

SOUTH LAKELAND DISTRICT COUNCIL

COMMUNITY SERVICES DIRECTORATE

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ZOO LICENSING ACT 1981

The Standards

Routine observation of the animals

1. The condition and health of all animals in the zoo to be checked daily by the person or persons in charge of their care for that particular day.
2. Any animals which are noted to be unduly stressed, sick or injured to receive immediate attention and, where necessary, treatment.

Accommodation - space, exercise and grouping

3. Animals to be provided with space and furniture sufficient to allow such exercise as is needed for the welfare of the particular species.
4. Enclosures to be sufficient size and animals to be so managed-
 - (a) to avoid animals within herds or groups being unduly dominated by individuals;
 - (b) to avoid the risk of persistent and unresolved conflict between herd or group members or between different species in mixed exhibits;
 - (c) to ensure that the physical carrying capacity of the enclosure is not over-burdened;
 - (d) to prevent an uncontrolled build-up of parasites and other pathogens.
5. Animals not to be unnaturally provoked for the benefit of the viewing public.
6. Animals in visibly adjoining enclosures to be those which do not interact in an excessively stressful way.
7. Separate accommodation for pregnant animals and animals with young to be available, when necessary, in the interests of avoiding unnecessary stress or suffering.
8. Animals temporarily accommodated away from others not to be separated for such a period of time that there would be undue difficulties in the re-introduction of such animals to their original enclosures.

Accommodation - comfort and well-being

9. The temperature, ventilation and lighting of enclosures to be suitable for the comfort and well-being of the particular species of animal at all times, and in particular-
 - (a) consideration to be given to the special needs of pregnant and newly-born animals;
 - (b) newly-arrived imported animals to be fully acclimatised bearing in mind this may be only a gradual process;
 - (c) tanks for aquatic animals to be adequately aerated, according to the number kept in each tank, and to be heated according to the needs of the species.
10. Animals in outdoor enclosures to be provided with sufficient shelter from inclement weather or excessive sunlight where this is necessary for their comfort and well-being.

Equipment within enclosures

11. Animal enclosures to be equipped, in accordance with the needs of the species in question with such items as bedding material, branchwork, burrows, nesting boxes, pools, and, in the case of aquatic animals, materials such as weed, shingle etc, to aid and encourage normal behaviour patterns among them.

Prevention of stress or harm to animals

12. Enclosures and barriers to enclosures to be maintained in a condition which presents no likelihood of harm to animals, and in particular-
 - (a) any defect noted in an animal barrier or in any appliances or equipment within animal enclosures to be reported for repair or replacement without delay;
 - (b) any defect likely to cause harm to animals to be rectified at once or, if this is not possible, the animals to be removed from the possibility of any contact with the source of the danger;
 - (c) any vegetation capable of harming animals to be kept out of reach.
13. All plant and fixed equipment, including electrical apparatus, to be installed in such a way that is does not present a hazard to animals and its safe operation cannot be disrupted by them.
14. Tools and other portable equipment not to be left unattended in places where they could cause the animals harm, provide the means of escape, or serve as missiles.
15. Rubbish in animal enclosures to be cleared as regularly as possible to avoid any possibility of harm to animals.
16. Trees within or near animal enclosures to be regularly inspected and lopped or felled as appropriate to avoid animals being harmed by falling branches etc.
17. Smoking by zoo staff to be prohibited when they are working in close proximity to animals or when they are preparing food for animals.

18. Animals to be handled only by, or under the supervision of, authorised staff; and this to be done with care, in a way which will avoid unnecessary discomfort, behavioural stress or actual physical harm to animals.
19. Any direct physical contact between animals and the visiting public only to be for periods of time and under conditions consistent with the animals' welfare and not leading to their discomfort.

