

## **PART ONE APPENDICES**

### **Licensing Regulatory Committee**

**5<sup>th</sup>, 6<sup>th</sup> 7<sup>th</sup> July, 2016**

#### **Appendices**

Appendix A – Inspectors' Report 1 - DEFRA Inspection Report Form

Appendix B – Inspectors' Report 2 - Special Inspection Ancillary Report

Appendix C – Inspectors' Report 3 – Assessment of ZLA Compliance during Special Inspection

Appendix D – Zoo's Response

Appendix E – Additional comments from the Inspectors regarding SLSZ's response to the inspection of May 2016

Appendix F – Westmorland Gazette Article – 16<sup>th</sup> June 2016

Appendix G - The Council's Press Release – H&S Prosecution Outcome

Appendix H – SLSZ Company Accounts for year ending 31<sup>st</sup> May 2015

Appendix I – (Part Two)

Appendix J – Inspector Telford's Letter Regarding Condition No. 23

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



# Inspection Report

Date of inspection:  Date report completed:

Name of applicant or current licence holder:

Name and address of zoo:   
  
 Postcode:

Tel no:  Licence Number:

Date of last formal inspection:  Type of last formal inspection:

Timing of next formal inspection:  Type of next formal inspection:

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

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

**Section 11 Special:**    Any number of competent LA authorised appointees .....

**Section 14(1)(b) dispensation renewal under section 6(1A)(a) (where a direction has been made that section 10 shall not apply):**  
 Defra/Welsh Government nominee/s.....

**Section 14(2) dispensation Periodical:**  
 Defra/Welsh Government nominee/s.....

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

Name and designation of inspector(s)	Name of zoo representative(s)
Anna Meredith MRCVS (Part 1)	Karen Brewer
Nick Jackson (Part 2)	Frieda Schrieber
Matthew Brash MRCVS (LA appointed vet)	David Gill

When this form has been completed and signed the original must be sent to the local authority. If the zoo is owned by the local authority, the local authority must send a copy of the completed form to Defra where the zoo is situated in England or to the Welsh Government, where the zoo is situated in Wales.

## Preamble to inspectors' report

Information and guidance about the Zoo Licensing Act 1981 (ZLA) is available at <https://www.gov.uk/government/policies/protecting-biodiversity-and-ecosystems-at-home-and-abroad/supporting-pages/species-protection> and <http://wales.gov.uk/topics/environmentcountryside/ahw/zoos/?lang=en>

Preamble to inspectors' report\*, including any comments about the current dispensation status, if applicable.

This special inspection was called in order to assess progress and compliance with all conditions on the current zoo licence (version 8 issued 10/3/16). In addition to the (EU) Directive conditions (1-6) and Standard Conditions (8-11) there are 28 Additional Conditions (12-39). Of these additional conditions, three (conditions 17 and 18 related to veterinary services) and 21 (related to public walkways) were elevated to Directions on 18th December 2015. Some conditions (22,24,25,) had already been complied with by 03/09/15, and/or are to be removed upon renewal (also 13,15,26). Direction 21 had already been inspected for compliance by the Local Authority; walkways have been demolished or closed off, and were not considered by the three inspectors at this inspection. In addition, Conditions 6-11 were not inspected.

The same three external (2 SoS List and 1 LA appointed) inspectors that performed the November 2015 periodical/renewal inspection were used for this inspection to ensure consistency and familiarity with both the historical and current events and situations that led to the additional conditions and directions being applied. Only those sections of this form relevant to the conditions inspected are completed. An ancillary special inspection report form detailing the conditions/directions considered at this inspection is attached and forms part of this report. (The relevant licence condition numbers are referred to by prefix C in the comments/clarifications)

Since the last inspection the management structure, including actual and planned directorships of South Lakes Safari Zoo Ltd has changed several times. Several staff have left, including the health and safety manager, or been demoted ( previous Animal Dept Manager/Director), and the zoo has appointed a new Animal Dept Manager. Recruitment of a new Head of Animal Dept has begun, but no appointments have yet been made, not least due to the uncertainty surrounding licence renewal. Establishment of the charity, Safari Zoo Nature Ltd, intended to run the zoo in the future, is under way (registered as a company) but not yet in place.

\*this might include general background about the zoo (type of collection, size etc) and any relevant information or comments from the pre-inspection audit

## Findings at inspection

Guidance note: Where possible a Yes, No or Not Applicable (N/A) answer should be given. Where not all criteria are met for a particular question, comments and clarification should be made indicating where any deficits occur. If appropriate, means of correction or improvement should be included as Conditions or Recommendations under 'Additional conditions' or 'Additional space' towards the end of the form.

1. Provision of food and water	Marking Yes No N/A	Comments/clarification
<b>Section 1A(c)(ii) ZLA 1981:</b> 1.1. Are animals provided with a high standard of nutrition?	Yes	Complete review with veterinary input has been undertaken and amended diets are in place ( C33 )
1.2. Is food and drink that is supplied appropriate for the species/individual?	Yes	C33
1.3. Are supplies of food and water: (a) kept hygienically?	Yes	
(b) prepared hygienically?	Yes	
(c) supplied to the animal hygienically?	Yes	
1.4. Has natural feeding behaviour been adequately considered to ensure that all animals have access to food and drink?	Select	Not examined
1.5. Are feeding methods safe for staff and animals?	Yes	C24, C36 .But lemurs observed jumping on to keepers at feeding, and conflict between lemur species at feeding
1.6. Is feeding by visitors permitted?	Yes	C36,C38 Observed lemur & penguin feeds. Public wear gloves for feeding fish to penguins. Ongoing concerns over risk of bite injury from lemurs. Observed tamarin jumping onto child with popcorn
(a) if 'yes', is it properly controlled?	No	
<b>2. Provision of suitable environment</b>		
<b>Section 1A(c)(i) ZLA 1981:</b> 2.1. Are the animals provided with an environment well adapted to meet the physical, psychological and social needs of the species to which they belong?	No	C2. Management methods of free-ranging species continues to lead to high level of traumatic injuries largely due to intraspecific fighting, especially primates. Mortality records show animals continue to die of hypothermia/exposure and emaciation. C30. Baboon internal facilities have not been upgraded or replaced or a developed programme of enrichment instituted. C31. Africa field mammals have house access for shelter
2.2. Are the following environmental parameters appropriate: (a) temperature?	Select	Not examined in any detail but noted during inspection process that ventilation very poor in tropical house with high ammonia levels. Noted that indoor terrapins should be provided with UVB lighting
(b) ventilation?	Select	
(c) lighting?	Select	
(d) noise levels?	Select	
(e) any other environmental parameters?	Select	

2. Provision of suitable environment (contd.)	Marking Yes No N/A	Comments/clarification
2.3. Are there satisfactory measures in place to safely confine the animals?	Yes	C3,C28. Perimeter fence is primary barrier for free-ranging species. Still has sections where vegetation not cut back or regrowing that could aid escape, and areas that need replacing
2.4. Do animal enclosures have sufficient shelter and refuge areas?	No	C31. Shelters for birds in Africa field being constructed on day 2 of inspection
2.5. Do animal enclosures provide sufficient space?	Yes	Except indoor baboon enclosure
2.6. Are backup facilities for life support systems adequate?	Select	Not examined
2.7. Is the cleaning of the accommodation satisfactory?	Select	Not examined specifically but noted ammonia levels in tropical house very high, exacerbated by poor ventilation
2.8. Is the standard of maintenance adequate for: (a) the buildings?	Select	Building maintenance not examined
(b) the fences?	No	See note above re perimeter fence which can still aid escapes in some areas
2.9. Is all drainage effective and safe?	Select	Not examined
<b>3. Provision of animal health care</b>		
<b>Section 1A(c)(ii) ZLA 1981:</b>		
3.1. Are the animals provided with a high standard of animal husbandry?	No	Husbandry of free-ranging species is such that there is unacceptably high rates of morbidity and mortality due to trauma and fighting, inability to closely monitor some individual animals' body condition and health, as confirmed by veterinary summary
3.2. Do animals on display to the public appear in good health?	Select	Not examined but during inspection noted lemur carrying injured left arm, several with poor coat condition, lame duck with swollen digit
3.3. Are observations of condition and health made and recorded?	Yes	
3.4. Do animals receive prompt and appropriate attention when problems are noted?	Yes	See notes re veterinary programme
3.5. Are enclosures designed and operated in such a way that social interaction problems are avoided?	No	Walk-through areas with free-ranging species are still resulting in unacceptably high levels of trauma/fights due to agonistic social interactions, as confirmed by veterinary reports and summary
<b>On-site facilities</b>		
3.6. Are catch-up and restraint facilities adequate?	Select	Not examined
3.7. Is darting equipment satisfactory?	Yes	Blow pipe kept in locked cupboard in vetroom, dart gun not seen
3.8. Are on-site veterinary facilities adequate?	Yes	Very good facilities

3. Provision of animal health care (contd.)	Marking Yes No N/A	Comments/clarification
<b>Veterinary care</b> <b>Section 1A(c)(ii) ZLA 1981:</b> 3.9. Are the animals provided with a documented and maintained programme of preventative and curative veterinary care and nutrition?	Yes	C17,C18. The veterinary programme has been reviewed and improved. Veterinary visits are now more regular (2-3 times a week, total 3-4 hrs on average/week by Rick Browne; once a month by Andrew Greenwood) and documentation and record-keeping greatly improved and kept up to date. But also additional comments below re implementation and interventions for improvement of welfare
3.10. Is there a system for the regular review of clinical and pathological records?	Yes	New system: Monthly summary signed by all vets and veterinary summary produced Jan-April 2016 for review at vet meeting in June 2016
3.11. Are appropriate veterinary records kept?	Yes	Improved since last inspection, but notes by consultant vet very brief, e.g. do not give anaesthetic drug dosages used
3.12. Are medicines kept and disposed of correctly?	No	Room is too hot and, although locked away, antibiotics etc not kept in refrigerator.
3.13. Are controlled drugs used and recorded satisfactorily?	Yes	Pentobarbitone kept in locked gun cupboard
3.14. Are appropriate antidotes available?	N/A	
3.15. Are <i>post mortem</i> examination arrangements satisfactory?	Yes	
<b>Isolation and containment</b> 3.16. Is adequate reserve accommodation available for isolation of animals for: (a) assessment? (b) treatment? (c) recovery? (d) quarantine (where required)?	Select Select Select Select	Not examined
<b>Sanitation and control of disease</b> <b>Section 1A(e) ZLA 1981:</b> 3.17. Are satisfactory measures in place to prevent the intrusion of pests and vermin into the zoo premises?	Yes	C4, C19. Not examined directly but verbal reports of much improved vermin control and reduction in rodent numbers. Dedicated extra 0.5FTE member of staff now allocated to rodent control. No evidence of rodent presence seen in food store
3.18. Does it appear that general sanitation and pest control are effective?	Yes	See above

4. Provision of an opportunity to express most normal behaviour	Marking Yes No N/A	Comments/clarification
4.1. Do the accommodation and management regimes encourage normal behaviour patterns and minimise any abnormal behaviour, taking into account current enrichment and husbandry guidelines?	Yes	Social groups, free-ranging exhibits and free-flight aviaries have many behavioural benefits.
4.2. Are animals of social species normally maintained in compatible social groups?	Yes	
5. Provision of protection from fear and distress		
5.1. Are the animals handled only by or under the supervision of appropriately experienced staff?	Yes	Yes for direct handling eg at feeding events. But visitors can have direct contact with free-ranging species which may be unsupervised
5.2. Is physical contact between animals and the public consistent with the animals' welfare?	Yes	
5.3. Are interactions between the animals such that they are not excessively stressful?	No	The records and veterinary interview reveal that there is a ongoing high level of inter- and intra-specific fighting and trauma, including injuries that result in death or euthanasia
6. Transportation and movement of live animals		
6.1. Can the zoo demonstrate a knowledge of, and compliance with, the regulations covering transportation of animals, and provide copies of certificates to show compliance when transportation has occurred?	Select	Not examined
6.2. Can the zoo demonstrate that: i) transport and movement equipment is in good order?	Select	Not examined
ii) facilities suitable for lifting, crating and transportation of all the types of animals kept within the zoo to destinations both inside and outside the zoo are readily available?	Select	
iii) catching and transportation techniques take account of the animal's temperament and escape behaviour in order to minimise injury, damage and distress?	Select	
iv) adequate provision is made for the animal's and the public's safety and well-being while the animal is being transported or kept away from the zoo?	Select	

7. Conservation, education and research	Marking Yes No N/A	Comments/clarification
<p><b>Section 1A(a) ZLA 1981:</b></p> <p>7.1. Is the zoo participating in at least one of the following:</p> <p>(i) research from which conservation benefits accrue to species of wild animals?</p>	Select	Not examined
(ii) training in relevant conservation skills?	Select	
(iii) the exchange of information relating to the conservation of species of wild animals?	Select	
iv) where appropriate, breeding of wild animals in captivity?	Select	
(v) where appropriate, the repopulation of an area with, or the reintroduction into the wild of, wild animals?	Select	
<p><b>Section 1A(b) ZLA 1981:</b></p> <p>7.2. Is the zoo promoting public education and awareness in relation to the conservation of biodiversity, in particular by providing information about the species of wild animals kept in the zoo and their natural habitats?</p>	Select	Not examined
7.3. Where appropriate are animals managed in a way consistent with the conservation needs of the species, (such as exchange between zoos, accommodation to encourage natural behaviour and breeding etc)?	Select	Not examined
7.4. Are on-site education facilities adequate for the resources of the collection?	Select	Not examined
7.5. Are the conservation efforts adequate for the resources of the collection?	Select	Not examined
7.6. Are the research efforts adequate for the resources of the collection?	Select	Not examined
7.7. Is captive breeding properly managed?	Select	Not examined



8. Public safety	Marking Yes No N/A	Comments/clarification
<b>Section 1A(d) ZLA 1981:</b> 8.1. Are there satisfactory measures in place to prevent the escape of animals?	No	No concerns generally with escape from enclosures except prairie-dogs (C29), but the issue of the perimeter fence as a primary barrier for free-ranging species has not been fully complied with (C28), although progress has been made
8.2. Are there satisfactory measures in place to be taken in the event of any escape or unauthorised release of animals?	Yes	
8.3. Are escape drills carried out four times a year, recorded and regularly reviewed (at least two drills should include the escape of a Category 1 animal where present)?	Yes	C23
8.4. Will the perimeter deter unauthorised entry and aid the confinement of zoo stock?	Yes	But in many areas vegetation is still growing up and over the perimeter fence, and in areas it needs replacing(C28)
8.5. Do stand-off barriers appear adequate?	Select	Not examined
8.6. Are adequate warning signs provided?	Select	Not examined
8.7. Are prohibited areas appropriately signed?	Select	Not examined
8.8. Are exits clearly marked and accessible?	Select	Not examined
8.9. Do public areas, walkways and buildings appear safe?	Select	Not examined, see comments re C21
8.10. Are trees regularly inspected and appropriate remedial action taken?	Select	Not examined generally but noted one large tree at new path down to new picnic area by giraffe enclosure has had major cutting of roots at one side down to a significant depth, which raised concern that this will kill the tree and/or destabilise it making it a safety hazard
8.11. Have appropriate risk assessments for direct contact by the public with animals been carried out?	Yes	C24, C36. Risk assessments have been carried out, but the inspectors observed and noted an ongoing risk of bite injuries and zoonotic disease from feeding and direct contact with primates without gloves
8.12. Are the special safety requirements for walk-through or drive-through exhibits adequately met?	No	C38. Appropriate signage advising no feeding of animals( see Apendix 6 SSSMZP) other than at designated feeding events are in place in the walk-through areas, and feeding events (lemurs) are staffed (6 present at the observed event). However, the public are still frequently disregarding instructions and direct contact remains such that there is a risk of injury or zoonosis.

9. Records	Marking Yes No N/A	Comments/clarification
<b>Section 1A(f) ZLA 1981:</b> 9.1. Are there up-to-date records of the zoo's collection, including records of: (i) the numbers of different animals? (ii) acquisitions, births, deaths, disposals and escapes of animals? (iii) the causes of any such deaths? (iv) the health of the animals?	Yes Yes Yes Yes	ZIMS. Records much improved and now generally very good
9.2. Are daily diaries maintained, and do they contain appropriate information?	Yes	But 2015 diaries, which proved so useful to the inspection team at the November 2015 inspection have disappeared - requirement is they are archived securely on site for 6 years
9.3. Are animal stock records clear and up-to-date?	Yes	
9.4. Are annual stock records completed in the correct format and submitted to the local authority?	Yes	
9.5. Are animal source and destination records kept?	Yes	ZIMS
9.6. Are archived records secure?	Yes	See above comment re 2015 diaries
<b>10. Miscellaneous</b>		
10.1. Do staff numbers and training of staff appear adequate?	Yes	C27. Training and enrolments on future training courses/events has improved and is funded by zoo. But see notes
10.2. Is the management structure and organisation of staff adequate to ensure compliance with the Standards at all times?	No	C39. See notes
10.3. Are effective risk assessments carried out where appropriate?	No	C29 Risk assessment for prairie dogs is not adequate as it does not address the escape risk and required depth of external fence
10.4. Has an ethical review process been established and implemented?	Yes	Minutes were available for ERP meeting on 27th March 2016 but vet (RB) was not invited and had no knowledge of meeting
10.5. Are public toilet facilities adequate and serviced?	Select	Not examined
10.6. Are parking facilities adequate?	Select	Not examined
10.7. Is a First Aid policy and accident reporting and recording system in place?	Select	Not examined

11. Associated legislation	Marking Yes No N/A	Comments/clarification
11.1. Is electrical equipment routinely serviced?	Select	Not examined
11.2. Have fire precautions been agreed and implemented?	Select	Not examined
11.3. Is refuse and clinical waste disposed of correctly?	Select	Not examined
11.4. Are the required needs of disabled visitors met?	Select	Not examined
<b>12. Compliance check including licence conditions</b>		
12.1. Is the current licence or a copy on public display at each public entrance?	Select	Not examined
12.2. Is adequate Public Liability Insurance current?	Select	Not examined
12.3. Have any Additional licence conditions been met?	No	See ancillary report. Conditions 28, 29, 30,31,38, 39 not met by specified date C27 partly met but compliance date is 13th August 2016 C31 partly met re shelter for African Field but written protocol not produced See notes

## Additional space

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The following space is provided for:

- additional notes and comments on the answers to the earlier questions
- recommendations (other than in respect of grant or refusal of a licence and any specific conditions recommended for a licence) including those based on comments already made to earlier questions
- any general remarks which the inspecting team may wish to record

The inspectors were impressed with, and grateful for, the co-operative approach of the staff team, and the evident progress that has been made in many areas since the last inspection, including the appointment of a new Animal Manager. They were particularly impressed with the highly motivated, dedicated and enthusiastic keeping staff, and the evident desire of the staff and management team to move forward to develop and progress the zoo following the previous inspection. The inspectors recognise the many very positive aspects of the zoo and the public's experience.

However, it was evident that the robust management and staffing structure and the specific requirements for this (condition 39) are not in place, ultimately leading to ongoing serious concerns over animal welfare, public safety and potential escapes. While recognising the very complex nature of events and situations, including future plans, leading to the current status of the zoo at the time of inspection, the inspectors' findings indicate that failure to comply with condition 39 is at the root of the majority of the ongoing issues. The inspectors were very disappointed that many conditions had not been complied with, and with the number of problems detected during the inspection, resulting in the zoo failing to comply with many of the SSSMZP. See ancillary report for further details.

# Inspecting team's recommendation to the local authority

Having inspected (name of zoo) South Lakes Safari Zoo

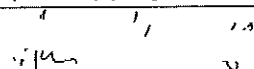
on: May 23,24,25 2016

the inspecting team make the following recommendation: *Please tick appropriate box*


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

**Additional Conditions (if appropriate)**

Inspector(s) signature(s)







Date signed

31/05/2016

31.05.2016

31 May 2016

## **The Data Protection Act 1998 – Fair Processing Notice**

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The purpose of this Fair Processing Notice is to inform you of the use that will be made of your personal data, as required by the Data Protection Act 1998.

The local authority in England (or in Wales as the case may be) is the data controller in respect of any personal data that you provide when you complete this zoo inspection form. The information that you provide may be used by the local authority in its consideration of issuing or amending a zoo licence in accordance with the Zoo Licensing Act 1981 (ZLA). The local authority may be required to release information, including personal data and commercial information, on request under the Environmental Information Regulations 2004 (EIRs) or the Freedom of Information Act 2000 (FOIA). However, local authorities will not permit any unwarranted breach of confidentiality nor act in contravention of their obligations under the Data Protection Act 1998 (DPA).

Where the zoo, to which this inspection report applies, is owned by the local authority, the local authority must send a copy of the completed form to Defra (in accordance with section 13(2) of the ZLA) where the zoo is situated in England, or to the Welsh Government where the zoo is situated in Wales. Defra or the Welsh Government (as the case may be) may use the information contained in the form to ensure that local authorities are carrying out their duties correctly in accordance with the ZLA.

Defra and the Welsh Government are also subject to the EIRs and the FOIA and so may be required to release information, including personal data and commercial information, on request. However, as above, Defra and the Welsh Government will not permit any unwarranted breach of confidentiality nor act in contravention of their obligations under the DPA.



