



Animal &
Plant Health
Agency

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[REDACTED]
[REDACTED]

Our ref: FOI2026/15811
13 August 2026

Dear [REDACTED],

REQUEST FOR INFORMATION: Zoo independent inspectors policies and guidance

Thank you for your request for information of 16th July about Zoo independent inspectors policies and guidance. APHA have handled your request under the Freedom of Information Act 2000 (FOIA).

Your information request and our response are set out below.

“However, APHA has confirmed that it is responsible for nominating independent inspectors.

I therefore seek copies of the recorded information governing or supporting that function, including (where held):

- policies;
- guidance;
- standard operating procedures;
- workflow documents;
- process maps;
- manuals;
- nomination criteria;
- templates;
- forms;
- internal instructions;
- correspondence templates;
- records retention schedules relating to zoo inspector nominations. “

Please see Appendices01-15 attached.

Some of the information requested, including pre-inspection audits and inspection reports are already available on the following website:

[Zoo inspections - GOV.UK](#)

As the requested information is already readily available in the public domain, it is exempt from disclosure under Section 21 of the Freedom of Information Act 2000 (Information Accessible to the Applicant by Other Means). Therefore, APHA is not required to provide a further copy of the information, as it can be obtained through publicly available sources.

Information disclosed in response to this FOI request is releasable to the public. In keeping with the spirit and effect of the FOIA and the government's Transparency Agenda, this letter and the information disclosed to you may be placed on [GOV.UK](#), together with any related information that will provide a key to its wider context. No information identifying you will be placed on the GOV.UK website.

An Annex is attached which explains the copyright that applies to the information being released to you and contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact the Access to Information Team at the email address below or postal address at the top of this letter.

Yours sincerely

Access to Information Team

enquiries@apha.gov.uk

Annex

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Complaints

If you are unhappy with the service you have received in relation to your request, you may make a complaint or appeal against our decision under section 17(7) of the FOIA within 40 working days of the date of this letter. Please write to the Access to Information Team at the address at the top of this letter or email enquiries@apha.gov.uk and the team will arrange for an internal review of your case.

If you are not content with the outcome of the internal review, section 50 of the FOIA gives you the right to apply directly to the Information Commissioner's Office (ICO) for a decision. Please note that generally the ICO cannot make a decision unless you have first exhausted APHA's own complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Please click [here](#) for further contact details.

Zoo Inspection Nomination Process for Secretary of State Inspectors

Background

1. The nomination of Secretary of State Inspectors is managed by the Animal and Plant Health Agency (APHA). This function currently sits within the Centre for international Trade - Bristol (CITB) Zoo Licensing team. APHA nominates Secretary of State Zoo Inspectors (SoS Inspectors) from the Secretary of State's list ('the list') to inspect zoos licensed under the Zoo Licensing Act 1981 (the ZLA). APHA has authority to nominate inspectors on behalf of the Secretary of State in England because APHA is an executive agency of the Department for Environment, Food and Rural Affairs. APHA performs the same zoo licensing functions on behalf of the Minister for Rural Affairs in Natural Environment in Scotland, and the Minister for Environment, Energy and Rural Affairs in Wales.
2. There are four types of inspection under the ZLA: "licence", "periodical", "special", and "informal". Periodical and certain licence inspections involve SoS Inspectors. Special, informal and certain licence inspections are instead conducted by people whom the LA consider competent for the purpose of the inspection. The process for nominating SoS Inspectors for licence and periodical inspections is set out in subsequent sections below.
3. In deciding which SoS Inspector to nominate for an inspection, APHA will consider several factors, including whether:
 - a) they fall under part 1 or part 2 of the list (different legal requirements based on the type of inspection);
 - b) they have completed their mandatory training and shadowing requirements;
 - c) where relevant, their specialist knowledge matches the type of animals kept at the zoo;
 - d) they are located, where possible, within a reasonable distance from the zoo;
 - e) there is no conflict of interest with the zoo to be inspected (or there is a conflict, but it has been managed);
 - f) they have inspected the zoo at the previous 1-2 inspections;
 - g) there is no valid objection by the zoo.

APHA holds a Zoo Licensing Database containing all the above information for each SoS inspector. Further information on these factors and the decision-making process is covered in Annex 1 below.

Inspection Team Requirements

4. Section 9A of the ZLA covers inspections before the grant or refusal of a new licence, a renewal of a licence and before any significant alteration to a licence.

New Licence and Renewal Inspections

5. Section 9A(7) requires that for new licence and renewal inspections, the inspection team must comprise "one or more inspectors from the Secretary of State's List". The

minimum number of SoS Inspectors required is one. The SoS Inspector can be from either part of the list (part 1 or 2).

Periodical Inspections

6. For a zoo with a full licence (no dispensation), a periodical (section 10) inspection requires two SoS Inspectors, one from each part of the list. In addition, the LA must appoint at least one inspector (maximum three). At least one inspector appointed by the LA must be a veterinary surgeon or practitioner. The minimum number of inspectors for a periodical inspection is therefore three (two SoS Inspectors and one LA inspector who must be a vet).
7. If the zoo holds a section 14(2) dispensation, then only one SoS Inspector is required and can be taken from either part of the list.

Process for the Nomination of Inspectors from the Secretary of State's List

8. It is the responsibility of the LA to contact APHA to request SoS Inspector(s) for inspections to grant, refuse, renew or significantly alter a licence (under section 9A) or for periodical inspections (under section 10). The LA should submit a request in writing or by email to zooandcircus@apha.gov.uk.
9. Having received a request from the LA, once APHA have selected a suitable SoS Inspector (see Annex 1), APHA are required to consult the LA for their views on the proposed nomination(s); this can be done by email or phone. Ultimately, the final decision rests with APHA.
10. Once the LA has been consulted, APHA contacts the SoS Inspector to check whether they can carry out the inspection. At this stage, APHA will ask the SoS inspector to complete a Conflict of Interest declaration. If the SoS Inspector agrees and APHA are happy there is no Conflict of Interest in relation to the zoo to be inspected, APHA confirms the nomination in writing to both the LA and the SoS Inspector. A copy of the nominated SoS inspector's Conflict of Interest declaration should also be provided to the LA. Once the decision has been finalised, the LA appoints each individual inspector to carry out the inspection. It is the LA's responsibility to arrange a mutually convenient date for the inspection to be carried out.
11. Once APHA has sent the nomination letter to the SoS Inspector, the APHA Case Officer records the nomination in the Database. Each time an inspector is nominated, APHA staff update the Database. This maintains an up to date log of which SoS Inspector has completed which zoo inspection and how often APHA nominates each SoS Inspector.
12. The nominated SoS Inspector(s) are required to submit a report following the inspection, which must be completed and signed by the inspection team. Whilst Defra provides standardised forms for inspections¹, the inspector may submit their report in any format they wish. The LA is required to review the available evidence

¹ <https://www.gov.uk/government/publications/zoo-inspections>

and consider the inspection report before deciding whether to grant, refuse, renew or significantly alter a licence.

Objections to One or More of the Nominated Inspectors

13. The ZLA provides for the zoo operator to object to the nominated SoS Inspector in the case of a periodical (section 10) inspection but not for other inspections. The ZLA allows the operator to notify the LA of their objection (not APHA) but gives both the LA or APHA discretion to decide whether to give effect to the objection (e.g. nominate a different SoS Inspector).
14. The procedure for considering an objection to the SoS Inspector(s) once it has been received from the LA is for APHA to seek a written explanation from the zoo operator, regarding the reasons they are objecting. It will be for the APHA Case Officer and Team Leader, in consultation with the LA, to consider whether the reasons presented are valid. In coming to a decision, the APHA Case Officer/Team Leader submits a minute to their Delivery Manager stating the reasons for the objection and providing the arguments for and against changing the SoS Inspector. It is for the Delivery Manager to make a final decision on the objection.
15. If the **objection is not upheld**, APHA writes to the zoo operator, copying in the LA, explaining that the SoS Inspector(s) will not be changed and giving the reasons why.
16. If the **objection is upheld**: APHA contacts the SoS Inspector(s) who have been objected to and advises them of the situation, setting out the reasons given by the operator for the objection and the rationale for why this has been upheld by APHA/the LA. APHA informs the zoo operator in writing of the decision to uphold their objections and appoint a new inspector. APHA nominates an alternative SoS Inspector following the same process as per paras 8-16.

Annex 1. Decision-making process for the nomination of Secretary of State Inspectors

1. The table below shows the decision-making process for the nomination of Secretary of State inspectors. It should be noted that working through the questions will quickly narrow down the possible options for an inspection and if the options become too restricted (e.g. there is no inspector that meets all ideal requirements for a particular zoo) then exceptions may be made. The selection process involves meeting a set of legal requirements (such as the type and number of inspectors for an inspection) whilst also striving to meet certain practical, logistical and desirable factors such as geographical proximity to the zoo and specialist knowledge in the type of animals in the collection. Whilst a flexible approach is needed, there are some situations where a nomination must be avoided, and these instances are covered in the guidance below.
2. Every nomination is assessed on a case by case basis, taking into account the particular circumstances of the zoo and inspectors. Inspectors may be ruled out if they have not provided their conflict of interest declaration, have requested a temporary break, or have failed the training course, for example. As a general rule, after selecting from the appropriate part of the list, APHA will first look at whether the inspector has completed their training and their proximity to the zoo. APHA will then consider the specialism of the inspector before other factors, such as conflicts of interest and previous inspections at the zoo. Finally, APHA will need to consider any objections to the inspector by the zoo last, after the zoo has been notified of the nomination.

Q	Description / details	Notes
1.	<u>Is the inspector from the necessary part of 'the list' for this type of inspection?</u> The 'list' of inspectors (set out under Section 8 of the ZLA) consists of two parts. Depending on the type of inspection, the ZLA may require an inspector from one or both parts of the list to be involved in the inspection team. Part 1 comprises veterinary surgeons and veterinary practitioners with experience of zoo animals who are competent to advise about the implementation in zoos of the conservation measures in the ZLA. Part 2 comprises persons who are competent to inspect animals in zoos, to advise on keeping them and on their welfare, and to advise on the management of zoos generally. • Licence (grant or renewal inspection) – at least 1 SoS inspector, from either part of the list • Periodical (full licence) – 2 SoS inspectors, one from each part of the list	Mandatory (legal requirement under the ZLA). Proceed with selection process using inspectors from the appropriate part of the list. Rule out all inspectors who do not apply.

	Periodical (14(2) dispensation) – 1 SoS inspector, from either part of the list	
2.	<u>Has the inspector fulfilled their mandatory training and shadowing requirements?</u> Inspectors need to meet certain requirements set out in the 'Guidance on training requirements for Secretary of State zoo inspectors' produced by Defra in February 2020. APHA will consider whether the inspector has met the requirements and look for opportunities for new inspectors to complete their shadowing requirements as soon as possible. New inspectors: - All new inspectors are now required to complete the 'Award in Zoo Licensing Inspection Great Britain' course delivered by Sparsholt College Hampshire before they will be nominated for inspections. - Once a new inspector has completed the course and been appointed to the list, they will need to complete shadowing requirements before they will be nominated for inspections. - Each new inspector must complete two observer inspections: at least one of these must be at a 14(2) zoo (they can both be at 14(2) zoos, or one 14(2) and one large (full licence) zoo, but not two large zoos). - Once they have completed two observer inspections, they are qualified to inspect zoos with a 14(2) dispensation. - In addition, for their first inspection of a zoo with a full licence, the inspector being shadowed must have a minimum of two years' experience or have completed a minimum of two large inspections. Existing inspectors: - All existing inspectors were given a two-year grace period to complete the Sparsholt training, in which they could continue to take inspections. The grace period was extended by Defra for a further year (until January 2022) as the course was paused until after publication of the revised SSSMZP.	Mandatory – Defra policy (avoid nomination if inspector has not met their training and/or shadowing requirements) Considerations: If yes (they have completed their training and shadowing requirements) – proceed If yes (they are a new inspector, have completed the training, and this would be an opportunity to complete their shadowing requirements) – proceed If no (they are an existing inspector who has not completed the training within the grace period or they have taken but not passed the training) – avoid nomination If no (they are a new inspector who has not completed their shadowing requirements, and this would not be an appropriate inspection for them to do so) – avoid nomination

3.	<u>Does the inspector have a particular specialism/ expertise in the species in the collection?</u> Inspectors must first notify APHA by email (zooandcircus@apha.gov.uk) of qualifications or specialisms in a certain species as soon after their appointment to the inspectorate as possible. As with Col, inspectors must notify APHA of any changes to this information at least twice a year, before 1 February and before 1 August each year. If an inspector would like to notify APHA of a change around this date they may do so. This applies to inspectors with specialisms for: - General collection - General birds - Invertebrates - Aquaria - Reptiles - Birds of prey - Waterfowl - Primates - Parrots - Elephants - Big cats Whilst it is ideal to send an inspector with a particular specialism to a zoo with the above species, on the basis of the animals' complex welfare needs, this will need to be balanced against other factors, such as proximity to the zoo and suitability of other inspectors.	Desirable If yes (ideal) – proceed with nomination If no – proceed with nomination (unless an alternative inspector meets the above requirements and may be more suitable)
4.	<u>Does the inspector live within a reasonable distance from the zoo?</u> APHA considers travel distance and proportionate travel costs; however to ensure there is an even distribution of inspections allocated to zoos this should be factored in with other points. The following points should be noted:	Desirable

	• Zoos are not evenly spread around the UK and some areas of the country have a much higher density of inspectors than others. • Some inspectors may have more inspections than others due to their proximity to a larger number of zoos. • As inspections happen periodically, for existing zoos there would be one inspection approximately every three years. This amounts to roughly one third of all zoos being inspected per year. The inspectors' fees, including time at the inspection and T&S, are paid for by the zoo. Fees for inspectors are £72.53 per hour and the fees for service are subject to a maximum of 8 hours per day. An extension of the 8-hour day will be permitted if it results in overall costs being reduced, e.g. by avoiding the necessity of extending the inspection by a further day. The rate can also be claimed for the paperwork associated with the inspection.	
5.	<u>Does the inspector have a conflict of interest (Col) with the zoo?</u> From 1 March 2021, all Secretary of State Zoo Inspectors will be asked to complete a declaration form prior to nomination for any ZLA inspection. The inspectors will be invited to declare any conflicts that could have arisen in relation to the zoo that they will be inspecting. In the absence of a declaration form completed within the specified timeframe, they will not be considered for nomination for the inspection. APHA will avoid nominating any inspector who has an outstanding conflict of interest declaration.	Mandatory (avoid nominations where there is a valid conflict of interest)
6.	<u>Has the inspector conducted previous inspections at the zoo?</u> Where APHA are required to nominate two SoS Inspectors for an inspection, APHA operate the policy of nominating, where possible, one SoS Inspector from the previous inspection (for consistency) and an SoS Inspector who has not inspected the zoo recently or at all before (to bring a fresh perspective). This policy is implemented in all cases where practical to do so. SoS Inspector(s) will not normally attend more than two	Desirable If yes (previous two inspections) – avoid nomination (nominate an alternative inspector who can offer a fresh perspective)

	subsequent inspections at the same zoo. APHA aim to nominate the same inspector to carry out the licence and first periodical inspection. APHA will need to ascertain whether the zoo to be inspected has a 14(2) dispensation since only 1 SoS would be required in this instance. It is therefore not possible to maintain complete consistency across inspections for 14(2) zoos. For these inspections, APHA will prioritise inspectors who have not had as many inspections (whilst taking into account all the other factors including proximity to the zoo).	If yes (attended the previous inspection but not the one before that) – proceed If no (did not attend the last two inspections at the zoo) – proceed
7.	<u>Have valid objections been raised by the zoo operator against the SoS Inspector?</u> Once a zoo has submitted an objection, APHA will consider whether the reasons given are valid. Historically, some zoos have attempted to make objections on the basis that the inspector recommends too many licence conditions or enforcement directions. Such objections will not be upheld. An example of a valid objection is one where the inspector has failed to turn up on the day of inspection without prior warning, and the zoo wishes to use an alternative inspector. It is not possible for a zoo to object to a particular inspector on an indefinite basis. A case for objection would need to be made with every inspection on a case by case basis due to changing circumstances.	Mandatory (avoid nomination if the zoo is successful in upholding a valid objection – select a different inspector)

Inspection Nomination Process

1. One of the main functions of the Centre for international Trade- Bristol (CITB) Zoo Licensing team is to nominate appropriate Zoo Inspectors from the Secretary of State's list ('the list') to inspect zoos licensed under the ZLA in England, Scotland and Wales.
2. Although the role is to nominate suitable Inspectors, the Inspectors are actually appointed by the Local Authority (LA) in the area in which the zoo to be inspected is situated. The Inspectors are employed by the LA to carry out the inspection and they are required to submit a report subsequent to the inspection. The report will inform the LA's decision on whether a zoo should be granted or refused a licence (in the case of a licence inspection under section 9A of the ZLA) or whether the zoo licence should continue in force (in the case of an interim periodical inspection under section 9A/10) or renewed (in the case of a renewal periodical inspection under section 9A/10).

Process for the Nomination of Inspectors from the Secretary of State's List for a Licence Inspection

Receipt of a Request from Local Authority for Nomination of an Inspector or Inspectors

1. It is the responsibility of the LA to contact APHA to request the nomination of the Secretary of State Inspectors for a licence inspection or a periodical inspection. The LA should do this in writing or by email.

Select Suitable Inspectors

1. For a licence inspection (section 9A), only one Inspector is required and they can be from either part of the list (part 1 or 2). In deciding which Inspector to nominate, CITB should refer to the Zoo Licensing Database which holds details about each Zoo Inspector. CITB selects the inspectors based on:
 - a. whether their specialist knowledge matches the type of animals kept at the zoo in question;
 - b. they are within a reasonable distance of the zoo; and
 - c. there is no conflict of interest in inspecting the particular zoo.

