Notice of Meeting

LICENSING AND REGULATORY BOARD

Tuesday, 6 February 2018 - 7:00 pm
Council Chamber, Town Hall, Barking

Members: Cllr Kashif Haroon (Chair); Cllr Hardial Singh Rai (Deputy Chair); Cllr Syed Ahammad, Cllr Laila M. Butt, Cllr Peter Chand, Cllr Josephine Channer, Cllr Faruk Choudhury, Cllr Chris Hughes, Cllr Adegboyega Oluwole and Cllr Lee Waker

Date of publication: 29 January 2018

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Chief Executive

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AGENDA

1. Apologies for Absence

2. Declaration of Members' Interests

   In accordance with the Council’s Constitution, Members are asked to declare any interest they may have in any matter which is to be considered at this meeting.

3. Minutes - To confirm as correct the minutes of the meeting held on 27 July 2017 (Pages 3 - 5)

4. Sub-Committees - To receive the minutes of the Licensing Sub-Committee meetings held on 9 August, 27 November and 15 December 2017 and 8 January 2018 (Pages 7 - 25)

6. Appeals and Applications (Pages 193 - 194)


8. Any other public items which the Chair decides are urgent

9. To consider whether it would be appropriate to pass a resolution to exclude the public and press from the remainder of the meeting due to the nature of the business to be transacted.

Private Business

The public and press have a legal right to attend Council meetings such as the Licensing and Regulatory Board, except where business is confidential or certain other sensitive information is to be discussed. The list below shows why items are in the private part of the agenda, with reference to the relevant legislation (the relevant paragraph of Part 1 of Schedule 12A of the Local Government Act 1972 as amended). There are no such items at the time of preparing this agenda.

10. Any other confidential or exempt items which the Chair decides are urgent
Our Vision for Barking and Dagenham

One borough; one community;
London’s growth opportunity

Our Priorities

Encouraging civic pride

- Build pride, respect and cohesion across our borough
- Promote a welcoming, safe, and resilient community
- Build civic responsibility and help residents shape their quality of life
- Promote and protect our green and public open spaces
- Narrow the gap in attainment and realise high aspirations for every child

Enabling social responsibility

- Support residents to take responsibility for themselves, their homes and their community
- Protect the most vulnerable, keeping adults and children healthy and safe
- Ensure everyone can access good quality healthcare when they need it
- Ensure children and young people are well-educated and realise their potential
- Fully integrate services for vulnerable children, young people and families

Growing the borough

- Build high quality homes and a sustainable community
- Develop a local, skilled workforce and improve employment opportunities
- Support investment in housing, leisure, the creative industries and public spaces to enhance our environment
- Work with London partners to deliver homes and jobs across our growth hubs
- Enhance the borough’s image to attract investment and business growth

Well run organisation

- A digital Council, with appropriate services delivered online
- Promote equalities in the workforce and community
- Implement a smarter working programme, making best use of accommodation and IT
- Allow Members and staff to work flexibly to support the community
- Continue to manage finances efficiently, looking for ways to make savings and generate income
- Be innovative in service delivery
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MINUTES OF
LICENSING AND REGULATORY BOARD

Wednesday, 26 July 2017
(7:01 - 8:03 pm)

Present: Cllr Kashif Haroon (Chair), Cllr Hardial Singh Rai (Deputy Chair), Cllr Syed Ahammad, Cllr Laila M. Butt, Cllr Peter Chand, Cllr Chris Hughes and Cllr Adegboyega Oluwole

Apologies: Cllr Faruk Choudhury

1. Declaration of Members' Interests

There were no declarations of interest.

2. Minutes (26 April 2017)

The minutes of the meeting held on 26 April 2017 were confirmed as correct.


The Senior Licensing Officer introduced a report to the Board on the draft Barking and Dagenham Statement of Gambling and Licensing Policy 2017 – 2018.

The Council, as the local licensing authority for gaming and betting, was required under the Gambling Act 2005, to have in place a statement of the principles (a ‘policy’) by which it would abide in carrying out its licensing responsibilities and to review that policy every three years. The review of the Council’s current gambling licensing policy was overdue.

On 25 April 2017, the Cabinet approved a draft revised Barking and Dagenham Statement of Gambling Licensing Policy for the period 2017-2020, for the purpose of formal public consultation. The public consultation commenced on Monday 19 June 2017.

The draft revised policy established that the Council had serious concerns around the impact that further growth in the local gambling opportunity may have in the most vulnerable and ‘at risk’ areas of the borough. It confirmed that, as a result, the Council considered it necessary to limit facilities for gambling in areas where its most vulnerable residents may be placed at increasing risk. It stated the Council’s position to be that all areas where there was high overall risk of gambling related harm were inappropriate for further gambling establishments. Operators were asked not to consider locating new premises or relocating existing premises within these areas, accordingly.

The draft policy went on to set out the considerations the Council would have when determining applications for gambling premises licences and detailed the types of controls the Council might expect to see in place at licensed gambling establishments.
A full discussion took place on the report before the Board and key points included:

- making the consultation process available in paper format;
- the enforcement role of the council in relation to large groups of males congregating outside premises;
- the availability of gambling machines in local pubs; and
- the assessment of local areas before an application is approved or refused.

The Board thanked officers for the comprehensive report and:

(i) Noted the content of the Barking and Dagenham Statement of Gambling Licensing Policy for 2017 – 2020; and
(ii) Noted the process for review of the policy.

4. Applications and Appeals

The Licensing and Regulatory Board were provided with updates on appeals and applications made to the Council at each meeting.

The Service Manager, Public Protection, addressed the Board providing the following updates on work undertaken since the last meeting of the Board in April 2017:

- Temporary Event Notices (TENs) processed: 23;
- Personal Licence: 48
- Premises Licence/ Transfer/ Vary Designated Premises Supervisors (DPS): 55
- Special Treatment Licence Applications: 75;
- 53 Test purchases of alcohol: No. 49 passed and No.4 failures;
- Other Applications received and processed : 10; and
- Appeals: 0.

Those premises that had failed test purchases would be cautioned on record or may have to attend a Licensing Sub Committee for a review of their licence.

The Board noted that the Immigration Act provisions, which related to licensing came into effect 6 April 2017. The changes meant that every applicant for personal licence and late-night refreshment would be checked for eligibility to work in the UK. Working arrangements and work plans were currently being agreed.

The Board were advised that the Borough Licensing Police Team was part of the Tri-borough Policing model which came into effect on 1 June 2017. As such, Police Officers from Redbridge and Havering would be covering the Police work activities within the borough.

In response to questions, the Board noted that the Tri-Borough model was relatively new to all parties involved and feedback would be provided to the Council on it’s progress.

The report was noted by the Board.
5. **Work Programme**

The Work Programme was noted by the Board.
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MINUTES OF LICENSING SUB-COMMITTEE

Wednesday, 9 August 2017
(7:04 - 7:52 pm)

Present: Cllr Kashif Haroon (Chair), Cllr Hardial Singh Rai (Deputy Chair) and Cllr Peter Chand

Apologies:

40. Declaration of Members’ Interests

There were no declarations of interest.

41. Adjournment

The meeting was adjourned for 15 minutes to enable the Applicant’s legal advisors to arrive. The meeting was reconvened at 7.18 p.m.

42. Licensing Act 2003 - Application for a New Premises Licence in respect of The Butterfly, 212 Longbridge Road, 1 Faircross Parade, Barking, IG11 8UN

The Licensing Support Officer (LSO), Rachel Taylor, presented a report to the Sub-Committee in regard to an application, received on 23 June 2017, from Butterfly 77 Ltd for the creation of a Premises Licence for 212 Longbridge Road, 1 Faircross Parade, Barking, IG11 8UN. The premises are located on the ground floor and are currently known as The Butterfly.

A copy of the licence application, was attached to the report as Appendix A.

The Sub-Committee were advised that the application described the premises as a ‘Café / Restaurant’ and sought consent to the sale of alcohol ‘between 11.00 a.m. to 11.00p.m. each day of the week.

The Designated Premises Supervisor (DPS) named in the application was Mr Veselin Vasilev Vatev. Mr Vatev holds a Personal Licence issued by the London Borough of Newham. Mr Vatev is also a Director of Butterfly 77 Ltd.

The LSO advised that the Applicant anticipated that the premises would provide 30 covers / tabled seating (20 internal, six in the rear garden and four on the pavement to the front of the premises) and apologised that a plan, which had been provided by the Applicant, showing the proposed internal layout had inadvertently been left out of the agenda pack. The Chair agreed that the plan could be included and it was circulated to all present.

The LSO advised that representation had been received from responsible authorities’, namely the Licensing Authority Responsible Authority Officer (LARAO) and the Metropolitan Police Authority (Police). Those representations were made under the ‘crime prevention’, ‘public safety’ and ‘public nuisance’ licensing objectives. The representations had not opposed the application outright but were concerned with the primary use of the premises remaining food centred as a café /
restaurant’ and not evolving into a bar and ensuring the potential impacts of the premises upon local residents would be controlled.

The other objections were received from residents under ‘crime and disorder’ and / or public nuisance’ licensing objectives. Residents were also concerned that the premises might grow into a bar under any licence granted and about the impact upon local residents.

Details of the seven representations were set out in the report and its Appendix C.

Following receipt of the objections and discussions with the responsible authorities the Applicant had offered the inclusion of additional conditions, as set out in Appendix B to the report, which had resulted in the LARAO and Police withdrawing their representations.

Of the five residents that had registered objections, one had subsequently withdrawn their objections, although they had asked that two further additional points should be made to the Sub-Committee, and another had asked for additional points to be made to the Sub-Committee on their behalf. The Applicant had confirmed in writing that they had no objections to both of those objectors additional points / comments being read out and the Chair gave consent that they should be read. The comments were read out by the LSO as follows:

- **Objector who has withdrawn their objection, additional comments:**
  
  “1. Would the Licensing Committee please note the concerns expressed over ongoing anti-social behaviour at the top of Ventnor Gardens very near The Butterfly (see our letter of 17th July)

  2. Although the use of external tables and chairs has been restricted to 10.00 p.m., there will necessarily be noise after this time as the furniture is put away, which will impact the neighbouring flats.”

- **Objector 1 on Appendix C was unable to attend and their original objection still stands but asked for some further points to be made.**

  ‘If this Licence is granted the residents in the area will certainly experience more noise and anti-social behaviour much later in the evening as the premises will open till 11.00 p.m., which really means 11.30 p.m. by the time the last customers leave.

  Various members of my family have been licensees in the past and whenever alcohol is introduced it always causes problems both inside and outside the premises even if the owner asks the customers to leave quietly I guarantee the residents will experience more noise later into the evening from intoxicated customers leaving the premises.

  I understand the business owner wishing to make more profit but please not at the expense of the peace and quite and peace of mind of the residents in the area.”

The LSO then confirmed the details of all the objections and how they had been
received.

The Applicant’s agent addressed the Sub-Committee on a number of the concerns that had been raised, particularly by residents. Those concerns centred on groups of youngsters using the area on both sides of the road, which had resulted in alleged anti-social behaviour and noise disturbance.

The primary concerns of residents appeared to be that The Butterfly would attract additional unacceptable behaviour and noise. To eliminate those concerns the Applicant was offering, in addition to the details set out in the application, and Appendix B, to take additional steps, including:

- Ceasing the use of external table and chairs at 8.30 p.m. and that had already been reflected this in the Street Trading Licence application,
- To restrict alcohol sales at the front and back garden to between 5.00 p.m. and 8.00 p.m. on weekdays.
- Sale of alcohol would only be with a sufficient table meal, served by waiters/waitresses, and would not be sold to those requesting just alcohol or take-away.
- Challenge 25 would be implemented and alcohol would not be sold to anybody appearing drunk or suspected of buying for somebody underage.
- Staff would be trained and regularly reminded of these requirements and a staff training record and sales/refusals/incident book would be kept.
- Signs would be put up to remind customers to respect the neighbours and to leave quietly.
- CCTV to clearly capture footage of all persons entering the premises with the recordings being kept for 31 days.

The agent advised that this had been discussed with the Police Licensing Officer, who had indicated that they had been accepted.

The Sub-Committee were advised by the Applicant that they wished to be a positive part of the community. The Applicant stated that there had never been any problems at the premises since he had been there. The Applicant stressed that the ethos of the Butterfly was a place to have a ‘posh coffee’ and a meal, it was not to create a bar drinking establishment.

In response to a question about a demand survey, the Applicant indicated that the numbers of customers were 20 to 30 a day and about 70% of those customers had requested alcohol be available with a meal.

The agent advised that the Applicant had accordingly offered some further restrictions on external hours of operation and record keeping to meet the concerns of local residents further. The Applicant and their agent confirmed that to reflect their assurances above they would be happy to include new conditions, namely the inserts at 2(v) and new clauses 15 and 16 and subsequent
renumbering of former clauses 15 and 16.

DECISION

The Sub-Committee in reaching its decision, gave due regard to the Licensing Act 2003, Regulations, Guidance, Barking and Dagenham Statement of Licensing Policy for 2017-2022, including the Licensing Objectives.

The Sub-Committee considered all the representations before it, both oral submissions and documentation.

The Sub-Committee RESOLVED:

To approve the application for a new Premises Licence at 212 Longbridge Road, Barking, subject to the inclusion of additional clauses to meet the prevention of ‘crime and disorder’ and / or ‘public nuisance’ licensing objectives, namely to inserts at 2(v) and new clauses 15 and 16 and subsequent renumbering of former clause 15 and 16 of the former Appendix B to create the following conditions:

(a) The hours for the sale and supply of alcohol being restricted to 11.00 to 22.30 hrs each day of the week.

(b) The opening hours of the premises being set at 07.00 to 23.00 hrs each day of the week.

1. The premises shall operate as a restaurant:
   (i) where the supply of alcohol is by waiter or waitress service only;
   
   (ii) which provides food in the form of substantial table meals that are prepared on the premises and are served and consumed at the table using non-disposable crockery;

   (iii) which does not provide any take-away service of food or drink for immediate consumption, and (iv) where alcohol shall not be sold, supplied, or consumed on the premises otherwise than for consumption by persons who are seated in the premises and bona fide taking substantial table meals there and provided always that the consumption of alcohol by such persons is ancillary to taking such meals.

2. An incident book shall be kept and maintained at the premises, which shall be made available to a police officer or an authorised officer of any responsible authority upon request. The incident book shall be used to record the date and time of any incident, the name of the staff member and a brief description of the customer concerned. All incidences of the following shall be recorded in the incident book within 24 hours and retained for a minimum of 12 months:

   (i) Any attempted underage alcohol purchase
   
   (ii) Any theft or attempted theft of alcoholic drinks
   
   (iii) Any acts of violence or criminal damage
(iv) Any other incidents involving crime or disorder
(v) Any instance of a customer entering the premises drunk

3. Closed Circuit Television (CCTV) systems that capture head and shoulders images of persons entering the premises and all points of sale shall be installed, operate and record video images at all times that the premises are open to the public.

4. All CCTV recordings made shall be retained for not less than 31 days and be made available to a Police or an authorised officer of any responsible authority within one hour upon request.

5. A member of staff capable of operating the CCTV system and downloading images shall be at the premises at all times that the premises are open to the public.

6. The CCTV system shall display on any recording, the correct date and time of the recording.

7. Sale of alcohol shall cease thirty (30) minutes prior to the end of trading hours to provide patrons with a drinking up period.

8. All alcohol that is displayed for sale shall be located within view of the cashier, and all spirits shall be stored behind the serving point to reduce the possibility of a snatch theft.

9. All reasonable steps shall be taken to verify that any documents produced by persons attempting to purchase alcohol are genuine and relate to the person producing them.

10. The premises licence holder shall operate a "Challenge 25" scheme at the premises whereby anyone who appears to be under the age of 25 is asked to provide proof of age that he or she is over 18. Proof of age shall only comprise of a passport, a photo card driving licence or an industry approved proof of age identity card.

11. Suitable signage shall be displayed at the point of entry and at the service area advising customers that the premises operates the “Challenge 25” proof of age scheme.

12. A prominent notice shall be displayed requesting that patrons leave quietly and respect the local area and residents.

13. All staff shall be trained in how to identify drunk or drug impaired customers. This training shall be repeated at least biannually and written records of the training kept and made available to Police and authorised Council officers on request.

14. All staff responsible for selling alcohol shall be trained regarding underage sales, the main offences under the Licensing Act 2003 and the conditions of the Premises Licence. This training shall be provided before the person starts working at the premises and shall be repeated at least biannually.
thereafter.

15. The sale and supply of alcohol to customers using the external areas shall be restricted to the hours of 17.00 to 20.00 hrs on weekdays.

16. The use of the external tables and chairs by customers shall cease each night at 20.30 hrs.

17. All exit routes must be kept unobstructed, and maintained with non-slippery and even surfaces. Where tables and chairs are provided, internal gangways shall be kept unobstructed.

18. All exit doors shall be maintained readily available for use while members of the public and staff are upon the premises.
43. Declaration of Members' Interests

There were no declarations of interest.

44. Licensing Act 2003 Premises Licence Review: Variety Food & Wine, 53 Ripple Road, Barking, IG11 7NT

The Senior Licensing Officer, Richard Parkins, introduced an application from the Council’s Trading Standards Service, as a Responsible Authority under the Licensing Act 2003, for a review of the premises licence held by Mr Yilmaz Koca in respect of Variety Food and Wine, 53 Ripple Road, Barking, IG11 7NT. The review was sought in relation to the Licensing Objectives of ‘the prevention of crime and disorder’ and ‘the protection of children from harm’ in respect of the following incidents:

- On 12 July 2017, a large quantity of illicit tobacco products was found around the premises and seized under the Tobacco Related Products Regulations 2016; and
- On 7 August 2017 during the course of a follow-up visit, CCTV equipment at the premises was found to be inoperative and unable to provide any footage or images as required by officers, in breach of the conditions of the premises operating licence.

Mr Robert Andrews, Trading Standards Enforcement Officer, was invited to present his case for the review. Mr Andrews advised that the premises was visited by Trading Standards Officers, accompanied by an experienced dog handler and a sniffer dog trained to detect tobacco and related products, on 12 July 2017 as part of a Borough-wide project on tobacco control. During the course of the visit, a significant quantity of illicit cigarettes and some rolling tobacco was found in a vehicle registered to the premises that was parked at the rear and packaging linked to the illicit cigarette cartons was found inside the shop. The rear door of the premises was observed to be open throughout the visit.

Mr Andrews stated that on 4 August 2017, he had attended the premises to pass on an invite to Mr Yilmaz Koca, the premises licence holder and Designated Premises Supervisor (DPS), to attend a meeting the following week at the Council’s offices regarding the events of 12 July. While queueing to speak to Mr Koca, Mr Andrews observed the two customers in front of him being given illicit tobacco products by a third party from behind the counter at the same time that Mr Koca was selling them alcohol. Trading Standards Officers revisited the premises later that day to conduct a general inspection and request the CCTV footage of the earlier incident. No illicit products were found at the premises although small bags used for the purposes of selling / transporting cannabis and other drugs were on sale. Mr Koca advised that the CCTV system was not working.
At an informal interview under caution held on 9 August 2017, Mr Yilmaz Koca and the owner of the business, Mr Haydar Koca, advised that they felt unsafe and intimidated by some individuals who were dealing drugs in the area and stealing from the shop. In respect of the rear door of the premises being left open, Mr Haydar Koca had stated that he was concerned about the possible ramifications from the individuals who had been used to coming in and out of the premises via the rear door if it was locked or closed.

In response to questions from the Sub-Committee, Mr Andrews and Cenred Elworthy, Principle Trading Standards Officer, confirmed that:

- CCTV footage had not been requested by Trading Standards in relation to the visit on 12 July 2017;
- The illicit tobacco seized on 12 July was of a significant quantity and had all been found in the company van, with only the carton packaging found inside the premises;
- Trading Standards officers were preparing a case with a view to pursuing a prosecution in relation to the seizure;
- Mr Yilmaz Koca had confirmed to officers that, on occasions, drugs had been hidden by local dealers amongst the goods in the shop;
- Mr Yilmaz Koca had signed up to the Borough Responsible Retailer Project as a way of tackling the drug dealing issues associated with individuals using the premises;
- There had been no incidents at the premises since Mr Yilmaz Koca had taken over as licence holder and DPS on 24 April 2017, although investigations had revealed that Mr Koca had been the licence holder and DPS at premises in Islington in March 2012 when the licence was suspended for a period of 28 days following illicit alcohol and tobacco being found at the premises.