REPORT 2

Special inspection ancillary report

Date of inspection:  Name of zoo:

No	Condition	Notes
C14	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 SSSMZP)] 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.	No newly arrived hazardous animals since last inspection
C14 cont.	Evidence of this training must be forwarded to the Licensing Authority prior to the hazardous animal arriving on site. 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.	No newly arrived hazardous animals since last inspection. Verbal reports from keepers interviewed of attendance at various workshops and training events, and two enrolled on DMZAA at Sparsholt College
C17	A review of the Veterinary programme must be undertaken in conjunction with the consulting veterinarian and a resulting written programme of care ( to include parasite control, vaccination, p.m. routine etc) be agreed, recorded and maintained accordingly.	Complied with
C18	The operator must, in conjunction with the Zoo's veterinary advisor and/or other such professional advice as deemed necessary, develop to the modern standards of good zoo practice and implement, an improved and clearly defined programme, for the delivery of veterinary services to the collection - see condition for specific list of details.	Complied with. However, the inspectors have ongoing concerns that the veterinary programme, although much improved recently in terms of process and regularity, still deals largely with preventive (non-infectious) morbidity, especially traumatic injuries due to fighting in primates, and foot and dental disease in macropods. At the admission of the vet (RB) this is essentially unchanged over the last 20 years. In addition there are ongoing deaths due to exposure/hypothermia and emaciation. This is fundamentally due to management structure and practices ( see comments re condition 39)
C20b	In accordance with 2.9 of the SSSMSP the muck heap in the African exhibit must be removed and an alternative appropriate storage location for animal waste must be utilised, in order to reduce the risk of disease	Complied with



No	Condition	Notes
C23	In accordance with 8.20 and 8.34 of the SSSMZP there must be an agreed and written protocol for liaison with the Cumbria Constabulary in response to the escape of an animal outside of the perimeter of the licensed premises and appropriate firearms cover for the premises. This must be reviewed on a yearly basis and be provided to the Licensing Authority upon review.	Complied with. However, at the inspection, the door to the room containing the gun cupboard was wide open, despite the protocol being that it should always be locked with entrance via a keypad code.
C28	In accordance with 8.7 and 8.29 of the SSSMZP all vegetation, shrubs, bushes and trees in proximity to the perimeter fence must be cut back and maintained to ensure they remain clear of the electric fencing. All shrubs, bushes and trees overhanging or near the perimeter fence must be kept cut back to prevent animals from escaping.	Not complied with. Perimeter fence is the primary barrier for the free-ranging species. Although significant progress has been made there are still sections where vegetation has not yet been cut back or has been cut but is regrowing, that could aid escape. There are also sections identified that that need replacing. Performance of this task has been largely left to the current animal manager
C30	In accordance with 2.2, 4.3 and 4.4 of the SSSMZP, the indoor facilities for the baboons must be upgraded or replaced to meet the current recognised husbandry guidance. The indoor quarters must also allow for a developed programme of enrichment, e.g. deep straw litter and scatter feeding.	Not complied with. Very preliminary work has started on developing part of the adjacent rhino house to provide larger indoor baboon accommodation, but there were no written plans/diagrams, lack of input into the design process by animal staff and vet, and the animal manager had no knowledge of the exact structure and working arrangements for the planned accommodation.
C31	In accordance with 2.2 of the SSSMZP, shelter providing sufficient space for the accommodation of all the animals having access to the African Field must be made available at all times. A written protocol detailing how this will be achieved must be made, adhered to, and a copy forwarded to the Licensing Authority	Mammals in Africa field have keeper-controlled access to the house for shelter (ie no built shelters in field), which is acceptable, but there is no written protocol. It was noted on day 1 of the inspection that several species of bird (stork, crowned crane, sacred ibis, hornbill, cattle egret) had been moved to the African field (exact timescale and decision making process unclear) despite there being no perching or shelter available. On day 2, inspectors were informed that construction had commenced of shelters -but the design/structure of these was not evident.
C33	In accordance with 1.1, 1.12 and 1.13 of the SSSMZP a full review of diets and nutrition across all species, in consultation with the veterinary consultants, must be carried out. Records of all diets and the changes made must be documented and kept.	Complied with
C35a	In accordance with paragraph 6.11 and 6.14 of Appendix 6 of the SSSMZP, the anaconda must be immediately removed off show and must only be returned on show in an enclosed unit; and	Complied with, rehoused elsewhere in zoo.

No	Condition	Notes
C35b	In accordance with 3.6, 8.13, and 8.14 of the SSSMZP, the pond located in the current Anaconda Facility must be immediately sealed off to the public or filled in.	Complied with. Low fence barrier to pond is sufficient
C36	In accordance with paragraphs 1.5 and 1.10 of the SSSMZP, any organised sessions involving members of the public preparing food or feeding animals that involves raw meat and fish must be the subject of a written risk assessment and protective gloves must be worn by all participants.	Complied with. All public wearing gloves during observed penguin feed. However, recent image on zoo's Facebook page of member of public feeding a penguin without gloves.
C38	In accordance with paragraph 6.14 of Appendix 6 of the SSSMZP, a full written review of the risk of bites or injury to members of the public by animals must be carried out and an action plan adopted to eliminate bites and injuries. A copy of the report and action plan must be forwarded to the Licensing Authority. In accordance with 8.14 of the SSSMZP, all contact injuries to visitors from animals must be reported to the Local Authority within 14 days.	A review has been carried out but is inadequate to eliminate bites and injuries and does not address the underlying issues. The inspectors remain very concerned that despite a review there is an ongoing serious risk of bites and other injuries, and zoonotic disease transmission to the public from direct contact with animals, particularly primates. The inspectors observed lemurs grasping onto the public during supervised feeding, lemurs sitting on outdoor restaurant tables, and a tamarin jumping onto a toddler in a buggy in an attempt to access a held carton of popcorn, resulting in distress of both child and parents and requiring them to fend it off. Report of a recent monkey bite on the zoo's Facebook page.
C39	In order to comply with section 10 of the Secretary of State's Standards, a robust management and staffing structure must be in place to the satisfaction of the licensing authority, in order to allow a new licence to be issued.	Not complied with.
C39 Cont	This new structure must include a competent, suitably qualified and experienced full-time Director (or Senior Manager) with day to day responsibility for the running of the Zoo, the ability and authority to make decisions independent of the owner (Mr David Stanley Gill), and must be fully responsible to the licensing authority for the conduct of the Zoo, all its on-site activities and its compliance with the Secretary of State's Standards.	Not complied with. It is the inspectors' findings and opinion that the ongoing serious concerns over animal welfare, public safety and potential escapes are due fundamentally to both the animal husbandry/management regimes and philosophy (ie free-ranging mixed exhibits), and/or the inability by staff, including current management and the vet, to effectively influence or challenge these. Only when a management structure is properly implemented that is able to review current practices independently of the owner, will there be the ability to bring about significant change that will address these issues effectively and enable this zoo to progress and realise its full potential.

## Additional space

### No Additional notes

The inspectors acknowledge and agree that walk-through exhibits containing small primate species such as lemurs can work very effectively and be a very positive and enjoyable educational experience for the public, and can promote good animal welfare. The inspectors have no desire to prohibit such exhibits per se, but they must be properly managed and staffed to ensure both public safety and animal welfare.

No

Additional notes

No	Additional notes

**South Lakes Safari Zoo****Assessment of ZLA compliance during Special Inspection of 23<sup>rd</sup> to 25<sup>th</sup> May 2016****Introduction and background**

As part of a Special Inspection carried out at South Lakes Safari Zoo Between May 23<sup>rd</sup> and May 25<sup>th</sup> 2016 by Professor A Meredith, Mr N Jackson and Dr M Brash, the inspectors were asked to evaluate the existing management structure of the zoo, and whether additional condition 32 in the November 2015 inspection report (condition 39 on the zoo license) had been met.

This condition stated;

In order to comply with section 10 of the Secretary of State's Standards, a robust management and staffing structure must be in place to the satisfaction of the licensing authority, in order to allow a new licence to be issued. This new structure must include a competent, suitably qualified and experienced full-time Director (or Senior Manager) with day to day responsibility for the running of the Zoo, the ability and authority to make decisions independent of the owner (Mr David Stanley Gill), and must be fully responsible to the licensing authority for the conduct of the Zoo, all its on-site activities and its compliance with the Secretary of State's Standards.

***[Timescale 22<sup>nd</sup> May 2016]***

Furthermore, in recommending that this condition be applied to the licence, the inspection team had written in November 2015;

*The decision by the inspection team to recommend that a new licence for South Lakes Safari Zoo should not be granted at its due date, unless a Condition regarding the management structure has been complied with, is not taken lightly. It must be emphasised that the inspectors are keen to see the Zoo develop and thrive in line with modern zoo standards. The inspectors commend Mr David Gill for his initial decision to step back from the running of the Zoo and to concentrate on its conservation role, but do not believe that at the time of the inspection, or subsequently, sufficient progress has been made in this respect, and note that this decision was subsequently reversed during the compilation of this final report. This is no longer a small zoo and it now houses a large and diverse number of species. Suitable management processes must be in place before a new licence is issued to enable the Zoo to meet all its legal obligations, particularly in respect of Sections 3, 8, 9 and 10 of the SSSMZP. These have been areas of concern and flagged as issues repeatedly over a number of years at previous zoo inspections. The inspection of November 2015 has highlighted 32 Conditions that the inspectors believe must be applied to the licence. This is a considerable number of Conditions for a zoo of this size, and many of these result from the repeated failure to implement fully previous Conditions, thus aggravating the situation and determining the inspectors' position. Of particular concern to the inspectors is the fact that as this zoo grows, it relies heavily on the owner's experience implementing out of date practices and refusing to implement modern zoo practices. In the inspectors' opinion this has resulted in animal welfare issues, a higher than expected mortality rate amongst the animals, higher than expected incidents (such as injuries to the public from animals), and places both staff and the public potentially in danger. The new management structure must include a competent,*

*suitably qualified and experience full-time Director (or Senior Manager). This individual will have day to day responsibility for the running of the Zoo, will be able to make decisions independent of the owner and will be fully responsible to the licensing authority for the conduct of the Zoo and all its on-site activities. This will be a full-time post and therefore cannot be someone who will spend large parts of the year absent from the site.*

At the previous inspection in November 2015, the inspectors were informed that Mr D Gill was taking a step back from running the zoo, and had now put in place two new directors C Fischer, and F Schreiber. However whilst writing their November report, the inspectors were informed that C Fischer was no longer a director.

At the February 2016 licensing committee, where one of the inspectors, M Brash, was present, the LA were informed that the new management team was in place including Karen Brewer, David Armitage, John McIntosh, and Frieda Schreiber.

### **Special Inspection process**

As part of the Special Inspection process, the inspectors examined in detail whether a new management team had been put in place by the required deadline of May 22<sup>nd</sup> 2016, as specified in the condition. The inspection team wanted to be satisfied that the new management structure was now effectively managing the zoo in such a way that it was now complying, or making concerted efforts and reasonable attempts to comply with, the Secretary of State's Standards of Modern Zoo Practice "SSSMZP" under the Zoo Licencing Act 1981 (as amended) "the Act".

In particular, the inspectors wanted to be satisfied that any management structure put in place had led to changes to the zoo such that the observed welfare issues and public safety issues (see November 2015 inspection report) had been resolved or minimised to a reasonable level.

Areas of the zoo were also viewed as part of the Special Inspection. This was to check and verify whether conditions applied had been complied with. Details of these findings can be found in the inspection report. It must be stressed that this was not a full inspection, and that therefore not all parts of the zoo were looked at.

During the Special Inspection, the inspection team interviewed staff, including:

1. Karen Brewer (CEO) (KB)
2. David Armitage (Animal manager) (DA)
3. Charlotte Drummond (keeper for approximately seven months)
4. Tony Sayle ( Keeper since January 2016) (TS)
5. Kim Banks ( keeper for five years) (KB)
6. Rick Browne ( Collection vet) (RB)
7. Frieda Schreiber ( Veterinary coordinator) (FS)
8. David Gill ( Owner and License Holder) (DG)

*(For the rest of this report names have been shortened to initials)*

The initial conversation carried out was with KB who explained the existing management structure. Further information regarding the current management structure was provided by DA and DG during the process.

The management structure related directly to the animal collection (ie excluding retail and catering), as explained to the inspectors over the course of the inspection was as follows;

**Karen Brewer CEO**

**David Armitage (Animal Manager)**

**Senior Keepers (e.g. Mark, Jaz and Kim)**

**Keepers etc.**

However, KB also explained that, as DA was still relatively new, DG was still very much hands on managing the collection and DA was heavily reliant on him. DA further explained that DG was mentoring him, and training him. DA explained he was on a 6 month probation period.

DG later informed us that after the November inspection, the then animal manager had been removed from post as DG and KB felt that many of the negative results of that inspection were due to that animal manager's failings. DG felt that he had personally had to come back to help the zoo (Qu) 'get up and running' and 'back to where we should be'. He explained that he felt that DA, despite his long and broad experience, was (Qu) 'old school' and needed guidance.

Potential future management structures were also explained to the inspectors, although there was no written formalised evidence of the strengthening of any future management team for the zoo. A sketched diagram was produced explaining the potential future structure of the ownership of the site, and how a potential Charitable Company could run the zoo. However this appeared still to be in a development phase. A potential future Zoo curator was proposed, however he was unable to commit at this time. Other potential members of staff were still being interviewed.

However;

1. Although DA had been nominally appointed Animal Manager, he accepted that he was not empowered, and that DG was still making all the decisions.
2. The previous Animal Manager was now working as a cat keeper only, and held no responsible position. This was considered a retrograde step by the inspectors, as they had been impressed by her progress at the November inspection.
3. We were informed by KB that DA was to be made a director of SLSZ Ltd ( along with KB, FS, DG), however DA seemed surprised by this news and had not seen or signed any agreement.
4. KB, DA and DG all accepted that the zoo was being run, at this time by DG.



During the process the inspectors did not have confidence that the animal manager, DA, was managing the collection. On a number of occasions he was obviously not 'in the loop' with regards to decisions being made for the animal collection.

For example;

1. He was unable to explain the design for the new baboon housing. He acknowledged that had it been up to him, he would 'not be making the new accommodation out of scrap'. He also acknowledged that the baboon house could have been completed on time for the inspection.
2. He informed the inspectors that the movement of birds to the Africa field, without the provision of adequate shelter, was carried out without his knowledge.

The zoo is clearly being managed directly by DG and the way that the collection is being managed still has a profoundly negative impact on the welfare of the animals kept in this collection, and continues to act as a potential danger to the public.

The above existing management structure of SLSZ is not, in the inspectors opinion, sufficiently robust to ensure that the SSSMZP are being delivered. Nor does it fulfil the requirements of the condition applied by the inspectors back in November 2015. Information supporting this statement comes from the interviews with the staff, from the records examined and observations made whilst walking around the zoo.

### Conclusion

Condition 39 has not been complied with, and as it stands, unless circumstances change, the LA should not renew the license, as recommended in the report in November 2015.

### Further information

#### **A. Veterinary records**

More comprehensive veterinary records are now maintained for the animals. There is a monthly summary sheet of animals that have died, or been treated, and a four month summary had been prepared for the inspectors.

#### **Mortality and causes of mortality**

1. From examining the previous year's stock list, the inspectors noted that the mortality rate is still high. Over the period of time January 2015 to December 2015 there have been 146 deaths. This is made up of approximately half mammals, half birds and some reptiles.

2. During the first four months of 2016, i.e. from Jan 1<sup>st</sup> to April 31<sup>st</sup>, a further sixty one animals have died (50) or had to be euthanased (11).

More detailed veterinary records are now being maintained and the causes of death, during this period, for these animals were available.

From the records the inspectors noted that there were a significant number of deaths (19) from preventable causes.

The veterinary team had recorded that;

1. Two animals died from rat poison
2. Five Inca terns died from exposure undetermined
3. One Alpaca died from hypothermia
4. Thirteen animals died from trauma
5. One bird euthanased after having a beak broken by a Macaw
6. Three from emaciation
7. One lemur had drowned
8. Three Ducks had been run over.

A significant proportion of these are due to fighting amongst animals. At interview the vet for the collection RB agreed that there was a large number of injuries from fights but did not see how he could resolve this. He agreed that that a major cause of deaths was from injuries and trauma.

Furthermore, whilst there have been seventeen animal deaths from trauma related causes, during the period between 1 January and 30 April 2016, a further fifteen animals have been treated for traumatic injuries and wounds. (Other animals have been treated for other medical problems).

*(The actual figure is likely to be higher, as not included in this figure are other animals that might have received injuries and not received treatment, and other animals that are listed for having received treatment but not stated as having received treatment for trauma, e.g. a hand infection).*

The inspectors noted that there is now an obvious increase in the number of visits and the veterinary involvement in the zoo, and this is to be commended. There is also a significantly improved recording system of veterinary matters, and it is partially because of that, that the inspectors now have the written evidence of the welfare issues that they are concerned about.

The veterinary department (FS and RB), were interviewed regarding this at length and accepted that the level of injuries and death were unacceptably high. However they did not have a plan as to how it could be reduced. FS was of the opinion that injury due to fighting is what would happen in the wild, and the risk of this should be balanced against their

freedom to range freely. They did inform us that they had planned a meeting in June, with the consulting vet Andrew Greenwood, to discuss the first four months of data. The veterinary department, despite attending more regularly, seem to be largely reactive and 'firefighting'. Qu RB 'I spend most of my time stitching animals up' the management in preventing these problems.

The inspectors do acknowledge that they have implemented a program of vaccinations, contraception and worming in many areas, which is to be commended.

The inspectors would like to stress that their concern over the high level of trauma and mortality is not a criticism of the keepers themselves, of whom the inspectors were impressed with their keenness, and obvious passion about looking after the animals to the best of their ability. It is also acknowledged that a programme of training and CPD for keepers is now place that was not evident in November 2015.

There are likely to be many complex reasons for the high level of trauma and mortality, however it is the inspectors' belief that, to a large part, it is fundamentally the way the animals are kept; i.e. in large groups, in a large space, where it is difficult to manage the animals and to detect injuries or body condition, with uncontrolled breeding in some instances, (e.g. ring-tailed lemurs).

During interview, DA commented that he thought the collection was overstocked, and had too many animals, however DG informed the inspectors that the lemurs were allowed to breed as they liked. However there is a collection plan which does contain some more detail.

For example in the collection plan; for ring tailed Lemurs it states: *'Monitor breeding and surplus as numbers increase. Possible to stop breeding next year'*.

It is a requirement under the Section 1A (vii) of the ZLA that a zoo must;

*'accommodate their animals under conditions which aim to satisfy the biological and conservation requirements of the species to which they belong, including providing each animal with an environment well adapted to meet the physical, psychological and social needs of the species to which it belongs; and providing a high standard of animal husbandry with a developed program of preventative and curative veterinary care and nutrition*

In the inspectors' opinion the mortality rate is high and sadly, from the information supplied, the cause of many of these deaths are preventable. Whilst the inspectors accept that deaths from trauma can, and do, occur, and that other preventable accidents can occur, it is the consistently high number, plus the lack of any written or verbally produced action plan to remedy this, that is of concern.

These are problems that are preventable provided a suitable environment for the animals to live in has been provided, whilst demonstrating most normal behaviour, but not undergoing fear and distress.

There is little evidence that the present management team, with DG acting as a hands on manager, have made any significant attempts to reduce this problem. In fact there is no evidence that the management team have made any efforts to reduce this problem by putting together and implementing a plan to improve the current welfare of these animals. However, DA stated that, were he allowed to, he would implement such changes.

## **B. Management of the animals**

During discussion with the staff, it came to light that a number of birds had recently been moved from other areas of the park into the Africa field. These birds included hornbills, storks, cattle egrets, ibis, and crown cranes.

It was difficult to clarify when these had been moved, with a keeper informing us that it had been a few weeks ago, DA informing us that it had been after the winter. DG informed us that it had been a couple of years ago, then changing it to last year, then acknowledging that it must have been after the last inspection.

Whenever they were moved they still had not been provided with any shelter, or perching. Many of these species will find shelter from inclement weather in shrubs, or under canopies, and enjoy perching, and building nests in trees. DA and a keeper confirmed that none of these were available to the birds.

DA informed us that they did have access to a mound which was surrounded in electric fencing to stop the hoof stock gaining access. On this mound was Qu 'some long grass and weeds'. This is insufficient, and would certainly have been inadequate over the winter periods if the birds had been there as DG reported.

When interviewed the animal manager DA informed the inspectors that the moving of these animals had been undertaken without his knowledge, and had been undertaken by DG.

No one was able to explain satisfactorily why there was no suitable shelter or perching for these animals. DG said that he had the wood available, but had not had time to build it. The inspectors were informed on the second day of their inspection that shelters were now being built.

Of concern is that these birds have been relocated to an environment, at some point prior to the inspection, without suitable facilities, i.e. perching and shelter, being constructed prior to the move. This is an example of the poor management still ongoing in the zoo under the direction of DG.

It is also reminiscent of the problem that was identified by the inspectors at their inspection in November 2015 when, amongst other things, the death of five Nyala was noted in the same enclosure, with some of these being due to exposure.

This is of concern as;

1. The animals are not being provided with suitable shelter and perching as required by the SSSMZP
2. The management team are not functioning as a communicating team in the interests of the animals' welfare.

### C. Public safety concerns

A condition was applied in November 2015 that a full written review of the risks of bites or injuries to members of the public by animals must be carried out and an action plan adopted to eliminate the bites and injuries. (By 22<sup>nd</sup> May 2016).

Whilst a written review was carried out, it is inadequate and does not address the underlying issues.

Bite injuries to the public can be divided into two sections, those inflicted by primates and those by birds.

