full inspection process
2. Electronic and hard copies of the Inspection report will be forwarded to the appropriate local authority, which should ensure forwarding to any further required division of the devolved administration.
3. It is noted that all informal inspections have been carried out by the local authority within the required timeframe
4. Animal contact situations are limited and allowed only on a one to one basis or under controlled schoolroom conditions and appropriate risk assessments have taken place.
5. The management and senior staff at the zoo appear fully aware of the requirements under CITES.

6. Where reference is made in this report to SSSMZP this indicates The Secretary of State's Standards for modern Zoo Practice.
7. Where reference is made in this report to ZLA, this indicates the Zoo Licensing Act 1981. (Including EU Directive 1999) .

*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	Food is carefully selected and where required and on veterinary or nutritionist advice appropriate supplements are provided
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	The Kitchen area was clean and hygienically appropriate (recommendation re access)
(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	Only on a supervised one to one basis and then not by direct contact with hazardous animals Risk assessments are present
(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: (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?	No	Adjustment should be made where some animals may continue to grow & space requirement increase proportionately (e g alligator)
2.6. Are backup facilities for life support systems adequate?	Yes	ref 2,5 above All other areas of the zoo are compliant in this respect. See DIRECTION re 2 5
2.7 Is the cleaning of the accommodation satisfactory?	Yes	To a commendable standard
2.8. Is the standard of maintenance adequate for: (a) the buildings?	Yes	Some of the buildings are ageing and although none show evidence of failure it is important that regular maintenance is ensured We note that the current programme of replacement of small enclosures and housing has been delayed by new planning legislation requirements. A new director of estates has been appointed and is reviewing & addressing any such issues
(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	This is highly prioritised
3. 2. Do animals on display to the public appear in good health?	Yes	One macaw in the outdoor flight shows feather loss over the neck as a result of social interaction. This is not a health issue and is being monitored
3 3. Are observations of condition and health made and recorded?	Yes	In the day diary and permanently recorded in ZIMS/Spp 360
3 4 Do animals receive prompt and appropriate attention when problems are noted?	Yes	Local vet is nearby and works in conjunction with the main veterinary consultant
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	Selection of catching equipment and cages is available.
3.7. Is darting equipment satisfactory?	Yes	We recommend regular review of darting policies.
3.8. Are on-site veterinary facilities adequate?	Yes	This is supplemented by facilities at the local Vets

3. Provision of animal health care (contd.)	Marking Yes No N/A	Comments/clarification
Veterinary care Section 1A(c)(ii) ZLA 1981: 3.9. Are the animals provided with a documented and maintained programme of preventative and curative veterinary care and nutrition?	Yes	Veterinary programmes are agreed with the senior vet consultant and are managed day to day by either the local veterinary contact or authorised staff The local vet is competent , predominantly in small animal practice with additional experience in large animals We would encourage inclusion of some specifically exotic animal content in future CPD so further knowledge of zoo animals can be acquired.
3.10. Is there a system for the regular review of clinical and pathological records?	Yes	Formerly carried out on an informal basis at the visits by the senior veterinary surgeon Now, in addition it is included in written reports.
3 11. Are appropriate veterinary records kept?	Yes	Held on ZIMS/Spp360, along with the individual animal records
3.12 Are medicines kept and disposed of correctly?	Yes	Very few medicines kept on the premises as medicines are quickly available at the local vet's when required Storage and use is recorded
3 13 Are controlled drugs used and recorded satisfactorily?	Yes	Managed only under control of the veterinary surgeons. None are stored on the zoo
3.14. Are appropriate antidotes available?	Yes	When drugs are used on site the veterinary surgeons make appropriate arrangements for antidotes if required
3 15. Are *post mortem* examination arrangements satisfactory?	Yes	Undertaken according to Veterinary advice
Isolation and containment 3.16. Is adequate reserve accommodation available for isolation of animals for. (a) assessment?	Yes	The facilities for these are at present adequate and are notably improved with the new metal enclosures now completed
(b) treatment?	Yes	
(c) recovery?	Yes	Full quarantine is rarely required, but in cases where it has been necessary, the isolation units are temporarily upgraded to comply with DEFRA requirements
(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	No pest problems apparent

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	See 2 5 above and DIRECTIONS
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	Farmyard animals contact is minimal and public access in this area is always supervised
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	Where this involves large animals or those requiring special facilities, professional outside animal transport contractors are used
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?	Yes	The zoo fulfils these obligations to a very creditable level taking into account the size of the institution
(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?	Yes	
(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?	Yes	The zoo is regularly involved in grey seal rehabilitation and re-introduction
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	Signage is regularly reviewed and the information "cabins" with interactive screens are a useful adjunct to the standard material The zoo has also introduced small signs at enclosures with block codes which can be used with smart phones to access extra information about the species exhibited
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	Follows national and international guidelines & principles
7.4. Are on-site education facilities adequate for the resources of the collection?	Yes	The new education facility is now complete and is to a high standard A full time education officer is in place and a comprehensive program coming on stream This addition is commended
7.5. Are the conservation efforts adequate for the resources of the collection?	Yes	
7.6. Are the research efforts adequate for the resources of the collection?	Yes	Substantial for a collection of this size, mostly in collaboration with outside academic bodies
7.7. Is captive breeding properly managed?	Yes	Where undertaken is mostly following EEP recommendations