Consult the Local Authority

1. Once CITB have selected a suitable Inspector, CITB are required to check that the LA are happy with the proposed nomination, this can be done by email or phone.

Contact Nominated Inspector

1. If the LA are happy with the proposed nomination, CITB need to contact the Inspector and check they can do the inspection. If the Inspector agrees to being nominated, CITB will need to confirm the Inspector's nomination in writing to the LA and also confirm in writing to the Inspector

that they have been formally nominated. It is then the LA's responsibility to arrange a mutually convenient date for the inspection to be carried out.

Update the Zoo Licensing Database

1. Once the letters have been sent it is good practice to record the nomination. This will allow CITB to have the necessary information to handle any subsequent queries or indeed nominate Inspectors for subsequent inspections. Updating the database also allows CITB to keep a log of which inspector has completed which inspection and how often CITB use those Inspectors.

Process for the Nomination of Inspectors for Periodical Inspections

Receipt of a Request from Local Authority for Nomination of an Inspector or Inspectors

1. As with licence inspections, it is the responsibility of the LA to contact APHA to request the nomination of the Secretary of State Inspectors for an interim or renewal inspection. The LA should do this in writing or by email.

Select Suitable Inspectors

1. Before deciding which Inspector/Inspectors to nominate with periodical inspections, there will have been at least one previous inspection. In order to manage the zoo inspectorate well, CITB have developed a policy where Inspectors will not normally attend more than two subsequent inspections at the same zoo. CITB will need to ascertain whether the zoo to be inspected has a dispensation. Check this on the Zoo Licensing Database. This database lists details of all the zoos CITB have records of and should contain details of any dispensation.

2. If the record shows that the zoo has a 14(2) dispensation, CITB will only be required to nominate one Inspector. If there are no dispensations, CITB will be required to nominate two Inspectors, one from part one and one from part two of the list.

3. Where CITB are required to nominate two Inspectors for an inspection, CITB operate the policy of retaining one Inspector from the previous inspection (for consistency) and bringing in an Inspector who has not inspected the zoo recently or at all before (to bring a fresh perspective). This policy should be implemented in all cases where practical to do so.

4. As with licence inspections, CITB selects the inspectors based on:

- a. whether their specialist knowledge matches the type of animals kept at the zoo in question;
- b. they are within a reasonable distance of the zoo; and
- c. there is no conflict of interest in inspecting the particular zoo.

Consult the Local Authority

1. Once CITB have selected a suitable Inspector or Inspectors, CITB are required to check that the LA are happy with the proposed nomination(s), CITB can do this by email or phone. This step is not done for the LA to contact the zoo to check if they are happy with the proposal. Whilst zoos do have a right of appeal to the inspection team, that right of appeal comes later on in the process.

Contact Nominated Inspector(s)

1. If the LA are happy with the proposed nomination(s), CITB need to contact the Inspector(s) and check they can do the inspection.

Confirm Nomination of Inspector(s) with the Inspector(s) and the Local Authority

1. If the Inspector(s) agrees to being nominated, CITB will need to confirm the nomination(s) in writing to the LA and also confirm in writing to the Inspector(s) that they have been formally nominated.

Update the Zoo Licensing Database

1. As above under Licence Inspection.

In Case of an Objection to One or More of the Nominated Inspectors

1. The Act only provides for the zoo operator to object to the nominated Inspector in the case of a full inspection team (further details are provided in section 10(4)(b)). There is no such provision to object, regarding an inspection carried out with a dispensation under Section 14(2), however CITB would still consider the operator's objection in such a case.

2. The procedure for considering an objection to the Inspector or Inspectors is to seek a written explanation from the zoo operator, regarding the reasons they are objecting. The reasons will need to be validated and it will be for the Case Officer and Team Leader, in consultation with the LA, to consider whether the reasons presented are valid. In coming to a decision on whether the reasons are valid, it is recommended that the Case Officer/Team Leader submit a minute to their Line Management stating the reasons for the objection and providing the arguments for and against changing the Inspector.

3. If the objection is not upheld, CITB will need to write to the zoo operator explaining that the Inspection Team will not be changed and giving the reasons why. CITB will also need to copy this letter to the LA for their information.

4. If the objection is upheld, CITB will need to consider an alternative Inspector bearing in mind the policy of Zoo Inspector selection and rotation referred to above. CITB will also need to

contact the LA to inform them of the proposed change to make sure they are happy with the new Inspection Team. CITB will also need to contact the Inspector or Inspectors who have been objected to and advise them tactfully of the situation. CITB will then also need to inform the zoo operator in writing of the decision.

APHA Internal Document
Released under FOI Reference
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gov.uk
www.gov.uk/apha

Name of LA Contact

Name of LA

(by e-mail)

Date

Dear (name)

Zoo Licensing Act 1981 (as amended) – Name and Address of Zoo

Following the issue of a dispensation under section 14(2) of the Act, the Secretary of State has nominated **NAME and CONTACT DETAILS of Inspector** to undertake the Periodical Inspection of the above zoo. The Department has written to the Inspector concerned formally nominating them to undertake the inspection. In accordance with Section 10(1) and (2) of the Act, would you arrange for the inspection to be carried out at a mutually convenient date to the zoo operator and the nominated inspector.

I have also asked (**insert name, address, telephone and e-mail of observer inspector**) to attend the inspection as an observer. They are attending as part of their training to become a Secretary of State Zoo Inspector. Please ensure they are copied in on all exchanges of information you have with the nominated inspectors. The observer inspector will not be able to claim a fee for attending the inspection but APHA will cover their travel & subsistence.

Please send the nominated Inspector a copy of the collection's current stock list, the previous periodical inspection report, the completed pre-inspection audit form, a copy of the current licence and any other information relevant to the inspection in advance of the inspection date.

Would you please also let the inspector know to whom his/her expenses claim should be submitted. For your information the current rates are set out in the attached note.

Payment of Inspector fees:

Some inspectors have recently needed the LA to provide them with purchase order numbers so that they can invoice the LA for their fees. It could well expedite the payment process if you could provide in advance, or at the time of the inspection an appropriate purchase order number.

Please note that since the provisions of section 10(4) (a) do not apply in this case there is no statutory requirement for the Council to be formally represented at the inspection. The Council are, however, encouraged to have a representative in attendance at the same time in respect of their responsibilities for zoos under the Health and Safety at Work etc Act 1974. This should

minimise inconvenience to the zoo operator, also, benefits arise from the coming together of the respective Inspectors. Any Council representative who is present should not add his/her signature to the Zoo Licensing Act inspection report form.

Would you let myself and the Secretary of State's nominated Inspector have a copy of the licence (or the letter of refusal) issued by your Council in due course.

Since the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002 came into force on 8 January 2003, licensed zoos are required to participate in conservation measures. These are set out in section 1A of the amended Act which can be downloaded from the following website <http://www.legislation.gov.uk/ukpga/1981/37>. Every new or existing zoo must now have a condition attached to its licence which enforces these conservation measures. Suggested model conditions and other discretionary conditions you may consider suitable to add to the licence can be found in the Annexes to the Guide to the Acts provisions at <https://www.gov.uk/government/publications/zoo-licensing-act-1981-guide-to-the-act-s-provisions>.

Finally you should also be aware under section 10(7) of the Zoo Licensing Act you are required, within one month of receiving the report of the inspection, to send a copy to the zoo operator and give them an opportunity to comment. You should therefore consider whether this necessary consultation has been carried out before you decide whether the inspection report is released under the FOI.

Zoo Inspector Performance Appraisal

I have attached a form, the intention of which, is to allow local authorities a formal way of giving feedback to Defra on the performance of the Secretary of State's Zoo Inspectorate. The completion of the form is optional but we would encourage you to complete the form following the inspection and return it to us (please note this form is not interactive).

If you have any queries, please do not hesitate to contact me.

Yours Sincerely

(Case officer name)

Centre for International Trade – Bristol
Animal & Plant Health Agency (APHA)



**Animal &
Plant Health
Agency**

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T +44 (0)117 372 3700
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zooandinvasive@apha.gov.uk
www.gov.uk/apha

Name of Inspector
(by e-mail)

Date

Dear

Zoo Licensing Act 1981 (as amended) – Name and Address of Zoo

Following the issue by the Secretary of State, of a direction under section 14(2) of the Act, I am writing to confirm your nomination to carry out the Periodical Inspection of the above collection as the Secretary of State's appointed Inspector.

I have asked **LA Contact Name and Name of LA (Tel: & E-mail:)** to contact you to arrange a suitable date for the inspection. I have attached an interactive zoo inspection form for your use.

As discussed I have contacted **(Name, address, telephone and e-mail of observer inspector)** who will attend the inspection as an observer as part of their training.

I have asked the Council to send you a copy of the collection's current stock list, the previous periodical inspection report, the completed pre-inspection audit form, a copy of the current licence and any other information relevant to the inspection in advance of the inspection date.

Payment of Inspector Fees:

It is apparently becoming more usual for local authorities to require inspectors to quote a purchase order number when invoicing the council for their inspection fees. In order to expedite the payment process I have requested that the council provide you with a purchase order number in advance of the inspection, or on the day of inspection with the aim of expediting the payment process.

Please can I ask you to complete the checklist below and send me the relevant information separately:

- Comment in the inspection report if the current dispensation status is still valid or needs review.
- Comment whether the correct system of informal inspections and periodical inspections are being implemented.

- Comment in the inspection report on any “close encounter” activities and request information on these e.g. risk assessments.
- Comment on whether there have been any escapes of non-native species since the last inspection and if so, where data is available, the numbers and type(s) of species involved.
- Comment on whether you feel the zoo owner may not be aware of CITES requirements.
- Request that a copy of the licence or refusal letter are sent to APHA.

If you require any further information please let me know.

Yours Sincerely

(case officer name)

Centre for International Trade – Bristol
Animal & Plant Health Agency (APHA)

Released under FOI Reference
2026/15811 (August 2026)



**Animal &
Plant Health
Agency**

Animal and Plant Health
Agency
UK CITES Management
Authority
Centre for International Trade
Floor 3, Horizon House
Deanery Road
Bristol BS1 5AH

T +44 (0)117 372 3700
F +44 (0)117 372 8206
zooandinvasive@apha.gov.uk
www.gov.uk/apha

Name of Inspector
(by e-mail)

Date

Dear **(Inspector's name)**

Zoo Licensing Act 1981 (as amended) – (Name and address of Zoo)

Further to our recent correspondence, thank you for agreeing to attend the inspection of the above collection (pending a suitable time & date). Please find enclosed a copy of the letter sent to **(Name of LA contact and name of LA) (Tel & email)**, nominating **(Name of nominated inspector)** as the Secretary of State inspector for this inspection.

Please take this letter as confirmation of your attendance as an observer at the inspection. The local authority will contact you and the nominated inspector to arrange a mutually convenient date for the inspection to be carried out.

You will appreciate that the zoo will want to keep the costs of the inspection to a minimum, so I would ask you not to do anything that extends it unnecessarily and I hope you find the experience valuable.

Please could you submit your travel cost claim to me using the enclosed form and I have also enclosed details of the rates you can claim. I have asked the local authority to send you a copy of the collection's current stock list, the previous periodical inspection report, the completed pre-inspection audit form, a copy of the current licence and any other information relevant to the inspection in advance of the inspection date.

If you any queries please let me know.

Yours sincerely

(Name of case officer)
Centre for International Trade – Bristol
Animal & Plant Health Agency (APHA)



**Animal &
Plant Health
Agency**

Animal and Plant Health Agency
UK CITES Management Authority
Centre for International Trade
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www.gov.uk/apha

Insert Recipient's Name

Insert name of Local Authority/Council
(by email)

00 Month 20XX

Dear Recipient,

Zoo Licensing Act 1981 (as amended) – (Name and Address of Zoo)

Further to our recent correspondence, please take this letter as confirmation that we have nominated the following two inspectors for the Periodical inspection of the above zoo. **Name of nominated inspector** (email: insert email address, phone: insert phone number) and **Name of nominated inspector** (email: insert email address phone: insert phone number).

For a periodical inspection under section 10 of the Act, in addition to the two Secretary of State inspectors we have nominated, you can appoint **up to three** additional inspectors to represent the local authority (LA), **at least one of those inspectors must be a vet** (see section 10(4)). We have advised our inspectors, if the requisite number of inspectors are not available on the day, they must not carry out the inspection, as in our view it would not be valid under the Act.

I have attached a copy of the Pre-Inspection Audit Form for the zoo to complete. Although they are under no obligation to complete this form, we would strongly recommend they do so, as it will help to save time on the day of the inspection.

Would you please send the nominated inspectors copies of the current stock list for the zoo, the last periodical inspection report, records of the annual informal inspections carried out since the last periodical inspection, a copy of the current licence and any other information relevant to the inspection in advance.

Please could you now arrange for the inspection to be carried out on a mutually convenient date to the zoo operator and the inspectors. Could you please confirm the date and time of the inspection and the inspectors' names with the zoo operator and write to the Secretary of State's nominated inspectors formally appointing them to undertake the inspection. Please could you also let them know to whom they should submit their expenses claim. For your information the current rates are set out in the attached note.

Payment of Inspector fees:

Some inspectors have recently needed the LA to provide them with purchase order numbers so that they can invoice the LA for their fees. It could well expedite the

payment process if you could provide in advance, or at the time of the inspection an appropriate purchase order number.

Could I also ask that you let myself and the Secretary of State's nominated Inspectors have a copy of the licence (or the letter of refusal) issued by your Council.

Please note that since the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002 came into force on 8 January 2003 and the Zoo Licencing Act 1981 Amendment (Scotland) Regulations 2003 came into force on 1st April 2003, licensed zoos are required to participate in conservation measures. These are set out in section 1A of the amended Act which can be downloaded from the following website <http://www.legislation.gov.uk/ukpga/1981/37>. Every new or existing zoo must now have a condition attached to its licence which enforces these conservation measures. Suggested model conditions and other discretionary conditions you may consider suitable to add to the licence can be found in the Annexes to the Guide to the Acts provisions at <https://www.gov.uk/government/publications/zoo-licensing-act-1981-guide-to-the-act-s-provisions>.

Finally, you should also be aware that under section 10(7) of the Zoo Licensing Act you are required, within one month of receiving the report of the inspection, to send a copy to the zoo operator and give them an opportunity to comment. You should therefore consider whether this necessary consultation has been carried out before you decide whether the inspection report is released under the FOI.

If you have any queries, please do not hesitate to contact me.

Yours sincerely,

Case Officer Name

Centre for International Trade – Bristol
Animal & Plant Health Agency



Animal &
Plant Health
Agency

Animal Plant and Health Agency
UK CITES Management Authority,
Centre for International trade
Floor 3, Horizon House
Deanery Road
Bristol, BS1 5AH

Telephone: 0117 372 3700 |
zooandinvasive@apha.gov
.uk
www.gov.uk/apha

Insert Recipient's Name

Insert name of Local Authority/Council

(by email)

00 Month 20XX

Dear Recipient,

Zoo Licensing Act 1981 (as amended) – (Name and Address of Zoo)

Following the issue of a dispensation under section 14(2) of the Act, the Secretary of State has nominated **Name of nominated inspector** (email: insert email address, phone: insert phone number) to undertake the Periodical Inspection of the above zoo. The Department has written to the Inspector concerned formally nominating them to undertake the inspection. In accordance with Section 10(1) and (2) of the Act, would you arrange for the inspection to be carried out at a mutually convenient date to the zoo operator and the nominated inspector.

Please send the nominated Inspector a copy of the collection's current stock list, the previous periodical inspection report, the completed pre-inspection audit form, a copy of the current licence and any other information relevant to the inspection in advance of the inspection date.

Would you please also let the inspector know to whom his/her expenses claim should be submitted. For your information the current rates are set out in the attached note.

Payment of Inspector fees:

Some inspectors have recently needed the LA to provide them with purchase order numbers so that they can invoice the LA for their fees. It could well expedite the payment process if you could provide in advance or at the time of the inspection an appropriate purchase order number.

Please note that since the provisions of section 10(4) (a) do not apply in this case there is no statutory requirement for the Council to be formally represented at the inspection. The Council are, however, encouraged to have a representative in attendance at the same time in respect of their responsibilities for zoos under the Health and Safety at Work etc Act 1974. This should minimise inconvenience to the zoo operator, also, benefits arise from the coming together of the respective Inspectors. Any Council representative who is present should not add his/her signature to the Zoo Licensing Act inspection report form.

Would you let myself and the Secretary of State's nominated Inspector have a copy of the licence (or the letter of refusal) issued by your Council in due course.

Please note that since the Zoo Licensing Act 1981 (Amendment) (England and Wales) Regulations 2002 came into force on 8 January 2003 and the Zoo Licensing Act 1981 Amendment (Scotland) Regulations 2003 came into force on 1st April 2003, licensed zoos are required to participate in conservation measures. These are set out in section 1A of the amended Act which can be downloaded from the following website <http://www.legislation.gov.uk/ukpga/1981/37>. Every new or existing zoo must now have a condition attached to its licence which enforces these conservation measures. Suggested model conditions and other discretionary conditions you may consider suitable to add to the licence can be found in the Annexes to the Guide to the Acts provisions at <https://www.gov.uk/government/publications/zoo-licensing-act-1981-guide-to-the-act-s-provisions>.

Finally, you should also be aware under section 10(7) of the Zoo Licensing Act you are required, within one month of receiving the report of the inspection, to send a copy to the zoo operator and give them an opportunity to comment. You should therefore consider whether this necessary consultation has been carried out before you decide whether the inspection report is released under the FOI.

If you have any queries, please do not hesitate to contact me.