Primate bite injuries to the public have been recorded historically at higher than expected levels. These are of concern for a number of reasons. Firstly, by the very nature of the injury it is a traumatic experience, there is the potential for doing serious, possibly lasting, harm, and there is also the potential for the spread of zoonotic disease.

Although the zoo has considerable signage in place warning the public about the potential of bites from primates, and requesting that the public do not feed or touch the animals, the very way the animals are managed means that conflict between the animals and the public is a high likelihood. Effectively there are free roaming primates, coming into contact with members of the public who have food. This food may or may not have been purchased at the zoo, however the primates are intelligent creatures, and cannot read the signs and attempt to steal the food. The resultant conflict is likely to lead to members of the public being bitten.

At interview KB said that 'bites injuries are inevitable'. RB also saw that bite injuries are likely to happen and an acceptable risk. He added that this was a risk that the public took when they visited this zoo.

In the review of bite injuries the zoo states that there had been no bite injuries reported so far that year. Whilst that may be true, the inspectors find it hard to believe that no bite injuries have occurred.

In fact on their own website, earlier in May, is a post from a member of the public, stating '*good day at the zoo, not keen on the little monkey that grabbed my hand and bit my finger*'.

Furthermore whilst the inspectors were waiting for the lemur feeding experience, a Cotton Topped Tamarin was observed trying to steal food (popcorn bought on site) from a child in pram. (See Photograph)



***Photographs showing Cotton topped Tamarin, which jumped onto the child in the pram, trying to steal popcorn that was being eaten by the child.***

The monkey repeatedly came back to steal the food, and had to be 'shooed' away from the child by DA. The child was obviously distressed by the experience. This occurred in an area that is close to the restaurant, where the public is able to buy food.

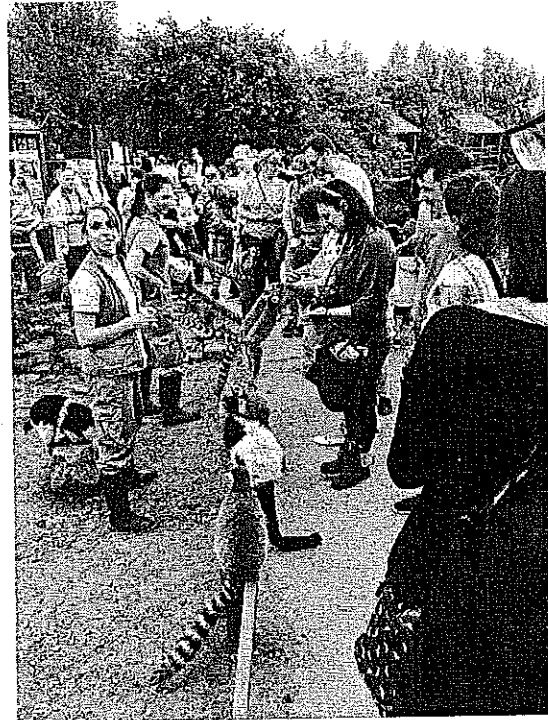
Later the inspectors noted a ring tail lemur on one of the outdoor eating tables adjacent to the restaurant. A man was having to 'shoo' this monkey away from his son who was trying to eat something.

The inspectors observed a lemur feeding session. We were impressed with the knowledge of the keepers, and accept that the keepers did ask people to keep away from the rails, and gave them suitable advice about feeding only lemurs on the rail, and gave advice about how to avoid being bitten. The public were also asked to wash their hands after the experience.

Six keepers were observed at this feeding session, including one at the gate. There were approximately 70-100 people present at the experience. KB informed the inspectors that there were about three hundred people in the zoo on that day, and that on a busy day, there could be two to three hundred people at the lemur feeding experience. In essence there could be two or three times the number of people we witnessed present at a lemur feeding experience.

However, crowd control with this number of people is difficult, and so although people were asked to keep a metre back from the rail, they quickly moved forwards again. This brought them within range of lemurs sitting on the rail. Although people are meant to hold the food

in their fingers and offer the food for the lemur to take, it is not adequately controlled and lemurs were observed grasping children's hands and arms, and grabbing food from the public. Lemurs were also observed jumping onto keepers' backs, requiring the keepers to brush them off with their hands.( See Photographs)



*Lemur feeding. Photograph shows the crowd, and Photograph 2 shows two lemurs grabbing a persons' arm.*

Gloves are not given to the public, to protect them from potential zoonotic diseases. Most zoos do now recommend that the public wear gloves when handling or touching primates. Whilst SLSZ says that the public must not touch the primates, it is obvious from our brief observation that there is considerable direct contact between the primates and the public.

During interview the vet RB agreed that gloves should be worn by the public when coming in contact with primates. It is also noted that the Zoo's own written SOP does state that gloves should be worn when working with primates.

Finally on the website, in May, there is a photograph of a young woman in a lemur house feeding a lemur. She is wearing no PPE and no gloves.

The zoo has a duty of care to the public to ensure that they are not bitten, and that it manages the risk of potential spread of zoonotic diseases, both the ZLA and under Public safety legislation.

The present zoo management does not acknowledge this, and accepts that there is a likelihood of people being bitten.

The potential for the spread of zoonotic disease from a primate to a visitor has not been acknowledged, and no process is in place to prevent it. The potential for this risk was fully acknowledged by the vet RB, and then acceded by KB.

#### **D. Perimeter fence**

A condition was applied in November 2016 that;

*In accordance with 8.7 and 8.29 of the SSSMZP all vegetation, shrubs, bushes and trees in proximity to the perimeter fence must be cut back and maintained to ensure they remain clear of the electric fencing. All shrubs, bushes and trees overhanging or near the perimeter fence must be cut back to prevent animals from escaping. **This had to be completed by 22<sup>nd</sup> May 2016***

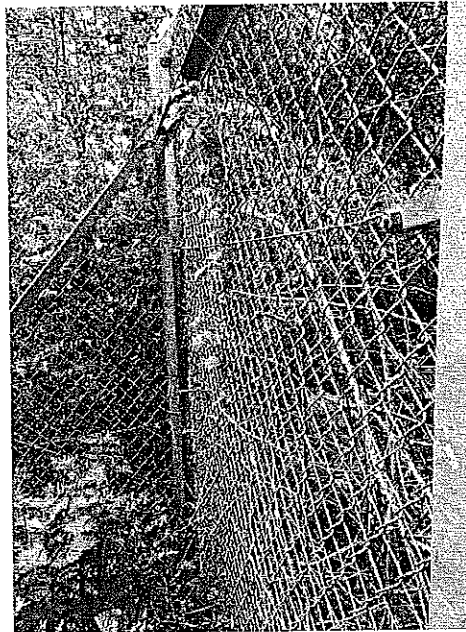
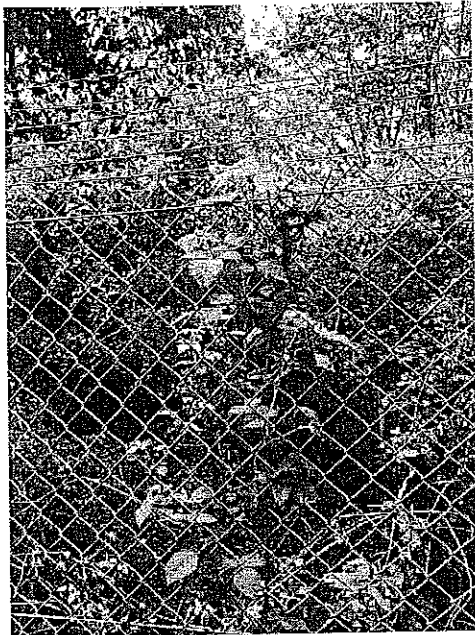
During the February licensing committee hearing the zoo informed the LA that a start had been made, and gave assurances that it would be completed. During interview at the May inspection DA acknowledged that this had not been completed. He informed the inspectors that an area of the perimeter fence needed replacing.

Some areas of the perimeter fence were viewed. Whilst it is apparent efforts have been made to carry out the required work, where this has been carried out, it is already growing back (See photographs). In other areas there is no evidence of work having been undertaken, e.g. it the small area where the perimeter fence cuts back in towards the food preparation area. The perimeter fence that needs replacing has not been replaced.





*Perimeter fence 1, showing areas that still are to be cut back properly*



*Perimeter fence 2*

*Perimeter fence 3*

*Both showing how where the overgrowth has been cut back, it is already returning.*

On interview DA reported that he was doing his best, but was short on man power. We gained the impression that he was doing much of this work himself. However DG informed us that he had put his full maintenance team onto the problem to resolve it. He was also of the opinion that it had been resolved.

**Summary of findings of the Special Inspection of South Lakes Safari Zoo (SLSZ) 23<sup>rd</sup> to 25<sup>th</sup> May 2016**

- Since the Renewal Inspection of November 2015 it is apparent that members of staff have been working hard to bring the Zoo up to standard, within limits set by DG. Record keeping, particularly in the veterinary department, is greatly improved.
- There also now appears to be an improved programme of keeper CPD.
- Since January 2016 a new, experienced Animal Manager, DA, has been in place.
- Since November 2015 DG has taken a much more hands-on approach to the day to day running of the animal collection. In DA's words DG is "micro-managing" the animal collection. In the presence of DG and other members of the management team DA made clear that he is ready and able to take over managing the collection but has been prevented from doing so by DG.

- At the meeting at Barrow BC on 25<sup>th</sup> May 2016 with the three inspectors DG said, in front of his management team, that he would now immediately step back. He also stated that he would sign a document confirming this and would speak to his lawyers to arrange it.
- In the opinion of the inspection team failure to comply with Conditions, such as that relating to the perimeter fence, and failure to address issues of animal welfare and public safety as outlined in this report, are directly attributable to DG retaining day to day control and not allowing his animal management team to develop modern, progressive protocols. This was certainly confirmed by DA in the meeting with DG and the management team on 25 May 2016. Furthermore, DA made very clear that once enabled he would make changes. In other words, failings to meet modern zoo standards and the conservation requirements as specified in Section 1A of the amended (2002 regulations) ZLA are directly attributable to failure to implement Condition 39.
- There appear to have been ongoing attempts to formulate and implement the new overall zoo management structure as required by Condition 39. This had not been achieved by the time of the 22<sup>nd</sup> May deadline and nothing said at the May inspection gave any confidence that change is imminent. Indeed, DG's own best estimate of completion is November 2016. The inspection team cannot and will not comment on the viability of the proposed changes to the Zoo's ownership and management structure currently under consideration.
- The inspection team is very keen to emphasise that it does not wish to see the closure of South Lakes Safari Zoo. But without evidence of very rapid changes in animal management practices (to resolve issues as outlined in this report), and due to the failure to comply with Condition 39 by the due date, the inspection team cannot give a recommendation for renewal of the licence to the current licence holder.
- It is the inspection team's hope that from the date of the May 2016 Special Inspection DG will, as he informed us, have immediately stepped back from his day to day hands-on involvement with animal management at the Zoo.
- It is hoped that he will allow his current management team to get on with the urgent job of addressing those issues where, albeit late, compliance might positively influence the decision of Barrow BC Licensing Committee when it meets on 5, 6, 7 July 2016.
- In the circumstances of a signed declaration from DG that he has removed himself from the day to day running of the Zoo, and immediate verifiable evidence that the management team are effectively addressing all the issues highlighted in this report the inspection team recommend that Barrow BC gives consideration to a renewal of the licence to the current licence holder.

- In the above circumstances, which would avoid the immediate very serious consequences of closure of the Zoo but would not have ensured compliance with Condition 39, the inspection team's recommendation to Barrow BC is that the licence could be renewed, but must have a number of Additional Conditions/Direction Orders with timelines to ensure compliance with the mandatory conservation measures in Section 1A of the Zoo Licensing Act 1981 (as amended) with specific reference to animal welfare in 1A(c).
- To avoid any possibility of the current situation continuing for a further six years, and any possibility of DG not holding to his agreement not to interfere in the running of the Zoo in future, the inspection team recommend that a Direction Order enforcing compliance with Condition 39 should be applied to any renewed licence and that failure to comply fully within six months would result in a Closure Order.

Dr Matthew Brash BVetMed CertZooMed MRCVS

Mr Nick Jackson MBE

Professor Anna Meredith MA VetMB PhD CertLAS DZooMed DipECZM MRCVS

31<sup>st</sup> May 2016

## Response of Safari Zoo Management to the Zoo Licencing Report of May 2016.

*Condition 39 has not been complied with, and as it stands, unless circumstances change, the LA should not renew the license, as recommended in the report in November 2015.*

The report fails to recognise and acknowledge the intense work that has been ongoing to recruit and employ senior animal Management for the Zoo to comply with this condition since December 2015. The Zoo gave the inspection team clear detail of proposed new staff and it seemed to be well received and the quality in principal agreed as suitable. We also informed the inspectors categorically that we CANNOT comply unless the Licence is renewed in July simply because no sensible person who holds a senior position in any zoo would give up that position to find their employment terminated by a refused, deferred decision or re application of the Licence. The two new Senior Manager appointment terms are agreed and all that is now required to have these people in place to fully comply with Condition 39 is the renewal of the Licence. It seems we are in "catch 22" We cannot recruit because of the threat to take away the Licence and you will not give a licence until the staff are in place? We require fairness and common sense to prevail in this matter to allow the Zoo to employ these experienced managers by the renewal of the Licence or we shall be faced with a situation where the Condition placed and threat made of refusal by the Authority in November actually prevented us complying with it, thus being unjust and unfair.

- The CEO (Karen Brewer) has a legally binding contract of employment that gives her full control over the company operations independent of shareholders but subject to the Board of Directors guidance.
- This is compliant with the condition as written.
- **To conclude this matter, we confirm the agreement of terms with two senior animal management prospective employees subject to Licence renewal and the CEO who is in position at this time.**
- **The prospective Director of Animal Management is as previously revealed to inspectors , Andreas has confirmed that he is to begin contracted training and management input in July for 4 weeks. Then he is preparing a regular training and management input in his words:**

*"What I can offer at this time, and this is what I told David, is that I, on a consultancy basis, could be at Safari Zoo for several consecutive weeks at certain dates in 2016 to assess current animal management, animal welfare, and work procedures, to eventually come up with a structured operation manual including clear responsibilities, as well as staff training schedule and training. During these times I would also be in a position to either identify a person already working for you or to find someone who may slip or grow into an animal manager position under my supervision. A strategy that I'd be happy to present to and discuss in detail with council as well as work along with you and them to bring things back on track"*

**He cannot make any full time commitment until the Zoo Licence is fully renewed for 6 years.**

**The proposed Curator can start early September if the Licence is renewed early July but will not resign until a Licence for 6 years is issued.**

We therefor make the request that the Licence be renewed in July and if necessary a Condition applied as suggested by the Inspectors in their report that a Senior Animal Manager must be in place by the end of the year as after notice is given to previous employers and commitments honoured it is stated that they would be able to take up position within that time frame.

We have made other positive developments to strengthen the team and provide that robust structure. Kim Banks who is head keeper and been a senior keeper at Safari Zoo for 7 years has agreed to take the role of assistant to the animal manager along with Mark Conway who is senior keeper and been with the zoo for 6 years who has also agreed to the same position. This gives us clear levels and responsibilities moving forward. Until our new Curator starts we shall continue with DG as the external advisor, Kim and Mark will manage the day to day keeper operations as they have for the past 2 months under guidance. As soon as the Curator starts they will take the assistants role and back up the Curator in all aspects of zoo animal management. We have promoted 3 other staff to more prominent positions of responsibility to replace Mark and Kim as Head Keepers.

We shall rely upon Andreas to train, develop and grow all the new staff and promoted staff from his contracted role. DG wishes to be relieved of his role as advisor as soon as is practicable and legal liability issues are covered and signed for by others.

has not been able to take any lead role after his probation period due to a failure to immerse himself in the needs of a modern zoos H and S requirements and procedures. He has failed to communicate with staff or management and his position is under review. Despite the Inspectors demands for the Zoo to give him full control it would have been irresponsible, illegal and dangerous for DG or the CEO to have given that control without a defined comprehension of legal requirements and standards. This illustrates further the issue of making major decisions about character and ability based on a few words and a few minutes of interviews. DA may have said what you wanted to hear but he could not match that with any level of acknowledgement of responsibility to staff and public. He remains employed with the zoo.

The new CEO, Directors and staff as a whole are very positive about the new structure along with continued security of the company and they are all looking forward to having a confident and productive future in the zoo. Further to this comment we can confirm the position of the trading company operating the zoo business.

Whilst the Authority has had numerous possibilities placed in its domain in recent months this exercise has proven to be a long carefully researched and legally advised gathering of the information from Accountants, the Bank and legal counsel. We have had numerous meetings consultations with all affected parties from HMRC, the Bank, employees, overseas dependants and specialists in the industry.

Without going into detail of all the possible structures the only structure that can possibly provide the security and unchanged inherent business success to continue solvent operations into the future with full Bank consent as first charge holders on the property is to operate the Zoo as follows:

South Lakes Safari Zoo Limited will continue as the legal trading entity of Safari Zoo. This is to comply with the Banks arrangements and covenants agreed for very substantial bank loans made based on the structure and success of the company under its management. It also is to guarantee continuity and preserve confidence in the employees and our suppliers and customers. It has been agreed by the Auditing Accountants, Bank legal advisors our Legal advisors and the management that this is the only secure and responsible way forward for the zoo.

In further regard to Condition 39 it is confirmed that the operating company has appointed new Directors and a new CEO to take over the total management of the company. David Gill and his wife Frieda Rivera Schreiber resigned to allow the new Directors full and complete control over the management of the company. The 4 new Directors of the Zoo operating Company are Karen Brewer (CEO), Jayne Birkett (Accountant) Stewart Lambert (Chairman

of the Board of Directors) and Claire Lambert (Retail Manager) The two new Senior Animal Management employees will be appointed Directors on completion of the probation periods.

This new company situation is typical of most UK companies and is the most common structure for a company whether private or public. Full legal advice on the companies trading position has been sought and we have taken our position on the matter from legal counsel in relation to the Zoo Licencing Act and the requirements of that Act.

This company fulfils all the requirements under the law to operate a Zoo in that it has a proven track record, consistently positive accounts and constant investment. It employs the expertise to effectively manage and operate under the ZLA.

**The Directors have made an application to have the Zoo Licence transferred into the company corporate name with Karen Brewer named as the responsible person to the Local authority in regard to the Zoo Licencing Act.**

It is confirmed that the proposed transfer of Zoo operations to a Not for Profit Company is now on hold until financial security is assured by the issue of a new licence to operate. The proposed transfer is still going to happen but only when the bank and advisors give the financial position the green light to change. This is unlikely in the next two years due to unforeseen financial burdens.

*The inspectors were very disappointed that many conditions had not been complied with, and with the number of problems detected during the inspection, resulting in the zoo failing to comply with many of the SSSMZP. See ancillary report for further details.*

We respectfully submit that the zoo was placed in an impossible situation by the deadlines placed on conditions in the February Meeting of the Licencing committee.

Criticisms placed as above do not take in account or acknowledge the vast amount of works done in the zoo between December and May where our team of 9 full time construction and maintenance staff worked every day and over time to try to achieve the requirements of the Local Authority not only the Conditions placed on the Licence but also further unexpected potential safety issues regarding the need to demolish walkways or modify them once the standard of construction was changed from the original design loadings placing Public safety as our utmost priority that took up all the staff time for 14 weeks. Not only did this engage all our staff fully it created an extra financial burden and cost to the zoo of over £60,400 in unexpected costs. Thus preventing other issues being address due to physical time constraints and zero cash availability at a time of negative cash flow in the zoo. As the Zoo has no ability to borrow money from any source prioritisation of safety work had to be done at the expense of other equally important works as we unexpectedly had no funds to contract outside labour to assist.

- It is also of note that ALL the difficulties that have arisen with timescales for completion stemmed from our fencing and fabrication contractor being taken away from the zoos vital work for the whole summer in 2015 when he took on major contracts for Barrow Borough Council at much higher hourly rates than our contract. This placed all our projects behind by 6 months. Contractors from Preston, Chorley and a number of other places were contacted who had similar skills to complete our works and they all refused to work in the locality due to 3 hour drive times to and from work. There is a serious shortage of suitable contractors for fabrication and fencing in this region.