Food and drink

20. Food and drink provided for animals to be of the nutritive value and quantity required for the particular species and for individual animals within each species, bearing in mind the condition, size and age of each animal; the need to allow for special circumstances (eg fast days or longer periods of fast or hibernation) and special diets for certain animals (eg animals undergoing a course of veterinary treatment, or pregnant animals).
21. Veterinary or other specialist advice to be obtained and followed concerning all aspects of nutrition.
22. Supplies of food and drink to be kept and prepared under hygienic conditions and in particular-
 - (a) food and drink to be protected against dampness, deterioration, mould or from contamination by flies, birds, vermin or other pests;
 - (b) supplies of perishable food and drink, other than those brought into the premises on a day to day basis, to be kept under refrigeration, where appropriate;
 - (c) preparation of food and, where appropriate, drink to be undertaken in a separate unit or units suitably designed and constructed and used for no other purpose;
 - (d) staff to be instructed to observe strict hygiene standards in respect of personal hygiene and that of the equipment while preparing food and drink, particular meat or fish;
 - (e) receptacles used for food and drink not to be used for any other purposes.
23. Food and drink, and feeding and drinking receptacles if used, to be placed so as to be accessible to every animal kept within a particular enclosure.
24. Food and drink, and feeding and drinking receptacles if used, to be placed in positions which minimise the risks of contamination from soiling by the animals.
25. Food receptacles, other than self-feeders, to be thoroughly washed following use.
26. Self-feeders, where used, to be regularly inspected to ensure that they are working effectively and do not contain caked or unit food.
27. Feeding by visitors, where permitted, to be on a selective basis only, with suitable food sold, provided or approved by the management.
28. Water and other drinking receptacles, where used, to be regularly cleaned.

Sanitation and control of disease

29. Proper standards of hygiene, both in respect of the personal hygiene of the staff and that of the animal enclosures and treatment rooms, to be maintained, and in particular-
 - (a) special attention to be given to the cleaning of animal enclosures and equipment within them, to avoid a build-up of infection, including, in the case of aquatic animals, regular monitoring of water quality;
 - (b) non-toxic cleaning agents to be readily available, along with supplies of water and the means to apply them;
 - (c) veterinary advice to be obtained and followed regarding all cleaning and sanitation requirements of enclosures or other areas following identification of an infectious disease in any animal.
30. The drainage of all enclosures to be capable of removing efficiently all excess water.
31. Any open drains, other than those carrying surface water, to be outside the area to which animals have access.
32. Refuse material to be regularly removed and disposed of.
33. A safe and effective programme for the control of pests and, where necessary, predators to be established and maintained throughout the zoo.
34. Keeper staff to be instructed to report immediately if they contract or are in contact with any infection which they have reason to believe could be transmitted to and adversely affect the health of, any animal; management then to take appropriate action.
35. Keeper staff to be instructed to report in confidence any other disability which might affect their capacity to manage the animals in a safe and competent manner.

Animal care - veterinary aspects

36. Arrangements to be made for routine veterinary attendance.
37. A programme of veterinary care to be established and maintained under the supervision of a veterinary surgeon or practitioner.
38. Routine examinations, including parasite checks, to be carried out, and preventive medicine, including vaccination, to be administered at such intervals as may be recommended by a veterinary surgeon or practitioner.
39. Where a full veterinary service is located at the zoo, the facilities to include an examination table; equipment to clip and clean animals; a range of basic surgical instruments; anaesthetic facilities; basic diagnostic instruments; sufficient power points to take lights and other electrical fittings; facilities, where appropriate, to take blood and other samples and to prepare and dispatch them; and a comprehensive range of drugs (subject to the provisions of the Medicines Act 1968 and subordinate legislation).

40. Where a full veterinary service is not available at the zoo, a treatment-room to be provided at the premises for use where appropriate for the undertaking of routine examination of animals in clean, ventilated surroundings.
41. A room or rooms to be provided for the care of unduly distressed, sick and injured animals and facilities for hand-rearing and nursing animals.
42. Facilities to be available for collecting, restraining and, if necessary, for administering a general anaesthetic, for destroying animals and for the after-care of animals recovering from sedation.
43. Reserve accommodation to be available, away from other animals, for the isolation and examination of newly-arrived animals.
44. Newly-arrived animals to be kept isolated as long as in necessary to ensure proper examination and acclimatisation before introduction to other animals in the collection.
45. Particular attention to be paid to hygiene in the quarters where newly-imported animals are kept.
46. Where practicable, protective clothing and utensils used by staff in the isolation area to be used, cleaned and stored only in that area.
47. All animal drugs, vaccines and other veterinary products to be safely kept under lock and key with access by authorised persons only.
48. Except under the direction of a veterinary surgeon or practitioner, members of the staff of the zoo not to process or administer controlled drugs.
49. Zoo management to seek agreement with the consulting local veterinary adviser regarding the desirability of either the zoo, a local hospital or the veterinary surgeon or practitioner himself, holding supplies of antidotes to potentially toxic veterinary products used at the zoo.
50. All unwanted, contaminated veterinary equipment to be disposed of safely, and in particular-
 - (a) no such equipment to be left in places where it could be reached by any animal or by persons not authorised to handle it, and
 - (b) sharp instruments such as syringes and needles to be disposed of in rigid containers or incinerated after use.