Yours Sincerely

Case Officer Name
Centre for International Trade – Bristol
Animal & Plant Health Agency



**Animal &
Plant Health
Agency**

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zooandinvasive@apha.gov.uk
www.gov.uk/apha

Insert Recipient's Name

(by e-mail)

00 Month 20XX

Dear Insert Recipient's Name,

Zoo Licensing Act 1981 (as amended) – (Name and Address of Zoo)

Following the issue by the Secretary of State, of a dispensation under section 14(2) of the Act, I am writing to confirm your nomination to carry out the Periodical Inspection of the above collection as the Secretary of State's appointed Inspector.

I have asked **Name of LA contact of Name of Local Authority** (email: insert email; phone: insert phone number) to contact you to arrange a suitable date for the inspection. I have attached an interactive zoo inspection form for your use.

I have asked the Council to send you a copy of the collection's current stock record, the previous periodical inspection report, the completed pre-inspection audit form, a copy of the current licence and any other information relevant to the inspection in advance of the inspection date.

Payment of Inspector Fees:

It is apparently becoming more usual for local authorities to require inspectors to quote a purchase order number when invoicing the council for their inspection fees. In order to expedite the payment process, I have requested that the council provide you with a purchase order number in advance of the inspection, or on the day of inspection with the aim of expediting the payment process.

Please can I ask you to complete the checklist below and send me the relevant information separately:

- Comment in the inspection report if the current dispensation status is still valid or needs review.
- Comment whether the correct system of informal inspections and periodical inspections are being implemented.
- Comment in the inspection report on any "close encounter" activities and request information on these e.g. risk assessments.

- Comment on whether there have been any escapes of non-native species since the last inspection and if so, where data is available, the numbers and type(s) of species involved.
- Comment on whether you feel the zoo owner may not be aware of CITES requirements.
- Request that a copy of the licence or refusal letter are sent to APHA.

If you require any further information, please let me know.

Yours sincerely

Case Officer Name
Centre for International Trade – Bristol
Animal & Plant Health Agency

Released under FOI Reference
2026/15811 (August 2026)

Guidance on Conflicts of Interest for Secretary of State Zoo Inspectors

1. Secretary of State Zoo Inspectors require the highest standards of propriety, involving integrity, honesty, objectivity and impartiality, in relation to the inspection of establishments licensed under the Zoo Licensing Act 1981 (ZLA). This means that any private, financial, voluntary, charitable or political interest that might be material and relevant to the zoo concerned should be declared.
2. Following a review of the nominations process, we are introducing changes to the way conflicts of interest are managed for the Zoo Inspectorate. From 1 March 2021, all Secretary of State Zoo Inspectors will be asked to complete a declaration form prior to nomination for any ZLA inspection. You will be invited to declare any conflicts that could have arisen in relation to the zoo that you will be inspecting. In the absence of a declaration form completed within the specified timeframe, you will not be considered for nomination for the inspection.

NOTES FOR GUIDANCE

3. In considering whether a conflict exists (including potential or perceived), you should review your personal circumstances in relation to not only yourself but any close family members, any persons living in your household, or any firms, businesses or organisations that you are employed with or may have a financial interest in as you fill in the form
4. In addition, you should consider whether you need to disclose any relevant interests of other persons or organisations connected to you (whether directly or indirectly) that a reasonable member of the general public might think could influence your judgement
5. The information required for declaration purposes must be enough to enable an assessment of the nature/extent of the conflict of interest to be understood. As a minimum, this must include the name of a company or organisation where a position is held and the nature of that position. Any remuneration received would not normally be disclosed.

ADDITIONAL GUIDANCE

What is a Conflict of Interest?

6. A conflict of interest can occur when an Inspector is put in a situation or circumstance that impacts their ability to apply judgement or act in their role or could be impaired or influenced by a secondary interest. It can happen in any situation where there is a possibility that an individual or organisation could exploit an Inspector for personal or other benefit.

7. Even if the individual does not actually benefit, a conflict can still occur if it appears a decision may have been influenced. The perception of competing interests, impaired judgement or undue influence can also be a conflict of interest.
8. There is always the possibility for real or perceived conflicts of interest to arise. Both are a problem, as the perceived inference of a conflict may, on occasion, be as damaging as the existence of a real one.
9. It is important, therefore, that you consider your circumstances when you are nominated for a ZLA inspection and identify any conflicts of interest, whether real or perceived. This is an area of particular importance to the robustness of monitoring and enforcement of legislation and standards in zoos.

Why should I declare a perceived conflict?

10. The integrity of the individual is not in question here. However, it is necessary for the standing of the Zoo Inspector that members of the public have confidence in their independence and impartiality. Even a perceived conflict of interest on the part of a Zoo Inspector can be extremely damaging to the appointing body's reputation. It is therefore essential that these are declared and explored, in the same way as an actual conflict would be.

What happens if I do not declare a conflict, which is then discovered by the agency or the appointing body after my nomination / inspection?

11. A conflict of interest will undermine the validity of any inspection report and can create future enforcement issues for a Local Authority. Each case would be considered on its merits, including whether the failure to declare a conflict ultimately impacts on any enforcement proceedings against a zoo. Any inspector found to have inspected a zoo where a conflict of interest exists will risk being removed from the Secretary of States' lists of inspectors.

Areas where a conflict could arise

12. Each case will be considered on its own merits. There are several issues that could lead to real or perceived conflict. Whilst examples are provided below, please note that this is not an exhaustive list. A conflict should be declared where the Inspector:
 - has been employed by the zoo in the past 12 months
 - receives a significant proportion of their total income (either as an employee or as a consultant) from one Local Authority (in these cases

the Inspector should not inspect a zoo owned or licensed by the Local Authority)

- sits on the board of the zoo in either a paid or unpaid capacity
- advises the zoo in either a paid or unpaid capacity
- has publicly expressed strong views in relation to the zoo
- has a financial interest in the zoo
- operates a business that relates to the zoo
- has involvement in another inspection or accreditation process that involves assessing the zoo against specified standards, e.g. voluntary accreditation schemes that sit outside legislation (in these cases the Inspector should not inspect a zoo that they have inspected or assessed under a different regime in the past 6 years)

If you have any other interests not specified above but which you believe could be regarded as influencing your judgement, you should declare them.

Notes

1. The 'appointing body' means the Department for Environment, Food & Rural Affairs (Defra).
2. The 'agency' means the Animal & Plant Health Agency (APHA).
3. A 'zoo' means any establishment licensed under the Zoo Licensing Act 1981.

Animal Welfare Team, Defra
January 2021

ZOO LICENSING ACT 1981**FEES FOR SERVICES AND EXPENSES FOR PERSONS ON THE SECRETARY OF STATE'S LIST**

In accordance with section 8(6) of the Zoo Licensing Act 1981 the Secretary of State has, with the approval of Treasury, determined that, with effect from the date of this notice, the following amounts shall apply, until further notice, in respect of services and expenses charged by persons on the Secretary of State's list.

SERVICES

Persons on Part 1 and Part 2 of the list:-

01-04-2011 until further notice £72.53 per hour

Wasted visit fee £23.13 per hour

Note: wasted visit means a visit where the Chief Wildlife Inspector is satisfied that, through no fault of the inspector(s), the inspection could not be carried out.

Invoices issued to local authorities for zoo inspections should bear VAT at the current rate (20%) on all fees and expenses relevant to the inspection.

Please note that fees for services are subject to a maximum of 8 hours per day. The rate is applicable during travelling time on the day or days of the inspection. An extension of the 8 hour day will be permitted if it results in overall costs being reduced, e.g. by avoiding the necessity of extending the inspection by a further day. The rate can also be claimed for the paperwork associated with the inspection.

EXPENSES

(a) TRAVEL The following may be claimed as appropriate:-

- (i) Cost of standard class rail travel
- (ii) Mileage allowance is payable at 45p per mile
- (iii) Travel by air (economy class) - for journeys or part journeys where travel by either rail or road is not possible; or for journeys where travel by air is likely to result in a saving on the overall bill to be presented to the local authority because of the shorter travelling time involved.
- (iv) Ferry fares.
- (v) Toll charges.

all plus VAT where applicable.

(b) DAY SUBSISTENCE 'actuals' ceiling

One meal (5 hour)	- £5
Two meals (10 hour)	- £10
Three meals (12 hour)	- £15
24 hour ceiling	- £20

(c) NIGHT SUBSISTENCE 'actuals' ceiling

For London	- £115
For outside London	- £75

This notice supersedes the earlier notice dated 01 April 2011 which is hereby cancelled.

15 April 2011

FOR THE LA – Stocklist request

Dear [...],

Zoo Licensing Act 1981 (as amended) – NAME & ADDRESS OF COLLECTION

Thank you for your request.

In order for us to make an informed selection of a Secretary of State Inspector(s) we require to see a full and up-to-date stocklist of the premises. Therefore, before we can officially proceed with this nomination please provide us with a copy of this.

For the LA

Dear [...],

Zoo Licensing Act 1981 (as amended) – NAME & ADDRESS OF COLLECTION

We would like to nominate **NAME** to carry out the (Section...) inspection of the above collection. Please could you acknowledge this email and upon confirmation of receipt we will begin the official nomination process.

Please do not contact the inspector directly until official nomination letters have been sent out.

[15:05] [REDACTED]

So for the inspections its as follows:

New licence inspection "Section 9 - Licence inspection"

Periodical interims or renewals, including sites with a dispensation "Section 10 - Interim inspection" or "Section 10 - Renewal inspection"

Hope that makes sense 😊

FOR THE INSPECTOR

Dear [...],

Zoo Licensing Act 1981 (as amended) – NAME & ADDRESS OF COLLECTION

We have nominated you to carry out the **[Inspection]** of the above collection as the Secretary of State's appointed Inspector. Can you please confirm if you are able?

If you are able to complete the inspection, please complete the attached Conflicts of Interest declaration for this location.

If you have any queries please let me know.

APHA Internal Document
Released under FOI Reference
FOI/2026/15811 (August 2026)
August 2026



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Plant Health
Agency**

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zooandinvasive@apha.gov.uk
www.gov.uk/apha

Insert Recipient's Name

(by email)

00 Month 20XX

Dear Recipient

Zoo Licensing Act 1981 (as amended) – (Name and Address of Zoo)

Further to my recent e-mail, thank you for agreeing to be on the team for the inspection of the above zoo. Please find enclosed a copy of the letter sent to **Name of LA contact of Name of Local Authority** (email: insert email; phone: insert phone number) nominating you and **(name of list one inspector)** as the Secretary of State Inspectors for the forthcoming inspection. I have asked the local authority (LA) to send you a copy of the current stock list, the last periodical inspection report, records of the annual informal inspections carried out since the last periodical inspection, the current licence and any other information relevant to the inspection. I have also asked the local authority to request the zoo operator completes a pre-inspection audit form in advance of the inspection date.

Please be advised that the number of inspectors required for this inspection under the Act is two Secretary of State nominated inspectors and no more than three appointed by the LA, at least one of whom must be a vet. Should the correct number of inspectors not be available on the day, we would ask you not to carry out the inspection, as we would not consider it to be valid under the Act.

Following the inspection please can I ask you to liaise with **(name of list one inspector)** to complete the checklist below and for one of you to send me the relevant information separately:

- Comment in the inspection report if the current dispensation status is still valid or needs review.
- Comment whether the correct system of informal inspections and periodical inspections are being implemented.
- Comment in the inspection report on any "close encounter" activities and request information on these e.g. risk assessments.
- Comment on whether there have been any escapes of non-native species since the last inspection and if so, if data is available, the numbers and type(s) of species involved.
- Request a copy of the licence or refusal letter is sent to APHA.

If you have any queries or require any further information, please let me know.

Yours sincerely

Case Officer Name

Centre for International Trade – Bristol
Animal & Plant Health Agency

APHA Internal Document
Released under FOI Reference
FOI/2026/15811 (August 2026)
August 2026



ZOO INSPECTORATE

TRAVEL AND SUBSISTENCE CLAIMS FOR ATTENDING ZOO INSPECTIONS AS AN OBSERVER

Guidance

You must make your travel and subsistence claims as soon as practicable after completion of the inspection.

Wherever possible receipts for all expenditure must be obtained and you must keep and attach these to your travel and subsistence claims. Where occasionally it is not possible to provide receipts or travel tickets - for instance if you use a vending machine or when the travel ticket is retained by the operator, you must explain when you make your claim why your travel ticket or receipt are not attached.

MILEAGE ALLOWANCE	
MOTOR CAR	
Standard Mileage Rate	45 pence per mile
Public Transport Rate	25 pence per mile
MOTORCYCLE	
Mileage rate	24 pence per mile
PASSENGER SUPPLEMENT	
For each passenger	5 pence per mile
PEDAL CYCLE	
Pedal cycle	20 pence per mile

Subsistence

Actual bed & breakfast costs to be kept within the limit of	London	£115 per night	Actual bed & breakfast costs within the ceiling opposite
	Elsewhere	£75 per night	
Residual allowance (24 hour period)	All areas	£20 per night	A flat rate to cover lunch, dinner and incidental travel
Family and friends allowance	All areas	£42 per night	A flat rate to cover lunch, dinner and incidental travel

SUBSISTENCE	
TIME	INDICATIVE CEILING (£)
Over 5 hours	£5.00
Over 10 hours	£10.00
Over 12 hours	£15.00

Secretary of State Zoo Inspector – Conflict of Interest Declaration

Please complete this form and forward it via e-mail to zooandcircus@apha.gov.uk

I acknowledge that a Conflict of Interest is:

A situation where there is an actual or potential commercial or professional conflict between the financial or other interests and duties of the Inspector.

Circumstances in which such a conflict may be perceived to exist by a reasonable member of the general public.

Please read the guidance and then declare in the box below any business or personal interests, or other matters which could give rise to a real, or perceived, or a potential conflict of interest in relation to this nomination.

NOTES FOR GUIDANCE

In considering whether a conflict exists (including potential or perceived), you should review your personal circumstances in relation to not only yourself but any close family members, any persons living in your household, or any firms, businesses or organisations that you are employed with or may have a financial interest in as you fill in the form.

In addition, you should consider whether you need to disclose any relevant interests of other persons or organisations connected to you (whether directly or indirectly) that a reasonable member of the general public might think could influence your judgement.

The information required for declaration purposes must be enough to enable an assessment of the nature/extent of the conflict of interest to be understood. As a minimum, this must include the name of a company or organisation where a position is held and the nature of that position. Any remuneration received would not normally be disclosed.

☐

Please check this box to confirm that you **do not have a Conflict of Interest** in relation to the zoo to be inspected.

☐

Please check this box to confirm that **you do have a Conflict of Interest** in relation to the zoo to be inspected. If you select this option, please speak to the Zoo Licensing Team Case Worker responsible for this nomination.

Signed by (Name):

Telephone Number:

Email address:

ADDITIONAL GUIDANCE

What is a Conflict of Interest?

- A conflict of interest can occur when an Inspector is put in a situation or circumstance that impacts their ability to apply judgement or act in their role, or could be impaired or influenced by a secondary interest. It can happen in any situation where there is a possibility that an individual or organisation could exploit an Inspector for personal or other benefit.
- Even if the individual does not actually benefit, a conflict can still occur if it appears a decision may have been influenced. The perception of competing interests, impaired judgement or undue influence can also be a conflict of interest.

Why should I declare a perceived conflict?

- The integrity of the individual is not in question here. However, it is necessary for the standing of the Inspector that members of the general public have confidence in their independence and impartiality. Even a perceived conflict of interest on the part of an Inspector can be extremely damaging to the appointing body's reputation. It is therefore essential that these are declared and explored, in the same way as an actual conflict would be.

Areas where a conflict could arise

Each case will be considered on its own merits. There are several issues that could lead to real or perceived conflict in relation to the zoo inspection. Whilst examples are provided below, please note that this is not an exhaustive list. A conflict should be declared where the Inspector:

- has been employed by the zoo in the past 12 months
- receives a significant proportion of their total income (either as an employee or as a consultant) from one Local Authority (in these cases the Inspector should not inspect a zoo owned or licensed by the Local Authority)
- sits on the board of the zoo in either a paid or unpaid capacity
- advises the zoo in either a paid or unpaid capacity
- has publicly expressed strong views in relation to the zoo
- has a financial interest in the zoo
- operates a business that relates to the zoo
- has involvement in another inspection or accreditation process that involves assessing the zoo against specified standards, e.g. voluntary accreditation schemes that sit outside legislation (in these cases the Inspector should not inspect a zoo that they have inspected or assessed under a different regime in the past 6 years)

If you have any other interests not specified above but which you believe could be regarded as influencing your judgement, you should declare them.

ZOO LICENSING ACT 1981 GUIDANCE FOR SECRETARY OF STATE APPOINTED ZOO INSPECTORS

INTRODUCTION

1. This non statutory guidance has been developed to assist Zoo Inspectors in Great Britain. It has been developed by DEFRA and the Zoos Expert Committee (ZEC), with input from existing Zoo Inspectors.
2. The aim of the guidance is to improve consistency in the inspection process in Great Britain. This is not intended as a definitive guide, however, it is hoped that it will be useful as an *aide memoire* to all inspectors in outlining and guiding them through the inspection process.
3. As well as being familiar with this guidance, it is **essential** that all Zoo Inspectors in Great Britain are familiar with the most up to date version of:
 - the Zoo Licensing Act 1981 (the “Act”);
 - the Zoo Licensing Act 1981: Guide to the Act’s provisions (the “Guide”);
 - the Secretary of State’s Standards of Modern Zoo Practice (the “SSSMZP”); and
 - the Zoos Expert Committee Handbook (the “ZEC Handbook”).
4. These documents can be found at <https://www.gov.uk/government/policies/protecting-biodiversity-and-ecosystems-at-home-and-abroad/supporting-pages/species-protection>.