#### CONDITION 30: BABOON HOUSING

In accordance with Condition 34 a notification sheet for any collection change process has been introduced and across the board consultation taken place with all departments

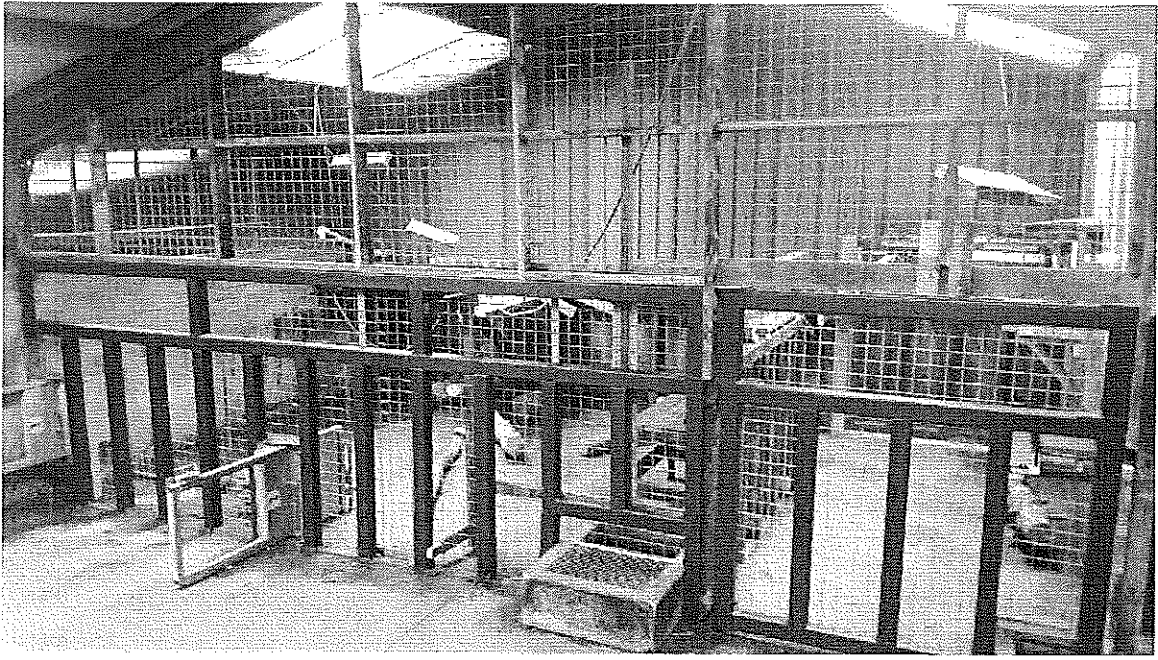
(maintenance, keepers) as well as Vets the result is a completed facility which has been widely consulted in house. This process going forward will hopefully also avoid situations where individuals who were not involved in earlier decisions can be included such as the bird shelter on Africa due for build before autumn and provide the information to all staff.

- The timescale given to management for altering **the Baboon indoor facility** was dramatically reduced by the Committee despite the Zoo Inspectors advising the Committee to allow far more time to complete. The welfare issues were certainly not compromised as the Baboons had access to the largest Zoo Baboon outdoor area in the UK. Their activity, enrichment and lifestyle is one of the best in any zoo and in the spring and summer months the time spent indoors is minimal for sleeping and they are never locked in (save for maintenance for short periods). All documented evidence shows that our baboon troop does not suffer for any negative welfare issues, nor stress or other detrimental behavioural problems indeed the opposite. It is a very well balanced settled group with excellent health record and no aggression issues whatsoever. The management of the group has been at the highest level and the need for extra housing was not an issue on two grounds, the numbers of baboons in the group was reduced and we were entering and in summer. However, one specific issue prevented the new construction and this information was available to the committee when they placed this very difficult condition to comply with despite the limitation being given. The plan was to use one of the old rhino house enclosures for the extra baboon internal den. It was clearly stated that the rhinos could not move until mid-May as we had no control over the animal transported availability to move the Rhinos. This in effect left the Zoo with 8 days to complete the Baboon facility and due to our construction teams being forced to address other issues in that specific 8 days that were suddenly brought upon us by the Council officers in May changing the "goalposts" for acceptance of the Engineers report criteria for wooden platforms being passed as safe they were forced to address public safety as a priority over the Baboon housing and this was agreed by management as the correct prioritisation of work load.

We can confirm that the Baboon facility has now been completed. The design and operations have had the involvement of the Vets, the staff and management.

It is regrettable that the facility was not completed in the timescale provided for however due to the pressures placed on the staff of the zoo by the local authority we did it in the fastest possible time respecting the need to prioritise public safety over animal housing taking into consideration all the parameters noted and in particular the summer weather that did not compromise animal welfare at all.

**This Condition is fulfilled and completed**





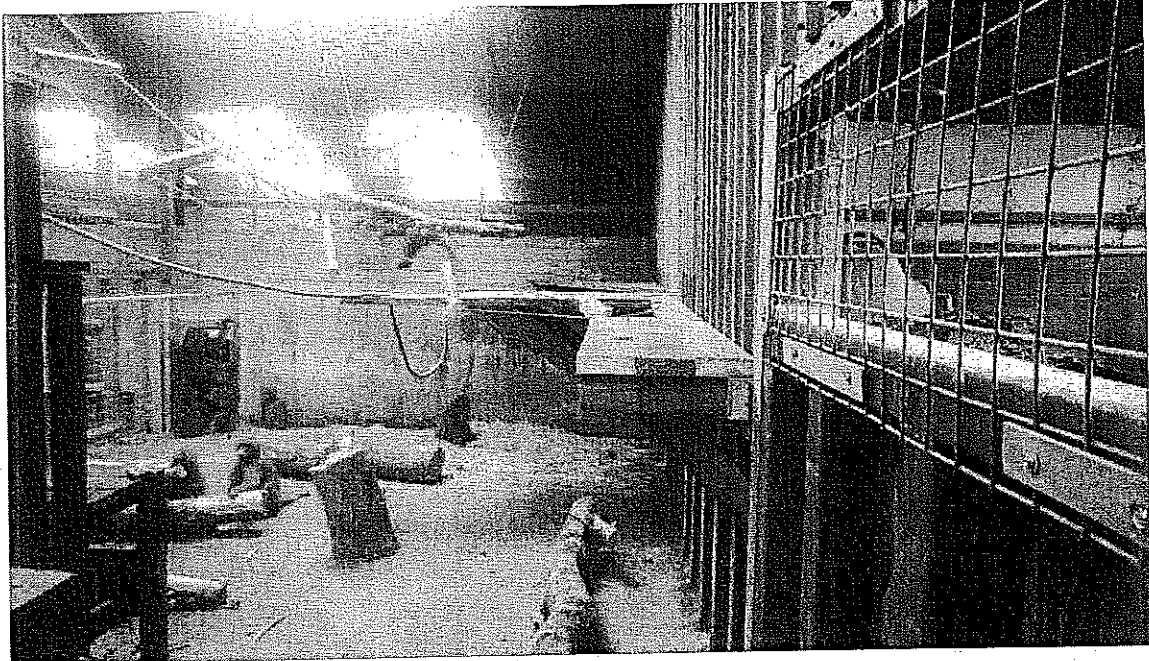


PHOTO: Baboon internal housing extension.

*CONDITION 17: REVIEW OF VETERINARY PROGRAMME. (D/O)*

- A full review of the programme was undertaken and presented to inspectors during inspection. Part of that review was to instigate a monthly review of vet "cases" the results of which would form the basis of a biannual review carried out by the Vet teams (Rick Browne, Andrew Greenwood, Frieda Rivera Schreiber). 4 months were presented to the inspection, those 4 months of discoveries outlined by our veterinary coordinator Frieda Rivera Schreiber have formed the basis of the claims in pages 4,5,6, of the inspectors report. Analysis as discussed by the inspectors is for veterinary review and a meeting of the veterinary team to review the veterinary situation of Safari Zoo for the period 1.1.16-30.4.16 has taken place.
- The conclusion of that review resulted in 5 action points which the team thought essential to provide proper useful analysis of the zoos situation rather than rely on a snapshot of information.

AP 1. It was decided the period under observation was too narrow, just a snapshot, that further investigation was essential to provide a clearer picture as to what was occurring and so a review of the annual inventories over a 5 year period (2011-2015) must take place. By 30th September for a special Veterinary meeting arranged to discuss the findings.

AP2. Contact Marsupial TAG/ vet advisor to the tag for further information/ help re wallaby mortality rates. Safari Zoo is the ESB coordinator for all Macropods except Parma and Bennetts Wallabies as they do not have programmes. It is therefor unlikely that information is collated. However, Parma Wallaby mortality rates at Safari Zoo have been very low over many years until the very wet difficult winter of 2015/6. It is suggested this could be the precursor of the deaths in this period as the animals' free range and are not locked within dry housing. (suggestion of bringing them inside next winter with all the other macropods. The group was from wild caught stock ex New Zealand islands. It is apparent from the 15 years of managing the Macropd studbooks that we have now lost 3 species from Europe due to the necrobacillus infections taking more lives than births and we only have two self supporting species in Red Kangaroo that is stable and Western Grey Kangaroo that is now

stable. All other species are in decline due to the same issue of non treatable infection as the main overriding cause.

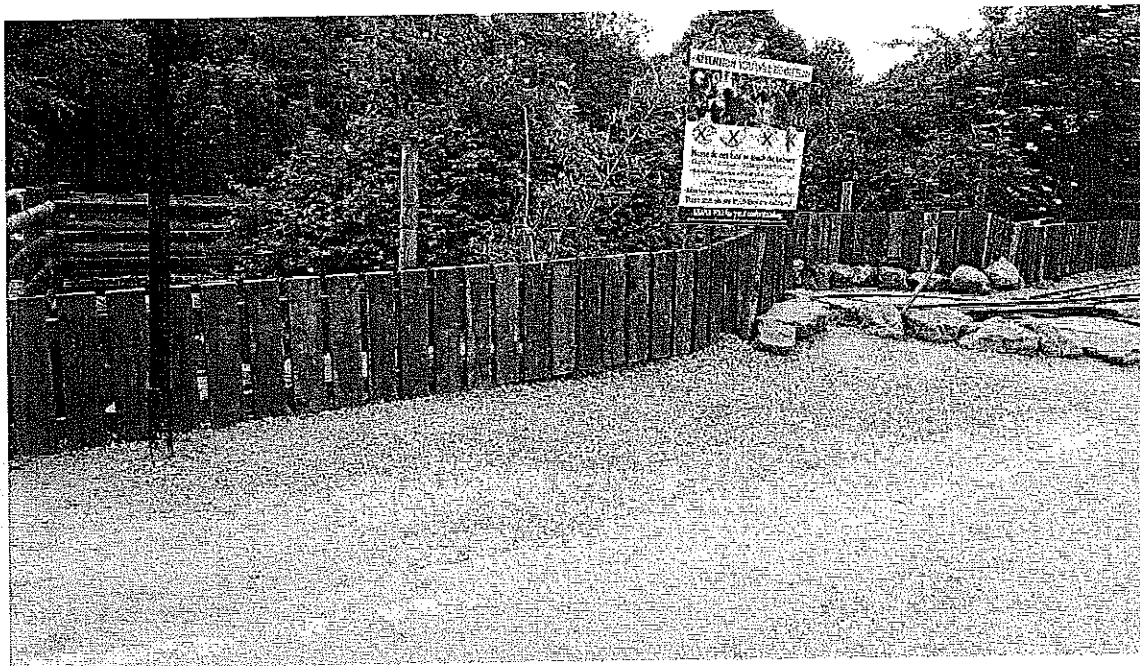
AP 3: Squirrel Monkeys contact Colchester zoo or Edinburgh who keep large troops of squirrel monkeys for their experience of multi male multi female groups.

AP4: Lemurs - promotion of a research project to arrange students to come and study the groups year round. How they interact and what their ranges are, where the issues occur. AG IZVG have employed a new co-ordinator of research therefore they will write brief and coordinate to find students.

We funded a study on wild Ring Tailed Lemurs in Madagascar in 2002. Find this thesis and re appraise the conclusions in relation to our groups.

AP5: Ducks. Fencing has been installed separating duck from vehicles. Speed limits reinforced and training of drivers that anything in the road has right of way





Photos: duck fencing.  
Reviews to take place biannually.

### Veterinary Compliance

- We have consulted widely and had assistance with research into this issue and taken advice from numerous sources. It would seem from this exercise there is a wide variation in the way DEFRA Inspectors apply and set standards within the ZLA and SSSMZP. There is no defined standard or indeed is there legal obligation to comply to very specific criteria that some Inspectors may set as their personal standard. The SSSMZP gives broad parameters for compliance and this Zoo should not be subjected to the application of a standard that is not universally applied to the wider Zoo community under the ZLA in the UK.
- We have concerns over the way the Veterinary situation at the zoo was described and reported in the November Inspection report, our complaints and observations do not seem to have been considered valid however we should point out that numerous documents and procedural activities were not considered, inspected or acknowledged by the inspection team at that inspection in November 2015 and then the zoo was accused of major failings because the team did not see or acknowledge those issues that were totally available to them at the inspection or beforehand in submissions.
- Further the zoo questions the scientific factual basis that the inspectors have made their negative comments and opinions regarding management. We ask that the inspectors quantify and qualify their comments and opinions sticking to facts and not personal views and opinions. If a specific person is to be isolated and criticised it is essential that factual evidence is gained rather than personal comments or hearsay.
- *In the inspectors' opinion the mortality rate is high and sadly, from the information supplied, the cause of many of these deaths are preventable. Whilst the inspectors accept that deaths from trauma can, and do, occur, and that other preventable accidents can occur, it is the consistently high number, plus the lack of any written or verbally produced action plan to remedy this, that is of concern.*

We question this opinion based on facts.

The International Species Identification System or ISIS is a worldwide data base of each zoo that subscribes to the programme. It is generally seen as requirement of zoos to be members. This data base holds the detailed records of a huge number of zoos from around the world and in this instance from the UK under the ZLA and DEFRA inspection standards.

We have undertaken a limited but ongoing study into mortality rates in other UK zoos that are fully licenced and seen as "model" or established well managed zoos. We do not intend to name all the Zoos involved in this publicly available document but have all of the information available for any further appeals that may be needed.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

*It is a requirement under the Section 1A (vii) of the ZLA that a zoo must; 'accommodate their animals under conditions which aim to satisfy the biological and conservation requirements of the species to which they belong, including providing each animal with an environment well adapted to meet the physical, psychological and social*

*needs of the species to which it belongs; and providing a high standard of animal husbandry with a developed program of preventative and curative veterinary care and nutrition*

[REDACTED]

Our Veterinary care programme and recording of such is at least equal to if not better than many zoos licenced under the Act. We have data from the largest zoo in the UK that shows that we compare extremely well and indeed few zoos of comparative size or collection have better mortality or trauma records.

[REDACTED]

It is our intention to prove that the standard and criteria demanded from this Zoo by inspectors in the last two years is not the standard actually maintained by others. At our DEFRA Balai Veterinary inspection that concentrated on Veterinary records, practices and procedures, we were inspected in great detail (far deeper and longer than the Special Inspection ) and this gave us an excellent report and we passed the strict test with no issues . Whilst the DEFRA Zoo inspectors made verbal comment that the DEFRA officially employed Veterinary inspector was "not experienced in zoos or qualified" she did in fact spend far more time and went into far deeper detail about our practices and recording and health and welfare record and is directly employed by the government to uphold the strictest standards for animal health and welfare in Zoos under the European Directive.

The Veterinary review does identify some preventable deaths but once again all zoos looked at had similar numbers of preventable deaths. This has to be seen as the "learning curve" of working with exotic species. However some are down to practices that need to be changed or reviewed in all collections and this must be recognised and actioned.

We have identified issues that need addressing and we believe we have done this via re training and more responsive action orientated Animal Management . Instances of Rat poison being identified in a number of deaths has been reduced to zero by training and specialist courses on the subject.

[REDACTED]

[REDACTED]

It seems from the information on other holders of large groups of squirrel monkeys that they have exactly the same breakdown trauma deaths and injuries. It is impossible to predict when a breakdown will occur in a group of 5, 10 or 50.

- In 2016 a list of causes of death has been raised. There was specifically criticism made of a Night heron death where it is noted the Vet stated or suggested a possible attack from a Macaw. This cause is disputed greatly and was not the thoughts of the staff. It is far more likely that this injury causing death was caused by flying into the mesh at high speed during high winds. With regards to management causes, it is not tenable to suggest that a bird flying into mesh in high winds is management related or indeed if a Macaw indeed did bite the Heron how can this be prevented when this is such an abnormal occurrence? Macaws and Herons have been mixed for many years with great success and numerous breeding successes not least once again this spring when Night Herons have successfully reared outside in the aviary.
- The Alpaca was and still is undetermined as the cause of its loss of condition as it was in the same group as 3 others and all the others had good condition. The PM simply described the physical condition at death and could not isolate a cause. Alpacas have extremely thick woolly coats and it was impossible to see this loss of condition in comparison to the others. It is not possible to simply feel their backs very easily without excessive stress in capture thus increasing trauma related injury, illness or death. This cannot be blamed on management as the illness did not reveal itself until it was dead.
- The Inca terns was a one off freak event caused by the severe wet weather in January /February . We received a large new group of birds from Emmen in Holland . they were winter hardy and we kept them in for a few weeks before releasing them into the Illescas Aviary. We suffered serious rain storms and continued wet conditions that was unprecedented. Sadly 5 Inca Terns succumbed to the wet and wind outside when they refused to come inside the housing shelters. We have not lost any since that day and indeed they are breeding. We do not accept that this was a bad management decision but rather a freak weather situation and unavoidable if the birds chose to stay outside the shelter.
- Re emaciation this refers to Parma Wallabies that all were investigated fully. The conclusion was that possible toxoplasmosis was the cause. However further investigation revealed keeper failure to feed concentrated food everyday and check health status to prevent such issues, the specific keeper involved in the shortcutting of duty has now left the zoos employment due to continued failure to comply with duty of care. Resolved.
- With reference to the Ducks being run over, prior to these events we had no record of this issue in the past. In response to the sudden change in incidents management

placed a fence between the ponds and the road to prevent this occurrence again.  
Resolved.

We would argue that using the facts recorded in ZIMS our style of management has advantages over more traditional approaches in welfare and death rates and the concerns voiced by inspectors are unfounded in fact. We acknowledge that preventable deaths are exactly that and more work has to be done to address this aspect and improve just as all zoos need to do the same. We do not accept the criticism of management that has been submitted without any factual evidence as to comparative standards being submitted to qualify or prove the accusations made in the opinions.

The criticisms of the management are serious and make clear comment that the zoo is badly managed or "not to modern Zoo practice" and this has been used very widely in national press and the web domain doing great damage to the whole management and keeping staff credibility without any scientific evidence to back up the accusations aimed at DG alone and no evidence whatsoever to support this criticism in the factual statistical evidence available. It is simply a personal view based on no comparative evidence and we would request this accusation be immediately publicly removed from the record on the basis of the factual evidence that compares other zoos mortality and trauma records.

We do not intend to bring other zoos names or credibility into this situation if the report is to be in the public domain. However the full details and examples of other zoos failures to reach the standard demanded for Safari Zoo will be available for any litigation or appeal if it was found necessary in the future to clear this zoos name and reputation.

- The comments or criticisms are not balanced in reality or based on knowledge of historic interactions and behaviours and experience. 2106 so far is by far the best breeding season ever for birds in the Zoo. with tremendous success with exceptionally difficult species such as Roseate Spoonbills where 6 are now fully fledged.

**This Condition in our view is now Complied with in full and continuing development will take place**

**CONDITION 27: FORMAL STAFF DEVELOPMENT PROGRAMME**

- Inspectors were impressed by the both the morale and the staff themselves, CPD budgets were always available and this has been actively promoted and encouraged as this activity had reduced in the past 2 years. Staff have participated in a number of external workshops organised by organisations such as EAZA, Cat Survival Trust that were held in zoos such as Paighton, Marwell Wildlife Park, on a number of topics: Rhino workshop; Primate Nutrition Workshop; UV Lighting Workshop; Big Cat keepers Workshop allowing extension of knowledge and exchange of information & best practices with peers. 2 further keepers have also enrolled on the recognised, Diploma in The Management of Zoo and Aquarium Animals to start September.