Mr Yilmaz Koca was invited to respond to the review application and made the following observations:

- The cigarettes that were found in the company van were owned by an employee who had driven the van that day;
- The employee was sacked after the incident;
- Only the empty illicit cigarette carton was found inside the premises during the visit on 12 July 2017;
- He was aware that Mr Andrews was in the queue on 4 August when the third party came in via the open rear door and passed illicit cigarettes to the individuals that were known to the third party;
- He had not moved from the counter nor taken any money for the cigarettes, which Mr Andrews confirmed;
- The rear doors had been left open due to the hot weather;
- The CCTV system was not working when he took over the premises and he had contacted the original engineer to arrange for it to be fixed, but the engineer did not attend due to holidays and did not send a member of his staff;
- The CCTV system had now been fixed and the number of cameras doubled from 8 to 16 to cover all areas of the shop, the stock room and the rear and front of the premises as a way of dealing with problem customers and discouraging the drug dealing;
- The incident at the Islington premises related to alcohol that he had purchased
to give away as Christmas gifts to regular customers and was not intended for sale at the premises.

In response to questions from the Sub-Committee, Mr Koca acknowledged that had the CCTV been working and the rear door to the shop been kept locked many of the problems would have been avoided. He also accepted that as the DPS he was responsible for the premises. With regard to the small drugs bags that were on sale, Mr Koca advised that they were part of the stock that transferred from the previous owner of the premises. Mr Koca also clarified that drugs had not been sold in the premises and only money exchanges had taken place.

Summing up on behalf of Trading Standards, Mr Elworthy commented that the evidence showed that despite Mr Koca’s experience as a DPS he had shown insufficient respect for his responsibilities and a three-week suspension had been suggested to provide sufficient time for a CCTV system to be installed and operational, in accordance with the conditions of the licence, and for the owner of the business to appoint a new DPS.

Mr Koca concluded by saying that both he and Mr Haydar Koca had not anticipated the problems that they would face when they moved to the Borough and he apologised for the mistakes that had been made. Mr Koca reassured the Sub-Committee that all conditions of the licence were now being fulfilled, including a fully-operational CCTV system, and the premises were properly secured to prevent third parties from accessing unauthorised areas and vehicles.

The Sub-Committee retired for deliberations at 7.39pm and the meeting resumed at 7.58pm.

DECISION

The Sub-Committee resolved, having considered all the evidence submitted and the representations made and having regard to the Licensing Act 2003 and its regulations, the national guidance and the Council’s licensing policy, to:

(i) Remove the Designated Premises Supervisor; and

(ii) Suspend the premises licence for a period of 14 days.

In reaching its decision, the Sub-Committee were of the view that, as an experience DPS, Mr Koca should have been in a position to ensure effective running of the premises yet the conditions which gave rise to the review were caused by his poor management of the premises. The Sub-Committee was of the view that a period of suspension of the licence would enable a new DPS to be appointed and for proper systems of management to be put in place to ensure that illicit tobacco and other products did not come near or in the premises in the future and that usage of the company van was properly monitored and managed to ensure that it was not used for the sale, transport or storage of illicit products. The suspension would also provide enough time for measures to be put into place to discourage drug dealing in or around the premises, specifically the removal for sale of bags utilised in the supply of illegal drugs.

The Sub-Committee took into account that a fully-operative CCTV system had
subsequently been installed at the premises and felt that a 14-day suspension was adequate to enable Council officers to inspect the system and for any further steps to be taken as may be required to ensure compliance with current licensing conditions and to meet the licensing objectives of ‘the prevention of crime and disorder’ and ‘the protection of children from harm’.
45. Declaration of Members' Interests

There were no declarations of interest.

46. Licensing Act 2003 Summary Licence Review: Way 2 Save, 147 Ripple Road, Barking, Essex, IG11 7PW

The Senior Licensing Officer presented a report to the Sub-Committee for an application under Section 53A-C of the Licensing Act 2003 for a summary review of the premises licence issued by the Local Authority to Mr Murat Alma, in respect of the trading premises know as ‘Way 2 Save’ situated at 147 Ripple Road, Barking, Essex, IG11 7PW.

The Senior Licensing Officer advised that the licence, granted by the Licensing Sub Committee on 2 February 2017 (Min. 39 refers), enabled the supply of alcohol on Monday to Sunday 24 hours a day.

A copy of the application and the current premises licence were appended to the report.

The Chair then invited PC Oisin Daly to address the Sub-Committee.

PC Daly advised that on 26 November 2017 and 1 December 2017, two significant events had taken place at the premises. With permission of the Chair and the licence holder, PC Daly then showed CCTV of the incident on 26 November 2017.

It was seen that a small group of friends entered the premises and, within the space of a few seconds, had approached the counter and engaged with staff. For reasons unclear, the staff member hit out at one of the individuals and reached for a glass bottle to use as a weapon. Two of the friends acted as intermediaries. It was not clear what sparked the altercation, but the demeanour of the three friends did not indicate they were looking for trouble.

The incident briefly subsided, and they were seen from another angle to be talking with another staff member. Additional staff appeared quickly, and all armed with various weapons of different descriptions. The victims were clearly seen to be raising their hands to demonstrate they did not wish to fight, nonetheless, they were attacked, and one victim was dragged into a room and kept for a number of minutes. He later left the premise.

PC Daly advised that there was no footage available from the room as it appeared to have been deleted. This was being looked into by Police forensic teams.
No footage was available from 1 December for the Sub-Committee to review, however PC Daly advised that it was in the possession of the police and it again involved an altercation with customers who had purchased alcohol at the premises.

In response to questions, PC Daly advised that despite relevant conditions being placed on the licence, there were no SIA staff present during either incident.

PC Daly concluded by requesting that the Sub-Committee suspend the premises licence.

The Chair then invited Mr Hopkins, representative of Mr Alma (licence holder), to address the Sub Committee.

Mr Hopkins advised that Mr Alma acknowledged that the two incidents had taken place and was extremely concerned. All four members of staff involved in both incidents had since been dismissed.

Two door supervisors who were SIA registered were employed by the premises. One member of security was present on 26 November 2017, however was eating a meal when the incident first started. Mr Hopkins advised that the security member could be seen in the CCTV footage towards the end of the incident.

It had been noted by Mr Alma that both incidents had taken place after 2am and therefore Mr Hopkins suggested the following interim steps:

- Reduce the hours of supply of alcohol to 2am;
- Double the number of door staff to two and recruit from an external agency; and
- Ensure all staff attend a conflict management course.

In response to questions, Mr Hopkins advised that:

- Only two managers (including Mr Alma) had access to the CCTV records and the machine was password protected;
- The shop had since been searched for weapons by Mr Alma and none were found; and
- There were records of staff and SIA registered door staff (including sin in sheets) however Mr Alma had not brought these to the Sub-Committee.

The Chair then invited both parties to sum up before the Sub Committee retired to deliberate their decision.

**DECISION**

In reaching its decision, the Sub-Committee had taken into account the s182 guidance, all evidence provided in the agenda pack, and all representations made during the hearing.

The Sub-Committee wished it to be known that particular concern was caused by:
1) The apparent ease and readiness of staff members to escalate matters, and to obtain and use offensive weaponry. It was observed that the staff appeared very comfortable engaging in the actions that they did and knew where to go to obtain weaponry. The Sub Committee could not understand why the situation was allowed to arise in the first place, and demonstrated at the best very poor management, and at the worst explicit consent for the weapons to be available. It was however noted that this was the first time there was an incident at this premise.

2) The deletion of CCTV which could assist with the ongoing investigation of crime demonstrated complicity by management, the DPS confirming only he and his manager had access to the CCTV. Therefore, on balance of probabilities, only they could have deleted the footage. Whilst there was no requirement for there to be CCTV in the store room, there was a clear expectation that any CCTV that was operational was properly maintained. The willingness to delete evidence significantly undermined the protection of the public from harm and the prevention of crime and disorder.

3) No evidence was provided that SIA were signed in on that date. The Sub-Committee was told that one SIA registered individual was in the premises and signed in. A further member of SIA staff was not signed in or present. However, in any event, security were not on the door or performing their duties as would be expected. There was no direct evidence to support that the security was signed in, or “on the door” at any point during the night. It was concerning that the sign in book had not been produced. It was further confirmed by the police that no SIA staff were on the door on 1 December either.

4) Whilst hours could be reduced, the concern was that the approach to management still represented a risk to safety and to members of the public, and that they were undermining the licensing objectives. Conditions were imposed in February 2017 to safeguard the public, but these had either not been complied with, or undermined.

The decision of the Sub-Committee was to suspend the license effective immediately.

Customers and members of the public must be kept safe and protected, and the Sub-Committee had no confidence that this could be achieved with anything less than suspension.
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Present: Cllr Kashif Haroon (Chair), Cllr Hardial Singh Rai (Deputy Chair) and Cllr Laila M. Butt

Apologies:

47. Declaration of Members' Interests

There were no declarations of interest.

48. Licensing Act 2003: Way-2-Save, 147 Ripple Road, Barking, IG11 7PW - Summary Licence Review

The Premises License Holder Mr Murat Alma appeared and was represented by his agent, Mr Graham Hopkins, GT Licensing Consultants, and also supported by Mr Kilic of the National Association of Resale and Thrift Shops (NARTS). The Police, who were the applicant in this matter, were also in attendance and represented by PC Oisin Daly.

The Senior Licensing Officer presented the report to the Sub-Committee in regard to the application under Section 53A-D of the Licensing Act 2003 for a summary review of the premises licence issued by the Local Authority to Mr Murat Alma, in respect of the trading premises know as ‘Way-2-Save’ situated at 147 Ripple Road, Barking, Essex, IG11 7PW. The application, received on 14 December, had been made on behalf of the Chief Officer of the Police. Such applications are generally made in cases where the Chief Officer of the Police is satisfied that the premises are associated with serious crime or disorder. The review had to be held within 48 hours.

By Minute 46, 15 December 2017 the Sub-Committee met and considered ‘interim steps’ and had agreed to suspend the premises licence, the details of which were set out in the report. The Senior Licensing Officer explained that the Sub-Committee was now being asked to undertake the full review of the premises licence and the interim steps applied on the 15 December.

The interim steps and full review request had come about because of incidents on 26 November and 1 December 2017, the details of which were provided in section 2.1.4 of the report. CCTV footage of the incidents had been provided by the manager to the Police.

The Sub-Committee were advised that in December 2016 Mr Alma had applied to extend the original licensed operating hours to enable the premises to sell alcohol 24 hours a day, 7 days a week (24/7). The application had been opposed by the Police and the local ward Councillors but had been granted on 2 February 2017, subject to several special conditions concerning SIA licensed door supervisors, extension of CCTV to external areas and the prohibition of sales of single cans and bottles and on super strength beers and ciders. On the 2 June 2017 the
Council's Licensing Team had visited the premises and found that single bottles of alcohol were on sale, staff were not aware of Challenge 25 verification scheme, staff records had not been updated since September 2016 and the refusal book had not been updated since August 2016, nor was the record of staff authorised to sell alcohol produced. A copy of the letter sent to Mr Alma about those contraventions was attached as Appendix C to the report. Mr Alma was both the Licence holder and the Designated Premises Supervisor (DPS). Mr Alma had not been on site during either of the incidents.

Licensing Officers had visited the premises on several occasions since the licence was suspended on 5 December, and found that all the conditions of the suspension were being complied with. It was also noted that a separate underage test purchase for alcohol had been carried out earlier in the year and the premises had passed that.

The Senior Licensing Office informed the Sub-Committee the Licensee had also provided some additional papers to Licensing Officers regarding individual employees, but these had not been provided to the Sub-Committee because of Data Protection restrictions, however, the receipt and general consensus of their content may be referred to during the discussions tonight.

The Senior Licensing Office advised that the Police and Licensee have been in discussion and were presenting several terms for consideration by the Sub-Committee, the details of which were set out in the letter from the Police, dated 5 January 2018, which was included in Supplementary 1 to the agenda.

PC Daly confirmed that there had been significant progress with the Premises License Holder and DPS since the last hearing. A number of discussions had taken place and the Police had agreed suitable conditions, which they felt would be sufficient to address the concerns that gave rise to the application, and which would further the licensing objectives.

Councillor Rai asked if the staff had been given any proper training to deal with drunk or aggressive customers. The Senior Licensing Officer advised that only the DPS was required to undertake training.

In response to a question from the Chair, the Senior Licensing Officer advised that Licensing Officers had made three separate visits to the premises since the Sub Committee meeting on 15 December.

PC Daly asked if the Sub-Committee wished to view the CCTV evidence of the GBH. The Clerk advised that there was an issue with the computer terminal which meant that it could not be viewed on the large screen. The Licensee’s agent advised that Mr Alma was shocked and alarmed by its content when he had seen it himself and he did not contest the evidence and its serious nature. Accordingly, it was felt that it was not necessary to view the CCTV.

The agent advised that that Mr Alma had taken action in regard to the employment of the staff concerned and was now taking a much more hands-on role of the premises, including tighter management of staff. Since the incident Mr Alma had also undertaken a number of surprise inspections and searches of the premises himself and had found no weapons. Following the decision on the 15 December
the alcohol had been immediately removed from sale and he had complied with all
conditions that had been imposed.

The agent advised that shutters, CCTV and panic buttons had all be installed and Mr Alma felt that, regardless of the decision tonight, it would be an appropriate step for the business to become a daytime business and he had reduced the hours of business operation from 24/7 to 7.00 a.m. to midnight. However, if the Sub-Committee agreed to reinstate a premises licence, Mr Alma wished to limit the time that alcohol would be on sale and he was suggesting this be reduced further from 24/7 to 9.00 a.m. to 11.00 p.m. and that a personal licence holder would be available on site at all times alcohol was being sold. The alcohol would be shuttered to remove access to it outside of 9.00 a.m. to 11.00 p.m. and the exterior of the shop would be shuttered and locked between midnight and 7.00 a.m.

Training on licensing sale requirements would be reinforced with staff and violence and aggression training was being looked at. The agent advised that he had personally stressed to Mr Alma the seriousness of the incidents and that if the Sub-Committee agreed to new conditions and the reinstatement of a premises licence, should there be any infractions then there was a very strong possibility that the licence would be permanently revoked on the premises.

Cllr Rai asked if the staff signing in area was covered by CCTV and would the Licensee be willing to install additional CCTV within the property. Mr Alma indicated that that he would. The agent and Mr Alma advised that the CCTV system, which had been installed, also had a panic button which, when activated, would initiate a police presence. Mr Alma also indicated a willingness to improve lighting at the shop front / forecourt.

The Chair asked Mr Alma directly if he understood the serious nature of the incident and the current position and in ensuring staff complied with licensing requirements. Mr Alma confirmed that he did.

The Council’s legal advisor, Mr Adam Rulewski, asked if there was any intention to continue with the current SIA overnight condition. PC Daly confirmed that the Police would not be asking for this as the proposal was that the business would cease to sell alcohol at 11.00 p.m. The agent indicated that as the premises would be closed at midnight there did not seem to be any need for overnight security.

The agent asked if the interim steps measures could be considered in light of the proposals.

The Sub-Committee adjourned to discuss the interim steps, full review details and proposals presented.

The Sub-Committee reconvened, and the proposed conditions were read out by Mr Rulewski.

**DECISION ON THE REVIEW**
The Licensing Sub-Committee having considered a review of the premises license, following the interim steps hearing on 15 December 2017, determined to amend the conditions to reflect the agreement reached with the Police, with additional conditions in relation to the lighting, to formalise the panic button, and to introduce a staff sign in book. In reaching their decision the Sub-Committee had regard to
all submissions made and the contents of the agenda pack, as well as the appropriate legislation and s.182 guidance. Accordingly the decision was to vary the license as follows:

(i) Opening Hours will be 7.00 a.m. am to midnight.

(ii) Operating Hours for sale of alcohol 9.00 a.m. to 23.00 p.m. seven days per week.

(iii) All alcohol displays will be covered by rigid lockable steel shutters, which will be locked shut outside of permitted operating hours for the sale of alcohol. The shutters must cover the entire alcohol display to prevent customers gaining access to the alcohol outside of permitted hours.

(iv) The keys for the alcohol display shutter must be kept locked away or under the custody of the Personal Licence Holder, Designated Premises Supervisor or Duty Manager at all times.

(v) Clear notices stating the permitted hours for the sale of alcohol consumption off the premises must be prominently displayed at the entrance door to the premises, by the tills, and by/above the alcohol displays.

(vi) At all times that alcohol is offered for sale, a personal license holder shall be present at the premises.

(vii) The shop front shall remain well-lit at all times.

(viii) The premises will maintain a CCTV system accompanied by a panic button providing for Police response.

(ix) CCTV shall be installed in the locker room and in any areas of the premises where alcohol is kept, stored or sold.

(x) A staff sign in book will be maintained to, in particular but not be limited to, record the sign in and sign out times of personal license holders and must be made available to Police, Council and other authorised staff or other Government agencies.

(xi) A full human resources management system must be maintained where all relevant documents are stored for each individual member of staff.

(xii) All copies of relevant documents for members of staff will be maintained for a period of 24 months post termination of employment and will be made available to Police, UK Border Agency and Council Licensing Officers on request.

(xiii) The premises license holder will work with People Force International, or any other similar agency, to carry out checks on the Home Office website and verify the identification documents, such as
right to work documents, to ensure that all new members of staff can be legally employed.

(xiv) No new member of staff will be able to work at the premises unless they have provided satisfactory proof of identification and of their right to work in the UK.

(xv) The requirement at annex 3 for retention of SIA security staff between the hours of midnight and 6.00 am will be removed.

The Sub-Committee announced that it then had to make a determination of the currently operative interim steps. It indicated that it was minded to vary the interim steps (currently; suspension) to reflect the conditions which will take effect following its review. However, it was mindful that some of these may not be achieved immediately. The License holder was asked if any time was needed to implement any steps, and he indicated two days would be required to install lighting and shutters. however, they were not intending to open for 10 days as they were intending to alter the layout of the interior of the shop to improve the security of the alcohol area and general shop layout. The application for a minor variation for this would be provided to the Licensing Officers.

The Sub-Committee retired to consider the response.

The Sub-Committee reconvened,

DECISION ON INTERIME STEPS
The decision of the Sub Committee is that the interim steps will be amended and will be identical to its review decision, save that the conditions in relation to lighting and shutters will not be required to be implemented until 11 January 2018. The interim steps will cease to have effective from the coming into effect of the decision made on determination of the review.
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Title: Animal Welfare Licensing – Adoption of Standard Licence Conditions

Report of the Director of Law, Governance and Human Resources

Open Report | For Decision
---|---
Ward Affected: All | Key Decision: No

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Accountable Director:
Jonathon Toy, Operational Director, Enforcement Services

Accountable Strategic Director:
Fiona Taylor, Director of Law, Governance and Human Resources

Summary

The Council is responsible, by law for the licensing of a range of 'animal welfare' licences. These include the licensing of pet shops, animal boarding premises and dog breeding establishments.

Under each category of licensing the Council is enabled to issue licences subject to licence conditions. To help ensure consistency of application nationally, the Chartered Institute of Environmental Health Officers (CIEH) has worked together with ‘expert’ partner organisations to compile model standard licence conditions for each of these types of licensed premises.

This report recommends adoption of several sets of these standard conditions as best management practice and discusses a timetable for their phased introduction.

Recommendation

That the Board agrees the adoption of the following model licence conditions:

(i) CIEH Model Conditions for Pet Vending Licensing 2013
(ii) CIEH Model Conditions and Guidance for Cat Boarding Establishments 2013
(iii) CIEH Model Conditions and Guidance for Dog Boarding Establishments 2016
(iv) CIEH Model Conditions and Guidance for Dog Breeding Establishments 2014
Reason

This proposal is consistent with the corporate priorities of

- Encouraging civic pride
- Growing the Borough

1. Introduction and Background

1.1 The Council has, as the local licensing authority, a range of statutory ‘animal welfare’ licensing duties. These include responsibility for the licensing of

- Pet shops under the Pet Animals Act 1951
- Kennels and catteries under the Animal Boarding Establishments Act 1963
- Dog breeding establishments under the Breeding and Sale of Dogs Act 1991 and Breeding of Dogs Act 1973

1.2 Generally, the legislation exists to ensure that the animals concerned are properly cared for with regard had to their welfare.