ROLE OF THE INSPECTOR

5. The role of the zoo inspector is to advise the local authority (LA) who is ultimately responsible for making the zoo licensing decision. The role of the inspector is not to decide whether a zoo should or should not have a licence. Inspectors recommend conditions, directions and recommendations to the LA but ultimately it is the decision and responsibility of the LA issuing the licence to decide whether to include any of the inspector’s suggestions on a licence and/or to enforce existing licence conditions.
6. Under the ZLA the licensing LA is required to consider inspector’s reports made in pursuance of the zoo under the ZLA. The LA is not required to follow the inspector’s suggestions but they must show they have considered the inspection report. It is for the LA, using powers under the ZLA, to impose any conditions on a licence as they see fit. It is the inspector’s role to provide the LA with an accurate report on the current standards at the zoo under inspection so that the LA are able to make these decisions accurately.

PRIOR TO THE INSPECTION

Appointment

7. Inspectors are nominated by the Animal and Plant Health Agency (APHA). APHA selects the inspectors based on:
 - whether their specialist knowledge matches the type of animals kept at the zoo in question;
 - they are within a reasonable distance of the zoo; and
 - there is no conflict of interest in inspecting the particular zoo.

8. APHA rotates use of inspectors as deemed necessary.

Qualifications and Conflicts of Interest

9. In order to enable APHA to ensure that appropriately qualified inspectors are nominated for each inspection and to ensure that inspectors are not nominated to inspect a zoo where there may be a conflict of interest, each inspector must notify APHA of:
 - any zoo in Great Britain that they have been employed by (in any capacity other than as an inspector, including consultancy work) in the last 12 months;
 - alternatively, if an inspector has not worked for a zoo in Great Britain in the last 12 months they must still notify APHA that this is the case; and
 - any changes to their qualifications or specialisms in certain species.
10. Inspectors must first notify APHA by email (zooandcircus@apha.gov.uk) of these qualifications and conflicts as soon after their appointment to the inspectorate as possible. After this initial notification, inspectors must notify APHA of any changes to this information at least twice a year, before 1 February and before 1 August each year. Any inspector that does not notify APHA of any conflicts, or who does not provide an update when required, will not be eligible to be appointed as an inspector until they have done so. If an inspector would like to notify APHA of a change around this date they may do so.
11. If an inspector is aware of a potential conflict of interest at a zoo they have been nominated to inspect they must notify APHA immediately who can decide if the nomination can continue. A conflict of interest will undermine the validity of any inspection report and can create future enforcement issues for a LA. Any inspector found to have inspected a zoo where they have a conflict of interest will risk being removed from the Secretary of States' lists of inspectors.

The Local Authority (LA)

12. After the inspector's nomination by APHA and acceptance of the nomination, the LA should arrange a date with the inspector for the inspection. This date should be arranged well in advance and at a time that is mutually convenient to the zoo operator, the inspector(s) and the LA. Zoos must be given at least 28 days-notice prior to an inspection and we recommend that they are given at least six weeks-notice to allow them to prepare appropriately.
13. To maximise efficiency and minimise costs to zoo operators, thought should be given to the possibility of holding multiple inspections consecutively, e.g. if they are geographically close together and the same inspectors or inspection team is being used, or relevant inspections by the same LA staff, e.g. Health and Safety inspections, are also required.

Composition of the Inspection Team

14. The composition of the inspection team is discussed and agreed with the zoo before the inspection takes place. It will depend on the nature of the inspection taking place and whether the local authority has decided to combine inspections at the zoo¹. The ZLA outlines the maximum number of inspectors in relation to the different types of inspection. Observers are not included in this number. You should be aware of the other members of the team before you attend the inspection and you must ensure that all members of the inspection team are present before the inspection begins.

¹ For more detail on composition of inspection teams please refer to the Guide.

Dispensations

15. Responsibility for granting dispensations lies with the Secretary of State after an application from the LA [14(1) a/ 141(b)] or zoo operator [14(2)]. 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 APHA on behalf of the Secretary of State.
16. If a zoo inspector considers that a dispensation is no longer suitable or one may be warranted for an existing zoo due to a change in circumstances then this must be highlighted to the LA representative and a comment should be made in the preamble of the Zoo Inspection Report.
17. Guidance on the type of collection eligible to be considered for dispensations and on their inspection regime is provided in the Guide.

Pre-Inspection Audit (PIA) Form

18. Although not mandatory, the PIA and its suggested attachments are very useful and can significantly reduce the time spent on the inspection process and thus the cost implications for the zoo operator. Therefore, its use should be strongly encouraged.
19. It is very important to go through the PIA thoroughly ahead of the inspection, and it can be used as a basis for the inspection day itself, especially if there are any gaps or queries.
20. Additional supporting paperwork and documentation to the PIA form is often provided by zoos, and this can be extensive. Although informative, not all of this may be directly relevant to the inspection process.
21. Inspectors should use their judgement and discretion in deciding the relevance of any supporting documentation, and how much time and in what detail they need to read it.

Other preparation

22. The inspection report from the last formal inspection of the zoo should be provided to the inspector by the LA prior to the inspection.
23. The zoo's latest annual stock record should be provided to the inspector by the LA along with a recent inventory prior to the inspection.
24. The ability for the inspector to meet and speak with the zoo's vet is often extremely useful when inspecting a zoo. Section 10(4)(c) of the ZLA provides that for a section 10 inspection, the inspection team may require the presence of the zoo's vet during the inspection. The LA should be asked to ensure, via the zoo operator that wherever possible, the zoo's vet is available at some point during the inspection for all inspections. Although for small collections with a 14(2) or other dispensation this may not be necessary.
25. It is essential that inspectors keep up to date with current best practice and developments in zoo animal management, husbandry, health and welfare within their specific area of expertise as much as possible. This could be achieved by attending training seminars relevant to zoo animals.
26. For many inspectors their daily work and employment in some aspect of the zoo community (e.g. zoo management or zoo veterinary practice) keeps them up to date, but this can also be achieved via:

- appropriate species management guidelines (e.g. BIAZA and EAZA guidelines);
 - relevant web-based guidance;
 - Specific zoo licensing courses/seminars.
27. General on-going familiarity with other zoos is also recommended, particularly as this enables inspectors to suggest or advise on improvements or new ways of accommodating or exhibiting animals, educational methods etc. Visits to zoos can be both in a professional or non-professional capacity.

THE INSPECTION

28. If the full complement of inspectors does not arrive the inspection cannot go ahead. However, if an inspector becomes unavailable part way through an inspection, the inspection should be completed wherever possible on a common-sense basis.
29. Inspectors should inspect all areas keeping animals (including off-show), all areas related to the welfare/feeding of animals and to the education of the public about conservation of biodiversity, and where applicable any on site conservation activities in sufficient detail to enable them to make an accurate assessment of overall standards. Inspectors must inspect all areas to the level required to determine whether they meet the SSSMZP.
30. All animals should be visually inspected wherever possible, including those off-show and off-site where they are still part of the zoo. The level and detail of inspection will depend on the species. The level of the inspection must be driven by the detail needed to form an accurate assessment of whether the animal's needs are being met as stipulated by the SSSMZP. In some situations visual inspection of an individual may not be possible or not be in the best interests of the animal (e.g. if asleep in a nest box, nursing young etc.) and a pragmatic approach should be adopted.
31. Inspectors can only inspect and report on the information gathered on the day of the inspection. However, it is appropriate for an inspector to include other "problems" or areas of concern in their report if there is previous or prior knowledge of these (e.g. from complaints to the LA). In some situations these complaints/issues may require a Special Inspection. Where there are complaints the LA should be advised to monitor this carefully and use informal inspections to monitor the situation in between periodic inspections.
32. The inspector's role is to verify compliance and identify areas where non-compliance is present or may be likely to arise (i.e. where minimum standards set out in the SSSMZP are not being met), and to record this objectively in the inspection report without including solutions. However, it is recommended that where non-compliance is identified, discussions should be open and inclusive of all parties on how best to deal with them. If an inspector believes there is a way problems may be rectified they should feel able to suggest it to the LA in their report. In general, inspectors should support and encourage zoos to make necessary improvements and should be able to direct the zoo for information if they cannot provide this advice themselves.

HOW TO ASSESS CONSERVATION, EDUCATION AND RESEARCH

33. Guidance on this requirement is provided in the ZEC Handbook Chapter 3 and its annexes including benchmarks and a checklist if required.
34. The PIA, zoo website, supporting paperwork and evidence on the day can be used to assess conservation and education. Research is one of the five optional requirements under the conservation requirement at section 1A of the ZLA.
35. Zoos often underestimate what they are doing with regard to education. Enclosure signage, other interpretation, and evaluation by the zoo e.g. feedback from visitors, can contribute towards education requirements. A written education strategy must be provided and gives a useful overview. The aim is to encourage efforts in education. Inspectors could listen to talks and attend animal shows if the zoo is relying on these in order to achieve the minimum standard in education.
36. Relevant zoo education, conservation and research staff should be available to meet and discuss with the inspectors at the inspection wherever possible.
37. Proportionality to the size and facilities of the zoo should be taken into account.

OTHER KEY AREAS OF THE INSPECTION

38. Guidance on minimum requirements for other key areas is in the SSSMZP and ZEC Handbook.
39. **Public safety** - Inspectors should refer to the relevant LA department/expertise with regard to electrical and fire safety, food preparation hygiene, waste disposal etc. While Inspectors should feel able to make recommendations for the zoo in these areas, and should include them as additional comments on the report, they should not be the sole inspector looking at these areas at an inspection. Inspectors can recommend that conditions be added to the licence that require the zoo to seek professional advice on these matters.
40. **Veterinary care and facilities**- Inspectors must satisfy themselves that adequate facilities are available at the zoo for routine or emergency examination of animals, including a dedicated treatment room. Where these are basic, appropriate clinical facilities must be available within a reasonable distance. There must be adherence to both legal standards and codes of practice relating to radiography, storage and use of drugs, and firearms. The veterinary care programme, including post-mortem arrangements, and the vet's CPD should be discussed directly with the vet wherever possible. If the zoo's vet is not available on the day of the inspection, inspectors should be provided with contact details so that they can subsequently contact the vet if necessary.
41. **Checking records**- Records and record-keeping systems must be sampled and interrogated. The annual stock records must be checked to assess animal movements, mortality etc. Unexpectedly high mortalities must lead to further investigation.
42. **Ethical review process (ERP)** - Presence and implementation of an ERP can be made a licence condition if necessary. Even the smallest zoo must have an ERP in place. Zoos should be encouraged to document this process when it is used as this enables consistency of decision making and provides evidence that the ERP has been given due consideration.

COMPLETING THE INSPECTION FORM

43. A decision on who is responsible for completing the form should be made at the start of the inspection day, e.g. by selecting a "chair". This chair can take relevant notes as the inspection proceeds. In general it is expected that a Secretary of State-appointed Inspector leads the inspection team and is responsible for completing the form. An agreement should

be made on whether the inspection team is going to complete the form on the day or take it away for final completion.

44. Anyone who had been nominated to be part of the inspection team (including Secretary of State Inspectors and LA staff) must sign the form once completed and once it has been agreed. This will confirm that all inspectors agree with the form of the report. For section 10 inspections, section 10(6) of the ZLA sets out a process for dealing with any disagreement between inspectors over recommendations in their report relating to animal welfare.
45. Careful thought must be given to the precise wording of any conditions recommended to the LA (see below).
46. Whatever method used, the inspection form should be completed and returned to the LA as soon as possible after the end of inspection and within a maximum of 28 days.
47. Preliminary explanations for the inspection conclusions should be undertaken with the operator following the inspection, but these discussions should not change the outcome of the report. This explanation process is not a negotiation with the operator about the contents of the report, it is rather an opportunity to discuss what the report will say to the operator so that they are not surprised when they receive the final decision from the LA.
48. Completion of the form at the end of the inspection should be done by a consensus approach with all inspectors (Secretary of State- appointed and LA) present. A private room or area away from the public and other staff, and all relevant paperwork, should be available for discussion. Any outstanding questions should be addressed, and any other relevant information (e.g. previous complaints, matters arising or ongoing from previous inspections) taken into consideration before a final assessment is made.

Further details on specific sections of the form

Preamble (page 2):

49. This should include any background information and the type of zoo being inspected. Comments may be included on the current dispensation status if applicable. Inspectors should not include any comments or concerns about the prior LA inspection regime in this section. Instead any comments or concerns about the LA's prior inspection process should be documented separately and submitted to APHA.

Comments/clarification column:

50. These comments should clarify the issues identified. If needed; further or more detailed comments should be included in the additional space provided at the end of the inspection form. Where the comments relate to a recommendation that the LA include a condition or make a direction in relation to the licence this should be recorded here for clarity.
51. Where a zoo is compliant with the Standards then this must be marked with a 'Yes'. Where there is non-compliance, however minor, this must be marked as a 'No'. Further details of the degree of non-compliance must be recorded in the comments sections.
52. In the case of a failure by a zoo to comply with an existing condition in the set timeframe, then the inspector is recommended to advise the LA that they must issue a Direction to ensure compliance.
53. Traditionally 'minor' infringements of compliance would have been marked as 'Yes, but...' which is no longer considered appropriate if later enforcement action is required to be taken by the LA. A zoo must be considered either fully compliant or not. 'No' is the correct method when communicating non-compliance, particularly when a condition or direction is

subsequently recommended to the LA.

54. Where non-compliance is minor or impacts only one enclosure or a small part of the zoo the inspector is recommended to highlight that the other areas of the zoo inspected were considered to meet the Standards. **See Appendix 1.**

Additional space for comments, recommendations and general remarks:

55. These should include both positive and negative comments where these are present and recognition and encouragement given where appropriate to areas where the zoo is performing well as well as areas that need improvement.

Conditions:

56. Inspectors recommend conditions but ultimately it is the decision and responsibility of the LA issuing the licence to decide to include conditions on a licence and/or enforce existing licence conditions. Consensus on conditions to be suggested to the LA should be reached within the inspection team. Wherever possible the zoo operator should be made fully aware if a recommendation to include a condition is going to be made to the LA in the report. While the views of the zoo operator should be taken into account, the zoo operator should not be part of the decision as to what conditions are included in the final report to the LA.
57. Conditions must be **clear and enforceable with clear timelines for compliance.**
58. In conditions, the term “**must**” not “should” must be used.
59. Timescales must be agreed and achievable.
60. All zoo licences include standard conditions requiring compliance with section 1A of the ZLA. If non-compliance is spotted by an inspector then the inspector must recommend a direction be issued. Rather than include an additional condition related to a section 1A requirement the zoo inspector should recommend a direction.
61. Where the non-compliance does not relate to a section 1A requirement the maximum time scale for a zoo to achieve a condition must not be longer than the remaining duration of the licence. In general a maximum of two years to comply (as for section 1A non-compliance) should be considered appropriate, but many conditions may require much shorter timescales. In rare cases a period which is longer than two years may be appropriate, however serious consideration should be given to the zoo's ability to meet the requirements of the SSSMZZP and the Act if they cannot comply within two years. Immediate implementation can be required for urgent public safety or animal welfare issues.
62. No licence conditions should have time limits which are longer than the remaining term of the licence as the LA will not be able to enforce non-compliance with these conditions.
63. Where there is an urgent animal welfare issue the inspector must inform the LA and advise that they issue an improvement notice under the Animal Welfare Act 2006.
64. Conditions requiring changes or improvements in areas that are already above the minimum requirements under the ZLA should **not** be made. These could, however, be the subject of recommendations.
65. Suggested conditions must be written in a format that is clear to the LA and enforceable. Therefore, to avoid any confusion, conditions should be clearly written such that the LA can lift the condition straight from the report and insert it directly onto the licence, if they decide to do so.
66. Variation of existing conditions, for which the time limit has not expired at the time of the inspection, should be agreed by the inspection team and recorded in writing for reference.

This can include an extension to the timeline for compliance where this is clearly justified. Where an existing condition has not been complied with in the time specified this must be highlighted in the report and the LA should be recommended to take enforcement action.

67. The form is deemed complete once a copy of a final version has been signed by all Inspectors.
 68. To facilitate consistency between inspections and reduce write up time, a number of pro forma licence conditions are included below. When a zoo is not in compliance with one of the SSSMZP this example pro forma condition can be used as a base for a suggested licence condition in the report. Whilst it is not mandatory to use these suggested pro forma conditions in any report it is recommended. Using these pro forma conditions in the first instance will help to ensure consistency across inspections and conditions in Great Britain. Where none of these pro forma conditions are deemed appropriate, using the guidance above to generate bespoke conditions unique to the requirements of the individual inspection is possible. **These pro-forma conditions can be found at Appendix 1.**
-

OTHER RELEVANT ISSUES

69. **Zoonoses:** Inspectors should refer to the guidance on zoonoses available in the ZEC Handbook. Other guidance can be found on the BIAZA website, and in the industry-produced document: "Preventing or controlling ill health from animal contact at visitor attractions - Industry Code of Practice"².
70. **Enforcement options:** If an existing licence does not have an existing condition specific to a certain area, the inspector should first consider recommending that a condition be put on the licence. However, it is important that serious welfare concerns are handled with appropriate urgency (see point 63). If conditions put on a licence have not been complied with the inspector(s) should record this on the report and notify the LA to remind them of their responsibilities to ensure compliance with the ZLA. If there is failure by a zoo operator to comply with an existing condition on the licence, LAs must, after giving the operator an opportunity to be heard, issue a Direction requiring compliance. Guidance on this enforcement process and model Directions that can be adapted by LAs can be found in the Guide to the Act's provisions (Annex E Flowchart 12 – Non-compliance with conditions and Annex J-L model directions). The inspector should also notify APHA of this non-compliance who will then follow this up with the LA.
71. **Off-site collections:** Under the ZLA a zoo is defined as "an establishment where wild animals are kept for exhibition to the public". Section 22(2) of the ZLA states that: "For the purposes of [this Act] an animal shall be treated as kept in a zoo when it is elsewhere in the personal possession of the operator of the zoo, or of the competent persons acting on his behalf." Where a zoo regularly takes animals off site the inspection should be extended to cover this off site area. Rights of access to private property may, however, be an issue. It is suggested that a common-sense and proportionate approach that is agreeable to all parties is adopted. If access is an issue a comment should be made on the inspection form or made directly to the LA. It is ultimately the responsibility of the LA to decide which parts of a premises should be inspected. Failure by an operator to allow a LA to inspect an area in which animals are regularly kept should be taken into account by the LA when deciding on whether to grant a licence or the conditions to include on a licence.
72. **LA Feedback:** LA feedback to APHA on inspector performance should be relayed to inspectors to inform their approach and work. APHA now provides feedback forms to LAs as routine.
73. **Informal inspections:** Guidance on informal inspections is set out in section 16 of the Guide, with the emphasis being on the informal nature of the inspection.
74. **Charging: Payment of fees** – the LA must pay the Inspector and retrieve costs from the zoo. There is an 8hr per day limit of fees, except for circumstances where going beyond this would result in overall savings on inspection fees. Charging for time reading the PIA and any supplementary paperwork directly relevant to the inspection is appropriate and at the discretion of the inspector. Charging for reading supporting documentation provided by zoos with their PIA that is not directly relevant to the inspection is not appropriate. A

² <http://www.hse.gov.uk/agriculture/topics/visitor-attractions.htm>

maximum of one-hour chargeable reading time for the PIA is recommended.