**Condition complied with and continued development will take place**

## B Management

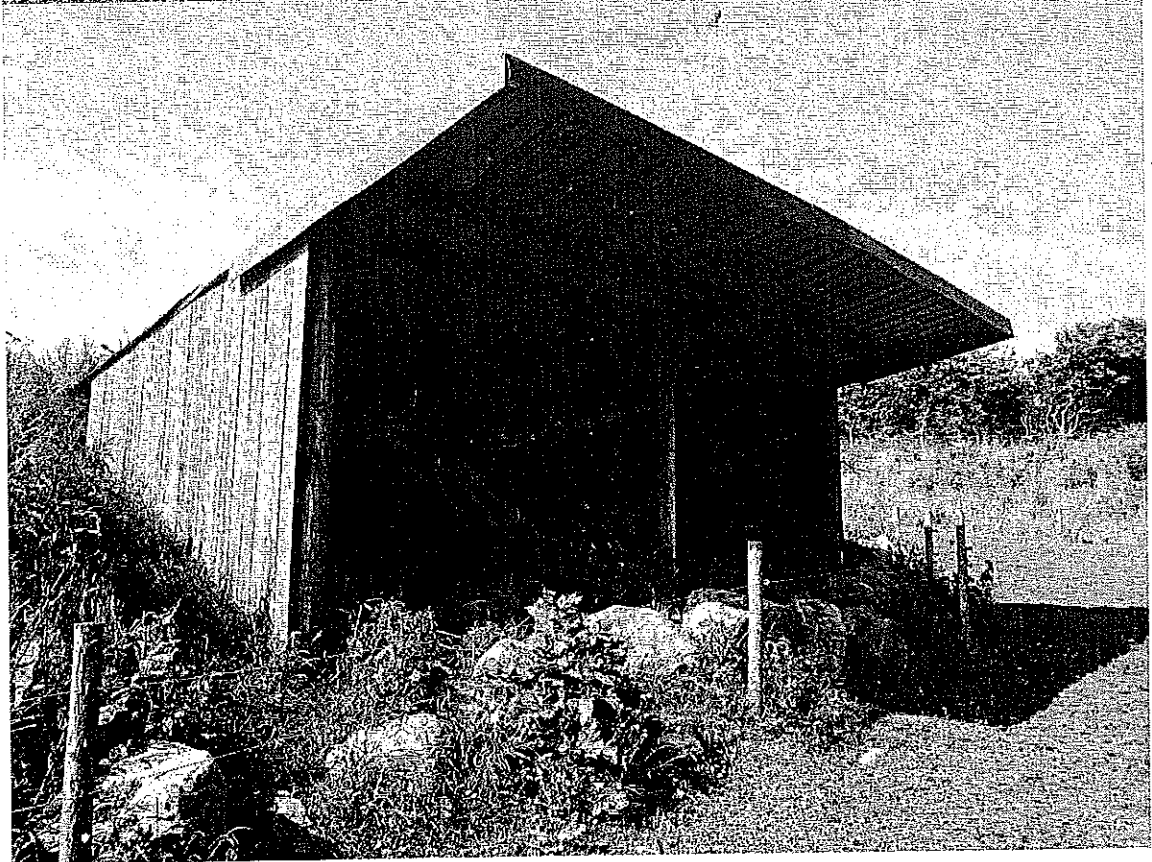
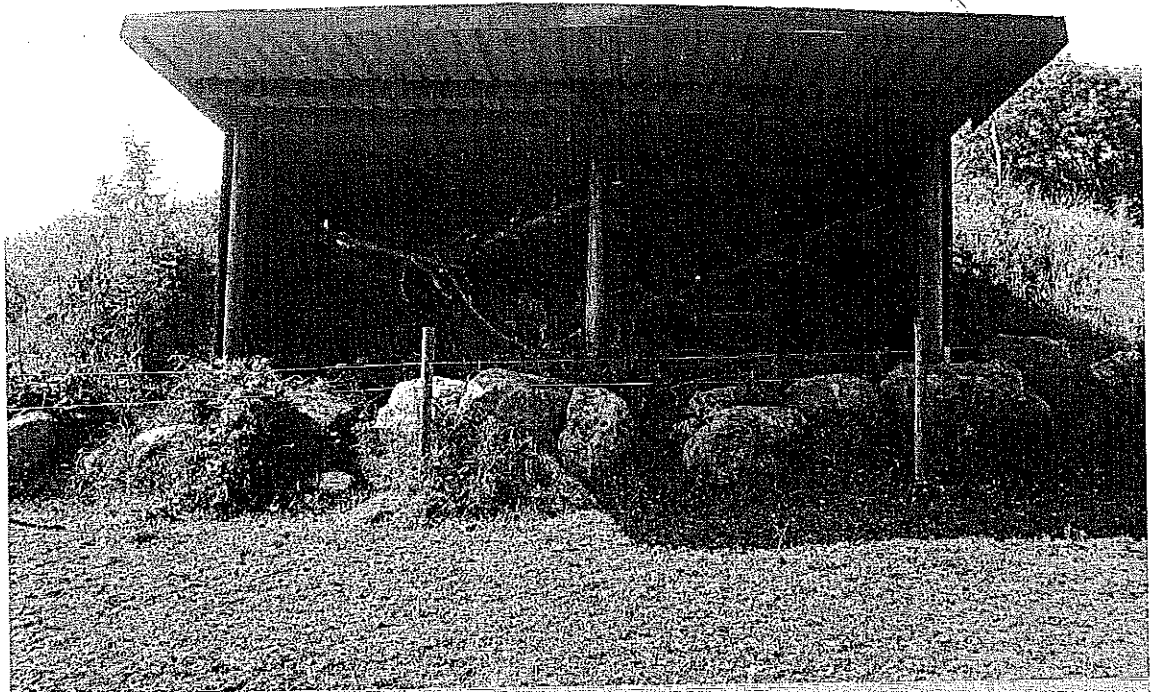
### Shelter for Birds on African Field.

- The movement of Crowned Cranes, Hornbills, Cattle Egrets and Sacred Ibis to the African Field was written down in our collection management plan over 3 years ago in the draft of the African Exhibit planning. This plan was never changed and at all times staff and management were fully aware of this plan. The strategy was to construct a management area for birds within a new building to be attached to the Bear House building. This is shown on all plans throughout.
- The specific day and time of movement was dictated by weather and temperatures. It was not a spontaneous event as is depicted in inspectors comment. We were suffering increased pressure from the volume and ferocity of the local seagull population stealing their food and were very concerned for their welfare and possible starvation if not remedied.
- The bird staff were given numerous weeks notice of the need to move the birds and given adequate time to catch the birds and then have them all checked for identification and health. DA was involved in that process. It was decided by all that releasing them at the start of the summer was the best and most successful potential option to give all summer to settle in and learn the facility. Whilst DA was not present on the day of release he certainly was fully aware of the whole process and reasoning and the well-established collection plan for the African Region as it was all documented.
- It was not deemed an urgent need to provide a shelter at that specific time as the shelter was in the schedule and all the wood was bought and on site ready for construction before autumn. The Sacred Ibis have NEVER used a shelter in all the 15 years or so I have kept them. The cattle egrets have also never continuously used shelter we have encouraged shelter in winter for them and this was always the management plan. The storks were moved to that site in May 2014 two years previously and had been successful and content. Storks are extremely hardy, prefer open positions and normally would live exposed to all weathers sun, rain and wind. There is no requirement to provide shelter as they will not use it. The Crowned Cranes were brought into the housing at night.

A point of note that the managements experience in keeping and habits of these specific birds as opposed to making a generalisation about shelter is that if you provided shelter for these specific birds they would not use it until winter as they do not like enclosed areas and have a specific need to have good views all around for security. We built a shelter on the day of the inspection and it was completed but to date despite feeding the birds inside that shelter they refuse to use it in any weather or at night. Management of animals is understanding the needs and behaviours of the animals in day to day life. Observing their habits and needs over many years. We submit categorically there was no welfare issue arising from the decision to move the birds without a shelter present before Autumn /winter and indeed the welfare of those birds was improved markedly by allowing free natural feeding in the fields as they would behave exactly in the wild. There were no losses, illness or other issues due to the movement of the birds onto the African Area and no welfare issues for these birds. This was not a bad management decision and did not result in any welfare issue.

### Condition/ issue Complied with





Photos: African field bird shelter & perching

## C Public Safety.

### CONDITION 30: REVIEW OF ANIMAL BITES

The initial condition requested an annual review, that review was delivered up to and including 31.12.15 a further snapshot review was delivered to inspectors prior to the May visit accounting for the period up to 30.4.16.

One of the action points as a result of that review was to extend the period under observation so the number of incidents between the years 2010-2014. That review has been completed and follows below in the hope it would provide a broader in depth realistic representation of the reported bite incidents. Specific attention has been paid to the free roaming animals of the world-wide safari.

A summary of findings can be seen below: YEAR

2010	No reported incidents
2011	No Reported Incidents
2012	1 * squirrel monkey. 1*rabbit. 1*penguin
2013	No information available.
2014	1*monkey. 1*tamarin.

Management observed the issues as reported by inspectors and actions were put in place, implemented and delivered.

We acknowledge the Inspectors comments but respond by stating that a full review was undertaken of feeding risks and that the resulting actions sadly were not taken seriously enough by Zoo keepers in their application of managers instructions. It is a concern of the management that it is difficult to get staff to appreciate the gravity of issues and their role in prevention of problems occurring, whether this be general safety and cleanliness or critical issues such as potential bites. We have had meetings, put time into on site training and replaced signage. However it is conceded that keeping staff failed to implement the safety regime the management had in place for the past 20 years when feeding the lemurs at the inspection. We had not enforced the use of gloves as we had in previous investigations been informed there were no Zoonoses known to be prevalent in Lemurs and we are informed this is still the case. So the risk of infection was extremely low in comparison to other species.

Our investigations show historically we have an excellent record of safety and it has become apparent that new staff have not taken on board the vital importance of animal training and distance between visitors and lemurs.

Actions taken :

1. Retraining and clear defined criteria for feeding time. Disciplinary action to be taken for any breach of the protocol.
2. Gloves available to everyone at each feeding time.
3. A very distinct change involving investment in technology has been the introduction of automated warning messages developed by DG.

Previously we employed staff or volunteers to man each entry gate into the world wide safari. This depended on the individual as the effectiveness of the messages given and warnings absorbed by the public.

4. **We have installed a repeating safety message that plays constantly from 10am until 5pm every day at each gate of entry.** The cost of this new technology was £5,000 . This message is clear, categorical and brings a serious warning to each

person who enters the area. It states not to touch, stroke or feed any lemur or monkey and states that the risk of infections from bites or scratches are real and that hands must be washed on exit. We feel this will enforce a very much more effective message that is consistent and covers all necessary risks preventing people from taking that opportunistic stroke.

5. This new technology then releases more staff to be on guard within the region and this will assist with direct interaction with the public if necessary.
6. With regard to free ranging lemurs we have taken a very pro active approach to be able to continue with freedom for the animals whilst reducing or removing risk to the public.

**Firstly the very major step of stopping all picnics within the Zoo was introduced recently by DG.**

Investment in major signage and extra picnic areas around the playground and surrounds restricts all food to that area and no picnic food is now allowed to be carried around the Zoo.

- We have removed ALL picnic tables and picnic areas from the whole active Zoo.
- The outside "Boma" Restaurant eating area has been lemur proofed by the addition of a new fence right around it that is electrified and access is by gates only. Cost £5,000
- Free ranging Tamarin s have been moved to an area of the zoo that does not sell or provide food to the public.
- We feel that all these very significant changes to the way food is allowed and available within the Zoo will reduce dramatically the potential for negative interactions with the public to the lowest possible level by taking all reasonable precautions to reduce the risks.
- DG and management have been very constructive in developing a way forward that preserves the uniqueness of the zoo and the clearly beneficial lifestyle of its animals.

**Condition complied with and major changes made to Zoo policy and procedures to reflect this need to address the potential risks.**



Photo: An example of the new signage in place restricting food into the zoo

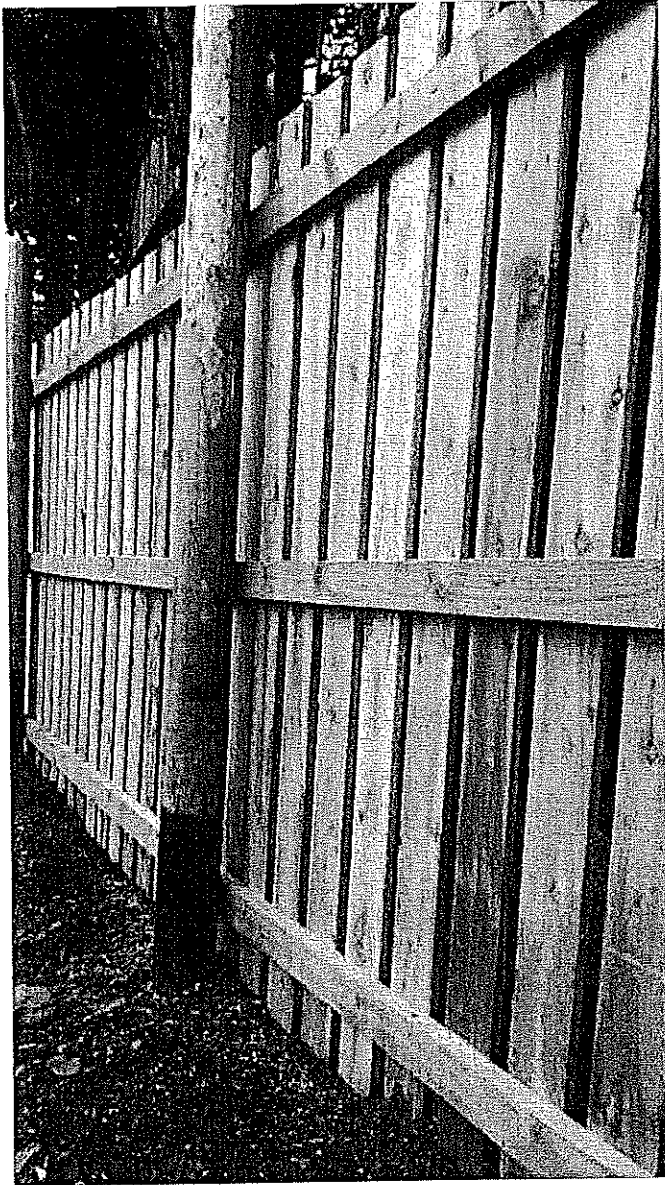


Photo: fencing surrounding the "Boma" Restaurant eating area. Lemur proofed by the addition of a new fence right around it that is electrified and access is by gates only.

#### D. CONDITION 28: PERIMETER FENCE

This very important issue should have been addressed within the prescribed period it is acknowledged. That this was a very important need under the ZLA. However, our problem was that our specialist fencing contractor was totally tied up working 60 hour weeks on the construction and final fitting out of the African house from December until mid-May. There are no other specialist fencing contractors in this area, no other contractor was available or willing to travel to the area to work until July this year. The management instructed the maintenance team and keeping staff to cut back the offending areas of over grown trees and this was stated as being completed. It is acknowledged that a few small areas were not cut on the date of the inspection.

The Animal Management team were given clear instruction to report any contamination of close growth by the perimeter and it was reported to Management that this exercise was completed. The management team acknowledge that in hindsight they should have personally checked the information supplied to them verbally by others as to the status of the clearance of contamination due to growth of trees.

- The Licencing Committee may please note that we have completed all cutting back of the tree lines and **indeed have gone a step much further by installing and replacing 400m of totally new security fencing along a different line to prevent tree contamination occurring in the longer term.** This at a cost of £18,000 extra to our budget. This was done as soon as our fencing contractor was available and they started work on 25<sup>th</sup> May 2016. The management of the Zoo wish to make clear this condition was not breached intentionally but because our own internal staff were full time employed complying with walkway enforcement orders placed by the authority we had no other availability of a fencing contractor to do the work until the date described due to unavailability of contractors and an inability to pay contractors due to unforeseen extra expenses forced on the zoo by the council placing directions or enforcement orders on the zoo.
- This condition is now fully complied with.
- It is regrettable that this condition was not complied with in the prescribed timescale however we have set out our mitigation and the Condition is complied with in full. A written protocol of regular clearance is in place for the summer months when tree growth takes place.

**Condition complied with in full**





Photo: perimeter fence cut back in progress.



Phot: new fencing

Summary of findings of the Special Inspection of South Lakes Safari Zoo (SLSZ) 23rd to 25th May 2016

- *Since the Renewal Inspection of November 2015 it is apparent that members of staff have been working hard to bring the Zoo up to standard, within limits set by DG ( this comment suggests that DG purposely has limited the response in fact all management will support DG and state categorically he has been the MOST proactive and positive responder with ideas and providing the funds as it has become available to us with the season. The only limit we have had is time)*

*Record keeping, particularly in the veterinary department, is greatly improved. Very little is actually different from November 2015 the only change is the addition to ZIMS of all PM records. We are very proud of this excellent response by Frieda Rivera Schreiber who has work extremely hard to co ordinate the data and the Vets in this matter.*

- *There also now appears to be an improved programme of keeper CPD.*
- *Since January 2016 a new, experienced Animal Manager, DA, has been in place*
- *Since November 2015 DG has taken a much more hands-on approach to the day to day running of the animal collection. In DA's words DG is "micro-managing" the animal collection. In the presence of DG and other members of the management team DA made clear that he is ready and able to take over managing the collection but has been prevented from doing so by DG. (It is agreed that DA was prevented from taking over in full and that was absolutely the correct thing to do for a responsible Zoo management. Any suggestion that we should introduce a new staff member and simply place them in control when they do not know the basic layout, operations, animals, staff , health and safety risk assessments or written procedures would be irresponsible and negligent and to suggest otherwise is not tenable. DG has done a very important and vital job in recovering the zoo from the issues and dramatic adjectives used by the inspection team in November. The investigations into the issues was instigated by the management team as a whole, DG was requested by the team to take control. He then took immediate action to find solutions to as many of the issues as possible within the time constraints made and the financial limits the zoo was bound by. We were operating on a zero cash flow due to the major investments being made in the African area and other ongoing developments and renewals in the Zoo that were equally as vital from a safety and welfare point of view. DG was not Micro managing he was bringing the whole Zoo back into line as the Inspection and the management required. Personal criticism of this huge effort is not constructive nor fair in the short timescale available to resolve 2 full years of failed management of that department. DA had not acknowledged full understanding or signing off of Risk Assessments, Procedure documents, or shown compliance with written documentation. It is and would be placing a serious liability on the Zoo and its management if DA was given full responsibility before this was acknowledged, signed for and actually in practice. Any pressure from Inspectors or Council to force change before safety issues are full addressed is irresponsible and not acceptable to the Zoo Management. It is of note that Zoo Inspectors make huge judgements of character in just minutes of interviews and walk rounds. We have concerns at the major contradictions the inspectors provide in their comments, it seems untenable to state the inspectors had confidence in the previous zoo manager yet provided a report that was damning of the Zoos animal management in November? We removed that manager due to serious breaches of compliance and failure to comply to standards applicable. It therefore cannot be suggested*



that that manager had any capability to take the zoo forward positively? Yet the inspectors make that comment?

This is clear to our management that would have been disastrous for the zoo and we have the full time everyday experience to make that judgement.

- *At the meeting at Barrow BC on 25th May 2016 with the three inspectors DG said, in front of his management team, that he would now immediately step back. He also stated that he would sign a document confirming this and would speak to his lawyers to arrange it.*  
This was done in a very coercive manner, pressured and giving no alternative but a refusal to renew the licence.

All the management team felt this was uncalled for and wrong to make DG hand over responsibility for the Animal Management within seconds of being demanded in a meeting when DA simply was not in a position to do so. By his own admission DA did not sign and acknowledge the basic Safety documentation for the zoo, thus the Inspectors forced change to a person who placed the Zoo at serious risk of breach of the law and its public responsibilities. There was no benefit to the Zoo, staff or our requirement to comply with the laws governing the Zoo to be forced to hand over full responsibility to a person who could not fulfil his duties in a safe effective manner and how inspectors given the responsibility for standards to be upheld could demand this action is for review. This was not by anyone restricting DA's development but by the volume and complexity of Modern Zoo Practice paperwork and need for compliance. The management team found that the inspectors had an inability to either accept or comprehend the massive contribution to the zoos overall compliance by DG and his wish to hand over this role to a responsible person freely. This cannot be done lightly, by force or by unwarranted criticism from a few hours of inspections. The responsibility of an animal manager is huge and this zoo will not be pushed to compromise public and staff safety by giving responsibility too early or before full proof of capability to comply.

- *In the opinion of the inspection team failure to a comply with Conditions, such as that relating to the perimeter fence, and failure to address issues of animal welfare and public safety as outlined in this report, are directly attributable to DG retaining day to day control and not allowing his animal management team to develop modern, progressive protocols.*

The Management of the zoo feel this personal attack on DG's professional approach is unwarranted and cannot possibly be born out in fact, this personal accusation separates the responsibilities of the other managers placing him at fault for everything. This simply is not the way a company works or how the compliance issues were dealt with or priorities. DG brought back urgency, appreciation of the need to comply, action within the financial and time constraints and he had to balance numerous other enforced needs in the whole zoo placing public safety as the priority. All the management were in total support and agreement with the strategy undertaken, its prioritisation and implementation. This is not something inspectors can lay blame on DG in a few short interviews over a few hours in a year. The whole Zoo management team delivered the works and we all made the decisions together and criticism is so easy to hand out by inspectors when you do not have the pressure of time or finance to comply and deliver so much in such a very short time. It is obvious the appreciation of physical time restraints, workloads and demands are not seen by inspectors who do not have the experience of these works or the time it needs to do them. We would appreciate understanding of the background and stop the personal attacks on DG when he was the hardest working and loudest voice to get

**the works done.** *This was certainly confirmed by DA in the meeting with DG and the management team on 25 May 2016. Furthermore, DA made very clear that once enabled he would make changes. In other words, failings to meet modern zoo standards and the conservation requirements as*

*specified in Section 1A of the amended (2002 regulations) ZLA are directly attributable to failure to implement Condition 39.*

**The Management find this comment to be unreasonable and unfair. the work load expected was impossible to achieve in such a short period of time. the new Manager DA had no involvement initially for many months as he asked to slowly return to management. We held a prioritisation meeting that had to balance finances with compliance and then public safety. It has been acknowledged that huge strides were made forward, this was down to DG bringing the animal Management back to life and demanding huge changes in attitude towards compliance. The loudest voice in regard to Safety and compliance in the Zoo is and always has been DG. One of the reasons he is known to be a manager with a mission is that he does not accept low standards. However, the management team being lied to about compliance by the animal Department over a long period led to the issues developing as there is no suggestion of any of these issues arising before 2013/4. It is apparent that the Inspection team do not personally like DG nor his ideas and concepts, they are placing all responsibility for other managers failures at his feet and demanding his removal. This is wrong and shows a very biased view of how the zoo is managed and run overall and the quality of the staff in all other areas under his management. The opinions and impressions gained in a just a few seconds of interviews and placing staff in fear of saying the “wrong thing” is not the most accurate of views. For instance the Inspectors were impressed with the former animal manager and felt she could take the zoo on to better things? Yet under official investigation it was revealed that virtually every aspect of the animal management structure had been let slip, failed to upgrade or even implement under that person. Huge failings from no rat baiting regime to complete run down of dietary review or food management, bringing in animals not agreed or at the best time for their welfare. the list in fact was long and required immediate action as a responsible zoo management to rectify. Yet the Inspectors still insist that that person was doing a good job. And the inspection report of November then is a contradiction as she was in FULL control of Animal Management for more than the year previously. DG spent hours putting back together the dietary regime, the research into new dietary recommendations and replaced and updated 67 new diets sheets. These were then reviewed my AG and RB before implementation. This took a number of months to complete. DG took over new staff training and introduction to work. The difference to staff morale is dramatic, he has brought back enthusiasm, interest and professionalism to the staff and this has been acknowledged by the inspectors, but DG has not had any credit for his work in achieving this and bringing it back from the despondent approach before November 2015. The quality of training has changed from zero to a situation before November 2015 where now keepers actively seek out DG for his wealth of experience and knowledge of the species and individual animals we have in the zoo. Once DA has proven to the Management that he fully comprehends, abides by and supports the written Risk Assessments, Working Procedures and regulations that apply to the Zoo and its staff he will have the backing under the umbrella of the CEO to carry out the Collection plan as it stands or as the new Directors feel fit. The management feel that the personal attacks on DG by the inspectors are unjustified, wholly wrong, aimed to cause damage to personal and company credibility and the whole team takes equal responsibility for the decisions made in management meetings and in the Zoo. DG’s contribution should be praised for the hard work dedication and enthusiasm to comply and within time frames but we are all left balancing needs and having to make decisions that in our view are priority and public/staff safety is the priority. For instance, it was DG’s**

idea for automated warning systems, fences round the ducks and the public feeding areas also to remove picnics from the whole zoo. DG's contribution to the zoos forward compliance is constant but all this has to balance against seasonal cash availability to pay for any work required.