1.3 In each case the Council is enabled to issue licences subject to appropriate conditions.

1.4 To promote national consistency of application, the Chartered Institute of Environmental Health Officers (CIEH) has worked together with other interested ‘expert’ authorities to develop sets of ‘model’ licence conditions which set out the basic standards to be achieved.

1.5 The model conditions are recommended for adoption as best practice standards.

2. Matters for consideration

2.1 Animal Welfare Act 2006

2.1.1 Under the Act those responsible for animals have a responsibility towards the welfare of the animals in their care. It is an offence to cause unnecessary suffering to a protected animal, whether by an act or omission.

2.1.2 The Act defines an animal’s needs as including:

- Its need for a suitable environment
- Its need for a suitable diet
- Its need to be able to exhibit normal behaviour patterns
- Any need to be housed with, or apart from, other animals
• Its need to be protected from pain, suffering, injury and disease

2.1.3 The Act also increased the minimum age at which a person can buy an animal to 16 years.

2.2 CIEH Model Conditions and Guidance

2.2.1 Over the years the CIEH, as the professional institute for the area of regulation within which local authority animal welfare licensing generally falls, has taken it upon itself to produce a series of model conditions and guidance for use by inspectors when considering licence applications.

2.2.3 Generally, the model conditions have been compiled by working groups, comprising animal welfare and industry experts. The model conditions produced represented the working group’s recommendations for the basic minimum standards considered necessary to ensure the health, safety and welfare of animals. The model conditions were developed with the intention of ensuring a consistency of approach across local authorities which minimises the transmission of disease from animals to humans, alongside the need to protect animals from cruelty and ill-treatment and to encourage good standards of animal husbandry.

2.2.4 Currently, four sets of model conditions have been produced. These relate to:

• Pet shops (pet vending)
• Catteries
• Kennels
• Dog breeding establishments

2.3 Pet Animals Act 1951

2.3.1 The Pet Animals Act 1951 deals with the keeping of pet shops. It requires that any person keeping a pet shop must obtain the relevant licence from the local licensing authority.

2.3.4 Before granting a licence, a local authority must be satisfied that the animals are

• Kept in accommodation that is suitable
• Supplied with appropriate food and drink
• Adequately protected from disease and fire

2.3.5 The local authority may attach conditions to the licence, may inspect premises at all reasonable times and may refuse a licence if the standards at the premises are unsatisfactory or if the terms of the licence are not complied with.

2.3.6 The provisions of the Animal Welfare Act 2006 also apply to pet vendors and it is considered important that the five needs set out in Section 7 of this report are also addressed.
2.3.7 In 2013 the CIEH published its Model Conditions for Pet Vending Licensing 2013. A copy is attached as Appendix A to this report.

2.3.8 The model conditions were compiled by a working group which consulted such diverse bodies as the British Veterinary Association; Cats Protection; the Department for Environment, Food and Rural Affairs (Defra); Dogs Trust; Federation of Companion Animals and more.

2.3.9 The model conditions are arranged in several sections. These deal with:

- General conditions applying to all licensed premises dealing with
  - Licence display
  - Accommodation
  - Exercise facilities
  - Register of animals
  - Stocking numbers and densities
  - Health disease and acclimatisation
  - Food and drink
  - Food storage
  - Observation
  - Disposal of waste
  - Transportation to the premises
  - Sale of animals
  - Dangerous wild animals
  - Pet care advice, staff training and knowledge
  - Fire and other emergency precautions
- Schedule B - Dogs
- Schedule C - Cats
- Schedule D - Rabbits
- Schedule E - Other small mammals
- Schedule F - Ferrets
- Schedule G - Birds
- Schedule H - Reptiles and Amphibians
- Schedule I - Fish

2.4 Animal Boarding Establishments Act 1963

2.4.1 The Act requires any person keeping a boarding establishment for animals (i.e. operating catteries and kennels) to obtain a licence from the local licensing authority and abide by the conditions of the licence.

2.4.2 The Act requires councils to ensure that business in question observes certain conditions regarding the suitability of the accommodation provided and the welfare of the animals boarded. In particular, the local authority will consider the ability of the establishment to ensure:

- Accommodation is suitable as respects construction, size, number of occupants, exercising facilities, temperature, lighting, ventilation and
• Ensure adequate supply of suitable food, drink and bedding material for the animals and that they are adequately exercised and visited at suitable intervals.

• All reasonable precautions are taken to prevent and control the spread of infectious or contagious diseases, including the provision of isolation facilities.

• Appropriate steps are taken for the protection of animals in the case of fire or other emergency.

• A detailed register is maintained of any animals received into the establishment that is available for inspection at all times.

2.4.3 Boarding establishment owners and their employees are liable under the Animal Welfare Act 2006 also.

2.4.4 The CIEH first published its Model Conditions and Guidance for Cat Boarding Establishments in 1995. The document was compiled by a working group of animal welfare and industry experts. A revised document was published in 2013 taking into account the new legal and animal welfare considerations that inspectors were required to refer to following the introduction of Animal Welfare Act 2006. This was again updated in 2016. A copy is attached as Appendix B.

2.4.5 The latest revision incorporated contributions from the British Small Veterinary Association; the British Veterinary Association; Cats Protection; the Corporation of London and more.

The document is divided into several schedules dealing with

• Schedule A – Environment
• Schedule B – Diet
• Schedule C – Behaviour
• Schedule D – Company
• Schedule E - Health and Welfare
• Schedule F – New Build

2.4.6 A revision of a separate document providing Model Conditions and Guidance for Dog Boarding Establishments was also produced and a latest revision published in 2016. In this case, contributors to the latest revision included the British Small Animal Veterinary Association; the British Veterinary Association; the Corporation of London; the Dogs Trust and the Kennel Club. A copy of the document is attached as Appendix C. The document is compiled on a similar basis to that produced in respect of catteries.
2.5 The Breeding of Dogs Act 1973

2.5.1 The Act requires proprietors of breeding establishments to be licensed by the local licensing authority. Local authorities may issue licences to proprietors of breeding establishments stipulating conditions which must be complied with by the licensee.

2.5.2 To assist local authorities in doing so the British Veterinary Association in 1978 published guidelines for local authorities and their veterinary inspectors. These guidelines were updated in 1998. In 2012, as a result of a specific request by Defra, a working party came together to update the guidance again to include provisions that must be taken into account under the Animal Welfare Act 2006. The new version also incorporated guidance with regards to puppy rearing, socialisation and habitulisation, produced through the Animal Welfare Foundation / RSPCA Puppy Contract; the Dogs Trust and Kennel Club Puppy Plan.

2.5.3 A copy of the CIEH Model Conditions and Guidance for Dog Breeding Establishments is provided as Appendix D. The model conditions incorporated into the document cover:

- Accommodation
- Management
- Disease control, vaccination and warning
- Emergencies / fire prevention
- Transport
- Health and welfare of the breeding bitch

3. Consultation and proposed timetable for introduction

3.1 No consultation has been undertaken in the preparation of this report. The adoption of the various sets of model conditions is proposed in order to ensure that the Council is operating to current recommended best practice standards.

3.2 However, in order that existing operators have sufficient time to consider the content of the documents and make any necessary physical alterations or adjustments to working practices it is proposed that there should be a phased introduction. To this effect it is proposed that the model conditions, if adopted, should:

- Be immediately applicable to any new operations seeking future licences
- Be applicable to existing licensed operators upon their next renewal in 2019 giving 12 months to make the necessary changes.

3.3 To this effect all existing operators would be provided with a copy of the new licence conditions following adoption and asked to review their current operations against the new standards. Advice and support would be offered in raising standards where this may be necessary.
4. **Review of animal establishments in England**

4.1 Following public consultation undertaken in 2016 / 17, the Government has recently announced a future intention to help streamline the administrative processes for animal establishments, both for local authorities and business by introducing one 'animal activities' licence, covering dog breeding; cat and dog boarding, selling pets and hiring out horses for riding. There will be separate standards applied for each activity. The phrase ‘animal activities’ is proposed to help emphasise that activities such as the online sale of pets, which may not occur from a specific premises, is included.

4.2 While the full timetable is not certain indication has been given that the first regulations may be published as early as October 2018.

4.3 This Authority will continue to monitor the situation and will act accordingly on any further directions received.

4.4 In the meantime, it is considered important to ensure that the Authority is up to date with all current standards.

5. **Legal Implications**

Implications completed by: Adam Rulewski, Barrister - Litigation and Prosecutions, Law & Governance.

5.1 The legal implications are contained within the body of this report.

6. **Financial Implications**


6.1 This report seeks approval to adopt animal standard licence conditions and a phased introduction to ensure that the Authority’s Animal Welfare Licensing scheme is in line with current government legislation. This initiative will promote health and safety within the Borough but will have no financial implications as this task will be covered by current established licencing officers.

**Appendices to this Report:**

- **Appendix A** – Model Conditions in respect of pet shops
- **Appendix B** – Model conditions in respect of catteries
- **Appendix C** – Model conditions in respect of kennels
- **Appendix D** – Model conditions in respect of dog breeding establishments.
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LICENCE CONDITIONS FOR PET SHOPS

PET ANIMALS ACT 1951 (as amended)

CIEH 2013 Model Licence Conditions and Guidance for Pet Vending

January 2018
Introduction

Local authorities issue licences to proprietors of pet shops and other pet vendors under the provisions of the Pet Animals Act 1951.

Before granting a licence, the local authority must be satisfied that the animals are kept in accommodation that is suitable; that they are supplied with appropriate food and drink; and are adequately protected from disease and fire.

The local authority may attach conditions to the licence, may inspect the licensed premises at all reasonable times and may refuse a licence if the standards at the premises are unsatisfactory or if the terms of the licence are not being complied with.

Under the Animal Welfare Act 2006 those responsible for animals, including pet vendors, have a responsibility towards the welfare of the animals in their care.

Under the Act it is an offence to cause unnecessary suffering to a protected animal, whether by an act or omission. Vendors also have a legal ‘duty of care’ towards the animals in their care. Vendors must therefore take such steps as are reasonable in all the circumstances to meet the welfare needs of the animals, to the extent required by good practice.

The Acts define an animal’s needs as including:

• Its need for a suitable environment
• Its need for a suitable diet
• Its need to be able to exhibit normal behaviour patterns
• Any need to be housed with, or apart from, other animals
• Its need to be protected from pain, suffering, injury and disease

The Act also increased the minimum age at which a person can buy an animal to 16.

CIEH 2013 Model Licence Conditions form the recommended basic minimum standards considered necessary to ensure the health, safety and welfare of animals in pet shops.
Conditions for Pet Vending Licensing 2013

Definition of terms
** A batch should be defined as a group of animals arriving from the same supplier, at the same time.

**m² is a measurement of area. One m² measures one metre by one metre. Consequently, two m² measures 2 metres by 1 metre. (4 square metres measures 2 metres by 2 metres).

Schedule A – General conditions

1. Licence Display

1.1 Condition
The licence or a copy of the licence must be suitably displayed to the public in a prominent position.

Guidance
For security reasons, the licence should not display the licence holder’s home address.

2. Accommodation

2.1 Condition
Animals must at all times be kept in accommodation designed to prevent escape and an environment suitable to their species and condition with respect to behavioural needs, situation, size, temperature, ventilation, and cleanliness. All accommodation must avoid drafts and overexposure to direct sunlight and must be kept in good repair.

Guidance
Animals should be able to move around freely, climb, fly, swim and jump where appropriate, and be comfortable in their environment. Definitions of appropriate sizes and materials are in the appropriate schedules to this document. Regular maintenance and repair will prevent injury from damaged housing. Temperature monitoring devices should be provided. It is important to avoid draughts.

2.2 Condition
Ventilation must be provided to all interior areas without the creation of excessive, localized draughts. Ventilation is important as an aid to disease control and aims to decrease smell accumulation and prevent excessive humidity of the atmosphere.

Guidance
The spread of airborne infections can be a significant risk. Excessive or inadequate humidity can cause other health problems.
2.3 Condition
If animals are displayed outdoors, they must have protection appropriate to their species.

Guidance
This should include shelter from wind, rain or snow and/or the sun and predators if appropriate.

2.4 Condition
In order to control the spread of disease, and to prevent injury, housing must be constructed of non-porous materials or be appropriately treated. Junctions between all sections need to be fully cleanable.

Guidance
Appropriate housing will prevent direct transmission of disease and injuries. This will maintain structural integrity and ensure dry, easily cleansed surfaces. In general, untreated wood is not an appropriate material as it cannot be thoroughly cleaned.

2.5 Condition
Animals must be kept in housing which minimises stress from other animals or the public. Signage must be in place to deter public interference.

Guidance
An area to hide away, if needed, will help to reduce stress levels for the animals. In addition to signs, other measures may be required, such as limiting access to some sides of animal enclosures. Care should be taken to avoid sensory contact between prey and predator species.

2.6 Condition
All animals for sale must be readily accessible and easy to inspect by staff.

Guidance
This should help to ensure that the cage is kept clean and hygienic and animals can be easily observed for illness or injury.

2.7 Condition
Accommodation must be cleaned as often as necessary to maintain good hygiene standards.

Guidance
To maintain a clean environment, a cleaning Standard Operating Procedure (SOP) should be provided and should detail the routine daily cleaning regime and the procedure for cleaning between periods of occupation. Soiled bedding should be removed frequently to ensure animals do not have to lie in it.

2.8 Condition
Where accommodation is on a tiered system, water, food or droppings must not be allowed to enter the lower housing.
Guidance
This will prevent contamination of the lower cages. This does not apply to centrifuged fish systems or aviaries where perching and ground birds are housed together.

2.9 Condition
All accessories provided for environmental enrichment in the accommodation must be appropriate for the species.

Guidance
This is to stimulate the performance of natural behaviours.

3. Exercise Facilities

3.1 Condition
Suitable and sufficient facilities must be available where appropriate.

Guidance
Animals must be able to exhibit normal behaviour patterns, and this may require the provision of suitable space for exercise.

4. Register of Animals

4.1 Condition
A purchase register must be maintained for all animals detailing their source and identification where appropriate.

Guidance
This can be by cross referenced to an invoice file. The purpose of the register is to ascertain the source of the animals.

4.2 Condition
A sales register must be maintained for:
4.2.1 Dogs
4.2.2 Cats
4.2.3 Psittacines
4.2.4 Species contained in the Schedule to the Dangerous Wild Animals Act 1976

Guidance
The purpose of the register is for emergency contact of purchasers. The name, address and telephone number of the purchaser should be obtained. This is not required for other species.

4.3 Condition
Animals under veterinary treatment must be identifiable.
5. Stocking Numbers and Densities

5.1 Condition
No animals other than those specified in the licence, may be stocked.

The licence conditions should clearly state the numbers for each species or species group that may be kept on the premises, except fish.

Please refer to Schedules for individual species for more details.

Animals are defined as any vertebrate animals; invertebrates are exempted from the regulations.

5.2 Condition
Where appropriate, all animals must be housed in social groups of suitable size.

Guidance
Details can be found in relevant schedules.

6. Health Disease and Acclimatisation

6.1 Condition
All animals for sale must be in good health.

Guidance
Vendors and staff are responsible for providing the animals' needs including good health care. Illness and obvious parasitic infection should be addressed before the animal is sold. Veterinary advice should be sought in any case of doubt.

Transport and the introduction to a novel environment are stressful and animals should be allowed to acclimatise before being further stressed by being offered for sale. Where animals are obtained for sale to a specific client it may be acceptable for the animal to be sold immediately.

All animals should receive appropriate vaccination where required for the species, as advised by the retailer's veterinary surgeon. Veterinary advice must be sought whenever necessary.

A Record of Treatment should be provided to the purchaser. Vaccination courses should begin at the appropriate age for each species.

6.2 Condition
Any sick or injured animal must receive appropriate care and treatment without delay. These must only be treated by appropriately competent staff or veterinary surgeons.

Guidance
"Care and treatment" may include euthanasia but under no circumstances may an animal be euthanised other than in a humane and effective manner. In case of doubt, veterinary advice must be sought.
6.3 Condition
Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably expected to be carrying serious infectious diseases.

Guidance
Isolated animals should be kept in a secure, comfortable location where their condition and needs can be kept, also detailing treatment. For ornamental fish, in-line UV treatment or other sterilising devices effectively provide a means of isolating individual tanks in multiple tank systems. They must be of a proper size and maintained in accordance with manufacturers' recommendations.

6.4 Condition
Any animal with an abnormality which would materially affect its quality of life, must not be offered for sale. When in doubt, veterinary advice should be sought.

Guidance
Information on any known conditions should be provided to the new owner.

6.5 Condition
All reasonable precautions must be taken to prevent the outbreak and spread of disease. No animal which is suffering from, or could reasonably be suspected of having come into contact with any other animal suffering from any infectious or contagious disease or which is infested with parasites, shall be brought into or kept on the premises unless effectively isolated.

Guidance
Precautions should include regular cleaning (see 2.6) and good personal hygiene of staff in addition to effective quarantine of incoming groups of animals except for fish. Staff handling animals should wash or disinfect, and rinse if appropriate, their hands between groups. The shop should be registered with a veterinary practice and there should be veterinary input to SOPs where appropriate. It is important that the supplying breeders should have a policy for inherited and infectious disease control agreed. Staff should be aware of zoonotic transmission.

6.6 Condition
All necessary precautions must be taken to prevent harbourage, or the introduction to the premises, of rodents, insects and other pests.

Guidance
"Rodent" and "Insect" excludes animals for sale or feeding.

7. Food and Drink

7.1 Condition
Animals must be supplied with adequate amounts of food and drink, appropriate to their needs at suitable intervals. All food must be suitable for the species concerned.
Guidance
Water should be available at all times except for those species where it may be harmful. An SOP should be produced for basic nutritional needs for each species or species group, and age group if appropriate. The owner should be advised to continue feeding consistent with the diet given by the pet shop.

7.2 Condition
Food and Drink receptacles must be appropriate to the species, constructed and positioned to minimise faecal and urine contamination and spillage. Receptacles must be cleaned out at regular intervals.

Guidance
Faecal and urine contamination is a risk to health. Maintaining a clean environment may require regular cleaning of receptacles. Receptacles should be thoroughly cleaned before being moved between batches/groups.

8. Food Storage

8.1 Condition
All food, excluding live foods intended for feeding to animals on the premises, must be stored in impervious closed containers.

Guidance
Such containers prevent spoilage of the food or attraction of rodents or pests to the premises.

8.2 Condition
The containers and equipment used for feeding must be kept in a clean and sound condition.

Guidance
There must be suitable facilities for cleaning of receptacles and equipment which should be separate from staff facilities.

9. Observation

9.1 Condition
All animals must be attended to at regular intervals, except where defined in the schedule, at least once daily, and appropriate to the individual animal.

Guidance
Regular checks and observation records aid in early detection of illness, injury or behavioural problems and should be considered very important for all animals. A system of recording observation should be maintained.
10. Disposal of Waste

10.1 Condition
All excreta and soiled bedding for disposal must be kept in a hygienic manner and stored in impervious containers with close fitting lids - away from direct sunlight.

Guidance
This is important for biosecurity and odour reduction.

Excreta and soiled bedding should be removed from the premises on a regular basis, at least weekly, disposed of to the satisfaction of the appropriate local authority, and in accordance with current regulations and good waste management practice. Premises should maintain a contract for removal with an appropriate company and adhere to local authority regulations.

There should be appropriate arrangements in place for removal of dead animals.

11. Transportation to the Premises

11.1 Condition
When receiving animals, the licensee must make reasonable effort to ensure that they are transported in a suitable manner.

11.2 Condition
Any animals received or consigned shall be transported according to the regulations laid down in current legislation.

11.3 Condition
Animals must be transported or handed to purchasers in suitable containers.

Guidance
 Buyers should be advised how to transport animals home so as to minimise stress.

12. Sale of Animals

12.1 Condition
No mammal shall be sold un–weaned or, if weaned, at an age at which it should not have been weaned.

Guidance
Young mammals require nutritional and behavioural support from their mothers.