75. **Comments on social networking sites and in media:** As a matter of professionalism, inspectors should refrain from making public comments about the zoos that they inspect.

ESCAPE PROTOCOLS AND MANAGEMENT

76. The authorised or unauthorised release of non-native wild animals from zoos may not only impact public safety but also may have disastrous consequences for the conservation of native biodiversity or the welfare of the individual escaped animal. As such legislation requires that zoos undertake a duty of care in preventing the release of non-native species including animals, plants, and pathogens:

- The EC Zoos Directive (Directive 1999/22/EC) requires EU Member States to ensure zoos have measures in place “preventing the escape of animals in order to avoid possible ecological threats to indigenous species and preventing intrusion of outside pests and vermin”
- The Zoo Licencing Act (1981) and its subsequent amendments transposes this as zoos must implement conservation measures “preventing the escape of animals and putting in place measures to be taken in the event of any escape or unauthorised release of animals”.
- Regulation (EU) No 1143/2014 on the prevention and management of the introduction and spread of invasive alien species, places restrictions on the keeping/breeding of invasive species, although provides for them to be kept, for example for conservation reasons, with special permits.
- The SSSMZP (2012) goes further and describes the expectations of the measures to be put in place in sections 8.29 to 8.40. These must be in the form of a written document that is shared/trained with all staff and there must be a clear chain of responsibility. Measures must be reviewed regularly and updated following any new information. New information can include lessons learnt from escape drill reviews and audits of policy.

77. Section 8.40 of the SSSMZP adds that “as far as is reasonably practicable, zoos must prevent the release of parasites, diseases or non-native plants and animals through effluent water and other routes”.

Escape definition

78. While there is no definition of escape in the ZLA or the SSSMZP, an “escape” can be understood as the unintended release of an animal, either wild or domestic, outside of the animal’s normal enclosure or environment.
79. A ‘reportable escape’ is understood as the unintended release of an animal, either wild or domestic, from a zoological collection outside of the zoo’s perimeter.
80. An additional definition sometimes employed by zoos, but still considered an ‘escape’ is a ‘near miss’, which is classed as the authorised or unauthorised release of an animal, either wild or domestic, outside of the animal’s normal enclosure or environment but still contained within the confines of the zoo perimeter.
81. There is no requirement for the collection to report these “near miss” escapes, where the animal remains in the zoo, to the local authority but the operator must keep a record of the details of any such escape.

82. For free-living or free-flying displays there is a need for scenario-based consideration to be taken and in such situations an 'escape' is considered to be the unintentional release of an animal, either wild or domestic, outside of the zoo perimeter.
83. In all 'escape' situations the animal is no longer under the immediate control of the zoo operator or an authorised representative of the operator.

Escape reporting

84. SSSMZP 8.39 requires that all escapes must be recorded and detailed reports made by zoo operators.
85. It is recommended that these reports highlight the species involved, the reasons as to how the escape occurred (if known), steps taken in the management of the recapture or destruction of the animal, and steps taken to mitigate future escapes involving the same or similar situation.
86. A zoo may have a licence condition included which relates to escapes. Zoo Inspectors should check the licence (if there is one) for any escape specific conditions. For example, the DEFRA template zoo licence includes the following optional condition 4: "In the event of any non-domestic animal escaping from the confines of the Zoo, notification shall be made to the licensing authority as soon as possible, and, in any case, not later than 24 hours following the escape". If this condition has been included in the zoo licence, all escapes of wild animals must be notified to the local authority as soon as possible, and in the event of any escape, no later than 24 hours following escape from the confines of the zoo.
87. Zoo operators must document "near miss" escapes and demonstrate that steps have been taken to prevent near misses becoming actual escapes. It is recommended that the zoo maintains a log of the 'near miss' type escapes separate to those of actual escapes and these logs are available during zoo licence inspections.

Escape drills

88. Section 8.38 states that "Zoo operators must ensure that all members of staff are familiar with emergency procedures when animals escape. In particular, emergency drills must be carried out at least four times a year, recorded and regularly reviewed, this should include least two drills involving the escape of a Category 1 species (where present)".
89. With regard to section 8.38 of the SSSMZP the 'emergency drills' referred to are specifically escape drills and cannot be replaced with other emergency drill such as fire practices or other emergency procedures.
90. Escape drills can consist of:
- A physical escape drill which tests the staff response and implementation of the emergency escape procedures, with review stress testing the processes and addressing any weaknesses in the policy. This can include members of staff dressed up as an escaped animal or a stuffed toy for example.
 - A physical escape drill outside of opening hours.
 - A physical escape drill during opening-hours.
91. Escape drills **do not** include, although the processes are useful as part of escape management planning;
- Table top reviews and scenario-based assessments

- Policy and documentation review by management or senior staff
 - An actual escape
92. An actual escape does not replace the need for a drill. If multiple actual escapes are occurring annually then concerns must be raised with the LA about the husbandry and security processes implemented by the zoo.
93. It is recommended that at least one escape drill per year occurs during opening hours to fully test the processes with members of the public present, however consideration must be given to the safe operation of the zoo and that the members of the public are paying guests and may resent the presence of such a drill. A common-sense approach in discussion with the operator must be taken with respect to the presence of members of the public or not. Drills occurring during opening hours is not stipulated as a requirement in the SSSMZP and as such can only be a recommendation.

APPENDIX 1 – PRO FORMA LICENCE CONDITIONS AND DIRECTION WORDING

Authors: [REDACTED]

Overview:

- The SSSMZP provides insight into the standards required for a zoo to meet the core values of the ZLA as well as providing provisions for minimum acceptable practice within GB. Due to the wide remit of the document the SSSMZP vary from clear distinct requirements to wide ranging guidance where there is a need for the inspector's experience and knowledge to enable the construction of appropriate recommendations, conditions or directions.
- There are areas where the SSSMZP requirements are clear and distinct. In these cases standardisation of the conditions/directions can be attempted with an aim to provide examples of correct and appropriate construction for the more considered, collection specific conditions or directions.
- To facilitate consistency between inspections and reduce write up time these pro forma conditions/directions have been produced. Whilst these are not mandatory it is recommended that preference is given to using these in the first instance, modifying them to suit a specific situation where required, or, where none of the pro forma conditions are deemed appropriate, using the guidance below to generate bespoke conditions unique to the requirements of the individual inspection.

General:

- Conditions/Directions added to inspection reports must be clear and enforceable with a clear timeline for compliance, i.e. they must be specific, measurable, achievable, realistic and timed (SMART).
- Where none of the pro forma conditions are deemed appropriate, inspectors should follow the guidelines noted below to generate bespoke conditions:
- Wherever possible, the specific section of the SSSMZP to which the condition relates must be referenced within the condition, and similar wording to that section employed. Clear direction should be provided as to whether the specific section of the SSSMZP is found within the sections or the appendices.
- In conditions, the term “**must**” not “**should**” must be used.
- **Timescales must be included within the wording of the condition and must not be longer than two years for a direction.** Where the non-compliance does not relate to a section 1A requirement the maximum time scale for a zoo to achieve a condition must not

be longer than the remaining duration of the licence. In general a maximum of two years to comply (as for section 1A non compliance) should be considered appropriate, but many conditions may require much shorter timescales. In rare cases a period which is longer than two years may be appropriate, however serious consideration should be given to the zoos ability to meet the requirements of the SSSMZP and the Act if they cannot comply within two years. Immediate implementation can be required for urgent public safety or animal welfare issues. In these cases inspectors should inform the local authority and advise that they consider issuing a notice under the Animal Welfare Act 2006. If this action is taken, a comment should be included on the inspection report to record that this has occurred.

- Time to compliance relates to the time from the issue of the licence. Some conditions may be completed/fulfilled before a licence is issued or renewed, in which case the local authority may not need to attach the condition as it stands on the inspection report, and it may be absent or modified. Conditions requiring changes or improvements in areas that are already above the minimum requirements under the current SSSMZP should not be made – these could be the subject of recommendations.
- Conditions must be written in such a format that the local authority should not need to put its own interpretation on a condition (i.e. the local authority could modify the exact wording, but not put a different interpretation on conditions recommended by the inspectors). Therefore, to avoid any confusion, conditions should be written such that the local authority can lift the condition straight from the report and insert it directly onto the licence should the local authority choose to take the advice of the zoo inspector

Suggested standard wording for some conditions (without timescales)

The following provides **examples** where standardisation is appropriate for conditions and act as examples in the correct format, wording and reference to the SSSMZP themselves.

NOTE: where a pro forma condition/Direction would reflect a direct copy from the Standards this is not included in the list e.g. "In accordance with Section 1.2 sufficient fresh, clean drinking water must be available at all times for the XXX"

The specific appendices, particularly the species-specific guidance notes, are not included in these pro forma conditions as the condition can often be copied directly from the appendices themselves.

Please note that these pro forma conditions/directions are currently being reviewed and an updated copy will be circulated to inspectors in due course.

SSSMZP	SUGGESTED PRO FORMA CONDITION/DIRECTION
SECTION 1 PROVISION OF FOOD AND WATER	
FOOD PREPARATION AREAS	
1.3b	In accordance with 1.3b of the SSSMZP and in line with current best practice on food hygiene, frozen meat and fish must be thawed in a refrigerator.
1.3c	The floor and bottom 15cm of all walls and standing structures within all food preparation areas must be made impervious, hygienic and cleanable as per 1.3c of the SSSMZP.

be longer than the remaining duration of the licence. In general a maximum of two years to comply (as for section 1A non compliance) should be considered appropriate, but many conditions may require much shorter timescales. In rare cases a period which is longer than two years may be appropriate, however serious consideration should be given to the zoos ability to meet the requirements of the SSSMZP and the Act if they cannot comply within two years. Immediate implementation can be required for urgent public safety or animal welfare issues. In these cases inspectors should inform the local authority and advise that they consider issuing a notice under the Animal Welfare Act 2006. If this action is taken, a comment should be included on the inspection report to record that this has occurred.

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1.3c	The floor and bottom 15cm of all walls and standing structures within all food preparation areas must be made impervious, hygienic and cleanable as per 1.3c of the SSSMZP.

ZOO INSPECTOR GUIDANCE NOTES

1.3d	As per 1.3d of the SSSMZP the preparation of raw meat and raw fish must be separated from that of other food types, either through using clearly defined separate areas and designated utensils OR a written policy of timed separation and disinfection between raw meat and other food types is produced with associated training being implemented.
1.3d	In accordance with 1.3d of the SSSMZP dedicated staff hand-washing facilities must be provided where raw meat is handled i.e. in the meat preparation area.
1.3	The collection must, within X months, provide to the local authority documented evidence of a development plan that includes either the refit or redesign of the animal kitchen area, with subsequent completion of the proposed kitchen project within 12 months of this inspection as per section 1.3 of the SSSMZP to ensure the food preparation areas can be maintained in an appropriate, hygienic fashion.
FOOD AND WATER ACCESS	
1.4	As per 1.4 of the SSSMZP the collection must immediately take steps in the mixed exhibits to ensure food and water is available to all animals in the enclosure and provide sufficient access points to prevent dominance of resources by larger species.
FEEDING OF LIVE VERTEBRATES	
1.6	The collection must, in accordance with 1.6 of the SSSMZP, produce a written justification for the live feeding of vertebrates to the satisfaction of the local authority within X months
FOOD AND WATER PROVISION	
1.8	The collection must ensure that food and water bowls are cleaned, dried and stored to prevent cross contamination between clean and dirty receptacles prior to cleaning to comply with 1.8 of the SSSMZP
1.7 / 1.9	Water bowls and drinkers must not be placed in locations that can be soiled by other animals nor in areas where the public could potentially tamper or access the water source in accordance with section 1.7 and 1.9 of the SSSMZP
1.11	In compliance with 1.11 of the SSSMZP uneaten food must be removed as appropriate to maintain hygiene, especially in <i>enclosure</i> X.
1.3 / 1.8/ 1.11	In accordance with 1.3, 1.8, and 1.11 of the SSSMZP food receptacles must be regularly cleaned and uneaten food removed as appropriate to maintain hygiene.
1.12 / 1.13	The zoo must review, document and implement changes with the diets (for species X/the whole collection) under the supervision of an appropriately trained nutritionist or veterinarian to ensure that the food provided is suitable for the species in the collection.
1.12/ 1.13	In accordance with 1.12, 1.13 of the SSSMZP diet sheets must be developed, with specialist advice e.g. from the vet or a nutritionist, recorded and implemented. To avoid dietary drift it is a good idea to have these displayed in the food preparation area, to ensure that they are being adhered to.
SECTION 2 PROVISION OF A SUITABLE ENVIRONMENT	

SUITABLE ENVIRONMENT HERPTILES

2.1 / 8.2.5	In accordance with section 2 and A8.2.5 of the SSSMZP, all herptile enclosures must have suitable environments, including temperature gradients and provision of adequate UVB light where appropriate. This must include a process of daily monitoring and recording of temperatures, humidity and other necessary environmental factors.
2.1 / 8.2.2	In accordance with section 2 and A8.2.2 all vivaria must provide a thermal gradient around the preferred body temperature of the species kept. This must be regularly monitored and recorded.
2.1 / 8.2.5	In accordance with A8.2.5 the collection must review and develop a documented UV provision programme. As part of this document consideration must be given to, but not limited to: species specific requirements; appropriate UV output and range of bulbs; position of bulbs; and timings of replacement based on best practice for the equipment used. This must also include a system of documented assessment, review and replacement which is incorporated into the animal records or similar (immediate – replace bulbs where life expired, X months – documentation and process to the satisfaction of the local authority).

SUITABLE ENVIRONMENT AQUARIA

2.1 / 8.5.1	The collection must undertake a thorough review of their water quality and chemistry monitoring that must include (i) a documented process that outlines the parameters to be monitored and the steps to be taken when parameters move away from levels considered normal for the specific species, (ii) a review and purchase of improved technological methodology to ensure appropriate water parameter monitoring is undertaken that minimises human error in the measurement process and preferably early warning messaging, (iii) inclusion of water quality monitoring of all sea water intake to establish baseline values prior to entry to the system, this must include nitrates and salinity as a minimum (iv) specific review and monitoring of oxygen saturation within the various systems, and (v) documented evidence in the tank / individual animal records of actions taken in response to an aberrant change in parameters and the steps taken to rectify the water quality on each occasion.
2.1 / 8.5.1	The collection must undertake a thorough review of temperature monitoring of water in the tanks where temperature management is critical for the species, this must include a documented process that outlines the temperatures to be maintained and steps taken in the case of increases or decreases outside of the preferred optimal temperature zones for the specific species.

SHELTERS

2.2	In accordance with 2.2 SSSMZP all outdoor animal enclosures must be provided with sufficient shelters from extremes of weather to ensure that all animals have access at the same time.
2.2	In accordance with 2.2 of the SSSMZP, animals in outdoor enclosures must be provided with sufficient shelter for their comfort and well-being. (Add specific detail for relevant species).