- *There appear to have been ongoing attempts to formulate and implement the new overall zoo management structure as required by Condition 39. This had not been achieved by the time of the 22nd May deadline and nothing said at the May inspection gave any confidence that change is imminent. Indeed, DG's own best estimate of completion is November 2016. The inspection team cannot and will not comment on the viability of the proposed changes to the Zoo's ownership and management structure currently under consideration.*

The management have made this situation clear. Whilst we have uncertainty about the licence renewal it is impossible to recruit. There is only one way can possibly comply and that is with a full renewal to give confidence to prospective new managers. No other alternative solution such as extensions or requesting a new application would be seen as permanent enough for any prospective manager to give up existing careers. We have sought legal opinion on this situation from Counsel and hold the view that any other option other than renewal would constructively close the zoo by virtue of being unable to comply with Condition 39 .

- *The inspection team is very keen to emphasise that it does not wish to see the closure of South Lakes Safari Zoo. But without evidence of very rapid changes in animal management practices (to resolve issues as outlined in this report), and due to the failure to comply with Condition 39 by the due date, the inspection team cannot give a recommendation for renewal of the licence to the current licence holder.*

The Management and Directors going forward submit that ALL the issues brought up in the report have been complied with or actions taken to find resolution in a long term project, New ideas implemented and new preventative procedures introduced at the instructions of DG and the rest of the team conditions are complied with except 39 that cannot be complied with until the issue of a full licence for 6 years.

- *It is the inspection team's hope that from the date of the May 2016 Special Inspection DG will, as he informed us, have immediately stepped back from his day to day hands-on involvement with animal management at the Zoo.*

As noted this statement was made under severe duress if not threat in the eyes of the Management team, This was impossible to comply with until DA had shown understanding, acceptance and compliance with Health and Safety Legislation, Zoo Licensing Legislation and signed for these issues. It would have resulted in further litigation or severe criticism of DG and the Zoo if DA was given total control of the Animal Department before he had complied with this absolutely vital aspect of operation need. Any forced change without this in place was illegal and untenable. The suggestion DG has not managed to the SSSMZP is not accepted and this request is not accepted by the zoo. DG has as always was his wish now stepped back of his own choice and was planned. The CEO/Director now takes full responsibility for compliance.

- *It is hoped that he will allow his current management team to get on with the urgent job of addressing those issues where, albeit late, compliance might positively influence the decision of Barrow BC Licensing Committee when it meets on 5, 6, 7 July 2016.*

The management team can report that with the full support and personal assistance of DG the team have positively and proactively addressed all these issues .

- *In the circumstances of a signed declaration from DG that he has removed himself from the day to day running of the Zoo, and immediate verifiable evidence that the management team are effectively addressing all the issues highlighted in this report the inspection team recommend that Barrow BC gives consideration to a renewal of the licence to the current licence holder.*

On 16<sup>th</sup> June 2016 DG resigned as a Director of the company and is no longer an employee of the SLSZ Ltd as agreed with the management team now that we have completed the compliance issues and resolved the company structure forward as requested by our Management team in December 2015. DG has handed back the running of the Animal Department to the CEO and her management team and it is now the CEO's responsibility to comply and provide the support and ability for the Zoo to operate under the ZLA. It is now the fully delegated responsibility of the CEO to ensure all managers and staff are fully versed and agree with all Risk assessments, working procedures and compliance with legislation.

The management and staff of the Zoo place on record their disagreement and non acceptance of the way DG has been treated, described and his credibility undermined by these words and "conditions" placed. (letter provided)

- *In the above circumstances, which would avoid the immediate very serious consequences of closure of the Zoo but would not have ensured compliance with Condition 39, the inspection team's recommendation to Barrow BC is that the licence could be renewed, but must have a number of Additional Conditions/Direction Orders with timelines to ensure compliance with the mandatory conservation measures in Section 1A of the Zoo Licensing Act 1981 (as amended) with specific reference to animal welfare in 1A(c).*
- *To avoid any possibility of the current situation continuing for a further six years, and any possibility of DG not holding to his agreement not to interfere in the running of the Zoo in future, the inspection team recommend that a Direction Order enforcing compliance with Condition 39 should be applied to any renewed licence and that failure to comply fully within six months would result in a Closure Order. **The Management and Directors are in full agreement with this Condition 39 as worded** In order to comply with section 10 of the Secretary of State's Standards, a robust management and staffing structure must be in place to the satisfaction of the licensing authority, in order to allow a new licence to be issued. This new structure must include a competent, suitably qualified and experienced full-time Director (or Senior Manager) with day to day responsibility for the running of the Zoo, the ability and authority to make decisions independent of the owner (Mr David Stanley Gill), and must be fully responsible to the licensing authority for the conduct of the Zoo, all its on-site activities and its compliance with the Secretary of State's Standards.*

### **CEO personal position update**

Since both the March council meeting and the recent May inspection the management team inclusive of David Gill have made great strides in a number of areas. What perhaps is hard to perceive for the Inspectors and for myself and the management to portray is the synergistic relationship between Safari Zoo and David Gill. Over 350,000 visitors every year visit and they visit for the varied collection of animals the unique way in which they can encounter them and the unique experience they can get at this zoo they cannot get at any other. That uniqueness is what makes a family drive 3 and a half hours from the North East or 2 hours from Blackpool when they could so easily choose another zoo probably nearer, and definitely much easier to get to. That uniqueness or USP is what sets us apart from Blackpool, Chester or Edinburgh and that uniqueness is borne from David and this is something the current team wants to continue to embrace and are very worried about any suggestion of losing that energy, ideas and business expertise. David has worked solidly on the Conditions his experience, encouragement and personal involvement with individuals has lifted moral to a high level despite the threats made to our future. I for one witness his frustration at staff and their appreciation of legislation and the need to comply and this I now have to deal with. I am confident in my own position to manage the zoo without David here on a regular basis but we do need his ideas and his contribution in this zoo as it is vital to keep its heart alive. It is also vital to keep his enthusiasm for conservation and the teamwork between Safari Zoo and the projects he personally set up and manages.

### **CONDITIONS & REPORT**

I acknowledge Safari Zoo has had issues over keeping within time constraints imposed by the Council for conditions, we have as a team had to find positive strategy and compromise to provide a safe zoo for staff and public whilst putting every effort into complying with deadlines; I do hope the inspectors and the Licencing Committee appreciate fully our obligations to public safety and acknowledge the need to priorities this aspect over all other issues. I and the management team were not prepared to compromise public safety in order to attempt to fulfil a deadline that had a lower priority. The team are committed to continuing to develop this zoo by flying the flag and set high standards for welfare, conservation, animal husbandry within the modern zoo world.

We have in place a management team that includes Jayne, Claire, Paula, Adam, Jen, Emma determined and dedicated, backed up with fantastic staff, many of which Kim, Mark, and Christina are long standing; they all take more responsibility year after year and they now take more involvement than in previous years. David is just one member of that team that delivers. Everything that has been achieved to this day has been achieved by this team with David in situ.

Despite recent comments made to the press by Councillor Barry Doughty, to the contrary Safari Zoos makes a huge contribution to the local community. With 114 current employees residing, spending and involved in their communities within the Borough with many households, listed below, containing more than one member of staff heavily reliant on the zoo for income. In the past 10 years alone this Zoo has placed over £20 million directly into the hands of local people to spend in the local economy.

[REDACTED]

[REDACTED]

There are the local suppliers and contractors we use:

A Barnes Electrical Ltd	Brammer Barrow
J A & R Geldard & Sons	Original Factory Shop, The
A K Fencing	Bridgegate Motors
J S Cole Ltd	P & W Confidential
A1 taxi	Brocklebank & Sons
Jacksons Timber Ltd	P.V. Dobson
A590 Mobile Tyres	Brown Cow
James Airey	Parkins, R.G. & Partners Ltd
Abacus Communications	Browne & McKinney Vets
Janeanne Ltd	PC World
Acacia	Browns
Lakeland Aggregates Ltd	PCC for Cumbria, The
Advanced Roofing & Plastics Centre	Builders Supply Company
Lakeland Dry Cleaners	Pets at Home
Aerialek Dalton Ltd	Caraway Silver Works
Lakeland Electric Services Ltd	Cartridge World
Aggregate Industries	Phillip W Rhodes Ltd
Lakeland Land Rover	Catering Patnership (Kendal) Ltd
Aldi	Plastic Man Ltd
Lakeland Refrigeration Services	Church Walk Veterinary Centre Ltd
Andersons (Barrow in Furness) Ltd	Post Office
Lakes Hospitality Association	City Lynx Taxis
Angling & Hiking Centre	Poundland
Lakes Speciality Foods Ltd	Clarence House
Aquatek Northern Ltd	Poundstretcher Ltd
Lisdoonie Hotel	Comet
Argos	Pr Books Ltd
Little Beasties	Concrete Services Ltd (Minimix)
Asda	Premier Inn
Livingstones Solicitors	County Fire Risk Assessment Services
Ashton Planning	Pressuretech Transport
Lloyds Pharmacy	Cumbria Design Scaffold Ltd
ATS	PTS
Lumier Ltd	Cumbria Design Scaffold Ltd
Autoparts (Cumbria) Ltd	Pye Motors
Luscombe Plant Hire	Cumbria Embroidery & Print
B & D Motors Ltd	Raines Refrigeration Services
Marsh Plant Hire & Contracting Ltd	Cumbria Farm Foods
B&M	Range
Mason, S and Sons Ltd	Cumbria Tourism
B&Q	Searle Audio
Mike Botham	Currys
B.D.S. Fuels	Shaun Beach Ltd
Mike Skyrme	Cypher Digital
Barrow Cars	Simon Kidson
Mixrite Mini Mix Concrete Ltd	D & P Johnson Ltd
Barrow Training Partnership	Slade, A
MLTC Building & Roofing	D C Copier Services
Bay Trust Radio	SOA Safety
MTP Media (2008) Ltd	Daddy's Catering
Beddall A & P	Southlakeland Parks
Musgraves Homeware	Dalton and Ireleth with Askam Festival As
Bleasdale Wand Limited	Sovereign Chemicals Ltd
NSH Training	Dalton Motor Parts
Booker Limited	Stables Thompson & Briscoe
Office Machine Services	dalton Post Office shop
Booths	Stagecoach
Oliver Guest	Dalton Tool Hire & Sales Ltd

Stagger Inn  
David Green Graphics  
Stewart Lambert  
Deltawaite Ltd  
Stollers Furniture World  
DM Gould  
Stone Workshop, The  
Dodds  
Sun Signs  
Doling & Son  
Swan Alarms Systems Ltd  
Duckett, J E Surfacing Ltd  
T.K Robinson & Sons Ltd  
Duddon Fire North West Ltd  
Tech Lab  
Duddon Hire (Lakeland) Ltd  
Terry Chemicals Ltd  
Dunelm Mill  
Tesco  
EK Motor Factors Ltd  
Thomas Hird  
Ellis Quads Ltd  
Timpson  
English Lakes Ice Cream  
Topps Tiles  
English Lakes Soap Company  
Travellers Choice  
Euro Garages  
Travelodge  
Evalast  
Travis Perkins Trading Co Ltd  
Express Pumbing Ltd

Ulverston Tyres Ltd  
Fallon & Davies Ltd  
W F Wilkin & Son  
FCC Recycling (UK) Ltd  
W McClure Ltd  
First Aid 4 All  
Ward Glass  
FMB  
WCF Pet & Equestrian  
Hall's (Kendal) Ltd  
West Coast Catering and Laundry Services  
Halfords  
Westmorland Fire & Security  
Handyman Jack  
WF Senate  
Hayton, C.T. Ltd  
WH Smith  
Heacol Ltd  
Wicks H (Lindal) Ltd  
Helen Garnett  
Wilkinson  
Henry Armer & Son  
Williamson Brothers (Northwest) Ltd  
Hertz Rent a Car  
Winfields  
Holden's Ltd, A  
Wynsors  
Holts Roofing Services  
Yarl Hydracentre Ltd  
Home Bargains  
Hsp Milners



Then there are the local schools who help make up the 13,000 school children who have enjoyed free educational trips to the zoo over the last years

Askam School  
Ormsgill Primary School  
Barrow Island Primary School  
Quarry Brow Day Nursery  
Brisbane Park Infants School  
Ramsden Infants  
Cambridge Primary School  
Roose Nursery  
Chapel Street School  
Roose Primary School  
Chetwynde Primary School  
Sacred Heart School  
Chetwynde Summer School  
South Walney Infant & Nursery  
Dowdales  
St. Columbus School  
Furness Academy  
St. Georges C of E Primary School/Nursery

George Hastwell School  
St. Georges School  
George Romney Junior School  
St. James Primary School  
Greengate Infants  
St. Marys C of E Primary School  
Happy Tots Nursery  
St. Pauls Primary School  
Hindpool Nursery School  
St. Pius School  
Holy Family Catholic Primary School  
Vickerstown Primary  
Ireleth St Peters  
Victoria Infants & Nursery School  
Newbarns Primary  
Yarlside Primary School  
Newton Primary School  
North Walney Primary

Then there are the local charities the zoo has supported with donations over the last 3 years

Royal Air Cadets  
Keswick To Barrow  
Cancer Research Uk  
Cast Theatre Company  
Barrow Down's Syndrome  
Barrow Ladies Amateur Rugby League Team  
Ormsgill Nursey & Primary School  
Save The Children  
Cumbria Flood  
Mental Health Foundation  
Retired Greyhound Trust  
Cardiomyopathy Charity  
Sacred Heart Primary School  
St Pius X Catholic Primary School x 2  
RSPCA  
Hounds For Heroes  
Croft Care Trust  
Macmillan Cancer Support  
Crohn's and Colitis UK  
MACS Charity  
Variety Children's Charity  
Breast cancer Care  
Alzheimer's Society  
North West Air Ambulance  
Lindal & Marton Primary School  
Duddon Inshore Rescue Services  
Mind  
St James Catholic Primary School  
Hindpool Nursery  
St Marys RC Church  
The Jake Ellis Trust  
Springer Spaniel Rescue

World Challenges  
Cardiology Unit  
Breast Cancer Research  
Firefighters Charity  
Sands UK  
Cash for Kids  
Cancer Support, Looking Good Feeling Great  
Bluebell Foundation  
Instep School Of Dance  
No Limits Racing (NLR)  
Pancreatic Cancer Awareness  
Vickerstown FC  
The Brickworks  
Rotary Club  
Barrow Day Care  
Queen Elizabeth Birmingham Hospital  
The Christie's Charity  
Asthma UK  
St Mary's Hospice  
RNLI  
Children's Cancer and Leukaemia Group  
Our Lady's of the Rosary  
Askam Village School x 2  
Through Angel's Eyes  
Hawcoat Park Sports Club  
S.C.B.U Furness General  
George Romney School  
Barrow Girl Guides  
Parkside GGI Academy  
Help for Heroes  
Alice's Escapes  
Funds towards rhabdomyosarcoma

For over two whole years Barrow Borough Council made serious accusations against DG in all aspects of his involvement in the zoo, be it design, risk assessment, compliance, working practices etc. 7 charges were brought against him and yet not one charge could be upheld or proven in a Court of Law and DG was declared by the Judge innocent and Not Guilty of any of the accusations made against him. The company also had similar attempts to undermine it with a huge number of allegations and charges laid. In the end only two minor issues remained out of so many that were dropped and unable to be proven. We also must not allow the media cover up the reality of the final situation, the Company pleaded guilty to failing to provide a risk assessment for the tiger House door D2 that adequately covered the maintenance of that door. In fact it was that we did not have a proactive maintenance regime of a person greasing/checking every month or so and signing for it, but we relied upon keepers to grease and maintain themselves. This historic practice was in full and open agreement with DEFRA Inspectors and Barrow Council Inspectors, but we accepted this suggested change a very long time ago, not at the court and put that proactive regime in place. Our expensive failure was that in all our procedures and working practice documents we only mentioned locks and slides and failed to mention doors.

The second charge we pleaded guilty to was of concern to every zoo in the UK and has set a precedent and new standard for all UK Zoos. The fact we had a double door system for the Tiger house that was to the exact standard as written in HSE Guidelines for Zoos and that it had been approved and inspected on 14 separate DEFRA inspections and numerous other Council inspections when everyone agreed its suitability and it was fit for purpose, the Courts position was that in the event of a tiger accessing the keeper corridor due to keeper error or major failure of systems there was no opportunity to control the tiger without opening the door to the public domain, thus potentially placing the public at risk. This of course never actually happened but it was decided the risk was there.

Of course in 2014 we did change our Tiger House completely in the works due to our expansion project and the door was changed to comply with all the requirements set out in the Court. However, it is apparent that many other Zoos still have the HSE/DEFRA SSSMZP compliant access to big cat houses and this will require universal change to comply with this new precedent ruling. At no stage in any of the Judges summing up or comment did he attempt to lay any blame on the company for the events and made it clear that the actual cause of the keepers death was not the door or the outer door. As the inquest fully concluded with witness evidence and a Jury verdict it was a tragic accident and no one was to blame. The Judge was very careful to point out the company's safety record, good practices and risk assessments as a whole and the proactive safety we have. He also commented clearly on how valuable the Zoo is the region as a whole and its educational and conservation value. Stating openly in court he wanted the Zoo to move forward with confidence and to assist us as much as possible giving an unprecedented 10 years to pay the fine so it had a little effect on development as possible.

We feel very much that the past two years of Council involvement with the zoo regarding the ZLA has similar appearance and a multitude of allegations are made against the Company but very much against DG. The Council spent £500,000 of costs (net £350,000) they had to pay themselves from the public purse of tax payer money yet not one allegation against DG was able to be proven or upheld.

We certainly do not wish for this situation to end up in a Court room for costs to escalate beyond logic over what are easily resolvable issues if we can all see the reality, move away

from conflict and acknowledge the fact we all wish to move forward positively and constructively.

We noted the official press release of the Council reported after the Court hearing that stated "we wish to work with the Zoo to a positive future" or words to that similar effect. We would certainly hope that once the new Licence is issued in early July then we can all draw a line in the sand and start again ending conflict and the waste of valuable public funds.

#### **Zoo Licence Renewal Application: Zoo Finances**

The questions asked by the Councils Legal Officer in this regard has been answered in a letter from the company's Auditing Accountants.

**It is noted that Belfast Zoo under the same ZLA made trading losses of £2m in 2014 and a further £2m loss in 2015 and is still licenced and continues its local authority support.**



To the Licencing Committee and DEFRA Zoo Inspectors,

Management and staff have been deeply concerned by the last 6 months reports and negative images portrayed of this zoo and in particular its owner David Gill and we want to use this opportunity to lay before inspectors and councillors our personal feelings on the matter.

We consider ourselves a family here, a tight knit, passionate family with David at the heart of it.

Working at Safari Zoo can be hard work, but inspired by David's work rate, high standards and his dedication to wildlife and humanitarian causes overseas. That work is so rewarding and as a whole team we wish to place on record that the person in David Gill that inspectors describe or accuse is absolutely not the person we work with day in, day out, every day.

We do not agree with the implication that David in any way is a negative influence in the zoo or does not work to modern zoo practice. We would say categorically when David came back to Animal Management in December 2015 and took control, the whole zoo woke up again, activity took place and staff were enthused, standards rose and we categorically can say his experience, encouragement and personal involvement with individuals has lifted moral to a high level despite the threats made to our future. His enthusiasm and encouragement to everyone to do their best to make full compliance to all Licence conditions in the timescales set is unrelenting.

As inspectors should have seen when they interviewed some of us we are proud of our zoo, the public appraisals and the support we have.

David is an integral part of that quality we provide.

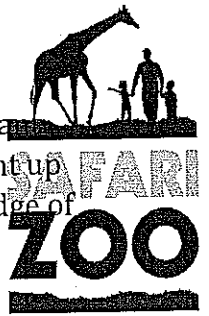
Any criticism of David is a criticism of us all.

We know there are a few issues, many of them easily resolved and are lessons learned but it is David who drives compliance to SSSMZP, drives us all to abide by health & safety, drives standards, drives animal welfare, drives and tries to awaken our appreciation of legislation and drives the need to push, prioritise and get results and we all fail to understand how anyone could ever not see or appreciate this not only in the amount of money he puts into it all but by his own personal commitment to all these issues.

David Gill has provided an immeasurable amount of success to this zoo and there is no evidence whatsoever to back up the demands of the inspectors or councillors for DG not to have a say or be a positive and vibrant influence.



The Management and staff of the Safari Zoo wish to acknowledge the constant dedication, application and drive that David Gill has brought to the Zoo right up to 16<sup>th</sup> June 2016. He is looked up to by all as a man with immense knowledge of wildlife, zoo animals and the one all go to for advice and support.