12.2 Condition
In the case of non–mammals, they must be capable of feeding themselves.
13. Dangerous Wild Animals as defined by the Dangerous Wild Animals Act 1976

13.1 Condition
When dangerous wild animals are kept, the cages must be of a secure construction appropriate to the species and kept locked.

Guidance
Safety of staff and the general public should be of utmost importance and safety barriers may aid in this, as well as prevention of escape.

13.2 Condition
The local authority must be notified in the event that the pet shop wishes to offer for sale, any animal on the Schedule to the Dangerous Wild Animals Act.

Guidance
The primary requirements of the Act are to protect the public but there are also welfare implications.

Although it is acknowledged that there is an exemption contained within the Act in relation to pet shops, it is recommended that consideration should be given to complying with any special requirement(s) specified in the Act for the safe accommodation and care of the animal.

Licensees selling animals on the Schedule to the Dangerous Wild Animals Act should inspect the purchaser’s licence to keep such an animal, and inform the issuing authority of the details of the purchase. Licensees should take note of the latest guidance from Defra/Scottish Government.

14. Pet care advice, staff training and knowledge

Condition
New applicants must have a qualification or be registered with a recognized body such as City & Guilds. They must have suitably progressed in 12 months and have completed the qualification within 2 years.

Guidance
Qualifications should be City & Guilds or Level 3 equivalent and appropriate to the species kept.

14.1 Condition
The licensee must ensure that the purchaser is informed of the correct care of the animal covering feeding, housing, handling, husbandry, accessories and veterinary care.

Guidance
Pet care leaflets or other similar written instructions suitable for the species (or group of species) in question should be made available to customers free of charge at the time of purchase, in addition to any offer to purchase pet care books or leaflets. In formation can be
in the form of Codes of Practice issued by governments. In addition, information may also be made available electronically.

14.2 Condition
Appropriate reference materials on the care of each species must always be available for use by staff.

Guidance
Further advice can be obtained from the organisations listed in the 'Useful Contacts' section at the back of this document.

14.3 Condition
Staff members must be able to provide suitable advice to purchasers and answer questions as required by them.

No animal should be stocked or sold unless the staff or at least one member of staff on call is familiar with the care and welfare of the animals stocked and has a recognised qualification and/or suitable experience/training.

14.4 Condition
The licensee must be able to demonstrate appropriate staff training is carried out and that staff are competent in pet shop management and animal handling.

Guidance
Further advice, guidance and training can be obtained from the organisations listed in the Useful Contacts section.

15. Fire and other emergency precautions

15.1 Condition
Suitable emergency precautions and written procedures must exist and be made known to all staff, including arrangements for evacuation of animals.

Guidance
Staff should be aware of these procedures and a copy should be displayed for staff to refer to as and when needed. Evacuation should be regularly practised and practices recorded.

All staff should undergo regular training and records should be kept of such training.

15.2 Condition
Entrances and exits must be clear of obstructions at all times.

Guidance
To facilitate risk free evacuation if needed, when designing accommodation, consideration should be given to using systems which would allow timely removal of the animals in the case of emergency. This provision would not usually apply to aquaria and ponds.
15.3 Condition
Suitable fire fighting, prevention and detection equipment must be provided, maintained, regularly serviced and sited as advised by the local fire protection/prevention officer and approved by the local authority.

Guidance
This will ensure that, if needed, the equipment will function correctly. Staff should be properly trained on the use of equipment provided.

15.4 Condition
The licensee, or a designated key holder, must at all times be within reasonable travelling distance of the premises and available to attend in case of emergency.

Guidance
A reasonable distance would, in normal conditions, be interpreted as no more than 20 minutes travelling time.

15.5 Condition
A list of key holders must be logged with the local police and local authority.

Guidance
This is for contact in cases of emergency.

15.6 Condition
In the interests of animal welfare, the following notice must be displayed prominently at the front of the premises: “In case of an emergency dial 999”.

Guidance
This is for information of the public in cases of emergency, when a staff member is not on site.

15.7 Condition
When pet shops are sited within other premises, the licensee or key holders must have access at all times to the premises containing the animals.

Guidance
This is vital for access to the animals at all times to ensure correct care is provided.

15.8 Condition
All electrical installations and appliances must be maintained in a safe condition.

Guidance
This is for health and safety of staff and animals.

15.9 Condition
There must be an effective contingency plan for essential heating, ventilation and aeration/filtration systems, as appropriate.

Guidance
Some species are very sensitive to temperature fluctuation.
Schedule B – Dogs

1. **Condition**
Puppies must be weaned before leaving the mother.

**Guidance**
To ensure puppies can eat the food provided. Puppies must be 8 weeks old or over. Council Regulation (EC) No. 1/2005 on the protection of animals during transport and related operations prohibits the transport of puppies without their mother before this age.

2. **Condition**
The minimum kennel size must be:

2.1 For a batch of small breed puppies – max 6 pups – 1.5m² for sleeping, plus 2m² for exercise.

2.2 For a batch of medium breed puppies – max 4 pups – 2m² for sleeping, plus 2m² for exercise.

2.3 For a batch of large breed puppies – max 2 pups – 2m² for sleeping, plus 2m² for exercise.

These are minimum requirements, for larger batches the size of the pens should be adjusted pro-rata accordingly. Ideally the puppies should have free access to the exercise area at all times. Any covered pens should have a minimum height of 1.8m or removable covers to allow adequate access by staff for cleaning. These are minimum standards and meeting the correct size of pens alone are not a defence if the welfare of the animals are in question.

**Guidance**
The kennel area should be large enough to allow separate sleeping and activity areas. The kennel should allow each puppy to be able to walk, turn around and wag its tail without touching the sides of the kennel. The puppies should have sufficient room to play, stand on their hind limbs and to lie down without touching another individual. The kennel size required will increase in relation to the size and number of puppies housed at any one time. The length and the width should be sufficient to allow all the puppies to lie outstretched without their noses or tails touching the walls or other individuals. In certain circumstances it is permissible to have separate exercise areas to sleeping areas but in such cases puppies must be given access to the exercise area at least four times a day. Any separate exercise area should be fully cleaned and disinfected between its use by different batches of puppies.

3. **Condition**
Suitable and sufficient exercise facilities must be available and accessible where appropriate.

4. **Condition**
Extreme temperatures must be avoided.

**Guidance**
Puppies are relatively sensitive to high/low temperatures. Temperatures should not normally go below 12°C or exceed 26°C.
5. **Condition**
General bedding must include an adequate amount of absorbent material.

**Guidance**
The use of enough absorbent material allows urine and faeces to be contained and reduce contamination of the puppies.

6. **Condition**
Any soiled material must be removed at least four times a day or as required to ensure the puppy does not have to lie in a soiled area.

**Guidance**
Puppies do not discriminate in where they toilet and this maintains a clean environment. A cleaning schedule or SOP should be provided.

7. **Condition**
A specific lying place must be provided lined with soft material.

**Guidance**
The use of soft material will prevent skin lesions being caused by soiling or pressure sores.

8. **Condition**
Puppies must be fed at least four times daily, at appropriate intervals.

**Guidance**
The diet should be appropriate for puppies.

9. **Condition**
Puppies must have frequent, quality contact time with staff.

**Guidance**
"Suitable intervals" for puppies to be visited are frequent, as they require to be socialised. It is recommended that this should be a minimum of 4 times per day with 20 minutes of interaction per batch. There should be an SOP.

10. **Condition**
Batches of puppies must not be mixed until they have been on the premises for seven days or have shown no sign of infectious disease for seven days.

**Guidance**
Puppies are particularly susceptible to disease as they have immature immune systems. The new owner should be advised to register the puppy with a vet.
11. Condition
Ideally, single puppies must not be left alone in a kennel, but where they are, special attention should be paid to specific human interaction. When they are mixed they should be of similar size, age and temperament and there should be good supervision of mixing.

Guidance
Isolating healthy puppies does not allow them to exhibit natural behaviour patterns.

12. Condition
There must be environmental enrichment in all kennels.

Guidance
To allow puppies to exhibit normal behaviour patterns. Toys should only be given under supervision and should be easily cleaned or replaced between batches.

** Please see ‘Schedule A – General Conditions’ for food, water and isolation conditions
Schedule C – Cats

1. **Condition**
Kittens must be weaned before leaving the mother.

**Guidance**
To ensure kittens can eat the food provided. Kittens must be 8 weeks old or over. Council Regulation (EC) No. 1/2005 on the protection of animals during transport and related legislation prohibits the transport of kittens without their mother before this age.

2. **Condition**
The minimum pen floor area for a batch of up to 4 kittens, up to 12 weeks of age, must be $1m^2$, with a minimum height of 0.6m (for example, 0.6m x 1 x 1) No dimension must be less than 0.6m. Any shelving or platforms must be in addition to the minimum floor area. Each additional kitten must have 0.25m$^2$ additional floor space.

**Guidance**
Kittens require adequate space to play together and to have space for a litter tray and bed. Varying heights to enable climbing should each also be provided. There should be adequate space for feeding, drinking, sleeping and litter tray to be kept separate.

3. **Condition**
Extreme temperatures must be avoided.

**Guidance**
Kittens are relatively sensitive to low temperatures owing to their small body weight. Temperatures should not normally go below 15°C or exceed 26°C.

4. **Condition**
Disposable or washable bedding must be provided and kept clean.

**Guidance**
Kittens need a warm sleeping, soft area, away from the litter tray and food.

5. **Condition**
A litter tray and appropriate litter must be available at all times and cleaned and disinfected at least once daily with an appropriate disinfectant which is safe for use with cats and cleaned as appropriate. The disinfectant should be anti-viral and used in accordance with manufacturers’ instructions, as some disinfectants are toxic to cats.

6. **Condition**
Kittens must be fed at least four times daily, at appropriate intervals.

**Guidance**
The diet should be appropriate for kittens.
7. **Condition**
Batches must not be mixed and if several batches are kept in one area then the pen must have solid sides.

**Guidance**
Diseases spread very easily between litters, both by direct contact or by sneezing. Kittens are particularly susceptible to disease as they have immature immune systems. The new owner should be advised to register the kitten with a vet.

8. **Condition**
Kittens must have frequent, quality contact time with staff.

**Guidance**
It is recommended that this should be a minimum of 4 times per day with 20 minutes of specific interaction per batch. Kittens should be protected from over-handling by staff or the public as they require time to rest.

9. **Condition**
There must be environmental enrichment in all cages such as toys, climbing frames and platforms.

**Guidance**
This is to allow kittens to exhibit normal behaviours, particularly climbing. Toys should be easily cleaned or replaced between batches.
Schedule D – Rabbits

1. **Condition**
Rabbits must be correctly sexed and housed in same sex groups.

**Guidance**
Rabbits are easier to sex at 8 weeks than any earlier, which will help prevent mis-sexing and unwanted litters.

2. **Condition**
The minimum enclosure size must be:
0.4m² for up to 4 standard juvenile rabbits and a height of 0.4m. 0.5m² for up to 2 giant breed juvenile rabbits and a height of 0.5m.

These are minimum requirements, for larger batches, larger breeds or adult rabbits the size of the pens should be adjusted pro-rata accordingly.

**Guidance**
Dwarf Lops/Dutch rabbits are the most commonly available in pet shops and weigh up to 4kgs. The height should allow the rabbit to rear up to perform natural behaviour. Rabbits should be kept in store in groups. Rabbits need to be able to move freely and to be able to perform vital behaviours such as caecotrophy and rearing.

3. **Condition**
There must be environmental enrichment in all enclosures. A hiding place must be provided.

**Guidance**
To allow rabbits to exhibit normal behaviours, indestructible toys; cardboard boxes; chewing substrates should be provided. Toys should be easily cleaned or replaced between batches. Rabbits are prey animals and should have the opportunity to hide if scared or stressed.

4. **Condition**
Extreme temperatures must be avoided.

**Guidance**
Ambient temperature should not normally go lower than 12°C or exceed 26°C. Providing cool water, cool packs in their bedding, air movement and air conditioning may each help to avoid the stress caused to rabbits by high environmental temperatures.

5. **Condition**
Rabbits must be provided with a suitable substrate and bedding material in sufficient amounts.

**Guidance**
Rabbits need a warm, softly-bedded sleeping area away from the litter and food/water.
6. **Condition**
Visibly soiled substrate and bedding must be removed daily. The pen should be thoroughly cleaned and disinfected before introducing a new animal.

**Guidance**
The disinfectant should be effective against both viral, bacterial and parasitic infection and safe for use on rabbits. Check with a vet or manufacturer if unsure. Diseases such as E-cuniculi can be spread via urine, so thorough cleaning is required between new occupants. Rabbits often choose to toilet in the sleeping area of a hutch and a litter tray could be placed here.

7. **Condition**
If batches are mixed you must ensure all animals are free from obvious parasitic infection.

**Guidance**
Diseases spread very easily between litters. Rabbits should be housed with batch mates where possible.

8. **Condition**
Rabbits must have a constant supply of fresh hay and water, and be offered an appropriate amount of dry food for the breed and age. Feed dishes should be suitable to ensure feed does not get contaminated by urine or faeces.

**Guidance**
Rabbits teeth are open rooted and therefore constant access to good quality hay is essential, for dental health, gastrointestinal health (without a constant supply of fibrous food, rabbit GI tracts slow down) and behavioural reasons (to relieve boredom). It is vital that hay is available throughout the day and sufficient provided for them at closing time to last them until the next business day. Dry food should be provided for youngsters to assist growth, see manufacturer’s instructions, but should not be fed ad-lib.

9. **Condition**
Animals must be provided with an appropriate diet and any new feeds must be introduced slowly.

**Guidance**
Due to the delicate digestive system, particularly under stress, if diets are to be changed then a slow transition between diets is advisable.
Schedule E – Other small mammals

1. Condition
All small mammals must be correctly sexed and housed in single sex groups unless a solitary species (or sold as a breeding pair).

Guidance
To help avoid unwanted litters, all animals should be sexed immediately on arrival to the premises and housed in single sex groups. Animals from different sources should not be mixed.

2. Condition
Animals must at all times be kept in suitably sized accommodation.

Guidance
Animals should be able to freely move around the accommodation and be able to perform natural behaviours. See attached table for species relevant sizing.

3. Guidance
Animals must be provided with a suitable substrate in sufficient amounts.

Guidance
Providing sufficient and appropriate substrate keeps the accommodation clean and dry and allows digging where appropriate. There are a number of substrates available and the type used will depend on the animal kept.

4. Condition
Animals must be provided with a suitable bedding material in sufficient amounts.

Guidance
Bedding provides a place to sleep and rest, the type used will depend on the animal kept. It should be provided in sufficient quantities to enable the animal to feel secure and warm.

5. Condition
Animals must be provided with places to hide. Accessories and enrichment should be provided, suitable to the species.

Guidance
Animals must be given the opportunity to hide as a natural instinct and be given suitable accessories to allow for stimulation and to reduce stress. Chinchillas and Degus should be given the opportunity to use a sand bath by offering one on a regular basis, e.g. 10 minutes daily. Rodents need to express natural behaviour such as running and chewing/gnawing. Toys such as hides, tunnels, paper bags filled with hay and fruit twigs are ideal for expressing natural foraging behaviour. Animals should be able to move away from direct lighting. Cool hides should be provided to prevent overheating.
6. **Condition**
Suitable food and drink receptacles must be provided and positioned to avoid faecal contamination.

**Guidance**
Water for small animals is usually provided in clean gravity fill drinking bottles, (which should be of a suitable size for the species) or automatic or semi – automatic drinking systems. Fresh water should be available at all times, or as appropriate to the species; some desert-dwelling species such as jerboas [family Dipodidae] should not be given water ad-lib. Bottles should be kept clean and free from algae.

7. **Condition**
All rodents must be fed a suitable diet, ad lib and have free access to hay where required.

**Guidance**
The diet should be appropriate for the breed, life stage and species. Food should be refreshed regularly. Guinea pigs should have sufficient vitamin C in their diet. Guinea pigs are unable to synthesise Vitamin C.

8. **Condition**
All rodents must be fully weaned on admission.

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**Minimum accommodation requirements - small rodents**

Area in square metres

<table>
<thead>
<tr>
<th>No. of Animals</th>
<th>1-4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>Minimum Cage Height (m)</th>
<th>Minimum Cage Depth (m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mice, Hamsters, Gerbils</td>
<td>0.068</td>
<td>0.079</td>
<td>0.09</td>
<td>0.100</td>
<td>0.113</td>
<td>0.124</td>
<td>0.135</td>
<td>0.30</td>
<td>0.25</td>
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<tr>
<td>Rats</td>
<td>0.135</td>
<td>0.157</td>
<td>0.18</td>
<td>0.202</td>
<td>0.225</td>
<td>0.247</td>
<td>0.27</td>
<td>0.30</td>
<td>0.28</td>
</tr>
<tr>
<td>Guinea Pigs, Degus</td>
<td>0.225</td>
<td>0.263</td>
<td>0.3</td>
<td>0.338</td>
<td>0.375</td>
<td>0.413</td>
<td>0.45</td>
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<td>Chinchillas</td>
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<td>0.625</td>
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<td>0.875</td>
<td>1.0</td>
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<td>0.45</td>
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<tr>
<td>Chipmunk</td>
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<td>0.375</td>
<td>0.5</td>
<td>0.625</td>
<td>0.75</td>
<td>0.875</td>
<td>1.0</td>
<td>0.90</td>
<td>0.45</td>
</tr>
</tbody>
</table>

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Schedule F – Ferrets

1. Condition
Ferrets must be at least eight weeks old.

Guidance
Ferret kits can find separation from their mother very stressful and the stress response in a ferret often results in diarrhoea which can prove fatal.

2. Condition
Ferrets must be housed with batch companions.

Guidance
Ferrets are naturally social animals that depend on the companionship of their own kind. Lone ferrets often suffer depression including poor appetite and lack of enthusiasm to move or play.

3. Condition
Ferrets must be housed in groups or pairs of either sex. Adult hobs (males) require individual accommodation.

Guidance
Ferret kits can be easily sexed at 8 weeks of age. Adult, un-neutered hobs (males) may exhibit dominant behaviour and fight, so requiring individual accommodation. House the Jill (female) kits at a reasonable distance to prevent aggression between the hobs as they mature at around 20 weeks. Adult jills (females) should be prevented from having repeated seasons. Jills (females) left in season are prone to estrogen induced anaemia, a factor in shortening their normal lifespan. Veterinary advice should be sought.

4. Condition
Batches of ferrets must not be mixed.

Guidance
Not mixing will reduce the risk of disease spreading. Mixing can be stressful for ferrets.

5. Condition
The minimum pen floor area for a litter of up to 4 ferrets, up to 12 weeks of age, must be 1m$^2$, with a minimum height of 0.6m. No dimension must be less than 0.6m. Any shelving or platforms must be in addition to the minimum floor area. Each additional ferret must have 0.25m$^2$ additional floor space.

Guidance
Enclosures should be placed on a hard surface and anchored to the ground. Ferrets require space for their toilet area removed from their sleeping or eating areas. Ferrets require space to exhibit their normal active behaviour – running backwards, forwards and sideways and to climb, explore and play. Ferrets are naturally clean and will usually select one corner as their toilet.
6. **Condition**
Sleeping quarters must be draught free and dark.

**Guidance**
Ideally sleeping quarters should be raised. Ferrets seek dark areas for sleeping and sleep for long hours, up to twenty a day in the winter. Their natural instinct is to hide whilst sleeping.

7. **Condition**
Ferrets must have suitable bedding.

**Guidance**
Suggested bedding includes fabric items that can be laundered, straw and dust extracted wood shavings.

8. **Condition**
Extreme temperatures must be avoided.

**Guidance**
Temperatures should not normally go below 12°C or exceed 26°C. Ferrets tolerate cold better than heat. Provide plenty of warm bedding for when it is cold. Be aware heat prostration is likely at 32°C.

9. **Condition**
Ferret kibble must be provided at appropriate intervals.

**Guidance**
Feed a recognised and branded ferret kibble / biscuit. Small, frequent meals or ad lib feeding are recommended as ferrets have a rapid rate of digestion.

10. **Condition**
Water must be supplied in both a heavy based bowl and a water bottle attached to the side of the enclosure.