Post-mortem facilities

51. Dead animals to be handled in a way which avoids the risk of any transmission of infection.
52. The cause of death for each animal dying in the collection to be established where reasonable and practicable to do so, including, in the majority of cases, the examination of carcasses by a veterinary surgeon or a practitioner or a pathologist with relevant experience and training.
53. Where animal carcasses cannot be quickly removed to a professional veterinary laboratory centre outside the premises, facilities should be provided for conducting post-mortem examinations and the processing of samples resulting from them in a safe and hygienic manner. If immediate post mortems are not possible, then in consultation with the veterinary surgeon or practitioner, refrigerated facilities or a deep freeze for storage to be provided pending the removal in a suitable insulated container to a post-mortem laboratory.

54. Facilities and equipment in any room provided on the premises for post-mortem examinations to include: an efficient drainage system; washable floors and walls; an examination table; an adequate selection of post-mortem instruments; facilities for taking and preserving specimens; and, if larger animals are kept in the collection, a hoist.
55. Following post-mortem examinations conducted on the zoo premises, carcasses and organs to be removed swiftly and disposed of safely.

Safety and security

56. Other than when elsewhere in the control of authorised staff, animals kept for exhibition in the zoo to be kept at all times in enclosures or, in the case of free-running non-hazardous animals, within the perimeter of the zoo.
57. Enclosures to be free from vegetation or other items which would aid animals escape.

Enclosure barriers

58. Enclosure barriers to be designed, constructed and maintained to contain animals within the desired enclosures, and in particular the following means of enclosure, or equally effective alternatives, to be adopted whether animals are in their normal or temporary enclosures.
 - (a) Hazardous animals which can climb or jump to be kept in completely fenced (or walled) and roofed enclosures, or in enclosures with fences (or walls) of a type and construction which prevent animals jumping over or climbing up and over the top of the fences or walls, or in enclosures surrounded by suitable wet moat of adequate depth having, in the case of jumping animals, sufficiently high outer-edge walls or fences above the water surfaces.
 - (b) Digging or burrowing hazardous animals to be kept in enclosures having entire concrete or galvanised metal mesh floors, or with fences/walls extending at least one metre below ground level and then a horizontal extension inwards of at least one metre of galvanised metal mesh or concrete.
 - (c) Venomous animals to be kept either in solid roofed and walled enclosures (with suitable means of ventilation) or in enclosures where the walls are of adequate height and design to prevent non-flying animals from escaping.
 - (d) Where fences are used to enclose animals, the supporting posts to be firmly fixed in the ground and fence material (eg tensioned horizontal wire, mesh etc) to be suitably secured to the supporting posts in such a way that the weight of the animal concerned could not detach the material from the support.
 - (e) Where used to contain hazardous animals, moats (whether wet or dry) to be surrounded by fences, walls, hedges or other shrubbery sufficient to prevent visitors approaching the edges of the moats too closely.
59. Gates/doors to enclosures to be at least as strong, and to be as effective in containing the animals as the rest of the enclosure barriers, and in particular, gates/doors to be designed and maintained so as to prevent animals lifting the gates/doors off their hinges or unfastening the securing device.
60. Gates/doors to enclosures containing hazardous animals to be securely locked when closed.

61. Gates/doors to animal enclosures where the public are not admitted and which contain non-hazardous animals, to be kept securely fastened when closed so as to prevent unauthorised opening.
62. Gates/doors to animal enclosures where the public are admitted, and any enclosure or stand-off barrier to be designed, constructed and maintained so as not to trap or otherwise injure visitors, particularly children.