ENCLOSURES

2.3	All enclosure barriers must, in accordance with 2.3 of the SSSMZP, be checked daily and defects in barriers likely to cause harm removed or rectified at once, this particularly includes the fence in <i>paddock X</i> .
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ZOO INSPECTOR GUIDANCE NOTES

2.3b	As per 2.3b of the SSSMZP, the zoo must ensure that the (<i>species of plant</i>) is removed from enclosure X and that a documented review of poisonous plants is undertaken of the whole site to the satisfaction of the local authority.
2.8	The zoo, in accordance with 2.8 SSSMZP, must ensure that rubbish is removed from all enclosures within a short period, and that steps are taken to minimise rubbish entering the animal enclosures (particularly enclosure X).
2.10	As per 2.10 paddock X must have an appropriate drainage solution implemented to prevent water build up and flooding of the paddock.
3.5 / 8.7	AS per 3.5 of the SSSMZP the zoo must undertake a review of all of the trees close to or within animal enclosures to ensure, where practicable, that there is no risk directly to the animals from fallen b anches or the potential for aiding escape.
3.5	In accordance with 3.5 of the SSSMZP trees within or near animal enclosures must be regularly inspected, ideally annually, by a suitably qualified person. Remedial treatment must be undertaken to ensure that trees are pruned to prevent their aiding escape, and falling branches are not a danger to the enclosures, animals or public. (Copies of the inspection report must be forwarded to the local authority (3 months))
LIFE SUPPORT	
2.5	As per 2.5 of the SSSMZP the collection must develop a policy, to the satisfaction of the local authority , outlining the steps to be taken and the rapid provision of backup utilities in the case of power loss or other catastrophic events to ensure life support systems are not compromised.
2.5	The collection, as per 2.6 SSSMZP, must provide documented evidence demonstrating the annual servicing, maintenance and checks in place that ensure that back-up life support resources are effective and functional as and when required.
SECTION 3 PROVISION OF ANIMAL HEALTH CARE	
DAILY RECORD	
3.3	A daily record (or diary) must be maintained that includes changes to prescribed diets, health checks carried out, any unusual behaviour or activity or other problem and remedial actions taken as per 3.3 of the SSSMZP
3.7	In accordance with 3.7 of the SSSMZP the zoo's veterinary surgeon must provide evidence, such as relevant CPD attended, that they are familiar and keep up to date with current practice on the care of zoo animals / aquatic species of the type kept in the collection.
VETERINARY CARE – PREVENTATIVE HEALTHCARE PROGRAMME	
3.7	In accordance with 3.7 of the SSSMZP a documented programme of preventative and curative veterinary care must be undertaken to ensure that in all cases, whether a zoo resident or a wild animal rescue, the veterinary involvement in the treatment of the animal is clear and recorded, and complies with all current legislation.
3.7	As per section 3.7 (and 3.9) a documented veterinary health programme must be produced, in conjunction with the veterinarian, that reviews the practices undertaken on site and reflects what is appropriate best practice for the collection. This must include, but is not limited to: (i) a routine health surveillance programme including vaccination, parasite and microbiology screening, including anthelmintic selection and parasite management options;

	(ii) quarantine, isolation and import policies and procedures for each taxonomic group including species specific recommendations; (iii) a process of documented review of clinicopathological records; (iv) post mortem examination (PME) procedures and rational when it is not carried out; (v) nutritional and dietary review processes; (vi) pharmaceutical dispensing, storage and management policies, and (vii) a documented zoonosis policy that includes a review of zoonotic pathogens considered a risk in the collection, surveillance programmes in place to monitor for such pathogens, risk assessments specific to zoonosis management and the mitigation strategies deployed to reduce risk to staff and visitors, including hand washing and sanitation strategies.
3.9	In accordance with 3.9 of the SSSMZP a programme of routine veterinary visits must be established.
3.7/ 3.8/ 3.9	The overall veterinary programme in the zoo is inadequate and must be radically revised to bring it into line with modern zoo veterinary practice. In accordance with 3.7, 3.8, 3.9 of the SSSMZP a written outline of this revised programme must be produced and submitted to the licensing authority within X months and implemented.
5.2 / 5.3 / 5.4	In accordance with section 5.2, 5.3 and 5.4 the zoo must ensure that the collection has a specialist zoo and wildlife qualified and experienced veterinary service supporting the local veterinary practice to guarantee access to current and specialist zoo and wildlife knowledge for the specific 'wild animal' species within the collection, the specialist support service must undertake a minimum of 2 visits per year in conjunction with the local practice OR representatives of the local practice join the British Veterinary Zoological Society and attend at least one of the two meetings each year
VETERINARY CARE – DISEASE & ZOOSES	
3.6	As per 3.6 of the SSSMZP the zoo must undertake a disease risk assessment and demonstrate to the satisfaction of the local authority that consideration of the enclosure design and appropriate stand-off barrier distance is adequate to prevent pathogen spread within the collection or to visitors, particularly in the case of the known (infectious disease) outbreak in enclosure X / case of sheep adjacent to deer / other scenario.
3.12	The collection must produce a document that outlines the system for regular review of the clinical, behavioural, pathological records and mortality patterns within the collection and be able to demonstrate that the system is being implemented as per 3.12 of the SSSMZP.
3.9f / A6 / A9	A zoonoses policy, that includes information regarding potential zoonotic diseases must be developed and maintained, with the zoo taking steps to ensure documented review by all members of staff. 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.
3.9f / A6 / A9	In accordance with section 3.9(f) and Appendix 9 of the SSSMZP information regarding potential zoonotic diseases must be included in the induction booklet. This must be regularly reviewed and maintained, with all members of staff signing that they have read and understood it.
A6	In accordance with Appendix 6, all members of the public must be warned of the zoonotic risks associated with contacting or handling animals.
3.9f / A6	The collection must produce a written Zoonoses Management Policy, with the input of their veterinarian, that outlines the major zoonotic risks related to the species held in the collection, disease risk assessments for the zoonoses concerned and the mitigation steps taken by the collection in the management of zoonotic disease. This must include the management of (<i>Specific example of risk noted on inspection</i>) and if visitors handle or touch reptiles or other animals, and the steps taken to prevent zoonotic diseases from occurring in these specific examples.

ZOO INSPECTOR GUIDANCE NOTES

A6.3	In accordance with Appendix 6.3 of SSSMZP risk assessments must be undertaken and regularly reviewed to cover potential zoonotic pathogen transfer from handling animals (or X specific species), following the guidelines outlined in the HSE document Managing Health and Safety in Zoos.
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VETERINARY CARE – EUTHANASIA PROTOCOLS

3.14	The zoo must produce standard written protocols that outline the responsibility and decision-making process for the euthanasia of animals within the collection as per 3.14 of the SSSMZP.
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VETERINARY CARE – POST MORTEMES

3.15 / 3.16 / 3.17 / A5.17 / A5.18	As per 3.15, 3.16 and 3.17 of the SSSMZP the zoo must produce a document that outlines the post mortem policy for the zoo, including the location where the post-mortems are to be carried out for the species in the collection, the methods animals are transported to minimise the risk of disease spread, and the decision making process as to whether an animal is to undergo post-mortem or not. This should include instructions on sample taking and museum specimen considerations.
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3.16	In accordance with 3.16 the zoo must not store cadavers, waste from post mortem examination or other potentially biohazardous clinical waste in the immediate area where animal food is stored. Steps must be taken, to the satisfaction of the local authority, to clearly segregate or preferably totally separate clinical waste from animal food.
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VETERINARY CARE – ISOLATION AND CONTAINMENT

3.19	The quarantining of, or housing of newly arrived, birds within the same air space as birds already within the collection is poor practice and must cease. In accordance with 3.19, 3.21 of the SSSMZP written protocols must be produced, with advice from the veterinarian, for the housing and quarantine of any animals introduced to the collection or accepted as rescue animals. Staff must receive training on the protocols and their implementation and this should be documented.
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VETERINARY CARE - DRUGS

3.13	The zoo must, as per 3.13 SSSMZP, ensure that there is sufficient and in-date stock of antidotes to potentially toxic veterinary products available on site whenever they are used and/or a written policy is produced that confirms that such antidotes are available in a short time period at the local hospital as and when needed.
A5.13	The zoo, working in conjunction with their vet, must ensure that all animal drugs, vaccines and other veterinary products are stored in an appropriate fashion for the individual pharmaceutical agent and under lock and key accessible by authorised personnel only as per A5.13 SSSMZP.
A5.13	Regular temperature monitoring of drug storage areas must be implemented, preferably with a temperature data logger or daily recorded max/min thermometer as per section A5.13 of the SSSMZP and as per current veterinary pharmaceutical storage legislation
A5.13	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 A5.13 of the SSSMZP.
A5.13	A review of the storage and recording of drugs kept on site, and their subsequent use must be undertaken, to ensure that their management complies with current legislation and A5.13 of the SSSMZP.

VETERINARY CARE - SANITATION	
3.24	In accordance with 3.24 of the SSSMZP the zoo must be able to demonstrate to the satisfaction of the local authority that clinical waste and refuse is regularly removed and disposed of in an approved fashion.
3.26	The zoo must undertake a risk review and implement mitigation strategies to the satisfaction of the local authority to reduce the health risks of power hoses being used on animal waste as per section 3.26 of the SSSMZP.
3.26	In accordance with 3.26 of the SSSMZP all staff involved in power washing surfaces used by animals must wear appropriate PPE to prevent zoonotic infection, e.g. facemasks, goggles etc. Clear written instructions to staff must be enforced.
PEST CONTROL	
3.25	The zoo must undertake a review and action steps to ensure effective pest and vermin control, with a focus on environmental design, food storage and waste management, and aggressive pest control through the use of professional services as per 3.25 of the SSSMZP.
3.25	Effective measures must be implemented to prevent predation of animals within the collection, this must include specific consideration for managing (<i>species X</i> e.g. fox).
1.3a	In accordance with 1.3a of the SSSMZP a functioning fly killer must be provided in the fruit/veg kitchen store area.
SECTION 4 PROVISION OF OPPORTUNITY TO EXPRESS MOST NORMAL BEHAVIOUR	
4.3	The zoo must ensure that husbandry programmes, including enrichment policy, provide for the psychological needs of the animals within the collection, this is especially so in the case of <i>species X</i> as per 4.3 of the SSSMZP
4.6	The zoo must not allow managed conservation breeding programme animals to inter-breed with animals of a different taxa as per 4.6 of the SSSMZP
SECTION 5 PROVISION OF PROTECTION FROM FEAR AND DISTRESS	
5.1	The collection must undertake a review of current practices and produce a written policy that ensures animals are only handled by, or under the supervision of, appropriately qualified and experienced staff as per 5.1 of the SSSMZP
5.3	The collection must not provoke animals for the benefit of the public, especially in the case of (<i>species X</i>) as per 5.3 SSSMZP.
5.4	As per 5.4 of the SSSMZP predator and prey species must not be kept in direct visual, olfactory or aural proximity OR a documented ethical and welfare review is undertaken to the satisfaction of the local authority that demonstrates all steps have been taken to meet the needs of both the predator or prey animal.
5.6	In accordance with 5.6 of the SSSMZP the single (<i>social animal / primate / hoof stock / carnivore / etc.</i>) must be re-integrated into a socially compatible group OR steps taken to move the animal to another collection to ensure that the social needs of the individual animal are met.
5.7	The native (<i>species</i>) planned for rehabilitation and release must not be kept on public display OR steps are taken to prevent disturbance from visiting public to the rehabilitation animals using visual barriers or similarly effective measures as per 5.7 of the SSSMZP.

5.8	The zoo must implement a no-smoking policy in the animal areas for both public and staff, as well as create designated smoking areas in non-animal areas as per 5.8 SSSMZP.
SECTION 6 TRANSPORTATION AND MOVEMENT OF LIVE ANIMALS	
6.5	The zoo must undertake risk assessments to minimise the risk to the public and animal when any animal leaves the premises for (<i>Vet tx /outreach / media /other</i>) to the satisfaction of the local authority and in accordance with 6.5 of the SSSMZP.
6.5 / 6.6	A written policy outlining the procedures to be undertaken when an animal leaves the collection must be undertaken to maximise the welfare and safety of the individual animal(s) and the public as per 6.5 and 6.6 of the SSSMZP.
SECTION 7 CONSERVATION AND EDUCATION MEASURES	
Note	Section 7 2 outlines the EU Directive conservation measures – conditions specifically refer to one of these – no condition mentioned as these are often standard conditions on the licence and if so and not met then consideration to issuing a direction must be given.
7.2	In accordance with 7.2, 7 3, 7.5 of the SSSMZP the zoo must undertake conservation measures, undertaking at least one of the options as laid out in 7.2 of the SSSMZP. This must be recorded.
7.4	As per 7.4 of the SSSMZP the collection must ensure that the EEP/ ESB is contacted and the (<i>species X</i>) is offered to the managed breeding programme, with evidence of its acceptance or rejection being made available to the local authority within X months.
7.5	The collection must develop a written conservation strategy that demonstrates how the collection will meet at least one of the mandatory conservation measures outlined in section 7.2 of the SSSMZP (2012). This must include: a strategic plan for developing conservation measures in the upcoming year, an annual review of the conservation actions taken at the end of that year against the stated conservation plan at the beginning of that same year; and the methods used to review the effectiveness of the zoo's conservation programme as per 7.5 of the SSSMZP.
EDUCATION	
7.9	The zoo must produce a written education strategy as per 7.9 of the SSSMZP and complies with the suggested components in Appendix 3
7.11	In accordance with 7.11 of the SSSMZP all species exhibited must have accurate information displayed and this must include the species name, its natural habitat, some of its biological characteristics and details of its conservation status.
SECTION 8 PUBLIC SAFETY IN THE ZOO	
HEALTH & SAFETY / RISK ASSESSMENTS GENERAL	
Note	No condition can directly relate to health and safety of persons working in the zoo, however if such an action directly influences the safety of members of the public then steps could be taken on a case by case basis.
Note	8.3 deals with risk assessments relating to public safety and can be quoted as a catch all with regards to any risk assessments required as specific conditions.

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8.3	In accordance with 1.10 and 8.3 of the SSSMZP a risk assessment must be undertaken for the feeding of animals by the public. A copy of this must be forwarded to the local authority.
8.3	As per 8.3 of the SSSMZP any organised sessions of public feeding of animals involving raw meat and fish must be the subject of a written risk assessment and protective gloves provided as appropriate.
8.9 / 8.13 / 8.14 / 8.15	A documented maintenance audit process must be devised and implemented that ensures senior staff review the whole site on a minimum of a monthly basis to ensure that any defects, health and safety risks to the public or animals, or other infrastructure or maintenance needs are identified, a process of rectifying the noted problem is implemented and that the works are reviewed in a documented fashion to ensure the safety of both the public and the animals on the site as per section 8.9, 8.13, 8.14 and 8.15 of the SSSMZP.
INSURANCE	
8.4	The zoo must forward on their current insurance policy to the local authority immediately (<i>alt time scale</i>).
8.4	Within one month of the date of the licence and one month of the date of renewal of the policy, where applicable, a copy of the Zoo's current public liability insurance policy, and of subsequent renewals thereof, must be sent to the licensing authority.
ENCLOSURES	
8.5	The zoo must ensure that all free ranging animals are managed in the same manner as the other captive animals in the collection and that they remain within the perimeter of the zoo at all times as per 8.5 of the SSSMZP.
8.6	Animal enclosures must be securely locked so as to prevent unauthorised opening as per 8.6 of the SSSMZP. Immediate action, to the satisfaction of the local authority, on enclosure X is required to ensure this is so.
8.6	In accordance with 8.6 of the SSSMZP the keeper's regular entrance to the X enclosure must be a double gated/door system.
PROTECTION OF THE PUBLIC – FIREARMS & DARTING AGENTS	
8.19	In accordance with 8.37, 8.19 and 8.20 of the SSSMZP the zoo must ensure that appropriate firearms are available for immediate use by licensed and trained operators OR a risk assessment is carried out that demonstrates, to the satisfaction of the local authority, that a firearm would not provide the most appropriate means of protection to the public
8.21	The collection, as per 8.21 of the SSSMZP, must be able to demonstrate that the emergency response team have all been trained in medicines handling, the risks associated with them and the steps taken in an emergency situation where a human has been potentially exposed.
8.19/ 8.20	In accordance with 8.19 and 8.20 of the SSSMZP a dart system must be available for immediate use by licensed and trained operators.
PROTECTION OF THE PUBLIC – STAND OFF BARRIERS	
8.22	The zoo must undertake a documented review, as per 8.22 of the SSSMZP, to the satisfaction of the local authority and in compliance with current legislation on the need, type and number of water hazard rescue devices that may be required around the (<i>lake/moat/pond/etc.</i>).

ZOO INSPECTOR GUIDANCE NOTES

8.24	The collection, as per 8.24 SSSMZP, must review the design and distance of the stand-off barrier to (<i>animal species – cat 1</i>) fence to ensure that the public cannot come into direct contact with the animal enclosed within.
8.24 / A12.1.12	In accordance with 8.24 of the SSMZP a suitable physical barrier set back from the outer edge of an enclosure barrier in order to provide further distance between the public and exhibited animals must be in place at <i>enclosure X</i> .
8.24	In accordance with 8.24 of the SSSMZP stand-off barriers must be provided and be designed, where necessary, to ensure public safety particularly to prevent direct contact with Category 1 hazardous animals.