**Guidance**
Ferrets are renowned for tipping bowls.
Schedule G – Birds

1. Condition
There must be adequate perching space for all birds at the same time. Outdoor aviaries must include sufficient sheltered and non-sheltered space. Cage size must be adequate to allow birds to open their wings fully in all directions. Cages must include appropriate environmental enrichment.

Guidance
Stocking densities will depend on the type of bird as well as cage dimensions and number of perches. Access to rain can be beneficial for plumage Some species will need adequate space to fly. Chickens require an appropriate area and substrate to perch.

2. Condition
Perches must be positioned so that birds do not defecate on each other and must be of appropriate size and shape for each species.

3. Condition
Ambient temperature must be appropriate for the species. Extremes of temperatures must be avoided.

Guidance
Birds are more sensitive to high temperatures.

4. Condition
There must be adequate drinkers/feeders commensurate with the number of birds and these must be cleaned regularly. Bowls etc. must be positioned so that birds do not defecate in food/water.

Guidance
Birds should not have to compete for drinkers/feeders and risk exclusion. Passerines should have food available at all times. Enrichment and feeding devices need to be provided for larger psittacids. For parrots, it is preferable to use swinging systems such that the keeper does not need to enter the cage in order to change food/water. Bowls should not be able to be removed from holders by the parrot.

5. Condition
Cages must be constructed from materials suitable to the type and size of birds. Materials must be safe to birds and in good repair.

Guidance
Enclosures should be placed on a hard surface. Some species require more robust materials. Materials such as loose zinc coating can be toxic to birds.
6. **Condition**
Windproof nest boxes must be provided in all outside housing and inside where appropriate.

**Guidance**
Many birds find sleeping or sheltering in nest boxes an essential form of security or for sheltering from inclement weather, but it is recognised that some species, such as canaries, will rarely if ever voluntarily enter nest boxes.

7. **Condition**
Flooring must be drop-through or easily washed/hosed.

**Guidance**
If ground living birds are kept with perching birds, then attention should be paid to flooring such that bumblefoot issues are addressed - i.e. no concrete/rough stone. Where natural turf flooring is used, parasite status of the birds should be checked on a regular basis every few weeks.

### Stocking Densities for Birds in Cages

<table>
<thead>
<tr>
<th>Type</th>
<th>Length of Bird (cm)</th>
<th>Floor Area (m²) housing up to 4 birds</th>
<th>Linear cms per additional bird on either cage length or depth*³</th>
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</thead>
<tbody>
<tr>
<td>Budgerigar</td>
<td>0.15</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Canary</td>
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<td></td>
<td>5</td>
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<tr>
<td>Cockatiel</td>
<td>0.48</td>
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<td>7.5</td>
</tr>
<tr>
<td>Finches</td>
<td>Less than 12.5</td>
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<td></td>
<td>12.5 – 17.5</td>
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<tr>
<td></td>
<td>more than 17.5</td>
<td>0.225</td>
<td>7.5</td>
</tr>
<tr>
<td>Parakeets and Lovebirds *¹</td>
<td>less than 25</td>
<td>0.42</td>
<td>7.5</td>
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<tr>
<td></td>
<td>25-30*¹</td>
<td>0.48</td>
<td>7.5</td>
</tr>
<tr>
<td></td>
<td>more than 30*¹</td>
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<tr>
<td></td>
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<td>Chickens</td>
<td></td>
<td></td>
<td>1.6</td>
</tr>
<tr>
<td>Bantams</td>
<td></td>
<td></td>
<td>1.6</td>
</tr>
<tr>
<td>Quail</td>
<td></td>
<td></td>
<td>16</td>
</tr>
</tbody>
</table>
*1. It is recommended that, wherever possible, these species are displayed for sale in aviaries or flights rather than cages per se.

*2. It is recommended that, wherever possible, these species are displayed for sale in aviaries or flights if more than two birds are housed together.

*3. The extra-linear centimetre per additional bird, is intended to refer to an increase in either width or length or a combination of the two i.e., a 20cm increase could refer to 20cm width, 20cm length or say 10cm width combined with 10cm length.

### Stocking Densities for Birds in Aviaries and Flights

<table>
<thead>
<tr>
<th>Type</th>
<th>Length of Bird (cm)</th>
<th>Number of Birds per ‘Standard’ Aviary (1.8 x 0.9 x 1.8 m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budgerigar</td>
<td></td>
<td>18</td>
</tr>
<tr>
<td>Canary</td>
<td></td>
<td>18</td>
</tr>
<tr>
<td>Cockatiel</td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Finches</td>
<td>Less than 12.5</td>
<td>24</td>
</tr>
<tr>
<td></td>
<td>12.5 – 17.5</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>more than 17.5</td>
<td>12</td>
</tr>
<tr>
<td>Parakeets and Lovebirds *¹</td>
<td>less than 25</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>25-35</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>more than 35</td>
<td>4</td>
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<tr>
<td>Parrots</td>
<td>less than 30</td>
<td>10</td>
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<td></td>
<td>30 – 35</td>
<td>6</td>
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<td>more than 35</td>
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</tr>
<tr>
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<td></td>
<td>4 (min height 0.9m)</td>
</tr>
<tr>
<td>Bantams</td>
<td></td>
<td>6 (min height 0.9m)</td>
</tr>
<tr>
<td>Quail</td>
<td></td>
<td>8 (min height 0.9m)</td>
</tr>
</tbody>
</table>
Schedule H – Reptiles and Amphibians

1. Condition
Stocking and density must be appropriate to the species.

Guidance
Most reptiles and amphibians are not social and may, therefore, be kept individually. Communal enclosures should not be stocked as to appear overcrowded, common sense should be observed.

Mixing of species, although possible, should be undertaken with caution. Some species may require or seek seclusion or privacy either sporadically or permanently and provision for this should be made.

Snakes: may be housed individually or in small groups, of the same species. Snakes known to be cannibalistic, e.g. king snakes (Lampropeltis sp.), should be housed individually.

Lizards: only species of similar size and from similar habitat and geographical areas should be kept communally. Lizards known to be cannibalistic, e.g. Gambelia sp, should be housed individually. Generally adult male lizards in breeding condition should not be housed together and groups of lizards housed communally should be regularly observed for signs of aggression.

Tortoises and Terrapins: only terrapins of similar size and habit and from the similar geographical area should be kept communally. Tortoises of different species should be housed individually. Also, adult males in breeding condition should be housed individually.

Frogs and Toads: only species of similar size, and from similar habitats and geographical areas, should be kept communally. Mixing of taxa (e.g. frog & toad) is not generally recommended. Cannibalistic species, such as horned frogs (Ceratophrys sp.) and African bull frogs (Pyxicephalus sp.) should be housed individually.

Newts and Salamanders: only species of similar size and from similar geographical areas should be kept together. Generally mixed taxa [e.g. lizards and tortoises] are not recommended, although paludaria which combine fish with small reptiles and/or amphibians of appropriate species are acceptable.

2. Condition
The enclosure size must be appropriate to the species and adjusted according to its size.

Guidance
Snakes: the length of the enclosure should be no less than two-thirds the overall length of the snake.

Lizards: the length of the enclosure should be three times the full length of the lizard, or larger.
**Tortoises and Terrapins:** the length of the enclosure should be a minimum of 90cms, or four times the length of the animal, or larger. For aquatic species [turtles, terrapins] the enclosure should allow the animal to swim adequately, i.e. have water depth at least 4 times that of the animal, although some terrapins (e.g. Cuora sp., Terrapene sp. And Glyptemys sp.) do not require such deep water. Terrapins must also have an adequate land basking area.

**Frogs and Toads:** the length of the enclosure should be minimum 30cm x 30 cm x 30cm, or at least three times the length of the animal, or larger. For sedentary species, such as horned frogs (Ceratophrys sp.) and African bull frogs (Pyxicephalus sp.) the enclosure can be smaller. Fully aquatic species should be able to swim adequately, i.e. water depth should be at least 4 times the depth of the animal.

**Newts and Salamanders:** the length of the enclosure should be minimum 30cm x 30 cm x 30cm, or at least three times the full length of the amphibian, or larger. Aquatic species should be able to swim adequately, i.e. water depth should be at least 4 times the depth of the animal.

**Height and Width:** of the enclosure should be appropriate to the species, with arboreal species requiring more height than terrestrial species.

3. **Condition**

Temperature, humidity, lighting and ventilation must be appropriate to the species.

**Guidance**

Ambient and basking temperatures should be appropriate to the species concerned, with the following guidance for commonly kept species. These are guidelines only and individual species should be researched as requirements for some species will fall outside of these recommendations. Vendors and staff must have access to relevant reference material (books, internet etc.). Basking spots may be provided by convection or radiant heat sources (e.g. light bulb, or heat mat), as appropriate to the species. Ventilation should be appropriate to the species and should allow sufficient change of air without jeopardising the temperature or humidity in the enclosure.

4. **Condition**

Lighting must be appropriate to the species.

**Guidance**

An appropriate light period should be observed. Species requiring UVB lighting, e.g. diurnal lizards and tortoises, should have appropriate UVB emitting lamps. These should be replaced according to manufacturer’s recommendations. Mercury Vapour or Metal Halide UVB emitting lamps may also be used to provide a daytime heat source. UV light sources must not be screened by non-UV transmitting glass or plastic. Animals should have areas of shade so that they can escape from the light if desired.
5. **Condition**
Substrate appropriate to the species must be present.

**Guidance**
Substrate should be appropriate to the species concerned and may include, but not be limited to: newspaper, paper towel, bark chip, wood chip, terrarium humus, moss, gravel, calcium carbonate, terrarium sand etc. Measures should be taken to ensure that substrate is not ingested.

6. **Condition**
Enrichment must be provided appropriate to the species.

**Guidance**
Décor should be appropriate to the species and should not be harmful, e.g. sharp rocks, toxic or injurious plants. Décor should be secure and not able to fall and cause injury. Enclosure should be furnished in such a fashion as to allow inhabitants to exhibit natural behaviour, e.g. climb or hide where appropriate.

7. **Condition**
Food and water must be provided in the appropriate manner for the species.

**Guidance**
Feeding habits vary between species and between individuals. Staff should have knowledge of the requirements for all the species held. Food should be presented in a form or pattern that is acceptable to the species concerned. Food supplements [vitamin and minerals] should be provided as appropriate to the species concerned. Live food intended for use should be housed in suitable escape proof containers, and fed appropriately. Fresh foods [salads] should be kept refrigerated where appropriate. Frozen foods intended for use must be stored in an appropriate deep freeze and defrosted thoroughly before use. Feeding records for hatchling snakes should be kept and made available to purchasers. Fresh water should be available at all times, with the exception of certain desert species, such as Uromastyx sp. which should be offered water periodically. Certain species, such as chameleons, do not drink from standing water and should be offered water appropriately, e.g. by a dripper system or sprayer.

8. **Condition**
Hygiene: enclosures must be cleaned appropriately.

**Guidance**
Spoiled food stuffs should be removed at appropriate time periods, at least daily. Substrates should be replaced as appropriate, and spot cleaned daily. Décor should be sanitised as appropriate. Enclosures should be disinfected with appropriate disinfectant as necessary and always between different batches of animals. Disinfectant should be appropriate for the contaminants likely to be encountered. Disinfectant hand gels should be available for staff to use between animals, to prevent the external environment being contaminated. Water bowls should be cleaned as appropriate and disinfected at least weekly. Slough [shed skins] should be removed daily.
9. Condition
Handling must be kept to a minimum at all times.

Guidance
Handling must be kept to a minimum at all times. Staff should receive training on how to handle animals and animals which may be aggressive should only be handled by competent staff. Staff and customers should wash hands after handling specimens, and any equipment used should also be disinfected.

Customers handling animals prior to purchase should be supervised and offered facilities to wash their hands afterwards.
Schedule I – Fish

1. Condition
Water quality is a key determinant of fish welfare. To assess it, levels of ammonia and nitrite must be checked first. Only if such measurements exceed the recommended standards below, or there is an unexplained problem, is there any need to proceed further. Minimum water standards must be:

Cold Water Species
- Free Ammonia max 0.02mg/l
- Nitrite max 0.2mg/l
- Dissolved Oxygen min 6mg/l
- Nitrate max 50mg/l above ambient tap water

Tropical Freshwater Species
- Free Ammonia max 0.02mg/l
- Nitrite max 0.2mg/l
- Dissolved Oxygen min 6mg/l
- Nitrate max 50mg/l above ambient tap water

Tropical Marine Species
- Free Ammonia max 0.01mg/l
- Nitrite max 0.125mg/l
- Nitrate max 100mg/l
- pH min 8.1
- Dissolved Oxygen min 4.0 mg/l

Guidance
It is virtually impossible to determine the quantity of aquatic organisms to be kept in a system purely on a weight or number of aquatic organisms per unit, volume, or water surface area. The variation in holding system used, the quality of husbandry and the types of aquatic organisms stocked vary so greatly that it would render any such system too complicated to be practical or too simple to be useful. The maintenance of water quality standards can be used to determine working stocking densities.

The water quality standards should not be met at the expense of a correct feeding regime. Exceptions to these standards might occur e.g. when aquatic organisms are diseased, after transport or other stress. However, in these cases appropriate remedial actions e.g. treatment, acclimatisation or isolation should be undertaken. Sea water holds less oxygen than fresh water. The recommended level is 5.5 mg/l so extra care is needed to ensure that levels do not routinely fall below this.
2. **Condition**
Water quality must be checked regularly, and records kept of all tests. Centralised systems must be tested weekly. 10% of individually filtered tanks or vat must be tested weekly. On aquaria or vats in which visual inspection indicates unusual behaviour or deaths, water quality inspections should be undertaken.

**Guidance**
One test is representative of all the water in the system of centralised systems. Standalone systems must each be tested. Poor water quality is often the underlying cause of problems presenting as disease or mortalities.

3. **Condition**
Holding systems must be cleaned and checked regularly.

**Guidance**
Aquaria must be checked daily and cleaned as often as is necessary to maintain good hygiene standards, consistent with the rate of stock turnover and consequent stocking densities.

4. **Conditions**
No aquatic organisms should be exposed to excessive light or heat, or lack of adequate warmth.

**Guidance**
No fish or other aquatic organism should be subject to rapid fluctuation in light (lights should be on dimmers if automated), temperature and chemical composition of their water, other than for the controlled treatment of disease or as part of a controlled breeding programme. There are in excess of 4000 fish species in trade and thus the acceptable conditions may vary substantially and often counter intuitively. In case of doubt expert advice should always be sought.
Information

Register of Wild Animals and Endangered Species
Some species are listed on the Annexes of EU Wildlife Trade Regulations which implement CITES [Convention on International Trade in Endangered Species]. Species listed on Annex A of EU Wildlife Trade Regulations [Council Regulation (EC) No. 338/97] must have a valid Article 10 Certificate and may require micro-chipping or closed ring. Species listed on Annex B do not require Certificates but the vendor should be able to provide proof the animal was acquired legally.

Further information is available from Animal Health, Wildlife Licensing and Registration Service:
1-15 Temple Quay House, 2 The Square, Bristol, BS1 6EB

Wild-caught specimens listed on Annex IV of the EU Habitats Directive [Council Directive 92/43 EEC] collected within the EU require the appropriate Certification. Captive-bred specimens are exempted from such requirements.

Breeding and Sale of Dogs Act
Puppies/dogs should be identifiable whilst at the shop. Under this legislation, the record should show:

- The identification of the animal
- The date of birth, breed, sex and any distinguishing features
- Details of any veterinary care provided while under care of the shop. In addition, it is also good practice to record:
  - Details of any feedback provided to the breeder on health issues such as disease or inherited defects
  - Details of any health screening tests performed on the parents

Microchip is the preferred method of identification.
Useful Contacts

All pet shop licences are issued by your local authority, which should be your first point of contact.

General
British Veterinary Zoological Society
Email: secretary@bvzs.org

Chartered Institute of Environmental Health
Chadwick Court, 15 Hatfields, London SE1 8DJ
Telephone: 020 7928 6006
www.cieh.org

Department for Environment, Food and Rural Affairs
Animal Welfare Unit, Nobel House, 17 Smith Square, London SW1P 3JR
Telephone: 08459 33 55 77
Email: helpline@defra.gsi.gov.uk
https://www.gov.uk/government/topics/wildlife-andanimal-welfare

Local Government Association
c/o LGconnect, Local Government Group, Local Government House, Smith Square,
London SW1P 3HZ
Telephone: 020 7664 3000
Email: info@local.gov.uk
www.lga.gov.uk

Veterinary Contacts
British Small Animal Veterinary Association
Woodrow House, 1 Telford Way, Waterwells Business Park, Quedgeley, Gloucester GL2 2AB
Telephone: 01452 726700
www.bsava.com

British Veterinary Association
7 Mansfield Street, London W1G 9NQ
Telephone: 020 7636 6541
Email: bvahq@bva.co.uk
www.bva.co.uk

Royal College of Veterinary Surgeons
Belgravia House, 62-64 Horseferry Road, London SW1P 2AF
www.rcvs.org.uk
All Species
The Blue Cross
Shilton Road, Burford, Oxon OX18 4PF
Tel: 01993 822651
Email: info@bluecross.org.uk
www.bluecross.org.uk

Pet Industry Federation
Bedford Business Centre, 170 Mile Road, Bedford MK42 9TW
Telephone: 01234 273 933
www.petcare.org.uk

People's Dispensary for Sick Animals (PDSA)
Head Office, Whitechapel Way, Priorslee, Telford, Shropshire TF2 9PQ
Telephone: 01952 290999
www.pdsa.org.uk

Royal Society for the Prevention of Cruelty to Animals
RSPCA Enquiries Service, Wilberforce Way, Southwater, Horsham, West Sussex RH13 9RS
Telephone: 0300 1234 555
www.rspca.org.uk

Wood Green Animal Shelters
Kings Bush Farm, London Road, Godmanchester, Cambs PE29 2NH
Telephone: 08442 488 181
Email: info@woodgreen.org.uk
www.woodgreen.org.uk

Cats
International Cat Care
Taeselbury, High Street, Tisbury, Wiltshire SP3 6LD
Telephone: 01747 871872
Email: info@icatcare.org
www.icatcare.org

Governing Council of the Cat Fancy
5 King's Castle Business Park, The Drove, Bridgwater, Somerset, TA6 4AG
Telephone: 01278 427575
Email: info@gccfcats.org
www.gccfcats.org
Dogs
Dogs Trust
17 Wakley Street, London, EC1V 7RQ
Telephone: 0207 833 7685
Email: info@dogstrust.org.uk
www.dogstrust.org.uk

The Kennel Club
1-5 Clarges Street, Piccadilly, London W1J 8AB
Telephone: 08444 633 980
Email: info@thekennelclub.org.uk
www.thekennelclub.org.uk

Fish
Ornamental Aquatic Trade Association
1st Floor Office Suite, Wessex House, 40 Station Road, Westbury, Wiltshire BA13 3JN
Telephone: 01373 301353
www.ornamentalfish.org

Permanent identification databases
Microchipping Advisory Group
www.bsava.com/Advice/MicrochipAdvice/tabid/154/Default.aspx

National Dog Tattoo Register
Telephone: 01255 552455
www.dog-register.co.uk

Animalcare
Telephone: 01904 487 687
Email: office@animalcare.co.uk
www.animalcare.co.uk

AVID Plc
PO Box 190, Lewes, East Sussex BN7 9GD
Telephone: 0800 652 7 977
Email: pettrac@avidplc.com
www.avidplc.com

Petlog
The Kennel Club, 4A Alton House, Gatehouse Way, Aylesbury, Bucks HP19 8XU
Telephone: 0844 463 3999
Email: petlogadmin@thekennelclub.org.uk
www.petlog.org.uk
Pet Protect
Furness House, 53 Brighton Road, Redhill, Surrey RH1 6RD
Telephone: 0800 587 0660
www.petprotect.co.uk

Rabbits and small mammals
British Rabbit Council
Purefoy House, 7 Kirkgate, Newark, Notts NG24 1AD
Telephone: 01636 676042
www.thebrc.org

Rabbit Welfare Association and Fund
PO Box 603, Horsham, West Sussex RH13 5WL
Telephone: 0844 324 6090
Email: hq@rabbitwelfare.co.uk
www.rabbitwelfare.co.uk

Reptiles
REPTA (Reptile & Exotic Pet Trade Association)
Telephone: 02380 440999
Email: info@repta.org
www.repta.org

Qualifications and Training
Contact your trade association, local technical or agricultural college for information on current training and qualifications.