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?	Yes	The perimeter varies in height and materials partly as a consequence of the varied nature of the site. It appears effective and is undergoing regular monitoring with a view to refurbishment /replacement as required
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	See "Recommendations"
8.8. Are exits clearly marked and accessible?	Yes	
8 9 Do public areas, walkways and buildings appear safe?	Yes	Those areas which are unsuitable for wheelchair users are clearly indicated Generally pathways are in sound condition in these areas Woodland pathways have a more "rural" feel but are sound
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?	Yes	At present this only applies to the lemur walk-through This area is regularly checked and supervised A hand sanitiser is present at the entrance/exit and wash hand basins are close by.

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	All of the items in this section are recorded on the ZIMS/Spp360 system which is archived in the USA and cloud sourced if neccessary
(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	
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	It was noted that 5 year electrical installation testing is as required and other systems (e g PAT) comply with the electricity at work legislation
11 2. Have fire precautions been agreed and implemented?	Yes	
11 3 Is refuse and clinical waste disposed of correctly?	Yes	Clinical waste is disposed of through the veterinary surgeons
11.4 Are the required needs of disabled visitors met?	Yes	Areas where disabled access is difficult are clearly indicated Under "3s" and wheelchair users/disabled have concessionary access to the zoo
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 conditions on the current licence

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 zoo has a comprehensive mission statement and sets a high standard in terms of presentation of species, ambience of the collection and the welfare of the animals kept. The scale of the conservation,and research work achieved is commendable for an organisation of this size. The opening of the new Education Room facility (The WILD centre) is commended and offers new opportunities for increasing the educational range within the zoo. Several other completed or continuing refurbishment/ renewal programmes are noted.The management is highly competent and has put in place a system of delegation of responsibility that should ensure the ongoing high standard will be maintained.

The zoo well deserves its position as the National Zoo of Wales and is continuing to extend its facilities by the upgrading of many of its older exhibits. The latter if successful will be a major step forward in that it will provide not only new modern exotic animal facilities but will add some new and innovative architectural features to the zoo. We understand that the development of the proposed new reptile house has been further delayed by certain technical planning and funding issues that need resolution and hope that they will not inhibit the further improvement of the zoo. If this development is not carried forward then the management must consider suitable alternatives for the upgrading of that part of the collection. (See Direction)

The current achievements and improvements in enclosures and infrastructure are ongoing but much has been achieved since the last formal inspection This is to be commended.

The use of the "Block codes", to extend the availability of information about the animals held in the zoo is a useful innovation and reflects the management's innovative and modern approach to the running of the zoo. More extensive use of electronic outreach is also planned.

RECOMMENDATIONS.

1. The food prep/store/ records office area is adjacent to the public access to the first aid centre and administrative office. Although this is delineated and marked by a rope barrier on which a "No entry" sign is displayed, the barrier is mobile to allow access for service during the day. At such times we recommend extra PROMINENT signage be placed in this area and that when not in immediate use the rope barrier is kept closed.
2. For clarity, it is recommended that the extensive programme of curative and preventive veterinary care includes measures for avian malaria in the schedules for penguins.
3. We recommend regular review of darting policies and procedures in conjunction with veterinary advisors, and ,if appropriate, North Wales Police.

Inspecting team's recommendation to the local authority

Having inspected (name of zoo) The Welsh Mountain Zoo, The Zoological Society of Wales.

on: 26th March 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)

Following the inspection carried out on the date above it is the opinion of the inspectors that no additional conditions are at present required.

One DIRECTION is advised to the Licensing Authority by this report:

If the planned re-development of the tropical house takes place then that will provide adequately for the reptiles kept and the alligators, but if this does not commence prior to the next formal inspection then, consideration should be given to methods by which the space available for these animals is increased in proportion to their size and further plans considered for the future maintenance/ development scheduled for this area . Thus:

1. In order to comply with Section 1A (c) (i) and SSSMZP section 7(vii), the zoo licence holder must produce to the Licensing Authority a timed plan for approximate date of commencement and approximate completion re; the development of the tropical house project or other such modified or otherwise varied project which involves the reptiles to be held on the zoo. The plan should include a list of animals likely to be held, the accomodation planned and a process by which the welfare of the animals will be protected during the construction of the new facility. (Compliance for completion of presentation of plan, to be within 2 years).

For this Direction the the condition is not met only for this part of the zoo.

Under this Direction there is NO requirement for closure of this or any other part of the Zoo.

Inspector(s) signature(s)	Date signed
[redacted]	17/04/2019
	21/04/2019
	15 MAY 2019
	21.05.19.

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