PROTECTION OF THE PUBLIC - ESCAPES

8.29	In accordance with 8.29 of the SSSMZP the perimeter boundary fence must be repaired or replaced to discourage unauthorised entry and aid in the confinement of animals within the zoo.
8.7/ 8.29	In several areas the perimeter fence is overgrown with vegetation. In accordance with 8.7 and 8.29 of the SSSMZP all vegetation and trees in proximity to the perimeter fence must be cut back and maintained at no closer than 0.5m from the electric fencing. All high shrubs, bushes and trees overhanging or near the perimeter fence must be kept cut back to prevent animals from escaping.
8.5	In accordance with 8.5 of the SSSMZP all animals must be kept within the boundaries of the zoo perimeter. The escaped (<i>species X</i>) must be recaptured and contained.
8.33 / 8.34 / 8.36	In accordance with 8.33, 8.34 and 8.36 of the SSSMZP there must be a written protocol detailing the response to the escape of an animal outside of its enclosure. This must be reviewed on a yearly basis and a copy provided to the LA.
8.34	As per 8.34 the zoo must ensure that it has suitable equipment within the zoo grounds to facilitate the rapid capture of any escaped animals, this is especially so if said equipment is mentioned in the animal escape procedure yet none are found on site e.g. nets
8.38	The zoo must ensure a minimum of four animal escape drills are carried out annually, with at least two of these involving category one hazardous animals as per 8.38 of the SSSMZP. These must be recorded and regularly reviewed with any failings noted addressed in the written escape policy.
8.39	The zoo must ensure that all escapes are recorded with detailed reports made and submitted to the local authority not later than 24 hours following escape from the confines of the zoo of any wild animal as per 8.39 of the SSSMZP.
8.40	The zoo must review its waste water management processes to ensure that no parasites, disease or non-native plants are released into the local environment, this should include chytridiomycosis where amphibians are kept in the zoo as per 8.40 of the SSSMZP

PUBLIC PROTECTION - SIGNS

Note	Warning and hazard signs are all “should” but where risk is present can be made into a condition under health and safety or dangerous animal sections of the SSSMZP e.g. 8.3
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PUBLIC PROTECTION – HAND WASH

A6.9 / A6.10	As per A6.9 and A6.10 of the SSSMZP in areas where there is the potential for public to contact with animals either directly or through contact with contaminated surfaces there must be suitable handwashing facilities available. There must be a minimum of warm running water, soap and hand drying facilities. Cleansing wipes or anti-bacterial gels are not an acceptable substitute for proper hand washing.
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A6.9 / A6.10	In accordance with A6.9 and A6.10 of the SSSMZP hand washing facilities must be available on leaving an animal contact area.
A6.9 / A6.10	Suitable signage should be in place to prompt members of the public to follow good hygiene and include. Risks to health. Directions to washing facilities Precautions taken to minimise risks. Personal responsibility of visitors to minimise risks, including complying with hygiene precautions and carrying out hand washing. Site plan, map, route directions or other information as necessary. (Note signage is a should – however can be considered as part of the must for appropriate and washing facilities i.e. A6.9)
A6.9 / A6.10	A suitable and sufficient risk assessment must be in place to assess the hazards from animal contact and ensure suitable control measures are in place as per A6.9 and A6.10 of the SSSMZP.
Note:	Further information can be found http://www.visitmyfarm.org/component/k2/item/339-industry-code-of-practice
SECTION 9 STOCK RECORDS	
3.3	A daily record (or diary) must be maintained that includes, as a minimum, accurate records and identifies individual animals, changes to prescribed diets, health checks carried out, records of medicines and dosages provided, any unusual behaviour or activity or other problem and remedial actions taken as per 3.3 of the SSSMZP
9.1	The zoo must ensure records are kept and maintained of all individually recognisable animals and groups of animals in the zoo as per 9.1 of the SSSMZP. This must include the information outlined in section 9.4 of the SSSMZP.
3.11 / S9	In accordance with 3.11 and section 9 of the SSSMZP up to date and accurate animal records must be maintained for all individually recognisable animals. These records must include all the information as laid out in section 9.4.
9.5 / 9.6	In accordance with 9.5 and 9.6 of the SSSMZP an accurate annual written stock record, in the correct format, must be maintained and kept up to date. A copy must be sent annually to the local authority no later than April 1 st of the following year.
SECTION 10 STAFF AND TRAINING	
10.1	The zoo must produce a written document that outlines the number of the management and animal keeping staff, their individual experience, current responsibility and their training programme as per 10.1 and 10.2 of the SSSMZP. This must be sent to the local authority within X months and maintained annually for subsequent zoo licence inspections
10.1	As per 10.1 of the SSSMZP the zoo must ensure that the number of trained, experienced keeping staff is sufficient to ensure compliance with the Standards at all times, taking due allowance for holidays, sickness and other absences.
10.1/ 5.1	In accordance with paragraph 5.1 and 10.1 of the SSSMZP all staff who work with newly arrived hazardous species [any animal listed in Category 1 of the Hazardous Animal categorisation (see Appendix 12 of the Secretary of State's Standards of Modern Zoo Practice)] not previously held in the collection (or not within other staff's past experience) must undergo a period of recorded training at a collection already holding the species. Evidence of this training must be forwarded to the licensing authority prior to the hazardous

ZOO INSPECTOR GUIDANCE NOTES

	animal arriving on site. (Immediate effect). If staff have previous experience then that experience must be detailed including dates and establishments where the training was received and forwarded to the Licensing Authority 4 weeks prior to the animal arriving.
10.4 / 10.5	In accordance with section 10.4 and 10.5 the zoo must ensure that there is continuous, documented in-house training of staff to ensure that they are fully competent for their individual responsibilities, that structured induction training is in place and that all staff are aware of their health and safety, as well as animal husbandry, responsibilities as members of the zoo team. As part of this trainee staff must have a documented process of training and are signed off to the relevant procedures before being given lone worker or primary key holder responsibilities.
SECTION 11 PUBLIC FACILITIES	
11.3	The collection must ensure that there are sufficient staff trained in first aid to ensure that there is a minimum of (x number – minimum 1, zoo dependent) first aiders on duty every day to provide sufficient first aid coverage when open.
11.4	In accordance with 11.4 and 11.5 of the SSSMZP the zoo must produce a written document outlining the procedures to be taken in the event of an incident involving any venomous animal and a visitor or member of staff. This must include the points outlined in section 11.5 and Appendix 8.3 of the SSSMZP.
SECTION 12 DISPLAY OF ZOO LICENCE	
12.1	The current Zoo Licensing Act licence or a copy of it, including all of the conditions, must be displayed at each public entrance of the zoo in accordance with section 12 of the SSSMZP.
GENERAL - ZOO DEVELOPMENT	
Note	These do not relate to specific elements of the SSSMZP but form part of the required operational development or pre-inspection audit documents and have been agreed can be conditions outside of the SSMZP (2012) as they currently stand
0.10/ 7.4 / 7.5	A written zoo development plan must be developed and a copy of these working documents submitted to the local authority.
7.4 / 7.5	A written animal collection plan must be developed and a copy submitted to the local authority.
7.14 / A2	In accordance with 7.14 and Appendix 2 of the SSSMZP an ethical review process must be developed, implemented, with written records of the meetings maintained.
GENERAL - SPECIFIC TO APPENDICES	
A8.7.4	In accordance with A8.7.4 of the SSSMZP owls (and/or vultures) must not be tethered, unless a specific risk assessment and justification has been approved by the zoo licence inspector.

Standard Additional Conditions: Zoos Expert Committee Revised July 2016

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ZOO INSPECTOR GUIDANCE NOTES

1.3d	As per 1.3d of the SSSMZP the preparation of raw meat and raw fish must be separated from that of other food types, either through using clearly defined separate areas and designated utensils OR a written policy of timed separation and disinfection between raw meat and other food types is produced with associated training being implemented.
1.3d	In accordance with 1.3d of the SSSMZP dedicated staff hand-washing facilities must be provided where raw meat is handled i.e. in the meat preparation area.
1.3	The collection must, within X months, provide to the local authority documented evidence of a development plan that includes either the refit or redesign of the animal kitchen area, with subsequent completion of the proposed kitchen project within 12 months of this inspection as per section 1.3 of the SSSMZP to ensure the food preparation areas can be maintained in an appropriate, hygienic fashion.
FOOD AND WATER ACCESS	
1.4	As per 1.4 of the SSSMZP the collection must immediately take steps in the mixed exhibits to ensure food and water is available to all animals in the enclosure and provide sufficient access points to prevent dominance of resources by larger species.
FEEDING OF LIVE VERTEBRATES	
1.6	The collection must, in accordance with 1.6 of the SSSMZP, produce a written justification for the live feeding of vertebrates to the satisfaction of the local authority within X months.
FOOD AND WATER PROVISION	
1.8	The collection must ensure that food and water bowls are cleaned, dried and stored to prevent cross contamination between clean and dirty receptacles prior to cleaning to comply with 1.8 of the SSSMZP
1.7 / 1.9	Water bowls and drinkers must not be placed in locations that can be soiled by other animals nor in areas where the public could potentially tamper or access the water source in accordance with section 1.7 and 1.9 of the SSSMZP.
1.11	In compliance with 1.11 of the SSSMZP uneaten food must be removed as appropriate to maintain hygiene, especially in enclosureX.
1.3 / 1.8/ 1.11	In accordance with 1.3, 1.8, and 1.11 of the SSSMZP food receptacles must be regularly cleaned and uneaten food removed as appropriate to maintain hygiene.
1.12 / 1.13	The zoo must review, document and implement changes with the diets (for species X/the whole collection) under the supervision of an appropriately trained nutritionist or veterinarian to ensure that the food provided is suitable for the species in the collection.
1.12/ 1.13	In accordance with 1.12, 1.13 of the SSSMZP diet sheets must be developed, with specialist advice e.g. from the vet or a nutritionist, recorded and implemented. To avoid dietary drift it is a good idea to have these displayed in the food preparation area, to ensure that they are being adhered to.
SECTION 2 PROVISION OF A SUITABLE ENVIRONMENT	

SUITABLE ENVIRONMENT HERPTILES

2.1 / 8.2.5	In accordance with section 2 and A8.2.5 of the SSSMZP, all herptile enclosures must have suitable environments, including temperature gradients and provision of adequate UVB light where appropriate. This must include a process of daily monitoring and recording of temperatures, humidity and other necessary environmental factors.
2.1 / 8.2.2	In accordance with section 2 and A8.2.2 all vivaria must provide a thermal gradient around the preferred body temperature of the species kept. This must be regularly monitored and recorded.
2.1 / 8.2.5	In accordance with A8.2.5 the collection must review and develop a documented UV provision programme. As part of this document consideration must be given to, but not limited to: species specific requirements; appropriate UV output and range of bulbs; position of bulbs; and timings of replacement based on best practice for the equipment used. This must also include a system of documented assessment, review and replacement which is incorporated into the animal records or similar (immediate – replace bulbs where life expired, X months – documentation and process to the satisfaction of the local authority).

SUITABLE ENVIRONMENT AQUARIA

2.1 / 8.5.1	The collection must undertake a thorough review of their water quality and chemistry monitoring that must include (i) a documented process that outlines the parameters to be monitored and the steps to be taken when parameters move away from levels considered normal for the specific species, (ii) a review and purchase of improved technological methodology to ensure appropriate water parameter monitoring is undertaken that minimises human error in the measurement process and preferably early warning messaging, (iii) inclusion of water quality monitoring of all sea water intake to establish baseline values prior to entry to the system, this must include nitrates and salinity as a minimum, (iv) specific review and monitoring of oxygen saturation within the various systems, and (v) documented evidence in the tank / individual animal records of actions taken in response to an aberrant change in parameters and the steps taken to rectify the water quality on each occasion.
2.1 / 8.5.1	The collection must undertake a thorough review of temperature monitoring of water in the tanks where temperature management is critical for the species, this must include a documented process that outlines the temperatures to be maintained and steps taken in the case of increases or decreases outside of the preferred optimal temperature zones for the specific species.

SHELTERS

2.2	In accordance with 2.2 SSSMZP all outdoor animal enclosures must be provided with sufficient shelters from extremes of weather to ensure that all animals have access at the same time.
2.2	In accordance with 2.2 of the SSSMZP, animals in outdoor enclosures must be provided with sufficient shelter for their comfort and well-being. (Add specific detail for relevant species).

ENCLOSURES

2.3	All enclosure barriers must, in accordance with 2.3 of the SSSMZP, be checked daily and defects in barriers likely to cause harm removed or rectified at once, this particularly includes the fence in <i>paddock X</i> .
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ZOO INSPECTOR GUIDANCE NOTES

2.3b	As per 2.3b of the SSSMZP, the zoo must ensure that the (<i>species of plant</i>) is removed from enclosure X and that a documented review of poisonous plants is undertaken of the whole site to the satisfaction of the local authority.
2.8	The zoo, in accordance with 2.8 SSSMZP, must ensure that rubbish is removed from all enclosures within a short period, and that steps are taken to minimise rubbish entering the animal enclosures (particularly enclosure X).
2.10	As per 2.10 paddock X must have an appropriate drainage solution implemented to prevent water build up and flooding of the paddock.
3.5 / 8.7	AS per 3.5 of the SSSMZP the zoo must undertake a review of all of the trees close to or within animal enclosures to ensure, where practicable, that there is no risk directly to the animals from fallen branches or the potential for aiding escape.
3.5	In accordance with 3.5 of the SSSMZP trees within or near animal enclosures must be regularly inspected, ideally annually, by a suitably qualified person. Remedial treatment must be undertaken to ensure that trees are pruned to prevent their aiding escape, and falling branches are not a danger to the enclosures, animals or public. (Copies of the inspection report must be forwarded to the local authority (3 months))
LIFE SUPPORT	
2.5	As per 2.5 of the SSSMZP the collection must develop a policy, to the satisfaction of the local authority, outlining the steps to be taken and the rapid provision of backup utilities in the case of power loss or other catastrophic events to ensure life support systems are not compromised.
2.5	The collection, as per 2.6 SSSMZP, must provide documented evidence demonstrating the annual servicing, maintenance and checks in place that ensure that back-up life support resources are effective and functional as and when required.
SECTION 3 PROVISION OF ANIMAL HEALTH CARE	
DAILY RECORD	
3.3	A daily record (or diary) must be maintained that includes changes to prescribed diets, health checks carried out, any unusual behaviour or activity or other problem and remedial actions taken as per 3.3 of the SSSMZP
3.7	In accordance with 3.7 of the SSSMZP the zoo's veterinary surgeon must provide evidence, such as relevant CPD attended, that they are familiar and keep up to date with current practice on the care of zoo animals / aquatic species of the type kept in the collection.
VETERINARY CARE – PREVENTATIVE HEALTHCARE PROGRAMME	
3.7	In accordance with 3.7 of the SSSMZP a documented programme of preventative and curative veterinary care must be undertaken to ensure that in all cases, whether a zoo resident or a wild animal rescue, the veterinary involvement in the treatment of the animal is clear and recorded, and complies with all current legislation.
3.7	As per section 3.7 (and 3.9) a documented veterinary health programme must be produced, in conjunction with the veterinarian, that reviews the practices undertaken on site and reflects what is appropriate best practice for the collection. This must include, but is not limited to: (i) a routine health surveillance programme including vaccination, parasite and microbiology screening, including anthelmintic selection and parasite management options;

ZOO INSPECTOR GUIDANCE NOTES

	(ii) quarantine, isolation and import policies and procedures for each taxonomic group including species specific recommendations; (iii) a process of documented review of clinicopathological records; (iv) post mortem examination (PME) procedures and rational when it is not carried out; (v) nutritional and dietary review processes; (vi) pharmaceutical dispensing, storage and management policies, and (vii) a documented zoonosis policy that includes a review of zoonotic pathogens considered a risk in the collection, surveillance programmes in place to monitor for such pathogens, risk assessments specific to zoonosis management and the mitigation strategies deployed to reduce risk to staff and visitors, including hand washing and sanitation strategies.
3.9	In accordance with 3.9 of the SSSMZP a programme of routine veterinary visits must be established.
3.7/ 3.8/ 3.9	The overall veterinary programme in the zoo is inadequate and must be radically revised to bring it into line with modern zoo veterinary practice. In accordance with 3.7, 3.8, 3.9 of the SSSMZP a written outline of this revised programme must be produced and submitted to the licensing authority within X months and implemented.
5.2 / 5.3 / 5.4	In accordance with section 5.2, 5.3 and 5.4 the zoo must ensure that the collection has a specialist zoo and wildlife qualified and experienced veterinary service supporting the local veterinary practice to guarantee access to current and specialist zoo and wildlife knowledge for the specific 'wild animal' species within the collection, the specialist support service must undertake a minimum of 2 visits per year in conjunction with the local practice OR representatives of the local practice join the British Veterinary Zoological Society and attend at least one of the two meetings each year
VETERINARY CARE – DISEASE & ZOONOSES	
3.6	As per 3.6 of the SSSMZP the zoo must undertake a disease risk assessment and demonstrate to the satisfaction of the local authority that consideration of the enclosure design and appropriate stand-off barrier distance is adequate to prevent pathogen spread within the collection or to visitors, particularly in the case of the known (infectious disease) outbreak in enclosure X / case of sheep adjacent to deer / other scenario.
3.12	The collection must produce a document that outlines the system for regular review of the clinical, behavioural, pathological records and mortality patterns within the collection and be able to demonstrate that the system is being implemented as per 3.12 of the SSSMZP.
3.9f / A6 / A9	A zoonoses policy, that includes information regarding potential zoonotic diseases must be developed and maintained, with the zoo taking steps to ensure documented review by all members of staff. 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.
3.9f / A6 / A9	In accordance with section 3.9(f) and Appendix 9 of the SSSMZP information regarding potential zoonotic diseases must be included in the induction booklet. This must be regularly reviewed and maintained, with all members of staff signing that they have read and understood it.
A6	In accordance with Appendix 6, all members of the public must be warned of the zoonotic risks associated with contacting or handling animals.
3.9f / A6	The collection must produce a written Zoonoses Management Policy, with the input of their veterinarian, that outlines the major zoonotic risks related to the species held in the collection, disease risk assessments for the zoonoses concerned and the mitigation steps taken by the collection in the management of zoonotic disease. This must include the management of (<i>Specific example of risk noted on inspection</i>) and if visitors handle or touch reptiles or other animals, and the steps taken to prevent zoonotic diseases from occurring in these specific examples.