Stand-off barriers

63. Where direct contact would be possible between visitors and hazardous animals through or over any enclosure barrier, to the extent that such an animal would be capable of causing injury, a stand-off barrier to be provided sufficiently far back to prevent such contact.
64. Stand-off barriers to be designed to prevent children either from getting through them, under them or climbing over them and the tops to be designed to discourage children sitting on them, without providing features likely to cut or otherwise injure them.
65. The perimeter boundary, including access points, to be designed, constructed and maintained to discourage unauthorised entry and, so far as is reasonably practicable, as an aid to the confinement of all the animals within the perimeter of the zoo.
66. No perimeter barrier to include any electrical section less than 2 metres from the ground.
67. In addition to a stand-off barrier, an adequate number of clearly visible safety signs, providing warning by means of a symbol, words, or a combination of symbol and words, to be displayed at each enclosure containing any species of hazardous animal which is likely to cause injury should the stand-off barrier be crossed.
68. An adequate number of safety signs (in accordance with British Standards BS 5378 and, where appropriate, the Safety Signs Regulations 1980), giving warning of the hazard either by symbol or a combination of symbol and words, to be provided on any electrified fence.
69. Safety signs on any electrified section of perimeter fence to face both outwards and inwards.
70. Sufficient exits from the zoo to be provided, having regard to the size of the zoo and the number of visitors anticipated at any time who may need to leave quickly in an emergency.
71. Exits to be clearly signposted and marked.
72. Each exit from the zoo to be kept clear and to be capable of being easily opened from inside to allow the release of persons from the zoo. All such gates to be capable of being closed and secured to discourage the escape of animals.
73. Where dangerous carnivores are kept in drive-through enclosures, entry and exit to such enclosures to be through a system of double gates, with sufficient space between to allow the gates to be securely closed to the front and rear of any vehicle which may enter or need to enter the enclosures.

74. In the case of dangerous carnivores the access gates to be protected by fencing positioned at right angles to the perimeter fence on each side of the roadway within the enclosure, and of the same standard as that for the main enclosure barrier and extending back from the access for a distance of at least 25 metres.
75. Double gates to be designed and maintained so that, where hazardous animals are within or have access to the enclosure secured by the gate, one gate cannot be opened until the other has securely closed-though, provided no danger to the public is thereby caused , provision may be made for this arrangement to be overridden in the event of an emergency arising.
76. For other hazardous animals, except those grazing or hoofed animals where a cattle grid would be sufficient to contain them, single entry/exit gates, supervised at all times to be provided.
77. Access points between enclosures to be controlled to prevent animals entering adjoining enclosures.
78. Electrified pressure pads, where used, to be designed and installed to ensure that in the event of their failure, any gate they control will close automatically or otherwise operate to ensure that animals are safely secured within their enclosures.
79. Gates which are mechanically operated to have an alternative method of control whereby they can be opened and closed manually in the event of an interruption of the power supply or other emergency and to be designed to close automatically when subject to power failure.
80. Operators of mechanically operated gates to have a clear, unobstructed view of the gates under their control of the area within the vicinity of those gates.
81. A one-way road system to be used to assist the traffic flow and thus reduce the risk of accidents.
82. Stopping to be permitted only at places where the road is at least 6 metres wide.
83. Where dangerous carnivores and primates and (except where the enclosure is supervised by competent staff in a manner which prevents any danger to the public) any other hazardous wild animals are kept:
 - (a) no vehicle to be allowed access unless a rescue vehicle capable of effecting its recovery is immediately available;
 - (b) access to vehicles without a solid roof to be prohibited at all times;
 - (c) notices, which are readily visible and easy to read, to be displayed to warn visitors whilst in the enclosure to-
 - (i) stay in vehicle at all times;
 - (ii) keep all vehicle doors locked;
 - (iii) keep vehicle windows and sun-roof closed;
 - (iv) sound the horn or flash the headlights and await the arrival of a rescue vehicle if they break down.
84. Continuous observation to be maintained over the entire area of each enclosure containing any hazardous animal.

85. The staff member in overall control of supervision to be armed with an appropriate firearm and to be trained in its use so that a hazardous animal can be killed in an emergency if this will save human life or injury.

