

Zoo Insights Panel

Terms of reference

Purpose

The Zoo Insights Panel (ZIP) is a diverse advisory group – made up of regular visitors, members, volunteers, educators, and other people who are enthusiastic about Noah’s Ark – to give the zoo’s leadership team and management board their ideas, feedback, opinions, and recommendations about how well the zoo is doing for our visitors, and in pursuing its aim to be a centre of excellence for conservation, education, and wellbeing.

Insights

The panel is to meet twice a year to offer its insights: to provide feedback on the experience of visitors to the zoo; to suggest how the zoo might improve what it offers and its engagement with visitors and the local community; to raise concerns it has; and to help the zoo managers to tackle big issues like improving our accessibility or sustainability or developing our animal collection.

Panel members

The panel is to be made up of people with a diverse mix of thinking, background, and experience, and of all ages from 18 and above, from enthusiastic regular zoo visitors, supporters, volunteers, or educators. There will be between 10 and 15 members, who will be asked to serve for two years, after which they could be reappointed for a further two years, subject to approval by the rest of the panel and the Zoo Director.

We are committed to making appointments on merit alone, using an open and transparent process, and opportunities to become members of the panel will be advertised directly to zoo members, volunteers, and supporters, and through our website and social media channels.

Although members will not be paid for their participation, arrangements will be made to overcome any barriers to participation, including payment of any travel expenses for attending meetings.

Support

The Education Team Leader is to support the panel, facilitate meeting arrangements and agendas, and act as the main contact to enable and encourage panel members to play a full part.



Meetings

Panel meetings are to be held at the zoo twice a year before the start and after the end of each Summer season and will be chaired by the Zoo Director or their appointee and supported by the Education Team Leader and their team. Trustees or other members of the zoo's Leadership Team may be invited to present or attend, as seems fit.

The date for each meeting is to be agreed at the end of the previous meeting. The agenda is to be drawn up by the Education Team Leader by consulting with panel members in the preceding month, and the agenda any papers published at least one week before the meeting.

A written record of the meeting is to be taken and published as minutes by the Education Team Leader no more than one week afterwards.

The output of the Zoo Insights Panel will be carefully considered by the Trustees and leadership of Noah's Ark Zoo Farm as it continually reviews progress and sets strategy and plans.

Responsibilities

The Zoo Insights Panel is an advisory group and, as such, has no legal or formal duties or responsibilities within the governance of the zoo. We ask only that it helps us know how we are doing and how we can improve.