ZOO INSPECTOR GUIDANCE NOTES

A6.3	In accordance with Appendix 6.3 of SSSMZP risk assessments must be undertaken and regularly reviewed to cover potential zoonotic pathogen transfer from handling animals (or X specific species), following the guidelines outlined in the HSE document Managing Health and Safety in Zoos.
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VETERINARY CARE – EUTHANASIA PROTOCOLS

3.14	The zoo must produce standard written protocols that outline the responsibility and decision-making process for the euthanasia of animals within the collection as per 3.14 of the SSSMZP.
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VETERINARY CARE – POST MORTEMES

3.15 / 3.16 / 3.17 / A5.17 / A5.18	As per 3.15, 3.16 and 3.17 of the SSSMZP the zoo must produce a document that outlines the post mortem policy for the zoo, including the location where the post-mortems are to be carried out for the species in the collection, the methods animals are transported to minimise the risk of disease spread, and the decision making process as to whether an animal is to undergo post-mortem or not. This should include instructions on sample taking and museum specimen considerations.
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3.16	In accordance with 3.16 the zoo must not store cadavers, waste from post mortem examination or other potentially biohazardous clinical waste in the immediate area where animal food is stored. Steps must be taken, to the satisfaction of the local authority, to clearly segregate or preferably totally separate clinical waste from animal food.
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VETERINARY CARE – ISOLATION AND CONTAINMENT

3.19	The quarantining of, or housing of newly arrived, birds within the same air space as birds already within the collection is poor practice and must cease. In accordance with 3.19, 3.21 of the SSSMZP written protocols must be produced, with advice from the veterinarian, for the housing and quarantine of any animals introduced to the collection or accepted as rescue animals. Staff must receive training on the protocols and their implementation and this should be documented.
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VETERINARY CARE - DRUGS

3.13	The zoo must, as per 3.13 SSSMZP, ensure that there is sufficient and in-date stock of antidotes to potentially toxic veterinary products available on site whenever they are used and/or a written policy is produced that confirms that such antidotes are available in a short time period at the local hospital as and when needed.
A5.13	The zoo, working in conjunction with their vet, must ensure that all animal drugs, vaccines and other veterinary products are stored in an appropriate fashion for the individual pharmaceutical agent and under lock and key accessible by authorised personnel only as per A5.13 SSSMZP.
A5.13	Regular temperature monitoring of drug storage areas must be implemented, preferably with a temperature data logger or daily recorded max/min thermometer as per section A5.13 of the SSSMZP and as per current veterinary pharmaceutical storage legislation
A5.13	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 A5.13 of the SSSMZP.
A5.13	A review of the storage and recording of drugs kept on site, and their subsequent use must be undertaken, to ensure that their management complies with current legislation and A5.13 of the SSSMZP.

VETERINARY CARE - SANITATION	
3.24	In accordance with 3.24 of the SSSMZP the zoo must be able to demonstrate to the satisfaction of the local authority that clinical waste and refuse is regularly removed and disposed of in an approved fashion.
3.26	The zoo must undertake a risk review and implement mitigation strategies to the satisfaction of the local authority to reduce the health risks of power hoses being used on animal waste as per section 3.26 of the SSSMZP.
3.26	In accordance with 3.26 of the SSSMZP all staff involved in power washing surfaces used by animals must wear appropriate PPE to prevent zoonotic infection, e.g. facemasks, goggles etc. Clear written instructions to staff must be enforced.
PEST CONTROL	
3.25	The zoo must undertake a review and action steps to ensure effective pest and vermin control, with a focus on environmental design, food storage and waste management, and aggressive pest control through the use of professional services as per 3.25 of the SSSMZP.
3.25	Effective measures must be implemented to prevent predation of animals within the collection, this must include specific consideration for managing (<i>species X</i> e.g. fox).
1.3a	In accordance with 1.3a of the SSSMZP a functioning fly killer must be provided in the fruit/veg kitchen store area.
SECTION 4 PROVISION OF OPPORTUNITY TO EXPRESS MOST NORMAL BEHAVIOUR	
4.3	The zoo must ensure that husbandry programmes, including enrichment policy, provide for the psychological needs of the animals within the collection, this is especially so in the case of <i>species X</i> as per 4.3 of the SSSMZP.
4.6	The zoo must not allow managed conservation breeding programme animals to inter-breed with animals of a different taxa as per 4.6 of the SSSMZP.
SECTION 5 PROVISION OF PROTECTION FROM FEAR AND DISTRESS	
5.1	The collection must undertake a review of current practices and produce a written policy that ensures animals are only handled by, or under the supervision of, appropriately qualified and experienced staff as per 5.1 of the SSSMZP.
5.3	The collection must not provoke animals for the benefit of the public, especially in the case of (<i>species X</i>) as per 5.3 SSSMZP.
5.4	As per 5.4 of the SSSMZP predator and prey species must not be kept in direct visual, olfactory or aural proximity OR a documented ethical and welfare review is undertaken to the satisfaction of the local authority that demonstrates all steps have been taken to meet the needs of both the predator or prey animal.
5.6	In accordance with 5.6 of the SSSMZP the single (<i>social animal / primate / hoof stock / carnivore / etc.</i>) must be re-integrated into a socially compatible group OR steps take to move the animal to another collection to ensure that the social needs of the individual animal are met.
5.7	The native (<i>species</i>) planned for rehabilitation and release must not be kept on public display OR steps are taken to prevent disturbance from visiting public to the rehabilitation animals using visual barriers or similarly effective measures as per 5.7 of the SSSMZP.

5.8	The zoo must implement a no-smoking policy in the animal areas for both public and staff, as well as create designated smoking areas in non-animal areas as per 5.8 SSSMZP.
SECTION 6 TRANSPORTATION AND MOVEMENT OF LIVE ANIMALS	
6.5	The zoo must undertake risk assessments to minimise the risk to the public and animal when any animal leaves the premises for (<i>Vet tx / outreach / media / other</i>) to the satisfaction of the local authority and in accordance with 6.5 of the SSSMZP.
6.5 / 6.6	A written policy outlining the procedures to be undertaken when an animal leaves the collection must be undertaken to maximise the welfare and safety of the individual animal(s) and the public as per 6.5 and 6.6 of the SSSMZP.
SECTION 7 CONSERVATION AND EDUCATION MEASURES	
Note	Section 7.2 outlines the EU Directive conservation measures – conditions specifically refer to one of these – no condition mentioned as these are often standard conditions on the licence and if so and not met then consideration to issuing a direction must be given.
7.2	In accordance with 7.2, 7.3, 7.5 of the SSSMZP the zoo must undertake conservation measures, undertaking at least one of the options as laid out in 7.2 of the SSSMZP. This must be recorded.
7.4	As per 7.4 of the SSSMZP the collection must ensure that the EEP/ ESB is contacted and the (<i>species X</i>) is offered to the managed breeding programme, with evidence of its acceptance or rejection being made available to the local authority within X months.
7.5	The collection must develop a written conservation strategy that demonstrates how the collection will meet at least one of the mandatory conservation measures outlined in section 7.2 of the SSSMZP (2012). This must include: a strategic plan for developing conservation measures in the upcoming year, an annual review of the conservation actions taken at the end of that year against the stated conservation plan at the beginning of that same year; and the methods used to review the effectiveness of the zoo's conservation programme as per 7.5 of the SSSMZP.
EDUCATION	
7.9	The zoo must produce a written education strategy as per 7.9 of the SSSMZP and complies with the suggested components in Appendix 3.
7.11	In accordance with 7.11 of the SSSMZP all species exhibited must have accurate information displayed and this must include the species name, its natural habitat, some of its biological characteristics and details of its conservation status.
SECTION 8 PUBLIC SAFETY IN THE ZOO	
HEALTH & SAFETY / RISK ASSESSMENTS GENERAL	
Note	No condition can directly relate to health and safety of persons working in the zoo, however if such an action directly influences the safety of members of the public then steps could be taken on a case by case basis.
Note	8.3 deals with risk assessments relating to public safety and can be quoted as a catch all with regards to any risk assessments required as specific conditions.

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8.3	In accordance with 1.10 and 8.3 of the SSSMZP a risk assessment must be undertaken for the feeding of animals by the public. A copy of this must be forwarded to the local authority.
8.3	As per 8.3 of the SSSMZP any organised sessions of public feeding of animals involving raw meat and fish must be the subject of a written risk assessment and protective gloves provided as appropriate.
8.9 / 8.13 / 8.14 / 8.15	A documented maintenance audit process must be devised and implemented that ensures senior staff review the whole site on a minimum of a monthly basis to ensure that any defects, health and safety risks to the public or animals, or other infrastructure or maintenance needs are identified, a process of rectifying the noted problem is implemented and that the works are reviewed in a documented fashion to ensure the safety of both the public and the animals on the site as per section 8.9, 8.13, 8.14 and 8.15 of the SSSMZP.
INSURANCE	
8.4	The zoo must forward on their current insurance policy to the local authority immediately (<i>alt time scale</i>).
8.4	Within one month of the date of the licence and one month of the date of renewal of the policy, where applicable, a copy of the Zoo's current public liability insurance policy, and of subsequent renewals thereof, must be sent to the licensing authority.
ENCLOSURES	
8.5	The zoo must ensure that all free ranging animals are managed in the same manner as the other captive animals in the collection and that they remain within the perimeter of the zoo at all times as per 8.5 of the SSSMZP.
8.6	Animal enclosures must be securely locked so as to prevent unauthorised opening as per 8.6 of the SSSMZP. Immediate action, to the satisfaction of the local authority, on enclosure X is required to ensure this is so.
8.6	In accordance with 8.6 of the SSSMZP the keeper's regular entrance to the X enclosure must be a double gated/door system.
PROTECTION OF THE PUBLIC – FIREARMS & DARTING AGENTS	
8.19	In accordance with 8.37, 8.19 and 8.20 of the SSSMZP the zoo must ensure that appropriate firearms are available for immediate use by licensed and trained operators OR a risk assessment is carried out that demonstrates, to the satisfaction of the local authority, that a firearm would not provide the most appropriate means of protection to the public.
8.21	The collection, as per 8.21 of the SSSMZP, must be able to demonstrate that the emergency response team have all been trained in medicines handling, the risks associated with them and the steps taken in an emergency situation where a human has been potentially exposed.
8.19/ 8.20	In accordance with 8.19 and 8.20 of the SSSMZP a dart system must be available for immediate use by licensed and trained operators.
PROTECTION OF THE PUBLIC – STAND OFF BARRIERS	
8.22	The zoo must undertake a documented review, as per 8.22 of the SSSMZP, to the satisfaction of the local authority and in compliance with current legislation on the need, type and number of water hazard rescue devices that may be required around the (<i>lake/moat/pond/etc.</i>).

ZOO INSPECTOR GUIDANCE NOTES

8.24	The collection, as per 8.24 SSSMZP, must review the design and distance of the stand-off barrier to (<i>animal species – cat 1</i>) fence to ensure that the public cannot come into direct contact with the animal enclosed within.
8.24 / A12.1.12	In accordance with 8.24 of the SSMZP a suitable physical barrier set back from the outer edge of an enclosure barrier in order to provide further distance between the public and exhibited animals must be in place at <i>enclosure X</i> .
8.24	In accordance with 8.24 of the SSSMZP stand-off barriers must be provided and be designed, where necessary, to ensure public safety particularly to prevent direct contact with Category 1 hazardous animals.

PROTECTION OF THE PUBLIC - ESCAPES

8.29	In accordance with 8.29 of the SSSMZP the perimeter boundary fence must be repaired or replaced to discourage unauthorised entry and aid in the confinement of animals within the zoo.
8.7/ 8.29	In several areas the perimeter fence is overgrown with vegetation. In accordance with 8.7 and 8.29 of the SSSMZP all vegetation and trees in proximity to the perimeter fence must be cut back and maintained at no closer than 0.5m from the electric fencing. All high shrubs, bushes and trees overhanging or near the perimeter fence must be kept cut back to prevent animals from escaping.
8.5	In accordance with 8.5 of the SSSMZP all animals must be kept within the boundaries of the zoo perimeter. The escaped (<i>species X</i>) must be recaptured and contained.
8.33 / 8.34 / 8.36	In accordance with 8.33, 8.34 and 8.36 of the SSSMZP there must be a written protocol detailing the response to the escape of an animal outside of its enclosure. This must be reviewed on a yearly basis and a copy provided to the LA.
8.34	As per 8.34 the zoo must ensure that it has suitable equipment within the zoo grounds to facilitate the rapid capture of any escaped animals, this is especially so if said equipment is mentioned in the animal escape procedure yet none are found on site e.g. nets
8.38	The zoo must ensure a minimum of four animal escape drills are carried out annually, with at least two of these involving category one hazardous animals as per 8.38 of the SSSMZP. These must be recorded and regularly reviewed with any failings noted addressed in the written escape policy.
8.39	The zoo must ensure that all escapes are recorded with detailed reports made and submitted to the local authority not later than 24 hours following escape from the confines of the zoo of any wild animal as per 8.39 of the SSSMZP.
8.40	The zoo must review its waste water management processes to ensure that no parasites, disease or non-native plants are released into the local environment, this should include chytridiomycosis where amphibians are kept in the zoo as per 8.40 of the SSSMZP.

PUBLIC PROTECTION - SIGNS

Note	Warning and hazard signs are all “should” but where risk is present can be made into a condition under health and safety or dangerous animal sections of the SSSMZP e.g. 8.3
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PUBLIC PROTECTION – HAND WASH

A6.9 / A6.10	As per A6.9 and A6.10 of the SSSMZP in areas where there is the potential for public to contact with animals either directly or through contact with contaminated surfaces there must be suitable handwashing facilities available. There must be a minimum of warm running water, soap and hand drying facilities. Cleansing wipes or anti-bacterial gels are not an acceptable substitute for proper hand washing.
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ZOO INSPECTOR GUIDANCE NOTES

A6.9 / A6.10	In accordance with A6.9 and A6.10 of the SSSMZP hand washing facilities must be available on leaving an animal contact area.
A6.9 / A6.10	Suitable signage should be in place to prompt members of the public to follow good hygiene and include. Risks to health. Directions to washing facilities Precautions taken to minimise risks. Personal responsibility of visitors to minimise risks, including complying with hygiene precautions and carrying out hand washing. Site plan, map, route directions or other information as necessary. (Note signage is a should – however can be considered as part of the must for appropriate and-washing facilities i.e. A6.9)
A6.9 / A6.10	A suitable and sufficient risk assessment must be in place to assess the hazards from animal contact and ensure suitable control measures are in place as per A6.9 and A6.10 of the SSSMZP.
Note:	Further information can be found http://www.visitmyfarm.org/component/k2/item/339-industry-code-of-practice
SECTION 9 STOCK RECORDS	
3.3	A daily record (or diary) must be maintained that includes, as a minimum, accurate records and identifies individual animals, changes to prescribed diets, health checks carried out, records of medicines and dosages provided, any unusual behaviour or activity or other problem and remedial actions taken as per 3.3 of the SSSMZP
9.1	The zoo must ensure records are kept and maintained of all individually recognisable animals and groups of animals in the zoo as per 9.1 of the SSSMZP. This must include the information outlined in section 9.4 of the SSSMZP.
3.11 / S9	In accordance with 3.11 and section 9 of the SSSMZP up to date and accurate animal records must be maintained for all individually recognisable animals. These records must include all the information as laid out in section 9.4.
9.5 / 9.6	In accordance with 9.5 and 9.6 of the SSSMZP an accurate annual written stock record, in the correct format, must be maintained and kept up to date. A copy must be sent annually to the local authority no later than April 1 st of the following year.
SECTION 10 STAFF AND TRAINING	
10.1	The zoo must produce a written document that outlines the number of the management and animal keeping staff, their individual experience, current responsibility and their training programme as per 10.1 and 10.2 of the SSSMZP. This must be sent to the local authority within X months and maintained annually for subsequent zoo licence inspections
10.1	As per 10.1 of the SSSMZP the zoo must ensure that the number of trained, experienced keeping staff is sufficient to ensure compliance with the Standards at all times, taking due allowance for holidays, sickness and other absences.
10.1/ 5.1	In accordance with paragraph 5.1 and 10.1 of the SSSMZP all staff who work with newly arrived hazardous species [any animal listed in Category 1 of the Hazardous Animal categorisation (see Appendix 12 of the Secretary of State's Standards of Modern Zoo Practice)] not previously held in the collection (or not within other staff's past experience) must undergo a period of recorded training at a collection already holding the species. Evidence of this training must be forwarded to the licensing authority prior to the hazardous

ZOO INSPECTOR GUIDANCE NOTES

	animal arriving on site. (Immediate effect). If staff have previous experience then that experience must be detailed including dates and establishments where the training was received and forwarded to the Licensing Authority 4 weeks prior to the animal arriving.
10.4 / 10.5	In accordance with section 10.4 and 10.5 the zoo must ensure that there is continuous, documented in-house training of staff to ensure that they are fully competent for their individual responsibilities, that structured induction training is in place and that all staff are aware of their health and safety, as well as animal husbandry, responsibilities as members of the zoo team. As part of this trainee staff must have a documented process of training and are signed off to the relevant procedures before being given lone worker or primary key holder responsibilities.
SECTION 11 PUBLIC FACILITIES	
11.3	The collection must ensure that there are sufficient staff trained in first aid to ensure that there is a minimum of (x <i>number – minimum 1, zoo dependent</i>) first aiders on duty every day to provide sufficient first aid coverage when open.
11.4	In accordance with 11.4 and 11.5 of the SSSMZP the zoo must produce a written document outlining the procedures to be taken in the event of an incident involving any venomous animal and a visitor or member of staff. This must include the points outlined in section 11.5 and Appendix 8.3 of the SSSMZP.
SECTION 12 DISPLAY OF ZOO LICENCE	
12.1	The current Zoo Licensing Act licence or a copy of it, including all of the conditions, must be displayed at each public entrance of the zoo in accordance with section 12 of the SSSMZP.
GENERAL - ZOO DEVELOPMENT	
Note	These do not relate to specific elements of the SSSMZP but form part of the required operational development or pre-inspection audit documents and have been agreed can be conditions outside of the SSMZP (2012) as they currently stand.
0.10/ 7.4 / 7.5	A written zoo development plan must be developed and a copy of these working documents submitted to the local authority.
7.4 / 7.5	A written animal collection plan must be developed and a copy submitted to the local authority.
7.14 / A2	In accordance with 7.14 and Appendix 2 of the SSSMZP an ethical review process must be developed, implemented, with written records of the meetings maintained.
GENERAL - SPECIFIC TO APPENDICES	
A8.7.4	In accordance with A8.7.4 of the SSSMZP owls (and/or vultures) must not be tethered, unless a specific risk assessment and justification has been approved by the zoo licence inspector.

Standard Additional Conditions: Zoos Expert Committee Revised July 2016

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