Removal of animals from enclosures

86. Hazardous animals not to be allowed out of their usual enclosures for the purpose of direct contact with the public, except where the zoo operator is satisfied that such animals are not, when under control, likely to cause injury or transmit disease.
87. Where hazardous animals are allowed out of their usual enclosures an authorised and experienced member of staff to accompany each animal.
88. Zoo operators to exercise caution and discretion in the case of the removal of non hazardous animals since the behaviour of all animals may be less predictable when away from their usual enclosures.
89. Precautions to be taken to avoid injury to visitors when animals are used for rides.

Escape of animals from their enclosures

90. Zoo operators to assess whether any danger may arise in the event of an animal escaping from its enclosure, and to consider the possible or likely attempted escape route within and from the zoo if this were to happen.
91. Every effort to be made, so far as it is reasonably practicable, to effect the recovery, live or dead, of escaped hazardous animals.
92. A member of staff to be readily available at all times to take decisions regarding the putting down of escaped animals.
93. The procedures to be adopted in the event of escapes within or from the zoo (or of accidental or unauthorised releases) of any animal to be brought to the attention of, and available to, all members of staff in a written document.
94. The procedures relating to escapes of hazardous animals to include the following matters-
- (a) the reporting of every escape by the quickest possible means to the most senior member of staff readily available;
 - (b) the response to an escape covering all varying situations such as whether day-time staff are on duty, whether visitors are present and whether more than one animal has escaped;
 - (c) the tasks which will need to be covered by members of staff in the event of an escape - eg recapturing the animal, protecting visitors, alerting the police etc.
 - (d) the control of visitors, such as reassuring them, ushering them into buildings and closing the doors and windows or getting them quickly outside the zoo;
 - (e) the security of perimeter barrier, involving the closure of all points of access to, and egress from, the zoo;

- (f) the provision of fire-arms, cross-bows or the like with which to tranquilise or kill escaped animals, precise details of which to be discussed and agreed by the zoo operator and the local police;
 - (g) the provision of adequate equipment for members of any recapture party, including, where necessary, a vehicle both to carry any necessary equipment (eg nets) and to provide a measure of protection for the recapture party.
95. Zoo operators to ensure that all members of staff are familiar in practice with the emergency procedures in the event of escapes of animals and, in particular, emergency drills to be carried out at least four times a year.
96. Fire-arms, cross-bows or the like, where provided, (a) to be available for immediate use by licensed and trained operators only; (b) to be cleaned and maintained as recommended by the manufacturer; and (c) to be kept securely under lock and key, together with ammunition, when not in use or under maintenance.
97. Every trained operator to undergo periodic refresher training and practice.

Safety of access for the public

98. Buildings and structures to which the public have access to be maintained in safe condition.
99. Areas where the visitors are likely to be walking whilst looking at exhibits to have even, non-slip surfaces, or to be grassed, to avoid the risk, as far as is reasonably practicable, of visitors falling.
100. Trees within areas where visitors are likely to be walking or sitting to be regularly inspected and lopped or felled as appropriate to avoid the risk, as far as is reasonably practicable, of visitors falling.
101. Warning to be given of all edges where a person might fall, including into water; and, where necessary, such edges to be guarded by a barrier which would be capable of restraining children from falling.
102. Where a flight of steps is provided as a means of access for visitors within the premises, a handrail also to be provided.
103. Each walkway over an animal enclosure to be designed, constructed and maintained to withstand safely the weight of the maximum number of adults who could use it at any time; and maintained, sited or protected so as to withstand any contact by hazardous animals and prevent contact between such animals and visitors.
104. The visiting public not to be allowed to enter any buildings or other areas of the zoo premises which could present an unreasonable risk to their health and safety.
105. Any buildings to which visitors are not allowed on the grounds referred to above, to be kept locked and warning notices to be displayed to indicate that access is both unsafe for, and not permitted to, the public.
106. Other areas to be clearly defined, eg by means of barriers and similar warning notices, or by suitable notices together with road markings where frequent access is necessary for vehicles operated by zoo staff along roadways to which the public are not admitted.

