

Premises: The Aqua Factor

Inspecting Officer: Olga Thomas

Date: 10th January 2025

Person Interviewed: Shana Davidson

Recommend Licence is granted: YES /NO

Licensed for selling:

- Tropical Fish (Betta)

The fish are kept in one external building

- **Matters requiring immediate attention**

see PART A

- **Recommendations for Improvement including higher standard within:**

Statutory guidance

Selling animals as pets licensing: statutory guidance for local authorities

Updated 1 June 2024

PART A- GENERAL CONDITIONS

4.0 Staffing

4.3 the licence holder must provide and ensure the implementation of a written training policy for all staff. The training policy must be reviewed and updated annually, and must include:

- an annual appraisal
- planned continued professional development
- recognition of any knowledge gaps

If no staff are employed, the licence holder must demonstrate their own knowledge development.

The participation of the staff can be shown by:

- records of courses they are taking
- records of written or online learning
- keeping up to date with any research or developments for animals sold as part of the business

- annual appraisal documents

This applies to all staff including the licence holder.

Evidence of staff attendance or completion of the training must be provided.

At the time of inspection, no evidence of above were available. Introduce above requirements within the statutory guidance.

PART B- SPECIFIC CONDITIONS

Risk Rating

	Low (Score 1)	High (Score 2)	Score
Compliance History - inspections	Documented evidence from formal inspections over the previous three years reveal consistent and high levels of compliance in terms of welfare standards and risk management.	Formal inspections over the previous three years reveal some degree of non-compliance that has required the intervention of the inspector for the business to ultimately recognise and address these. More serious breaches would attract other enforcement action: suspension, revocation, prosecution.	1
Compliance History – follow up action	No evidence of follow-up action by local authority in the last year apart from providing the licence holder with a copy of the inspection report, or sending them a letter identifying some minor, administrative areas for improvement (e.g. minor record keeping issues).	Follow up action by the local authority, such as sending them letters, triggered by low level non-compliance that is not addressed, or the business does not recognise the significance of the need to address the non-compliance.	1
Compliance History – re-inspection	No re-inspection necessary (apart from standard unannounced inspection) before next planned licence inspection / renewal	Re-inspection necessary to ensure compliance.	1
Complaint History – complaints to the LA	No complaints received direct to the LA that are justified in relation to welfare standards or procedural issues during the previous three years.	Low level substantiated complaints identifying concerns over the business / licence holder have been received within the previous three years.	1
Complaint History – complaints to the business	Licence holder records and documents any feedback received directly, in order to demonstrate compliance and willingness to address issues, and can provide evidence of this. No issues noted but would take necessary action as required	Licence holder does not record feedback received directly or show willingness to address any issues identified.	1

		Low (Score 1)	High (Score 2)	Score
Total Score of 17 or less = Low risk Score of 18 or more = Higher risk.				
Risk Rating				LOW
Scoring Matrix		Welfare Standards		
		Minor Failings (existing business that are failing to meet minimum standards)	Minimum Standards (as laid down in the schedules and guidance)	Higher Standards (as laid down in the guidance)
Risk	Low Risk	1 Star 1yr licence Min 1 unannounced visit within 12 month period	3 Star 2yr licence Min 1 unannounced visit within 24 month period	5 Star 3yr licence Min 1 unannounced visit within 36 month period
	Higher Risk	1 Star 1yr licence Min 1 unannounced visit within 12 month period	2 Star 1yr licence Min 1 unannounced visit within 12 month period	4 Star 2yr licence Min 1 unannounced visit within 24 month period

Justification

At the time of the inspection, the business was able to demonstrate that they meet the higher standards. Recording of above requirements were discussed during inspection and must be implemented immediately.

Licence to be issued for:

- **Tropical Fish** : maximum 1500

PLEASE NOTE:

It is accepted that the number of any one of these species will vary at a given time and as such specific numbers for each species are not detailed and are based on the numbers applied for. However, giving consideration to the accommodation available, the number of each species kept at the premises must not exceed those detailed in the Guidance Notes for Conditions for selling animals as pets provided by DEFRA and the associated suitable environmental conditions must be met at all times.

Other mentioned outstanding requirements within general condition will be reviewed during next intervention.

Revisit Required: As per above matrix

Date: 26th February 2025