His vision and staggering hard work in the concept, building and development of this zoo from nothing in 1994 to one of the country's top zoos is to be wholly admired.

David's ideas and concepts of a modern, effective, communicative and conservation focused zoo are the catalyst to the success of the zoo and what makes 350,000 visitors a year drive for many hours past many other zoos to visit the unique and special SAFARI ZOO.

It is also vital for us all to keep his enthusiasm for conservation and the teamwork between Safari Zoo and the projects he personally set up and manages.

His willingness to hand over the reins of his creation to others voluntarily is a testament to his desire for the mission to continue long into the future. We wish him and his large family all the very best in his new life that will be focused on his conservation work overseas and we will do everything we can to continue the zoo in the same direction and effect it has now.

But we would like to end with ... We need David Gill we need his ideas and his contribution in this zoo as it is vital to keep its heart alive.

His dedication to conservation, high standards and welfare of all animals has been an inspiration to so many.

We know we have an amazing creation here and all we want to do is to get on with our mission and continue this zoos continuous growth in popularity for the long term.

Regards

The Management Team

Karen Brewer, Jayne Birkett, Paula Mason  
Kim Zee Banks



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**Additional comments from the inspectors regarding SLSZ's response to the inspection of May 2016**

The inspectors have read the response from SLSZ and their additional letter signed by the Management team, Karen Brewer, Jayne Birkett, Paula Mason, and Kim Zee Banks.

It is not our intention to respond in detail to all the comments made by the zoo, nor to add further information to our report. However we feel that it is important the Licensing committee should have a full understanding of the inspection process.

The inspection team would like to make it clear that;

1. All three inspectors are Secretary of State Zoo Inspectors, and as such are completely independent of the Local Authority. They have been brought in solely to inspect the zoo, to ensure that it is meeting the Secretary of Standards for Modern Zoo Practice, and advise the Local Authority accordingly.
2. All three Zoo inspectors are highly experienced, having inspected zoos for over 32 years, 20 years and 15 years approximately. Two of the inspectors are or have been members of the Government's Zoos Expert Committee (ZEC), and one is currently Chair of ZEC.
3. Throughout the process the inspectors have made every endeavour to inspect the zoo in an objective manner. The inspection was carried out uninfluenced by personal feelings or prejudice towards any member of the zoo.
4. The inspection team consisted of the three S of S inspectors plus two members of Barrow BC to assist. The team inspected the zoo itself and interviewed staff over a two day period. However they also spent considerable time prior to the inspection reading relevant documentation, and a number of further days after the inspection in meetings and writing their report.
5. The inspectors would like to stress that they look at, and inspect only the visual and factual information that they are presented with, on the day of the inspection. Contemporaneous notes are made at the time, by all members of the inspection team. They do not compare zoos directly with other zoos and are conscious of not inspecting this zoo to a higher standard than any other zoo. The inspectors are guided by the SSSMZP, the ZEC Guidance for Secretary of State-appointed Inspectors and the ZEC Handbook.

6. The inspection process was undertaken allowing the zoo as much time as the zoo felt was required to present all information and documentation that they wished to supply. At a number of steps during the process, for example when interviewing staff, the zoo personnel were each asked if they had any further comments or submissions that they wished to make.

7. On the third day of the inspection process, the inspectors felt it important that the management and the owner should meet with the inspectors to discuss the report, and matters arising.

- Present at that time, including the three inspectors, was David Gill, Frieda Schreiber, David Armitage, Karen Brewer and Jayne Birkett.
- This meeting was undertaken at the Barrow Borough Council Building, without any council officers present.
- The inspectors deliberately asked the management team and the owner, whether they felt that the inspection had been carried out fairly and in an objective manner.
- They all agreed that we carried out the inspection fairly and objectively.
- They all informed us that they had nothing further they wished to add or submit.

8. During this meeting;

- The management team assured the inspectors that they, as a team, felt able to take over managing and running the zoo.
- DG informed the inspectors that he had been planning to take a step back, and that he now felt the management team were in a place where they could pick up the reins.
- He informed the inspectors that he would hand over the running of the zoo immediately.
- At no time was any pressure brought on him, by the inspectors to come to this conclusion. Indeed, the background to both the November 2015 and May 2016 inspections was that DG had already announced his intention to step back from running the Zoo. Throughout the process the inspectors have agreed with DG that this was a good idea and the best way forward for the Zoo.

9. When reading the response from the zoo the inspectors note;

- DG will be an “external advisor” until the arrival of a new Curator.

- That the management team has again changed and DA's position is now "under review."
- That DG, despite having informed us that he personally had taken over running the zoo since last November, was laying the blame for any failings at other peoples' feet.

10. When assessing mortalities at SLSZ the inspectors used their best judgement based on the evidence available. Direct comparison with other zoos when looking at such data is extremely difficult as collections hold different taxa and use different management systems, e.g. small, short-lived species, show very different mortality percentages compared to collections holding larger, longer living species. Trying to compare statistics between different zoos is not helpful to the process of assessing SLSZ's performance in this respect.

The naming by SLSZ of the three collections with which the inspectors have or have had connection shows a petulant, unprofessional response to the inspection process. The citing of data in a negative tone from a fourth, unconnected zoo demonstrates very poor judgement.

A more detailed analysis of the mortality rates at SLSZ at the November 2015 inspection was made difficult by the records being incomplete and inconsistent across different formats, e.g. day books, post mortem records, ZIMS. Further analysis since November 2015 was not helped by the unexplained disappearance of the 2015 Keeper Day Books.

11. In conclusion the inspectors do not accept the claims made in the report by the zoo about the inspection process.





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**CALENDAR**  
School term finishes (Week 1) 14th June  
May 2016, Office hours 09.30-16.00  
2016 (week 1) 14th June

**SUNRISE/SUNSET TIMES**

Thursday	04.37	21.46
Friday	04.37	21.46
Saturday	04.37	21.47
Sunday	04.37	21.47
Monday	04.37	21.47
Tuesday	04.37	21.48
Wednesday	04.37	21.48

**TIDES**

Thursday	09.26	7.7	21.53	8.0
Friday	10.14	8.0	22.36	8.3
Saturday	10.57	8.3	23.14	8.6
Sunday	11.35	8.5	23.51	8.9
Monday	—	—	12.10	8.7
Tuesday	00.26	0.1	12.46	8.8
Wednesday	01.02	0.2	13.22	8.9

\*Tide times given are at Morecambe

**THURSDAY** The mixture as before - cloudy with sunny periods and showers. Max temperature: 18C

**FRIDAY** A better day all round, with more sun and little chance of rain. Max temperature: 21C

# Judge's decision 'has saved zoo'

continued from front

The Westmorland Gazette, David Gill, the founder and director of South Lakes Safari Zoo at Dalton, said the attraction had been saved by being given ten years by the judge to pay the fine.

He said that it would have been "disastrous" if the zoo had been given just one year.

"We accept our punishment," said Mr Gill, 66. "The zoo is not in jeopardy. We have got to be grateful to the judge. He said that he did not want it (the fine) to have a detrimental effect on the zoo. The zoo has a great safety record and is very safety conscious."

The company entered guilty pleas at Preston Crown Court, contravening health and safety laws on the day of the tragedy.

The prosecution offered no evidence against Mr Gill, who faced individual charges on the same allegations. Formal not guilty verdicts were recorded against him.

Sentencing, Mr Justice Turner said "it should not have been possible" for the tiger to gain access to where 24-year-old Sarah McClay was cleaning out a den on May 24, 2013.

He said: "But as a substantially contributory cause as a result of a door-closing mechanism failure, it did. The result was as tragic as it was foreseeable. The tiger attacked and Sarah was fatally injured."

Miss McClay suffered "unsurvivable" multiple injuries and was airlifted from the scene to hospital, where she was formally pronounced dead.

The company was fined an additional £42,500 after it had also pleaded guilty to other health and safety breaches when another zoo keeper - Yasmin Walker - fell from a ladder while preparing to feed big cats on July 18, 2014.

It also pleaded guilty to failing to ensure that persons not in its employment on the day of Miss McClay's death were not exposed to risk to their health and safety.

It must also pay £150,000 prosecution costs. In mitigation, Ben Compton QC said his client wanted to express its "deep regret" at the death of Miss McClay.

He said: "For those working at the zoo, including David Gill, the horror of that day will never be forgotten as well, nor the memories of her. People who worked with her said she was young, intelli-



gant, bubbly, competent, loved her job and was one of the most popular people there."

He said it would never be known exactly what happened on the day of the tragedy as a fellow employee told police the sliding gates to the outside enclosure - "the first two lines of defence" - were closed when she left Miss McClay shortly before the attack.

Mr Compton said the zoo accepted that it had failed to check that maintenance had been carried out on the "third line of defence" - the dark den steel door leading on to the keeper's corridor.

"Things have now changed and a more sufficient maintenance regime has been put in place," he said.

In victim personal statements read in court, Miss McClay's mother, Fiona McClay from Linlithgow, Scotland, said she felt responsible for her daughter's death because she had "encouraged her to take a full-time position at the zoo." She added: "It feels like my own life ended when my child died."

Outside court, the McClay family said they did not want the zoo to close but said it should not stay open if it could not prove itself safe.

Fiona McClay said:

"This (the sentencing) was about safety. This was about ensuring this isn't going to happen again."

David Shaw, who had been in a relationship with Miss McClay since 2006, said the fine gave the impression that zoos need to be sure "they are not just giving lip service to health and safety but they are giving all their employees the best chance to keep themselves safe."

The court heard that the zoo, which opened in May 1994, employed 100 people and was "a valuable asset to the surrounding communities in terms of employment and bringing in much-needed tourism."

The attraction, which attracts hundreds of thousands of visitors a year and has a turnover of £3 million annually, features lions, rhinos and giraffes among the animals kept there. It offers free school visits and has an established overseas charity programme to help safeguard rare and endangered species.

Barrow Borough Council's Licensing Regulatory Committee will discuss whether to renew the zoo's licence in July.

This week, the Gazette received a statement from the management team, who said they felt that the public perception, following the court case, was



Above left, Sarah McClay was killed by Sumatran tiger Padang, below, at South Lakes Safari Zoo, Dalton. Above right, Miss McClay's mother Fiona



that the zoo was primarily to blame for the tragic death of Miss McClay.

They claimed that prior to the tragedy the zoo had all the correct protection and protocols in place to ensure Miss McClay's safety and that she had made errors which led to her death.

The inquest in September 2014 concluded that Miss McClay was killed because the Sumatran tiger, called Padang, was able to reach her through an open door in the tiger house which should have been kept locked.

"Sarah's photo is up in our broy room and we will not forget her, but she would want the truth and not cries from anyone to close the zoo or claim we were unsafe," said the statement, which was sent on behalf of between 25 to 30 members of the management team and supported by Mr Gill.

"The door was not securely locked and padlocked, the slide was opened and the second slide opened. If Sarah had not done any of these

three actions the tiger could not have accessed her in the corridor.

"It was a tragic set of errors to make but there were many safeguards and opportunities to prevent the tragedy. We deeply regret the accident that occurred and do not wish to lay blame on anyone for the awful outcome.

"We feel it right to protect the staff concerned and working with big cats today by clarifying the very strong safety regime that has always been in force in any big cat house at this zoo."

In their statement, staff at the zoo pointed out that only days before the tragedy occurred the risk assessments and safety procedures had passed inspection and been considered adequate for purposes by Delta zoo inspectors and Barrow Borough Council.

Late yesterday Mr Shaw said what mattered was what was said at the inquest and the court hearings - and added that the safari zoo's statement was "hurtful to the family".



10 June 2016

### **Zoo fined over health and safety breaches**

South Lakes Safari Zoo Ltd (formerly known as South Lakes Wild Animal Park Ltd) has been convicted over breaches relating to 2 incidents involving employees. On 24 May 2013 Sarah McClay a keeper at the zoo, was mauled to death by a tiger; on 18<sup>th</sup> July 2014 an employee sustained a broken bone following a fall from a ladder whilst placing meat at height on a pole for the lion feeding. In relation to the first incident the company pleaded guilty to breaches of Sections 2 and 3 of the Health & Safety at Work etc Act 1974. In relation to the second incident the company pleaded guilty to breaches of Section 2 of the Health and Safety at Work etc Act 1974 and Regulation 3(1) of the Management of Health and Safety at Work Regulations 1999.

Following guilty pleas the sentencing hearing was held in Preston Crown Court on 10 June 2016 and the company was fined £300,000 in respect of the breaches in relation to the first incident; in relation to the second incident the company was fined £50,000.

A spokesperson for Barrow Borough Council who investigated the incidents said: "The zoo failed to comply with expected standards in relation to risk assessing and proactively maintaining the door (specifically the self closing mechanism) which was the final line of defence between a keeper and a tiger. These failings were a significant cause of the death of Sarah McClay. The zoo also did not sufficiently address the risks arising from the escape of a big cat from the keeper's area into the public area.

In relation to the second incident, the zoo failed to ensure the safety of its employees by not undertaking a suitable and sufficient risk assessment in relation to working at height which involved the placing of meat at height on a pole 5 metres above the ground whilst using ladders for the lion feeding. This led to a keeper being injured as a result of a fall from height.

This conviction is a warning to companies that they must adequately assess the risks of all their activities and put in place a proactive maintenance and inspection regime for all pieces of work equipment to ensure they work correctly. This conviction also serves as a warning to companies whose employees work at height, in that all such work should be adequately risk assessed to ensure that it can be undertaken safely or the risk of working at height can be removed entirely.

This conviction is the culmination of a long investigation by Barrow Borough Council and the Council we wish to once again offer our condolences to Sarah McClay's family on what will be a very difficult day for them."

#### **Note to Editors**

1. Section 3 (1) of The Act states: "It shall be the duty of every employer to conduct his undertaking in such a way as to ensure, so far as is reasonably practicable, that persons not in his employment who may be affected thereby are not thereby exposed to risks to their health or safety.
2. Section 2 (1) of the Act states: " It shall be the duty of every employer to conduct his undertaking in such a way as to ensure, so far as is reasonable practicable, the health, safety and welfare at work of their employees.
3. Regulation 3 of the Management of Health and Safety at Work Regulations 1999 relates to risk assessment and every employer should make a suitable and sufficient risk assessment of the risks to the health and safety of his employees to which they are exposed whilst they are at work, and the risks to the health and safety of persons not in his employment arising out of or in connection with the conduct of him by his undertaking.

Registration number: 03561692

# South Lakes Safari Zoo Limited

Annual Report and Abbreviated Financial Statements

for the Year Ended 31 May 2015



Stables Thompson & Briscoe Ltd  
Registered Auditors & Chartered Accountants  
Lowther House  
Lowther Street  
Kendal  
Cumbria  
LA9 4DX

## South Lakes Safari Zoo Limited

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## **South Lakes Safari Zoo Limited**

### **Company Information**

<b>Chairman</b>	Mr David Stanley Gill
<b>Directors</b>	Christina Fischer Frieda Rivera-Schreiber
<b>Registered office</b>	Dalton in Furness Cumbria LA15 8JR
<b>Bankers</b>	NatWest Barrow-in-Furness
<b>Auditors</b>	Stables Thompson & Briscoe Ltd Registered Auditors & Chartered Accountants Lowther House Lowther Street Kendal Cumbria LA9 4DX



## South Lakes Safari Zoo Limited

### Strategic Report for the Year Ended 31 May 2015

The directors present their strategic report for the year ended 31 May 2015.

#### Fair review of the business

The company was nearing completion of the expansion project by the end of the year, increasing space for current species and allowing for the introduction of new animals. The zoo has been awarded the "Top Attraction for Excellence in the Lake District 1999, 2000, 2003, 2005, and 2008" by Cumbria Tourist Board, and is one of the few parks to let many species of primates including the eight species of lemur roam free around the park. In 2014, in its twentieth year the park changed its name from South Lakes Wild Animal Park to South Lakes Safari Zoo, the park also made the top ten of TripAdvisor's highest rated zoos and aquariums in the UK.

The year ending 31st May 2015 has seen the business growth exceed our expectations, turnover has increased to over £3.2 million from £2.8 million in the previous year. The growth is due to increased visitor numbers and the introduction of animal experiences.

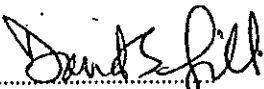
The directors are delighted with the expansion and continuing developments to animal enclosures and housing, the big cats exhibit has been extended with new enclosures and species. The new land has made way for a new walk round safari area giving visitors a hands on experience.

#### Principal risks and uncertainties

The directors have maintained the strategy to increase visitor numbers, visitor education, conservation and turnover, the risks and uncertainties in are:

1. Weather is by far our biggest risk as this effects the turnover and visitor numbers;
2. Financial constraints on personal funds available to visitors;
3. Increased competition from other attractions and leisure activities.

Approved by the Board on 25 February 2016 and signed on its behalf by:



Mr David Stanley Gill  
Chairman

## South Lakes Safari Zoo Limited

### Directors' Report for the Year Ended 31 May 2015

The directors present their report and the abbreviated financial statements for the year ended 31 May 2015.

#### Directors of the company

The director who held office during the year was as follows:

Mr David Stanley Gill - Chairman

The following directors were appointed after the year end:

Christina Fischer (appointed 24 August 2015 and Resigned 23 November 2015)

Frieda Rivera-Schreiber (appointed 4 August 2015)

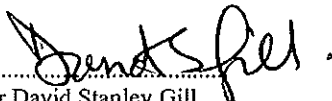
#### Future developments

The directors are looking to reorganise the company and as part of that reorganisation gifting the zoo operation to an independent charity the Safari Zoo Nature Foundation (previously the Wildlife Protection Foundation). The current company would continue but only as a vehicle holding the land and assets which would be rented to the charity. This is dependent on agreeing facilities with the bank.

#### Disclosure of information to the auditors

Each director has taken steps that they ought to have taken as a director in order to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information. The directors confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

Approved by the Board on 25 February 2016 and signed on its behalf by:

  
.....  
Mr David Stanley Gill  
Chairman

**South Lakes Safari Zoo Limited**  
**Independent Auditor's Report**  
**Under section 449 of the Companies Act 2006**

We have examined the abbreviated accounts set out on pages 6 to 19 together with the financial statements of South Lakes Safari Zoo Limited for the year ended 31 May 2015 prepared under section 396 of the Companies Act 2006.

This report is made solely to the company, in accordance with Section 449 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company, for our audit work, for this report, or for the opinions we have formed.

**Respective responsibilities of directors and auditor**

The directors are responsible for preparing the abbreviated accounts in accordance with section 445 of the Companies Act 2006. It is our responsibility to form an independent opinion as to whether the company is entitled to deliver abbreviated accounts to the Registrar of Companies and whether the abbreviated accounts have been properly prepared in accordance with the regulations made under that section and to report our opinion to you.

**Basis of opinion**

We conducted our work in accordance with Bulletin 2008/4 issued by the Auditing Practices Board. In accordance with that Bulletin we have carried out the procedures we consider necessary to confirm, by reference to the financial statements, that the company is entitled to deliver abbreviated accounts and that the abbreviated accounts are properly prepared.

**Opinion**

In our opinion the company is entitled to deliver abbreviated accounts prepared in accordance with section 445(3) of the Companies Act 2006, and the abbreviated accounts have been properly prepared in accordance with the regulations made under that section.

**Other information**

On 25 February 2016 we reported as auditor to the members of the company on the financial statements prepared under section 396 of the companies Act 2006 and our report was as follows:

We have audited the financial statements of South Lakes Safari Zoo Limited for the year ended 31 May 2015, set out on pages 7 to 20. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

**Respective responsibilities of directors and auditors**

As explained more fully in the (set out on page ), the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view. Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's (APB's) Ethical Standards for Auditors.

**South Lakes Safari Zoo Limited**

**Independent Auditor's Report  
Under section 449 of the Companies Act 2006**

**Basis for qualified opinion on financial statements**

With respect to stock having a carrying amount of £162,710 the audit evidence available to us was limited because there was no stocktake performed at 31 May 2015 as the company had previously qualified as small and no audit had been required. Owing to the nature of the company's records, we were unable to obtain sufficient appropriate audit evidence regarding the stock quantities by using other audit procedures.

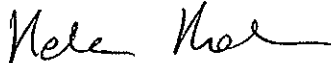
**Qualified opinion on the financial statements**

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements:

- give a true and fair view of the state of the company's affairs as at 31 May 2015 and of its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Emphasis of matter**

In forming our opinion on the financial statements, which is not modified apart from the inability to verify stock, we have considered the adequacy of the disclosure made in the notes describing contingent liabilities, going concern and post balance sheet events. The nature of these issues is hard to quantify due to the uncertain outcome of the court cases and no provision for any of these potential liabilities has been made in these financial statements. Should all these uncertainties crystallise the going concern position of the company would be compromised. Our opinion is not qualified in respect of these matters.



.....  
Helen Holmes BSc FCA (Senior Statutory Auditor)  
For and on behalf of Stables Thompson & Briscoe Ltd, Statutory Auditor

Lowther House  
Lowther Street  
Kendal  
Cumbria  
LA9 4DX

25 February 2016

## South Lakes Safari Zoo Limited

### Abbreviated Profit and Loss Account for the Year Ended 31 May 2015

	Note	2015 £	2014 £
Turnover		<u>3,272,309</u>	<u>2,816,067</u>
Gross profit		2,513,861	2,253,238
Administrative expenses		<u>(2,344,166)</u>	<u>(2,155,783)</u>
Operating profit	2	169,695	97,455
Other interest receivable and similar income	5	30	1,816
Interest payable and similar charges	6	<u>(50,968)</u>	<u>(45,377)</u>
Profit on ordinary activities before taxation		118,757	53,894
Tax on profit on ordinary activities	7	<u>(51,461)</u>	<u>(96,486)</u>
Profit/(loss) for the financial year	15	<u>67,296</u>	<u>(42,592)</u>

Turnover and operating profit derive wholly from continuing operations.