Emergency first-aid

107. First-aid equipment to be readily accessible on the premises.
108. Where venomous animals are kept, the appropriate and up-to-date anti-venom to be held at the zoo and kept in accordance with the manufacturer's instructions.
109. Written instruction to be provided for staff on the procedure to be followed in the event involving any venomous animal and a visitor. These instructions to include (a) immediate action to be taken in respect of the patient and (b) required information on a pre-prepared form for forwarding to the local hospital which would include (i) the nature of the bite or sting and the species inflicting it, (ii) the specification, for cross-reference purposes, of the anti-venom which accompanies the patient, (iii) the telephone number of the nearest poisons centre (London or Liverpool) and (iv) the telephone number of the zoo.
110. The appropriate medical authorities to be made aware of the procedure to be followed by the zoo in the event of incidents involving venomous bites and stings.

Toilets

111. Adequate toilet facilities to be provided, bearing in mind the size of the zoo, the anticipated number of visitors and their likely length of stay.
112. All toilets to be regularly cleaned and serviced.

Parking

113. Zoo operators to consider, in liaison with the local authority and the police where necessary, the provision of parking facilities which are sufficient to meet the anticipated needs of visitors to the zoo.

Provisions for particular needs

114. Suitable shelter and seats to be provided for use, in particular, by elderly people and mothers with young children.
115. Arrangements to be made to meet the reasonable needs of, and provide access for, disabled visitors, including those in wheelchairs.
116. Zoo operators to hold a current liability insurance policy which indemnifies them and every other person under a contract of service or acting on behalf, against liability for any damage or injury which may be caused by any of the animals, whether inside or outside the zoo, including movement by vehicle. Any upper limit on the sum involved which is included in the terms of such insurance to be set at an adequate and realistic level.

Stock records

117. Records to be kept and maintained of all individually recognisable animals and groups of animals in the zoo.
118. Where animals are disposed of or die, the records to be kept for a minimum period of six years.

119. The records to be kept in either a card index system or on a computer or other type of retrieval system by means of which information can be quickly examined.
120. The records to provide the following information-
- (a) the correct identification and scientific name;
 - (b) the origin (ie whether wild or captive born, including identification of parents, where known, and previous location/s, if any);
 - (c) the dates of entry into, and disposal from, the collection and to whom;
 - (d) the date, or estimated date of birth;
 - (e) the sex of animals (where known);
 - (f) any distinctive markings, including tattoo or freeze brands etc;
 - (g) clinical data, including details of and dates when drugs, injections, and any other forms of treatment were given, and details of the health of the animal.
 - (h) the date of death and the result of any post-mortem examination by a veterinary surgeon;
 - (i) the reason, where an escape has taken place, or damage or injury has been caused to, or by, an animal to persons or property, for such escape, damage or injury and a summary of remedial measures taken to prevent recurrence of such incidents.
121. In addition to the individual records, an annual stocklist of all animals to be kept.

The stocklist to include the following:

1. Common and scientific names of the species
2. Total in the collection at 1 January.
3. Number of arrivals into the collection from all sources during the year.
4. Number of births into the collection during the year.
5. Number which died within 30 days of birth.
6. Number which died from other causes.
7. Number departed collection, including sales, breeding loans, etc.
8. Total remaining in the collection at 31.12.

This record, giving details of male/female/unsexed animals as appropriate, to be set out in columns for ease of compilation and reference, eg:

Common Name	Scientific Name	Group 1.1.87	Arrive	Born	Neo-natal death	Death	Depart	Group 31.12.87
Bennett's Wallaby	Macropus rufogriseus	5.11.3	-	1.1.8	1.1.0	1.5.0	-	8.13.0

Disposal of stock

122. Surplus zoo stock only to be passed on to responsible persons who have the appropriate facilities and expertise and, where necessary, are licensed for the keeping and management of species under consideration.

Transportation and movement of live animals

123. Facilities suitable for hoisting, crating and transportation of all the kinds of animals kept within the zoo, to destinations both inside and outside the zoo, to be readily available if not kept at the zoo.

124. Any animal taken outside the zoo to be in the personal possession of the operator of the zoo, or of competent persons acting on his behalf, and adequate provision to be made for its safety and well-being at all times.
125. Any hazardous animal taken outside the zoo to be kept securely at all times. Such animal to be kept away from direct contact with persons other than the zoo operator or competent person acting on his behalf, except where the zoo operator is satisfied that it is not likely, when under control, to cause injury or transmit disease.