Animal Medicines Training Regulatory Authority
Unit 1c, Woolpit Business Park, Windmill Avenue, Woolpit, Bury St. Edmunds IP30 9UP
Telephone: 01359 245801
Email: info@amtra.org.uk
www.amtra.org.uk

City & Guilds
1 Giltspur Street, London, EC1A 9DD
Telephone: 0844 543 0000
www.cityandguilds.com

LANTRA
Lantra House, Stoneleigh Park, Coventry, Warwickshire CV8 2LG
Telephone: 0845 707 8007
Email: connect@lantra.co.uk
www.lantra.co.uk
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LICENCE CONDITIONS FOR CAT BOARDING

Animal Boarding Establishment Act 1963

CIEH Model Licence Conditions and Guidance for Cat Boarding Establishments

January 2018
Introduction

The Animal Boarding Establishments Act 1963 requires anyone who wishes to keep a boarding establishment (i.e. in this context a cattery) to be licensed by the local authority and abide by the conditions of the licence.

Before granting a licence, the local authority must be satisfied that the animals are kept in accommodation that is suitable; that they are supplied with appropriate food and drink; and are adequately protected from disease and fire.

The local authority may attach conditions to the licence, may inspect the licensed premises at all reasonable times and may refuse a licence if the standards at the premises are unsatisfactory or if the terms of the licence are not being complied with.

Under the Animal Welfare Act 2006 those responsible for animals have a responsibility towards the welfare of the animals in their care.

Under the Act it is an offence to cause unnecessary suffering to a protected animal, whether by an act or omission. Vendors also have a legal ‘duty of care’ towards the animals in their care. Vendors must therefore take such steps as are reasonable in all the circumstances to meet the welfare needs of the animals, to the extent required by good practice.

The Acts define an animal’s needs as including:

• Its need for a suitable environment
• Its need for a suitable diet
• Its need to be able to exhibit normal behaviour patterns
• Any need to be housed with, or apart from, other animals
• Its need to be protected from pain, suffering, injury and disease

CIEH Model Licence Conditions form the recommended basic minimum standards considered necessary to ensure the health, safety and welfare of animals in catteries.

Training

All staff who handle and care for cats must be adequately trained in ensuring that cats’ welfare (as per the Animal Welfare Act) as well as safe handling.

Staff must also be trained in emergency procedures to follow, and all other aspects of the licence conditions which are pertinent to their work. Obtaining relevant qualifications is strongly recommended.

Supervision/responsibility

The cattery proprietor or a responsible person over the age of 18 years should always be present to exercise supervision and deal with any emergencies whenever cats are boarded at the premises.

It is strongly recommended that the cattery proprietor or a responsible person lives on site or a key-holder must live within a reasonable distance of the cattery. An emergency contact number must be clearly displayed at the entrance to the cattery.
Section A - Environment:
Providing the cat(s) with a suitable place to live/stay

A.1 Physical construction and integrity

General
• The cattery must be safe, secure and free from hazards, to minimise any chance of injury to a cat or escape of a cat.
A.1.1 The cattery must be structurally sound.
A.1.2 The cattery must be constructed of materials that are robust, safe and durable and be well maintained in good decorative order and repair.
A.1.3 Materials used in construction or maintenance must not expose cats to any harmful chemicals.
A.1.4 The cattery must be built in compliance with good building practice (e.g. local authority guidelines), on a concrete base with a damp proof membrane. Where Building Regulations apply these must be adhered to.
A.1.5 There must be no sharp edges, projections, rough edges or other hazards which present risk of injury to a cat.
A.1.6 Windows must be escape-proof at all times.
A.1.7 Doors must have secure latches or other closing devices.
A.1.8 All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape-proof structure.
A.1.9 Timber, if used, must be of good quality, well maintained and any scratched areas sealed or over-clad.
A.1.10 Any storage areas must be dry and free from vermin.
A.1.11 Electrical equipment must be installed in line with current legislation and maintained in a safe condition.

Drainage
• Drainage must be effective to ensure there is no standing water in the cattery, as this can be a reservoir for infectious agents.
A.1.12 Waste water must not run off into adjacent pens.
A.1.13 Adequate drainage must prevent pooling of liquids.
A.1.14 Any drain covers in areas where cats have access must be designed and located to prevent toes/claws from being caught.

Safety corridor/entrance lobby
• An enclosed area (safety corridor/entrance lobby) is essential to ensure that if cats manage to slip out from their individual cat unit, they are still kept safely inside the cattery.
A.1.15 There must be an escape-proof area (safety corridor/entrance lobby) at the exit of each cat unit.
A.1.16 For catteries where there are facing units accessed by an indoor corridor, the corridor must be at least 1.2 m wide, or the doors of the units must be solid or have sneeze barriers.
A.1.17 At the end of the safety corridor there must be a securable door through which the inside of the cattery can be viewed from the outside and this must be kept closed when not in use.
A.1.18 The door from the cat unit to the safety corridor must be escape-proof, securable, strong enough to resist impact and scratching and kept closed at all times.

A.1.19 The floor must be finished to produce a smooth, impervious surface which is easy to clean and disinfect. Holes or gaps between tiles or paving slabs are not acceptable.

A.1.20 Outdoor safety corridors must be roofed.

A.1.21 External doors/gates must be lockable and staff must have easy access to keys in case of emergency.

A.1.22 Sufficient lighting must be provided in the safety corridor to illuminate all year round. Where practicable this should be natural light during the day.

A.1.23 The safety corridor must not be used as an exercise area.

Roofing

- Roofing provides protection from the weather and prevents escape of cats. In a timber construction it is strongly recommended that the run should also be roofed with wire mesh, as an added precaution against escape. The mesh should extend over the top of the run under the roof and be attached firmly to the framework.

In catteries where substantial roofing is placed over the whole cattery (including the safety corridor) the need for wire mesh roofing is diminished. However, care must be taken to ensure that no gaps appear to allow escape of a cat.

A.1.24 There must be a safe, secure, waterproof roof over all of the cat units (sleeping accommodation and run) and the safety corridor. For the run, materials used must be capable of filtering UV light and providing adequate shade.

A.2 Cat units

- A boarded cat is accommodated in a ‘unit’ comprising enclosed sleeping accommodation and an adjoining individual covered exercise run.

A.2.1 Cats from different households must not share cat units.

Lighting

- Lighting enables adequate observation of the animals and for cleaning and working in the cattery.

A.2.2 There must be adequate lighting in the cat unit.

Ventilation and humidity

- Fresh air is essential for the maintenance of good health and well-being as well as limiting the spread of infectious disease. Proper ventilation removes heat, dampness, odour, airborne microbes and pollutant gases such as ammonia.

A.2.3 Ventilation must be appropriate all year round (both cool in hot weather and avoiding cold draughts in winter). Localised draughts in the sleeping accommodation must be avoided.

Interior surfaces

- For disease prevention units must be easy to clean and disinfect.

A.2.4 All interior surfaces to which cats have access must be durable, smooth and impervious, capable of being cleaned and disinfected, and be kept in good decorative order and repair.

A.2.5 Where concrete or other building blocks or bricks are used, they must be sealed to be smooth and impervious.

A.2.6 Surfaces which are peeling, scratched, chipped or in disrepair must be repaired or resealed to an acceptable standard, or replaced.
A.2.7 Ceilings must be capable of being easily cleaned and disinfected.

A.2.8 Junctions between sections must be coved or sealed.

A.2.9 Floors must be finished to produce a smooth, non-slip, solid surface and all surfaces must be capable of being easily cleaned and disinfected. (There must be no open gaps if using concrete slabs or tiling).

**Accessing the cat unit**

- Each unit needs to be easily accessible and provide a means of identification for each cat.

A.2.10 Each unit must be designed to allow staff to access and clean all parts of the cat unit safely. (For further information on cleaning see Section E – Health and Welfare).

A.2.11 The unit must have a securable, full height door for access.

A.2.12 Each unit must be clearly marked (e.g. numbered) and a system in place which ensures that relevant information about the cat in that unit is readily available.

**Litter trays**

- Cats are meticulous animals and a dirty litter tray may deter use. Natural behaviour is to scratch in loose material (litter), to dig a hole or cover waste. The tray should be large enough (average size is 30 x 42 cm (12” x 16”) to let the cat turn around and the litter deep enough (a minimum of 3 cm is recommended) to allow digging activity. Loose sawdust, shredded or sheet newspaper, or soil, are not considered acceptable as litter material.

A.2.13 Litter trays of a suitable size or type must be provided at all times.

A.2.14 Each unit must have space to allow for at least 60 cm separation between the litter tray, resting place and feeding area. This allows cats to sit, rest and eat away from areas where they urinate and defecate.

A.2.15 Trays must be impermeable, easy to clean and disinfect, or be disposable.

A.2.16 A safe and absorbent litter material must be provided.

A.2.17 In a multiple cat unit the number of trays must be appropriate to the number of cats (see also D3).

A.2.18 Trays must be regularly and appropriately cleaned (See section E – Health and Welfare, for information on cleaning protocols, and waste disposal).

**A.3 Sleeping accommodation**

- Cats need separate sleeping accommodation which in most cases (except some indoor catteries) must be separate from the run and provide somewhere for the cat to hide away. Most designs fall within the guidelines detailed here:

  **Full-height unit** – cat sleeping accommodation in the form of a full-height ‘shed’ which opens into the exercise run and is accessed via a full-height door.

  **Penthouse unit** – cat sleeping accommodation in the form of an enclosed raised ‘box’ which opens into the exercise run and is accessed via a ramp from the cat flap.

      It can also be accessed by opening the front door(s) to the box.

      The sleeping accommodation must be large enough to allow cats to move and lie comfortably and provide enough space to spread resources.
Size of full height walk-in unit sleeping accommodation:

A.3.1 The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

<table>
<thead>
<tr>
<th></th>
<th>Minimum area</th>
<th>Smallest dimension must be a minimum of:</th>
<th>Minimum height</th>
</tr>
</thead>
<tbody>
<tr>
<td>One cat</td>
<td>0.85 m²</td>
<td>0.9 m (e.g. 0.90 m x 0.95 m)</td>
<td>1.8 m</td>
</tr>
<tr>
<td>Up to two cats</td>
<td>1.5 m³</td>
<td>1.2 m (e.g. 1.20 m x 1.25 m)</td>
<td>1.8 m</td>
</tr>
<tr>
<td>Up to four cats</td>
<td>1.9 m²</td>
<td>1.2 m (e.g. 1.20 m x 1.60 m)</td>
<td>1.8 m</td>
</tr>
</tbody>
</table>

Shelving or raised area for a full height walk-in unit

- Shelves or raised areas are important to allow cats to rest high up. Shelving must be able to be kept clean, be large enough for cats to lie on (usually between 0.75 and 1.5 m above the ground) and accessible.

A.3.2 All resting areas/shelving must be large enough for each cat to lie on.

A.3.3 Facilities must be easily accessible and provide safe easy access to the shelf for elderly, ill, very young or disabled cats if required.

A.3.4 Shelving or raised areas must be made of impervious, easily cleanable materials.

A.3.5 The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

A.3.6 Facilities must be easily accessible and provide safe easy access (ramp/steps) to the penthouse. Extra consideration may be needed for elderly, ill, very young or disabled cats.

Existing buildings, floor area and dimensions of penthouse sleeping accommodation (box)

<table>
<thead>
<tr>
<th></th>
<th>Minimum area</th>
<th>Smallest dimension must be a minimum of:</th>
<th>Minimum height of box</th>
</tr>
</thead>
<tbody>
<tr>
<td>One cat</td>
<td>0.85 m²</td>
<td>0.9 m (e.g. 0.90 m x 0.95 m)</td>
<td>1 m</td>
</tr>
<tr>
<td>Up to two cats</td>
<td>1.1 m²</td>
<td>0.9 m (e.g. 0.9 m x 1.20 m)</td>
<td>1 m</td>
</tr>
<tr>
<td>Up to four cats</td>
<td>1.7 m²</td>
<td>0.9 m (e.g. 0.9 m x 1.90 m)</td>
<td>1 m</td>
</tr>
</tbody>
</table>

FOR NEW BUILD SEE PAGE 20
**Temperature in sleeping accommodation**

- Cats like warmth and some indoor cats are used to high ambient temperatures. In a cattery the cat needs an adequate ambient temperature and additional heating facilities if this cannot be guaranteed at times of excessively cold weather. Breed, body condition, medical condition, coat and age can affect an individual’s ability to maintain its body temperature.

A.3.7 There must be a means of measuring, monitoring and recording temperature (maximum and minimum temperatures) representative of the temperature in the cat sleeping accommodation.

A.3.8 Insulation and temperature regulation in the cattery must aim to keep the ambient temperature in the cat sleeping accommodation above an absolute minimum of 10°C.

A.3.9 There must be part of the cat’s sleeping accommodation where the cat is able to enjoy a minimum temperature of 15°C - this additional heat may be in the form of a heated bed/pad etc.

A.3.10 The cat must be able to remove itself from the source of heat.

A.3.11 Heaters must not be sited in a manner or location where they present a risk of burning or electrocution to cats or humans, or a risk of fire.

A.3.12 Open flame appliances must not be used.

A.3.13 All heating equipment must be installed and maintained in a safe condition.

A.3.14 Additional forms of heating can be in the form of heated beds, headed pads or similar but these must not be the main source of heat for the cats. Use should be tailored to the needs of individual cats.

A.3.15 Any sockets in the sleeping accommodation must be waterproof and as far out of reach of cats as possible.

A.3.16 There must be a policy in place for dealing with high temperatures and a means of keeping cats cool.

**Bedding**

- Bedding is important to help animals regulate their body temperature, to give traction and to keep animals comfortable. Old or infirm cats can have difficulty rising if surfaces are slippery, and old, very young or infirm animals may have difficulty regulating their body temperature.

A.3.17 There must be a clean resting place to provide comfort and warmth which is situated out of draughts.

A.3.18 Soft bedding materials must be provided and adapted if necessary for old, young or infirm cats to help regulate their body temperature.

A.3.19 Bedding must be made of a material that is easy to wash/disinfect, or is disposable.

**Access to run**

- A cat flap allows free access to the run while maintaining indoor temperature. It can be locked if necessary.

A.3.20 A cat must have access between the sleeping accommodation and run (e.g. a cat flap) so it can easily and safely access all parts of its unit.
A.4 Exercise run (in addition to and not including sleeping accommodation)

- The exercise run must be large enough to allow cats to play/exercise.

A.4.1 Any part of the run to which the cat has access must be easily cleanable and not damaged by scratching. Any replacement wood must be clad with a smooth impervious material.

A.4.2 The floor must be finished to produce a smooth, impervious surface and all surfaces must be capable of being easily cleaned and disinfected. There must be no open gaps if using concrete slabs or tiling.

A.4.3 Where cats have access to mesh (catteries with gaps rather than sneeze barriers), the diameter of the wire must not be less than 1.6 mm (16 gauge welded mesh). Mesh size must not exceed 25 mm in one direction and should be positioned on the inside of the framework of runs to prevent damage of uprights by cats scratching any woodwork.

A.4.4 All exercise runs must be roofed to provide protection from the elements.

A.4.5 Communal exercise areas must not be used.

Size of exercise run for full height walk-in unit and penthouse style unit

A.4.6 The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

<table>
<thead>
<tr>
<th></th>
<th>Minimum area</th>
<th>Smallest dimension must be a minimum of:</th>
<th>Minimum height</th>
</tr>
</thead>
<tbody>
<tr>
<td>One cat</td>
<td>1.65 m²</td>
<td>0.9 m (e.g. 0.9 m x 1.85 m)</td>
<td>1.8 m</td>
</tr>
<tr>
<td>Up to two cats</td>
<td>2.2 m²</td>
<td>1.20 m (e.g. 1.20 m x 1.85 m)</td>
<td>1.8 m</td>
</tr>
<tr>
<td>Up to four cats</td>
<td>2.8 m²</td>
<td>1.20 m (e.g. 1.20 m x 2.35 m)</td>
<td>1.8 m</td>
</tr>
</tbody>
</table>

FOR NEW BUILD SEE PAGE 20

Sneeze barriers

- It is important to ensure that cats from different households cannot come into direct contact with one another or sneeze on each other.

A.4.7 Full height, full width solid sneeze barriers must be installed between cat units. Alternatively, where the cattery is built with gaps between outdoor units rather than sneeze barriers, these must be a minimum of 0.6m wide. (see also new build on P 21).

A.4.8 Sneeze barriers must be in place on the end walls of the exercise run at each end of the cattery block to prevent contact with animals from outside.

Shelving or raised areas in exercise run

- Shelves or raised areas are important to allow cats to rest high up where they feel more secure (usually between 0.75 and 1.5 m above the ground).

A.4.9 Shelving must be made of impervious, easily cleanable materials.

A.4.10 There must be a shelf or facility for providing a raised area in the exercise area.

A.4.11 All resting areas/shelving must be large enough for each cat to lie on.
A.4.12 Extra help (e.g. steps) to provide safe easy access to the shelf for elderly, ill, very young or disabled cats must be available if required.

A.5 Fire and other emergencies

- Appropriate steps will be taken for the protection of the animals in case of fire and other emergencies.
- This should include instructions on where staff and cats are to be evacuated to in the event of emergencies such as fire or flooding. An emergency telephone list should include fire, police and vets.
- Fire and electrical safety certificates should be available for inspection.

A.5.1 There must be a written emergency plan (agreed by the local authority) which must be on display and known to staff and a contingency plan should the premises be destroyed or uninhabitable.

A.5.2 Premises and activities must be risk assessed (including fire). These risk assessments must be recorded and relayed and understood by all staff.

A.5.3 Fire fighting equipment must be provided, maintained in good working order (maintenance must be evident and should show date checked) and easily accessible.

A.5.4 Fire exits must be clearly marked and access left unrestricted.

A.5.5 The premises must comply with current legislation with regards to electricity and gas (if connected).

A model Emergency and Evacuation Plan is attached as Annex B.
Section B – DIET: Providing the cat(s) with an appropriate diet

Fresh clean water and a suitable diet are basic nutritional requirements for physical health.

B.1 Drinking
• Water is essential for all cats. It is especially important for those fed on dry food. Cow’s milk should not be fed to cats because many cats have lactose intolerance. Wide water bowls allow cats to drink without bending their whiskers.

B.1.1 Fresh water must be available at all times. Clean water must be provided daily in a clean container or changed sooner if it is visibly soiled.

B.1.2 Food and water must be kept separate (Joint feeding and water bowls must not be used).

B.1.4 Water must be positioned well away from the litter tray, as cats will not drink if it is placed too close to a toilet site (see also D.3).

B.1.4 Adequate water bowls must be provided for multi-cat units (see also D.3).

B.1.5 Water bowls must be non-porous and easy to clean/disinfect.

B.2 Eating
• Cats have very specific dietary needs which can vary, dependent on a number of factors (i.e. age, health status, activity, weight). However, all cats are obligate carnivores and require a well-balanced, meat-based diet to stay fit and healthy. Ideally cats should be fed several small meals per day. Kittens, or cats with additional needs, will need more frequent feeding. The feeding of raw food diets is not recommended due to the risk of bacterial and parasite contamination and the public health risk. Cats should not remain inappetent (not eating) for longer than 2 days without seeking veterinary advice.

B.2.1 There must be exclusive facilities, hygienically constructed and maintained, for the storage and preparation of food for the cats.

B.2.2 Refrigeration facilities must be provided.

B.2.3 A sink with hot and cold water must be provided for the washing of food equipment and eating and drinking vessels.

B.2.4 Clean, safe containers must be provided for the storage of foods and must be insect and rodent proof

B.2.5 Cats must be fed a balanced diet suitable for their age, health status, reproductive status and lifestyle. The type of food, specific diet or prescription diet is usually by agreement with the owner.

B.2.6 Food must be unspoilt, palatable, and free from contamination.

B.2.7 For healthy adult cats at least two meals a day must be offered at a minimum of 8 hours apart, as appropriate to the individual’s requirements.

B.2.8 Unconsumed wet or fresh food must be removed before it deteriorates, and before the next feed time. Dry food can be fed as indicated by the manufacturer.