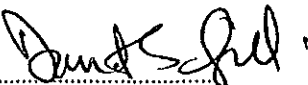
The company has no recognised gains or losses for the year other than the results above.

**South Lakes Safari Zoo Limited**  
**(Registration number: 03561692)**  
**Abbreviated Balance Sheet as at 31 May 2015**

	Note	2015 £	2014 £
<b>Fixed assets</b>			
Tangible assets	8	4,048,390	3,552,327
<b>Current assets</b>			
Stocks	9	162,710	198,548
Debtors	10	14,625	11,079
Cash at bank and in hand		<u>239,207</u>	<u>408,896</u>
		416,542	618,523
Creditors: Amounts falling due within one year	11	<u>(1,346,096)</u>	<u>(1,238,361)</u>
Net current liabilities		<u>(929,554)</u>	<u>(619,838)</u>
Total assets less current liabilities		3,118,836	2,932,489
Creditors: Amounts falling due after more than one year	12	(1,834,191)	(1,766,212)
Provisions for liabilities	13	<u>(133,399)</u>	<u>(82,328)</u>
Net assets		<u>1,151,246</u>	<u>1,083,949</u>
<b>Capital and reserves</b>			
Called up share capital	14	1	1
Profit and loss account	15	<u>1,151,245</u>	<u>1,083,948</u>
Shareholders' funds	16	<u>1,151,246</u>	<u>1,083,949</u>

The abbreviated accounts have been prepared in accordance with the special provisions of the Companies Act 2006 relating to medium-sized companies.

Approved by the Board on 25 February 2016 and signed on its behalf by:



.....  
Mr David Stanley Gill  
Chairman

## South Lakes Safari Zoo Limited

### Cash Flow Statement for the Year Ended 31 May 2015

<b>Reconciliation of operating profit to net cash flow from operating activities</b>	<b>2015</b>	<b>2014</b>
	<b>£</b>	<b>£</b>
Operating profit	169,695	97,455
Depreciation, amortisation and impairment charges	216,892	163,405
Profit on disposal of fixed assets	(6,776)	-
Decrease/(increase) in stocks	35,838	(47,340)
(Increase)/decrease in debtors	(3,546)	28,959
Increase in creditors	144,943	379,288
<b>Net cash inflow from operating activities</b>	<b><u>557,046</u></b>	<b><u>621,767</u></b>
 <b>Cash flow statement</b>		
	<b>2015</b>	<b>2014</b>
	<b>£</b>	<b>£</b>
<b>Net cash inflow from operating activities</b>	<b><u>557,046</u></b>	<b><u>621,767</u></b>
 <b>Returns on investments and servicing of finance</b>		
Interest received	30	1,816
Interest paid	(50,968)	(45,377)
	<u>(50,938)</u>	<u>(43,561)</u>
 Taxation paid	<u>(46,619)</u>	<u>(25,709)</u>
 <b>Capital expenditure and financial investment</b>		
Purchase of tangible fixed assets	(759,180)	(1,257,680)
Sale of tangible fixed assets	53,001	-
	<u>(706,179)</u>	<u>(1,257,680)</u>
 Net cash outflow before management of liquid resources and financing	(246,690)	(705,183)
 <b>Financing</b>		
Repayment of loans and borrowings	77,001	789,565
<b>(Decrease)/increase in cash</b>	<b><u>(169,689)</u></b>	<b><u>84,382</u></b>
 <b>Reconciliation of net cash flow to movement in net debt</b>		

The notes on pages 10 to 19 form an integral part of these financial statements.

## South Lakes Safari Zoo Limited

### Cash Flow Statement for the Year Ended 31 May 2015

	Note	2015 £	2014 £
(Decrease)/increase in cash		(169,689)	84,382
Cash outflow from repayment of loans		<u>(77,000)</u>	<u>(789,565)</u>
Change in net debt resulting from cash flows	19	(246,689)	(705,183)
	19	<u>-</u>	<u>-</u>
Movement in net debt	19	(246,689)	(705,183)
Net debt at 1 June	19	<u>(1,112,169)</u>	<u>(406,986)</u>
Net debt at 31 May	19	<u><u>(1,358,858)</u></u>	<u><u>(1,112,169)</u></u>

The notes on pages 10 to 19 form an integral part of these financial statements.



## South Lakes Safari Zoo Limited

### Notes to the Financial Statements

#### 1 Accounting policies

##### Basis of preparation

The financial statements have been prepared under the historical cost convention.

##### Going concern

The financial statements have been prepared on a going concern basis. The company has breached the covenants agreed with the bank when the new loans were obtained and this could cause cash flow issues should the bank recall the facilities agreed. However, the company is in negotiations with the bank as part of future plans and it believes that these issues can be resolved. There are also issues with potential contingent liabilities as described in that note. However all these issues are uncertain and the company has sufficient reserves and profitability to continue as a going concern provided these can be resolved.

##### Turnover

Turnover represents amounts chargeable, net of value added tax, in respect of the sale of goods and services to customers.

##### Revenue recognition

Revenue is recognised to the extent that the company obtains the right to consideration in exchange for its performance. Revenue is measured at the fair value of the consideration received, excluding discounts, rebates, VAT and other sales tax or duty.

##### Government grants

Grants are credited to deferred revenue. Grants towards capital expenditure are released to the profit and loss account over the expected useful life of the assets. Grants towards revenue expenditure are released to the profit and loss account as the related expenditure is incurred.

##### Depreciation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Freehold land and buildings	2% straight line on buildings only
Leasehold land and buildings	5% reducing balance on buildings only
Plant and machinery	20% reducing balance
Fixtures, fittings and equipment	15% reducing balance
Motor vehicles	25% reducing balance
Computer equipment	25% reducing balance

##### Stock

Stock is valued at the lower of cost and net realisable value, after due regard for obsolete and slow moving stocks. Net realisable value is based on selling price less anticipated costs to completion and selling costs.

## South Lakes Safari Zoo Limited

### Notes to the Financial Statements

#### Provisions

A provision is recognised when there is a legal or constructive obligation as a result of a past event and it is probable that an outflow of economic benefits will be required to settle the obligation.

#### Deferred tax

Deferred tax is recognised, without discounting, in respect of all timing differences between the treatment of certain items for taxation and accounting purposes, which have arisen but not reversed by the balance sheet date, except as required by FRS19.

Deferred tax is measured at the rates that are expected to apply in the periods when the timing differences are expected to reverse, based on the tax rates and law enacted at the balance sheet date.

#### Pensions

The company operates a defined contribution pension scheme. Contributions are recognised in the profit and loss account in the period in which they become payable in accordance with the rules of the scheme.

## 2 Operating profit / loss

Operating profit is stated after charging/(crediting):

	2015 £	2014 £
Profit on sale of tangible fixed assets	(6,776)	-
Depreciation of owned assets	216,892	163,405
Audit of the financial statements	2,100	-
	<u>212,216</u>	<u>163,405</u>

## 3 Particulars of employees

The average number of persons employed by the company (including directors) during the year, analysed by category was as follows:

	2015 No.	2014 No.
Administration and support	6	5
Other departments	67	50
	<u>73</u>	<u>55</u>

The aggregate payroll costs were as follows:

	2015 £	2014 £
Wages and salaries	1,394,720	1,292,206
Social security costs	46,099	43,212
Other pension schemes	16,110	4,441
	<u>1,456,929</u>	<u>1,339,859</u>

## South Lakes Safari Zoo Limited

### Notes to the Financial Statements

#### 4 Directors' remuneration

The director's remuneration for the year was as follows:

	2015 £	2014 £
Remuneration	11,821	63,734
Contributions paid to money purchase schemes	2,400	2,400
Sums paid to third parties for directors' services	500,000	500,000
	<u>514,221</u>	<u>566,134</u>

In respect of the highest paid director:

	2015 £	2014 £
Remuneration	11,821	63,734
Benefits under long-term incentive schemes (excluding shares)	500,000	500,000
Company contributions to money purchase pension schemes	2,400	2,400

#### 5 Other interest receivable and similar income

	2015 £	2014 £
Bank interest receivable	<u>30</u>	<u>1,816</u>

#### 6 Interest payable and similar charges

	2015 £	2014 £
Interest on other loans	50,968	45,373
Other interest payable	-	4
	<u>50,968</u>	<u>45,377</u>

**South Lakes Safari Zoo Limited**  
**Notes to the Financial Statements**

**7 Taxation**

**Tax on profit on ordinary activities**

	2015 £	2014 £
<b>Current tax</b>		
Corporation tax charge	-	46,229
Adjustments in respect of previous years	390	-
UK Corporation tax	390	46,229
<b>Deferred tax</b>		
Origination and reversal of timing differences	51,071	50,257
<b>Total tax on profit on ordinary activities</b>	<u>51,461</u>	<u>96,486</u>

**Factors affecting current tax charge for the year**

The tax on profit on ordinary activities for the year is the same as the standard rate of corporation tax in the UK (2014 - the same as the standard rate of corporation tax in the UK) of 20% (2014 - 20%).

The differences are reconciled below:

	2015 £	2014 £
Profit on ordinary activities before tax	<u>118,757</u>	<u>53,894</u>
Corporation tax at standard rate	23,751	10,779
Capital allowances in excess of depreciation	(40,042)	(44,910)
Non-taxable income	(13,474)	(24,740)
Expenses not deductible for tax purposes	2,648	105,100
Capital gains	(1,369)	-
Unrelieved tax losses carried forward	28,486	-
<b>Total current tax</b>	<u>-</u>	<u>46,229</u>

## South Lakes Safari Zoo Limited

### Notes to the Financial Statements

#### Factors that may affect future tax charges

The gain on the sale of freehold property will be eligible for rollover relief if the sale proceeds are reinvested in relevant assets. The estimated tax that would become payable if the conditions are not met amounts to £1,369 (2014 - £Nil).

The company has generated tax losses of £142,427 which should be recoverable by carrying back to the previous year. This has not been provided as that year is under investigation. The amount not recognised in the period was £28,485 (2014 - £Nil).

#### 8 Tangible fixed assets

	Freehold land and buildings £	Short leasehold land and buildings £	Plant and machinery £	Fixtures and fittings £
<b>Cost</b>				
At 1 June 2014	2,343,421	774,654	446,148	611,937
Additions	450,774	-	48,841	237,235
Disposals	(46,154)	-	-	(10,221)
At 31 May 2015	<u>2,748,041</u>	<u>774,654</u>	<u>494,989</u>	<u>838,951</u>
<b>Depreciation</b>				
At 1 June 2014	-	239,274	241,554	150,733
Charge for the year	31,632	26,769	50,732	100,241
Eliminated on disposals	-	-	-	(10,150)
At 31 May 2015	<u>31,632</u>	<u>266,043</u>	<u>292,286</u>	<u>240,824</u>
<b>Net book value</b>				
At 31 May 2015	<u>2,716,409</u>	<u>508,611</u>	<u>202,703</u>	<u>598,127</u>
At 31 May 2014	<u>2,343,421</u>	<u>- 535,380</u>	<u>204,594</u>	<u>461,204</u>

**South Lakes Safari Zoo Limited**

**Notes to the Financial Statements**

	Motor vehicles £	Other tangibles 2 £	Total £
<b>Cost</b>			
At 1 June 2014	31,313	34,012	4,241,485
Additions	22,330	-	759,180
Disposals	-	-	(56,375)
At 31 May 2015	<u>53,643</u>	<u>34,012</u>	<u>4,944,290</u>
<b>Depreciation</b>			
At 1 June 2014	27,915	29,682	689,158
Charge for the year	6,434	1,084	216,892
Eliminated on disposals	-	-	(10,150)
At 31 May 2015	<u>34,349</u>	<u>30,766</u>	<u>895,900</u>
<b>Net book value</b>			
At 31 May 2015	<u>19,294</u>	<u>3,246</u>	<u>4,048,390</u>
At 31 May 2014	<u>3,398</u>	<u>4,330</u>	<u>3,552,327</u>
<b>9 Stocks</b>			
		2015 £	2014 £
Finished goods		<u>162,710</u>	<u>198,548</u>
<b>10 Debtors</b>			
		2015 £	2014 £
Trade debtors		3,565	792
Prepayments and accrued income		<u>11,060</u>	<u>10,287</u>
		<u>14,625</u>	<u>11,079</u>

**11 Creditors: Amounts falling due within one year**

## South Lakes Safari Zoo Limited

### Notes to the Financial Statements

	2015 £	2014 £
Bank loans and overdrafts	138,874	129,853
Trade creditors	180,884	193,114
Corporation tax	-	46,229
Other taxes and social security	78,497	87,031
Directors' current accounts	704,935	142,529
Other creditors	71,614	71,762
Accruals and deferred income	171,292	567,843
	1,346,096	1,238,361

Creditors amounts falling due within one year includes the following liabilities, on which security has been given by the company:

	2015 £	2014 £
Bank loans	138,874	129,853

The bank has a legal charge over the freehold land and buildings owned by the company and a debenture over all the assets of the company.

#### 12 Creditors: Amounts falling due after more than one year

	2015 £	2014 £
Bank loans and overdrafts	1,459,191	1,391,212
Accruals and deferred income	375,000	375,000
	1,834,191	1,766,212

Creditors amounts falling due after more than one year includes the following liabilities, on which security has been given by the company:

	2015 £	2014 £
Bank loans	1,459,191	1,391,212

The bank has a legal charge over the freehold land and buildings owned by the company and a debenture over all the assets of the company.

#### 13 Provisions

	Deferred tax £	Total £
At 1 June 2014	82,328	82,328
Charged to the profit and loss account	51,071	51,071
At 31 May 2015	133,399	133,399

## South Lakes Safari Zoo Limited

### Notes to the Financial Statements

#### Analysis of deferred tax

	2015 £	2014 £
Difference between accumulated depreciation and amortisation and capital allowances	<u>(133,399)</u>	<u>(82,328)</u>

#### 14 Share capital

##### Allotted, called up and fully paid shares

	2015		2014	
	No.	£	No.	£
Ordinary shares of £1 each	<u>1</u>	<u>1</u>	<u>1</u>	<u>1</u>

#### 15 Reserves

	Profit and loss account £	Total £
At 1 June 2014	1,083,949	1,083,949
Profit for the year	<u>67,296</u>	<u>67,296</u>
At 31 May 2015	<u>1,151,245</u>	<u>1,151,245</u>

#### 16 Reconciliation of movement in shareholders' funds

	2015 £	2014 £
Profit/(loss) attributable to the members of the company	<u>67,296</u>	<u>(42,592)</u>
Shareholders' funds at 1 June	<u>1,083,950</u>	<u>1,126,541</u>
Shareholders' funds at 31 May	<u>1,151,246</u>	<u>1,083,949</u>

#### 17 Pension schemes

##### Defined contribution pension scheme

The company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the company to the scheme and amounted to £16,110 (2014 - £4,441).



## South Lakes Safari Zoo Limited

### Notes to the Financial Statements

#### 18 Contingent liabilities

The company invested in employee benefit trusts for the benefit of its employees. The Revenue has opened enquiries into the accounting periods in which these trusts were used while they are being challenged in the courts. The company is confident that the tax planning will be successful, but there cannot be any certainty about this and should they fail then the company could have a significant tax liability which could impact on its cashflow and possibly also on its going concern position. The total of the determinations issued by the Revenue to date is £1,061,056 (this excludes potential interest and penalties).

In addition the company also faces a court case in June 2016 in relation to a health and safety issue. This is a very complex case and the outcome is currently uncertain.

#### 19 Analysis of net debt

	At 1 June 2014 £	Cash flow £	At 31 May 2015 £
Cash at bank and in hand	408,896	(169,689)	239,207
Debt due within one year	(129,853)	(9,021)	(138,874)
Debt due after more than one year	(1,391,212)	(67,979)	(1,459,191)
Net debt	<u>(1,112,169)</u>	<u>(246,689)</u>	<u>(1,358,858)</u>

#### 20 Related party transactions

##### Other related party transactions

During the year the company made the following related party transactions:

##### Sumatran Tiger Trust and Wildlife Protection Foundation

(D S Gill is a trustee of these two charities. South Lakes Safari Zoo Limited puts on various attractions specifically to raise money for these two charities. The money is collected and paid across on a regular basis. The company also manages the administration of both charities.)

At the balance sheet date the amount due to Sumatran Tiger Trust and Wildlife Protection Foundation was £32,650 (2014 -£7,467).

##### D S Gill

(D S Gill owns the land on which the original part of the zoo was built and allows the company to use this rent free.)

At the balance sheet date the amount due to D S Gill was £Nil (2014 -£Nil).

#### 21 Post balance sheet events

The company has breached the covenants agreed under the loan agreement with the bank. This would allow the bank to reconsider the facilities granted to the company, but as this has just come to light the current position of the bank regarding the breaches is not clear. The company is hopeful that this can be resolved as part of the current negotiations with regard to the future structure of the business.

## **South Lakes Safari Zoo Limited**

### **Notes to the Financial Statements**

#### **22 Control**

The directors are the controlling party by virtue of their controlling shareholding in the company. The ultimate controlling party is the same as the controlling party.



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Firearms Operations Unit  
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T [REDACTED]  
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My Reference  
www.cumbria.police.uk

Chief Constable  
Jeremy Graham BA (Hons) MA  
Police Headquarters  
Carleton Hall  
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cumbriapolice

APPENDIX No. J



NOT PROTECTIVELY MARKED

Richard Garnett  
Senior Environmental Health Officer  
Barrow-in-Furness Borough Council  
Environmental Health Dept  
Town Hall  
Duke St  
Barrow-in-Furness  
Cumbria  
LA14 2LD

22<sup>nd</sup> June 2016

Dear Richard,

Re: South Lakes Safari Zoo – firearms capability and Escape Plan

This letter is to update you on progress made in respect of the Zoo Licence, condition 23 (Annex Four) - 'there must be an agreed and written protocol for liaison with the Cumbria Constabulary in response to the escape of an animal outside of the perimeter of the licensed premises and appropriate firearms cover for the premises.'

I provided a verbal update at the Barrow BC Committee meeting on 17<sup>th</sup> December 2015.

I last visited the Zoo on 3<sup>rd</sup> June 2016, having previously also attended another of their Firearms Training days on 20<sup>th</sup> April 2016.

I can further report favourably as follows –

#### Training

The 'range days' instigated on 14<sup>th</sup> October 2015 with the initial training provided by independent external provider Wildlife Management Services (WMS) have continued monthly. The relationship with Furness Marksmen has developed, where Treasurer and member Trevor Earnshaw supervises and guides the training in shooting accuracy and role-relevant range practices.

All range dates for 2016 are scheduled, with plans to shoot at greater distance.

In addition, Mark Conway, SLSZ Firearms lead, has conducted internal CPD meetings with the firearms users and continues to do so, covering local arrangements, processes etc.

Training records are being kept, including written summary of the training content.

An external independent training provider will be used to refresh and benchmark practices and deliver initial training to new team members as required, at least every two years.

## Weaponry

The Zoo followed the guidance provided by Wildlife Management Services (WMS) in abandoning use of the privately provided weapons belonging to Mr Gill and have purchased new weapons as advised. Two of each of the primary weapons have been purchased, to maintain cover when one is removed for training, service, repair etc. Ammunition of the natures advised is available for each weapon.

On 3<sup>rd</sup> June I 'walked through' the process of activation and arming of the team. The weapons are secure to the satisfaction of our Firearms Licensing department but located appropriately and accessible to named users. The cabinets are organised and the ammunition natures labelled and helpfully colour-coded to the weapons.

The dart-gun and blowpipe capability is being moved to a better location, simplifying storage.

I will now seek to lodge a supplementary weapon at the Zoo so that it is available to responding officers and Zoo staff – this is one of two .375 rifles operated by the Constabulary solely for large animal destruction.

## Staffing

There are currently six firearms users in Zoo employment, plus the Zoo vet, Rick Browne. All now have firearms certificates issued by this Constabulary that allow possession of the Zoo weapons. The Zoo are seeking to recruit more users to future-proof and improve resilience.

Five of these staff are attached to three key areas of the Zoo which require minimum staffing in their own right, resulting in a majority of days when at least two of these operatives are present. On a minority of days when reduced to one, additional resilience comes from Frieda Rivera Schreiber and the Zoo vet, Rick Browne.

The users expected at work are identified on the published on the staffing list. Following a no-notice request for this list, in June I saw that there were between 2 and 5 users on per day, on 26 of the 30 days of the month; 3 or more on duty on 20 days. This is a good level of coverage.

## Animal Escape Procedures

The Zoo maintains an Escape Procedure document, shared with Police and underpinning a Cumbria Constabulary Civil Contingencies Unit (CCCCU) Action Card. This is to the satisfaction of CCCCUC and due review in July 2016.

In summary – the Zoo's approach to firearms provision has changed markedly from when I first became involved. It is my assessment that the Zoo is now compliant with Zoo Licence condition 23 (Annex Four). The relationship we have with the Zoo will continue.

Please make contact if you wish to discuss matters further. I would be grateful for an early indication whether or not my attendance is required at the hearing 5<sup>th</sup> – 7<sup>th</sup> July.

Regards,



Paul Telford  
Inspector, Firearms Operations Unit