B.2.9 Food must not be left for excessive periods to prevent it being spoiled and attracting flies. This will vary with temperature conditions and type of food.

B.2.10 All food must be positioned well away from the litter tray, (minimum 60cm), as cats will not eat if it is placed too close to their toilet site.

B.2.11 One feeding bowl must be provided per cat.

B.2.12 Food bowls must be non-porous and easy to clean and disinfect, or disposable.

B.2.13 Food intake must be monitored daily and any problems recorded.
B.2.14 Veterinary advice must be followed if feeding debilitated, underweight or ill cats, or those with specific dietary requirements.

B.2.15 Cats displaying marked weight loss/gain must be evaluated by a vet and treated as necessary.
Section C – BEHAVIOUR:
Allowing the cat(s) to express normal behaviour patterns

Good welfare depends on meeting both the mental and behavioural needs of cats, as well as their physical needs. How a cat behaves can indicate how successfully an individual is coping in its environment.

C.1 General points on cat behaviour

• Physical and mental health can affect cat behaviour. Cats are intelligent active creatures but changes can upset them, as can being off their own territory. Some cats can become stressed or bored in a boarding situation. This can lead to poor appetite, shedding viruses or greater susceptibility to disease. Staff should be appropriately trained to recognise common behaviours and behaviour changes. A cat should never be punished as this is likely to make it more nervous or scared. A regular routine will help cats to predict what is going to happen.

• Ideally cats should be able to view the outdoors and have an interesting outlook.

C.1.1 The behaviour of individual cats must be monitored on a daily basis and abnormalities or changes noted and acted upon if necessary.

C.1.2 Cats must be able to access different levels within the unit (see A.3 for more information).

C.1.3 Cats must be given the opportunity for play and exercise.

Hiding places

• Hiding is a behaviour that cats can use to help them cope with changes in their environment. Cats hide to avoid interactions with other cats or people, or stressful situations. Providing cats with places to hide can reduce stress and can be as simple as providing a cardboard box, an igloo-type bed or other structures within the unit.

C.1.4 A hiding place must be provided for cats in the sleeping accommodation (see also D.3).

Play

• Encouraging cats to play can be a good way of keeping them active.

• Cats are playful animals (but individuals vary in their desire to play) and enjoy playing with toys (especially those which mimic prey), and with people. Cats have a need to express the innate predatory behaviour which is natural for them and therefore show most interest in toys that mimic prey.

• Environmental enrichment such as changing toys regularly, can reduce boredom.

C.1.5 Any toys provided must be safe and be disinfected between use in the cattery, or disposed of. If provided by the owner toys must be kept within that cat’s unit and used solely for that cat and returned to the owner and the end of the cat’s stay.

Scratching

• Cats are highly motivated to show scratching behaviour and naturally use objects to scratch to mark their territory, strengthen their muscles and sharpen their claws. Cats often prefer scratch posts tall enough for the cat to use fully stretched.

C.1.6 Cats must be provided with suitable facilities for scratching.

C.1.7 Any surface available for scratching must either be disinfected between use for different cats, or disposable. If provided by the owner it must be kept within that cat’s unit and used solely for that cat and returned to the owner and the end of the cat’s stay. (See Section E - Health & Welfare).
C.2 Noise

- Cat hearing is more sensitive than human hearing and thus noise levels uncomfortable for humans are likely to be very uncomfortable for cats. Excessive noise contributes to adverse behavioural and physiological responses. Cats are adversely affected by the sound of barking dogs.

- The cattery environment should be as calm and quiet as possible with noise producing equipment located as far away from animals as possible.

C.2.1 Cats must not be exposed to excessive noise of barking boarded dogs or other excessive/continuous noise.

C.3 Long stay cats

- Occasionally cats stay in a boarding cattery for periods over 3 weeks and these cats require special consideration such as environmental enrichment, regular health checks and extra attention from staff.

C.3.1 A Standard Operating Procedure (SOP) must be in place explaining how to ensure the health and welfare of long-term stay cats.
Section D – COMPANY:
Providing the cat(s) with the appropriate company

It is important from a welfare perspective to ensure that any need that a cat has to be housed, with or apart from, other animals, is met. The cat is by nature a solitary animal, and contact with or seeing unfamiliar/strange cats can be very stressful.

D.1 Feline company and interactions

• Most adult cats will only be friendly to siblings or certain other cats they live with. Strange cats are usually avoided. Cats can find the presence of other cats very stressful and can suffer if they cannot avoid cats with whom they are not familiar or do not like. Housing cats at high densities increases the potential for them to be stressed. Only cats from the same household may share a unit.

• Where possible cats must be able to avoid seeing other cats by being provided with hiding places and translucent (allowing light to pass through, but only diffusely, so that objects on the other side cannot be clearly distinguished) barriers between units. (See page 20 – New Build).

D.1.1 Cats from different units must not share exercise runs or an exercise area either at the same time or sequentially.

D.2 Human company and interactions

• Most cats enjoy and benefit from human company, but prefer to interact with people on their own terms. Cats socialised to humans can find human company stimulating and may show signs of stress when this interaction is decreased. However, other cats will prefer minimum contact.

• Cattery staff should find out from the owner and monitor each cat to ascertain how much human contact it wants and adapt to provide this.

• A cat should never be forced to interact with a person/people, and a facility should be provided for a cat to avoid people should they wish. (Ref to hiding place).

• Scruffing of cats (picking up a cat by the scruff of its neck) should not be done except as an absolute last resort.

D.2.1 Cats must be always be handled humanely and appropriately to suit the requirements of the individual cat.

D.3 Multi-cat units

• Proprietors have a responsibility to monitor units where more than 1 cat is housed. Even though these cats originate from the same household, cats sharing a home may not necessarily get on well, especially when confined. Therefore proprietors must monitor cats to ensure that they are not experiencing stress/distress/aggression from another cat. Only cats from the same household can share a unit.

D.3.1 For any multi-cat unit (cats from the same home) cats must be monitored and consent obtained from the owner for separating cats, should problems arise (e.g. cats fighting or ‘stressed’).

D.3.2 There must be multiples of all resources (food and water bowls, litter trays and sleeping areas (warmed if required), depending on the number of cats, to ensure that some cats cannot monopolise resources and prevent the others from accessing them.

D.3.3 A separate bed must be provided for each cat.

D.3.4 A separate hiding place must be provided for each cat e.g. a cardboard box, igloo bed.

D.3.5 Separate feeding bowls (not double feeders) must be provided for each cat.

D.3.6 Several sources of water must be provided if multiple cats are housed.
Section E – HEALTH AND WELFARE:
Protecting the cat(s) from pain, suffering, injury and disease

Many points covered under the previous four sections (A – D) can be considered to relate to Section E and assist in protecting cats from pain suffering, injury and disease.

E.1 Monitoring cats

• In order to keep cats healthy the proprietor needs to have an organised system for registering and monitoring all cats at the cattery.

• It is recommended that a late-night round be carried out to check on all cats, heating etc.

• The well-being of the boarded cat is paramount. It is recommended that all cats are weighed on entry and exit from the cattery. This allows the proprietor to monitor any changes and provides information should clients challenge the cat’s condition on their return. This is especially important for older cats and kittens. Geriatric, ill or debilitated cats should also be monitored more closely for appropriate management.

• It is recommended that cats that are boarded for longer than 2 weeks are weighed every 2 weeks, and older cats and kittens weighed weekly, and records kept.

E.1.1 All cats must be observed regularly throughout the day. Cats must be checked daily for signs of illness and/or injury and to ensure that their needs are being met. Any signs of ill health or unusual behaviour must be recorded and advice sought without delay.

E.1.2 The cattery proprietor or responsible person must visit the cats at regular intervals (of no more than 4 hours apart during the working day), or as necessary for the individual health, safety and welfare of each cat.

E.1.3 Presence or absence of faeces and urine in trays must be noted daily. Any signs of abnormalities in excreta must also be noted or acted upon as appropriate.

E.1.4 Drinking and eating habits must be monitored and any problem investigated. (Refer back to Section B).

E.2 Keeping records

• A register must be kept of all cats boarded and available to key members of staff and to local authority inspectors if requested. Records should be backed up and records kept for a minimum of 24 months. It is also useful to know if cats are insured, should problems occur.

The information kept must include the following:

E.2.1 Date of arrival and departure.

E.2.2 Name, sex, description of cat and microchip number.

E.2.3 Number of cats sharing from same household.

E.2.4 Name, address, phone number and email of owner (including emergency contact details).

E.2.5 Name, address, email and phone number of emergency local contact (who is able to take the cat if necessary).

E.2.6 Cat’s veterinary surgeon.

E.2.7 Cat’s diet and relevant requirements.

E.2.8 Cats’ relevant medical history.

E.2.9 Consent forms e.g. veterinary treatment, consent to share or separate cats if needed, record of baskets/toys etc left at the cattery (Check vet consent forms i.e. own vet or designated vet if not in area).
E.2.10 Record of vaccination.

E.2.11 Any medical treatment must be recorded and visible to prevent mis-dosing.

E.3 Disease control

• Cats are vulnerable to a range of serious infectious diseases, therefore disease control and rapid response to any signs of illness is critical.

• The potential for infectious disease problems escalates where many cats are kept together and a cat’s immune system can also be affected by stress.

• As outlined elsewhere, construction materials and equipment need to be easy to clean and disinfect (see Section A).

• No cats should be allowed in the safety corridor or to share an exercise area (unless they come from the same household).

• Infectious agents are spread in various ways –
  – Feline leukaemia virus (FeLV) and feline immunodeficiency virus (FIV) need direct contact between cats, which should be impossible in the boarding situation.
  – Cat flu viruses such as feline herpesvirus [FHV], feline calicivirus [FCV], and other respiratory pathogens such as Bordetella bronchiseptica, are spread in sneeze droplets, on hands, clothes, shoes, equipment and environment.
  – Feline parvovirus (aka feline infectious enteritis (FIE)) can be spread on hands, clothing and shoes, litter trays and environment, and can remain in the environment for a long time.

• The source of feline parvovirus (FIE) is faeces from an infected cat and several other agents are spread via contact with other cats’ faeces/litter trays and include Coronavirus, Salmonella and Campylobacter etc.

Ringworm spores can remain infectious in the environment for prolonged periods of time.

• Preventing cat-to-cat contact, ensuring excellent hygiene protocols and management protocols to minimise stress can reduce the risk of disease spread.

• The movement of people through the cattery should be minimised and supervised.

• If rescue cats are boarded, these should be handled last.

E.3.1 Where work with rescue cats or breeding cats is also undertaken, this must be kept completely separate, and extra precautions taken to prevent the spread of disease.

E.3.2 When there is any cause for concern regarding the health status of a cat, that cat must be handled last and the unit must be cleaned after all the others.

E.3.3 Cats must remain in their assigned unit and not be moved to other units (rotation) or to a holding unit for cleaning purposes, except for moving to an isolation facility.

E.3.4 Standard operating procedures (SOPs) must be in place and followed to prevent spread of disease, and staff trained in these procedures.

E.3.5 Facilities must be provided for the proper reception, containment and disposal of all waste and meet with local authority approval.

E.3.6 Isolation facilities must be available (see E.6).
E.4 Hygiene practices

- Proper cleaning and disinfection helps to reduce the spread of infectious disease to both animals and people. Cats are particularly susceptible to poisoning from phenolic compounds (those that turn cloudy when added to water), therefore these must not be used.

Cleaning and disinfectant products

E.4.1 Products must be suitable to use and effective against the pathogens, (especially feline parvovirus (FIE) and ringworm)) for which the cats are at risk and under the conditions present in the environment in which they are used.

E.4.2 Cleaning agents and disinfectants must be non-toxic to cats.

E.4.3 The compatibility of different bactericides, fungicides and virucides (if used together and/or with a detergent) must also be taken into account.

Manufacturers’ recommended guidelines for use, correct dilutions and contact time for use in cleaning and disinfection products must be followed. Standing water must not be allowed to accumulate in areas around the cat units due to the possibility of pathogens residing in these moist environments.

Cleaning and disinfecting routines for units when cats are resident

- Litter tray hygiene is very important as cats may refuse to use trays if they are soiled; faeces is also a high risk source of infection for some feline diseases.
- Cats prefer clean, comfortable dry bedding. Bedding should not be a source of infection.
- Cats can ingest infective agents from dirty dishes and may excrete viruses themselves in saliva. Clean and disinfected dishes reduce the risk of disease.
- On a daily basis (and more often if necessary) the unit needs to be spot cleaned and any obvious food or waste removed, and all excreta and soiled material removed from all areas used by cats.
- Litter trays need to be cleaned and disinfected in a separate area away from food preparation.
- Food and water dishes need to be cleaned and disinfected, and not at the same time in the same sink or area as litter trays or other items soiled with body waste.

If only one sink is available, strict protocols need to be in place between use to ensure adequate disinfection after cleaning litter trays and before cleaning dishes, as faeces is the major source of many infective pathogens. Sinks need to be disinfected thoroughly between uses.

E.4.4 There must be cleaning and disinfection routines in place for day-to-day management of the cats and for ensuring a cat unit and all equipment is cleaned and disinfected effectively before a new cat comes in.

E.4.5 Each unit must be supplied with its own dustpan, brush and scoop, to be used exclusively in, and kept in that unit, until departure of the cat, and then cleaned and disinfected before re-use, or disposed of prior to the next resident.

E.4.6 Litter trays must be emptied and cleaned and disinfected at least once a day, or more frequently as necessary.

E.4.7 Beds and bedding material must be checked daily and be maintained in a clean, dry and parasite-free condition.

E.4.8 Drinking vessels must be changed/cleaned and disinfected at least once a day.

E.4.9 Grooming equipment must either be cleaned and disinfected between use on different cats, or be disposable. If provided by the owner, it must only be used on that cat and must be sent home with the cat.
E.4.10 Toys and scratch posts must be cleaned and disinfected between use for different cats, disposed of, or returned to the cat’s owner (if they came in with the cat).

Handling cats

- Hand sanitiser dispensers should be available in all cat care areas and should only be used on clean hands. It should be noted that hand sanitisers are ineffective against some of the more dangerous pathogens (e.g. calicivirus) and cannot be relied upon as the sole means of hand sanitation. Washing of hands thoroughly or wearing of gloves is preferable.

- Fresh protective garments should be worn when handling vulnerable individuals. Kittens and young cats should be handled before adult cats.

E.4.11 Hygiene protocols must be observed between handling cats. Hands must be washed/disinfected or hand sprays or alcohol gel used between handling of each cat.

E.4.12 Protective garments must be changed and laundered with an appropriate disinfectant/disposed of immediately after handling a cat with a suspected infectious disease.

E.5 Vaccination, fleas, worms and other parasites

- There must be a policy for cats coming to the cattery having vaccinations against appropriate diseases (Occasionally there will be veterinary advice on a specific cat regarding vaccination and its health status and this should be taken into account).

- If owners have treated their cats for worms and fleas before entry to the cattery, the proprietor should note when this occurred and what products were used.

E.5.1 An up-to-date veterinary health record must be seen to ensure that cats boarded have current vaccinations against feline parvovirus (feline infectious enteritis) (FIE)) and against feline respiratory viruses (feline herpesvirus and feline calicivirus).

E.5.2 Vaccination (including boosters) must have been completed, at the very least, 2 weeks before the cat’s arrival in order to ensure maximum protection.

E.5.3 Homoeopathic vaccination is not acceptable as it will not protect against infectious diseases.

E.6 Isolation facilities

- All establishments must have a means of providing isolation that will allow for the care of sick cats which develop signs of infectious diseases, to minimise the risk to other cats. How this is physically provided (ranging from being able to shut off an end unit of the cattery and using a separate door, to having a separate building) may vary. In many catteries the cat is taken straight to the vet (catteries are advised to check with the vet whether this service is available). If not, isolation protocols (below) must be observed.

E.6.1 The area must provide separate, self contained facilities for the isolation of suspected infected cats and must have a separate entrance to the rest of the units.

E.6.2 Separate cleaning supplies and clothing must be designated for the isolation area and other cattery sections.

E.6.3 Protective clothing and footwear must be worn when handling cats in the isolation facility, and sanitation protocols adhered to, to avoid the transmission of disease. Whilst in use, the clothing should be kept in the isolation unit and not be removed other than for cleaning and disinfection.

E.6.4 Hands must be washed/disinfected between handling cats.

E.6.5 Separate feeding and water bowls, litter trays, litter, a dedicated safe cat basket, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.
E.6.6 Any cats in the isolation facility must be checked regularly and unless a separate person is caring for them, they should be visited after the other cats.

E.6.7 A Standard Operating Procedure (SOP) for barrier nursing and information must be provided for staff.

E.6.8 Should a cat need to be removed from its unit, it must be carried in a secure and disinfected cat carrier, and the carrier disinfected after use.

E.6.9 In emergency cases, such as admission of unvaccinated cats because of owner hospitalisation, there must be provision to be able to place these animals in isolation.

E.7 Veterinary treatment and health care

• Access to veterinary care is vital for the cat, should it be required.
• If medication is necessary, it should only be used for the cat for which it is prescribed and following a veterinary surgeon’s instructions.

E.7.1 A veterinary practice must be appointed for the establishment. The name, address and telephone number of the establishment’s veterinary service must be displayed in a prominent position for staff.

E.7.2 Where cats require wiping of eyes, grooming or other cleaning regimes, these must be carried out frequently enough to keep the cat clean and comfortable providing it is safe to do so.

E.7.3 When a cat is suspected of being ill or injured (staff should be trained to recognise when a cat requires veterinary care), a veterinary surgeon must be contacted for advice immediately. Any instructions for treatment given by a veterinary surgeon must be strictly followed with further advice sought if there is ongoing concern.

E.7.4 Medicines must be stored safely, securely, at the correct temperature and labelled correctly according to manufacturer’s instructions. Any unused medications must be returned to the owner or prescribing vet.

E.8 Holding units for temporary housing

• Routine use of holding units is not recommended as they are small (minimum size should be 1 m in each dimension) and are an additional source of cross infection to cats.
• Holding pens should only be used in exceptional circumstances ideally for no longer than 12 hours and not in areas where other cats are housed.
• The licensed capacity of the cattery does not include holding pens.

E.8.1 If, in an emergency, holding units/pens are used, they must not be sited in the reception.
E.8.2 Cats must be provided with a bed, litter tray, food and water.

E.9 Transportation of animals

• Transportation can increase risk for cats, both of disease (from unclean vehicles or carriers) or of escape. A vehicle can be viewed as an extension of the premises and therefore the same principles of hygiene, care and disease control apply. If the journey is long, appropriate resources must be provided.

E.9.1 Any transport legislation must be complied with.
E.9.2 Cats must be secured in durable carrying baskets any time they are transported/carried outside the cat unit (A spare cat carrier should be kept at the cattery for situations where owners do not arrive with their cat in a secure carrier).
E.9.3 All vehicles and equipment must be kept clean and disinfected after each collection or delivery.
E.9.4 Cats must not be left in vehicles except for transportation.
**SECTION F – New Build**

As knowledge and materials change, recommendations for better construction and care can change. For anyone undertaking a new build cattery the following advice and recommendations must be followed. When replacing (or adding to) parts of an existing cattery, new build must be followed.

**NB.1 Cat units**

- Previous smallest size units (for 1 cat) are considered difficult to clean and manage efficiently.
- Having 2 cat size units gives much greater flexibility for the cattery.

**NB.1.1 Sleeping accommodation sizes**

For new build the smallest unit must be large enough for up to 2 cats and to allow for adequate staff space for cleaning.

- Penthouse accommodation has a number of drawbacks in the cleaning and management of the cat and the units:
  - Cleaning adequately under the box can be difficult.
  - The box must not be too deep or the internal height of the sleeping box too high, in order to be able to clean it.
  - Cleaning inside the sleeping box can be difficult and health and safety issues arise if the person doing the cleaning has to climb on a stool or climb into the box to reach the top or back.
  - Cats in the box are at face height which could be potentially dangerous with an aggressive cat.
  - Very young, old/infirm or disabled cats may find the ramp difficult/dangerous. It is advisable to have at least one full height unit for use for blind, old, infirm or severely disabled cats, or suitable provision made for these cats.

**In new build**

**NB.1.2** Penthouse accommodation measurements for the exercise run must be taken from the front of the sleeping accommodation/box, not under the box.

**NB.1.3** When measuring floor area, shelving areas must not be included.

**NB.1.4** The box must be 0.9 m off the ground both to enable the area underneath to be cleaned effectively, and to enable a person to reach inside to clean the walls and ceiling of box.

<table>
<thead>
<tr>
<th>Full height, walk-in units – floor area and dimensions of sleeping accommodation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>New build – the minimum size must be as below (2 cats)</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Up to two cats</td>
</tr>
<tr>
<td>Up to four cats</td>
</tr>
</tbody>
</table>
Penthouse accommodation sleeping accommodation (box) – floor area and dimensions

<table>
<thead>
<tr>
<th></th>
<th>Minimum area</th>
<th>Smallest dimension must be a minimum of:</th>
<th>Minimum height</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>New build</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Up to two cats</strong></td>
<td>1.1 m²</td>
<td>0.9 m (e.g. 0.9 m deep x 1.25 m wide)</td>
<td>1.8 m</td>
</tr>
<tr>
<td><strong>Up to four cats</strong></td>
<td>1.7 m²</td>
<td>0.9 m (e.g. 0.9 m deep x 1.9 m wide)</td>
<td>1.8 m</td>
</tr>
</tbody>
</table>

Exercise run sizes

<table>
<thead>
<tr>
<th></th>
<th>Minimum area</th>
<th>Smallest dimension must be a minimum of:</th>
<th>Minimum height</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>New build</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Up to two cats</strong></td>
<td>2.2 m²</td>
<td>1.20 m (e.g. 1.2 m x 1.85 m)</td>
<td>1.8 m</td>
</tr>
<tr>
<td><strong>Up to four cats</strong></td>
<td>2.8 m²</td>
<td>1.20 m (e.g. 1.20 m deep x 2.35 m w)</td>
<td>1.8 m</td>
</tr>
</tbody>
</table>

Sneeze barriers
In new build sneeze barriers must be at a minimum, translucent (Allowing light to pass through, but only diffusely, so that objects on the other side cannot be clearly distinguished) to reduce stress caused by cats seeing one another. Opaque barriers are acceptable but may cut down on the light entering the cattery.

Gaps between units
In new build where gaps between units are used as disease control, one side of the gap must have a full height, full width translucent sneeze barrier.

Hygiene facilities
In new build there must be separate sinks for cleaning of litter trays and feeding utensils.

Materials
In new build any wood to which the cat has access must be clad with an impervious smooth material to prevent damage and make cleaning and disinfection easier.

Noise
If a new cattery is being built near existing kennels serious consideration must be given to positioning of the building to minimise the level of noise from the dogs which can be very stressful to cats.
Annex B

Emergency and Evacuation Plan

Introduction
All appropriate steps will be taken for the protection of the cats in case of fire or other emergency; Animal Boarding Establishments Act 1963 section 1 (3) (d).

There should be an Emergency Evacuation Plan (EEP) and fire warning procedure in place. This should be posted where staff may become familiar with it. This procedure should include instructions dealing where cats are to be evacuated to and contingency for their accommodation/care if the premises are rendered unsafe or unsuitable.

Prior to formulating an Emergency and Evacuation Plan carry out a Fire Risk Assessment (FRA) to identify any potential fire risk hazards within your establishment.

Emergency situations and the requirement to evacuate from the establishment can arise from a number of situations like; Fire, Flooding, Damage to building, Power failure and disease.

Being prepared and planning a simple but well understood procedure to be carried out in the event of an emergency is essential to offer maximum protection for you, your staff and the animals in your care. This need not be a lengthy document but should include a plan of the site giving exit points, location of telephone, emergency equipment (fire extinguishers and storage of baskets/cages) RVP and designated holding area for cats. The emergency contact details of a supervisor or the proprietor and the establishments Veterinary Surgeon should also be displayed.

Fire fighting equipment and detectors must be properly maintained. All electrical installations and appliances must be maintained in a safe condition. There should be a residual current circuit breaker system on each cattery block for the premises. Heating appliances should not be sited in a location or manner where they may present a risk of fire/risk to cats. Precaution should be taken to prevent any accumulation of material which may present a risk of fire.

Fire Risk Assessment
1. Identify potential fire risk hazards in the workplace
2. Decide who might be in danger (staff, Visitor, animal) in each area
3. Evaluate the risks arising from hazards and what can be done
4. Record your findings
5. Keep assessment under review

There should be adequate means of raising an alarm in the event of a fire or other emergency. In the event of a fire breaking out within your establishment, remember that your safety and those of your staff is of prime importance and no risks should be taken which may compromise any person’s safety. No task in tackling the fire or evacuating animals should be undertaken unless it is safe to do so.

Upon Discovery of Fire
- Leave fire area immediately
- Close all doors behind you
- Alert occupants of building by sounding alarm (if present) or yell “Fire”
- Telephone Fire and Rescue Services dialling 999 from a safe location
- Evacuate animals when it is safe to do so to the designated holding area
- Use exit to leave building
**Upon Hearing of a Fire Condition**

- If safe, staff can assist with evacuating animals / occupants
- Leave building via nearest safe exit
- Close doors behind you
- Remain Calm
- Proceed to the designated RV area

**Fire and Evacuation Action Plan**

| Planning Your Escape | You only have a short time to get out so prepare a plan of escape in advance rather than waiting until there is a fire or evacuation of the establishment. Think of another way out in case the normal route is blocked. Know where door and window keys are kept. Know where spare leads/baskets/cages are stored. Know where the RVP/Holding areas are. |
| If you discover a fire | Leave fire area immediately. Close all doors behind you. Sound the alarm and call 999 from any phone. Stay calm, speak clearly and listen to the operator. Where safe to do so, assist others to evacuate and remove animals to the safe holding area. If there is a fire elsewhere in the establishment, stay where you are and await instructions or if you have to move remember to check doors with the back of your hand before opening. If it feels warm, do not open it and go another way. If there is a lot of smoke, crawl along floor where the air will be cleaner. If in doubt – Get out, Stay out and get the Fire & Rescue Services Out. |
| Contacts in an Emergency | (enter details here) • Proprietors name and Telephone Number(s) • Supervisors Name and Telephone Number(s) • Establishments Veterinary Surgeons Name(s) and Telephone Number(s) |
| | (enter details here) • Telephone at (enter location) • Emergency equipment at (enter location) • RVP at (enter location) • Animal Holding area at (enter location) • Fire Extinguishers located at (enter location) • Keys kept at (enter location) |

RVP = Rendezvous Point

The onus is upon the cattery to ensure adequate fire prevention precautions are in place.

It is recommended that plans and details for large catteries are lodged with the police and fire authorities. Fire prevention advice may be sought from the Fire Prevention Officer based at your local fire station. This officer can give advice on fire drills, fire escapes, equipment and should be consulted when new buildings are constructed or existing buildings modified.

Smoke detectors are recommended and you must make sure that Fire Detection and fighting equipment are easily accessible and regularly tested. Exit routes should be kept clear. Staff should be familiar with the fire evacuation procedure by use of fire drills and how to use the fire extinguishers.
Other Relevant Legislation

PLEASE CHECK CURRENT STATUS OF LEGISLATION AT TIME OF INSPECTION

References to other relevant legislation are made simply to alert the reader to other issues, such as those relating to health and safety matters, as well as environmental protection, which should also be considered.

References to legislation should not be taken as a detailed explanation of the law, and this publication may not refer to all legislation that may be relevant depending on the circumstances.

It should be borne in mind that laws change and expert advice should always be sought as to the current legal position.

A list of useful addresses is included at the back of the guide.

1. Health and Safety at Work etc Act 1974

Employers must ensure the safety of their workers, both voluntary and paid, and visitors to the workplace. This is underpinned, inter alia, by the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999. A safe system of work must be in place and there must be adequate training and supervision. For example, staff employed to handle dogs must be competent and properly trained for the work they are expected to carry out.

The Health and Safety Executive (hse.gov.uk) and/or the local authority should be contacted for further advice and information.

2. Control of Substances Hazardous to Health (COSHH) Regulations 2002

These Regulations require employers to:

- assess the risks to health from work activities which involve a hazardous substance, e.g., chemicals or micro-organisms;
- prevent or, where this is not reasonably practicable, adequately control exposure to the hazardous substances;
- introduce and maintain control measures;
- inform, instruct and train employees about the risks and precautions to be taken;
- regularly review risk assessments and the effectiveness of control measures.

These Regulations also cover zoonoses (diseases transmitted between animals and people, and suitable advice on risks and precautions should be brought to the attention of staff. Staff should also be appropriately vaccinated. It is vital that those working with cats are aware of the importance of preventing disease transference. Cross-contamination risks are high and good hygiene is important.

3. STAFF

Workplace (Health, Safety and Welfare) Regulations 1992,
Health and Safety (First-Aid) Regulations 1981,
Personal Protective Equipment at Work Regulations 1992

Suitable and sufficient toilet and washing facilities must be available for staff in accordance with health and safety requirements. There is a general duty on employers to ensure there is adequate first aid provision for employees. The minimum requirement is a suitably stocked first-aid box, an appointed person to take charge of first-aid arrangements and information for employees about first-aid arrangements, such as where the first-aid box is and who the appointed first-aider is. Every employer
must ensure that suitable personal protective equipment is provided to his employees who may be exposed to a risk to their health or safety while at work except where and to the extent that such risk has been adequately controlled by other means which are equally or more effective. Accordingly Staff may need to be provided with items such as protective clothing, dog catching devices and muzzles.

For guidance see HSE: www.hse.gov.uk

4. WASTE – Environmental Protection Act 1990 and related legislation

Certain waste may only be passed to registered carriers or appropriate licensed or authorised disposal facilities. Those wishing to dispose of waste on their premises or operate an incinerator must seek advice from the local authority.

There are regulations which pertain to the collection, carriage and disposal of such waste and place a duty of care on those producing and handling certain types of waste. Advice should be sought from the Environment Agency Regional Office which produces information sheets and from AHVLA or from the local authority.

5. NUISANCE – Environmental Protection Act 1990

It is important to consider the potential problem of noise and odour nuisance. Such noise or odour that is prejudicial to health or a nuisance may amount to a statutory nuisance in relation to which Local authorities may serve an abatement notice and, if this is ignored, a summons may follow. Persons aggrieved may also complain on notice.

Environmental Health Officers within the local authority should be able to give further advice and guidance on nuisance problems and related statutory provisions.


• The transport legislation, which in England administration and enforcement of Council Regulation (EC) No 1/2005 on the protection and related operations, makes it an offence to transport any animal (not exhaustive):

• that is unfit. Unless there are arrangements for its needs to be met during the journey, including unloading at the place of destination, and for its welfare conditions to be regularly checked and appropriately maintained;

• using violence or any method likely to cause unnecessary fear, injury or suffering when handling the animals. N.B., the use of instruments administering electric shocks is recognised, but is to be avoided if at all possible.

There are general rules on the construction and maintenance of vehicles. There are also species-specific rules. Specific requirements include ventilation and loading equipment such as ramps. Animals must be transported with sufficient space to prevent suffering. There are also rules on the segregation of non-compatible animals.

Animal Transport Certificates (ATCs) must accompany vertebrate animals on most journeys as part of an economic activity, although farmers are exempted from carrying an ATC when transporting their own animals in their own means of transport on journeys up to 50 km from their holding, or as part of seasonal transhumance. The information required is set out in Article 4(1) of Council Regulation (EC) No 1/2005; there is no prescribed legal format but Defra does provide a suggested form.

The Animal Welfare Act 2006 makes owners and keepers responsible for ensuring that the welfare needs of their animals are met. These include the need:

- for a suitable environment (place to live)
- for a suitable diet
- to exhibit normal behaviour patterns
- to be housed with, or apart from, other animals (if applicable)
- to be protected from pain, suffering, injury, and disease

Anyone who found guilty of an offence of causing unnecessary suffering to an animal or failing to provide for its welfare needs may, among other sanctions, be banned from owning animals, fined (in the case of causing unnecessary suffering, up to £20,000) and/or sent to prison.

8. Regulatory Reform Order (Fire Safety) 2005

The Order imposes a number of specific duties in relation to the fire precautions to be taken. These include:

- suitable and sufficient assessment of the risks
- implementation of preventive and protective measures
- elimination or reduction of risks from dangerous substances
- provide appropriate fire-fighting equipment, including fire detectors and alarms which is easily accessible and simple to use
- ensure that routes to emergency exits from premises and the exits themselves are kept clear at all times and are adequate with regard to use, equipment and dimensions of the premises and the maximum number of persons who may present there at any one time
- establish and, where necessary, give effect to appropriate procedures, including safety drills and emergency arrangements, to be followed in the event of serious and imminent danger to relevant persons
- ensure that the premises and any facilities, equipment and devices provided are maintained in efficient working order and in good repair
- appoint one or more competent person to assist in undertaking the preventive and protective measures
- provide employees, and the employer of any employees from an outside undertaking who are working in or on the premises, with comprehensible and relevant information on risks, preventive and protective measures, procedures in place
- provide employees with adequate safety training and inform them of their duties under the Order
Useful Contacts

Chartered Institute of Environmental Health
Chadwick Court, 15 Hatfields, London SE1 8DJ Telephone: 020 7928 6006 www.cieh.org

British Veterinary Association
7 Mansfield Street, London W1G 9NQ
Telephone: 020 7636 6541 Email: bvahq@bva.co.uk www.bva.co.uk

Pet Industry Federation
Bedford Business Centre, 170 Mile Road, Bedford MK42 9TW
Telephone: 01234 273 933 www.petcare.org.uk

Royal Society for the Prevention of Cruelty to Animals
RSPCA Enquiries Service, Wilberforce Way, Southwater, Horsham, West Sussex RH13 9RS
Telephone: 0300 1234 555 www.rspca.org.uk

Cats Protection
National Cat Centre Chelwood Gate, Haywards Heath, Sussex RH17 7TT www.cats.org.uk

International Cat Care
Taeselbury High Street, Tisbury, Wiltshire SP3 6LD
Telephone: 01747 871872 Email: info@icatcare.org www.icatcare.org
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LICENCE CONDITIONS FOR
DOG BOARDING

Animal Boarding Establishment Act 1963

CIEH Model Licence Conditions
and Guidance for Dog Boarding Establishments
Introduction

The Animal Boarding Establishments Act 1963 requires anyone who wishes to keep a boarding establishment to be licensed by the local authority and abide by the conditions of the licence.

Before granting a licence, the local authority must be satisfied that the animals are kept in accommodation that is suitable; that they are supplied with appropriate food and drink; and are adequately protected from disease and fire.

The local authority may attach conditions to the licence, may inspect the licensed premises at all reasonable times and may refuse a licence if the standards at the premises are unsatisfactory or if the terms of the licence are not being complied with.

Under the Animal Welfare Act 2006 those responsible for animals have a responsibility towards the welfare of the animals in their care.

Under the Act it is an offence to cause unnecessary suffering to a protected animal, whether by an act or omission. Proprietors also have a legal ‘duty of care’ towards the animals in their care. Proprietors must therefore take such steps as are reasonable in all the circumstances to meet the welfare needs of the animals, to the extent required by good practice.

The Acts define an animal’s needs as including:

- Its need for a suitable environment
- Its need for a suitable diet
- Its need to be able to exhibit normal behaviour patterns
- Any need to be housed with, or apart from, other animals
- Its need to be protected from pain, suffering, injury and disease

**CIEH Model Licence Conditions** form the recommended basic minimum standards considered necessary to ensure the health, safety and welfare of animals in boarding establishments.
**Supervision/responsibility**
The kennel proprietor or a responsible person over the age of 18 years should always be present to exercise supervision and deal with any emergencies whenever dogs are boarded at the premises.

It is strongly recommended that the kennel proprietor or a responsible person lives on site or a key-holder must live within a reasonable distance of the kennels. An emergency contact number must be clearly displayed at the entrance to the kennels.

All staff who handle and care for dogs must be adequately trained in ensuring that dogs’ welfare (as per the Animal Welfare Act) as well as safe handling.

**Training**
All staff should be adequately trained in the work they are expected to carry out and be competent in day to day boarding kennel management. Where staff are employed, whether permanent or temporary, a written training policy should be provided. The licensee must be able to demonstrate relevant training is carried out (via appropriate training records) on all aspects of the care of all ages of dogs and updated regularly.

The following are regarded as essential topics to be covered in the training programme relating to the care of dogs: Animal Health and Welfare; Behaviour; Cleanliness and Hygiene; Feeding and Food Preparation; Disease Prevention and Control; Recognition of Sick Animals; Dog Handling; Health and Safety; Emergency Procedures; Relevant Legislation.

There are a variety of animal care courses available and staff should be encouraged to attend. It is recommended that all staff have gained or be working towards relevant qualifications at minimum Level 2, and should be encouraged to attain Level 3 (within the Regulated Qualification Framework, e.g. NVQ) or an industry recognised award equivalent. At least one staff member should hold, or at least be studying towards a relevant Level 3 qualification.

**Insurance**
Proprietors of licensed boarding establishments must have appropriate insurances in place.
Section A – ENVIRONMENT
Providing the dog(s) with a suitable place to live/stay

The following requirements list what must be present in a dog’s environment, and details further measures that can be taken. Please note that the requirements are not presented in any order of importance but all hold equal standing with respect to the environmental needs of dogs.

A1: Kennel construction and principles of design

• The correct design and construction of kennels is vital to prevent escape, minimise disease spread and stress to the dogs, and to make maintenance and hygiene management straightforward, and achievable by kennel proprietors. It should also provide a comfortable, dry, draught free, clean and quiet place to rest.
• Contact with urine / faeces from other animals should be avoided.
• The design and layout of kennels should allow dogs to be able to control their visual access to surroundings and dogs in other kennels. It should also minimise the number of dogs that staff disturb when removing any individual dog and should also ensure the safety of staff when passing other dogs.
• Dogs should have somewhere to go to avoid things that frighten them
• Kennels should provide a comfortable, dry, draught free, clean and quiet place to rest.
• For advice on kennel improvement, see Annex E: Guidance for new Build.
• Dog unit design usually falls into two categories:
  Outdoor – dog units with indoor sleeping accommodation and individual, at least partially covered, outdoor runs directly adjoined to, and exclusive to, that dog unit.
  Indoor – kennel units with indoor sleeping accommodation and indoor runs directly adjoined to, and exclusive to, that dog unit.

NOTE: On occasion the run may be separate to the sleeping accommodation. In such instances, the run is designated to, and for the exclusive use of the occupant/s of a particular sleeping accommodation

• A safe and secure reception area for handing over dogs should be available.

A1.1
For disease control there must be no possibility of dogs within the kennel establishment (other than those from the same household), or other animals outside the kennels, coming into direct contact with each other (for further information see Section E – Health and Welfare).

A1.2
New builds and extensions must comply with the recommendations for new builds in Annex E.

A2: Physical Construction and Integrity: General

• The kennels should be safe, secure and free from hazards, and minimise the risk of injury to a dog, or escape of a dog.

A2.1
The kennels must be structurally sound, and maintenance and repair of the whole establishment must be carried out regularly.
A2.2  
The kennels must be constructed of materials that are robust, safe and durable, and be well maintained in good order and repair.

A2.3  
Materials and paints/substances used in construction or maintenance must not expose dogs to any harmful chemicals.

A2.4  
The kennels must be built in compliance with good building practice, on a concrete base with a damp proof membrane. Where Building Regulations apply these must be adhered to.

A2.5  
There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog.

A2.6  
Windows must be escape-proof at all times.

A2.7  
Doors must have secure latches or other closing devices.  
See A3.16 re door apertures

A2.8  
All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure.  
See A3.15 re mesh sizes

A2.9  
Timber, if used in existing buildings, must be of good quality, well-kept and any damaged areas sealed or over-clad. Wood must be smooth and treated and properly maintained to render it impervious. It is recommended that wood should not be used in exposed construction of walls, floors, partitions, door frames or doors in the dog kennelling area.

A2.10  
All exterior wood must be properly treated and of good quality.

A2.11  
Any storage areas must be dry and free from vermin.

A2.12  
Fixed electrical installations and all portable electrical appliances must be installed and maintained in accordance with current legislation.

Drainage  
• Drainage needs to be effective to ensure there is no standing water in the kennel, as this can be a reservoir for infectious agents.

A2.13  
The establishment must be connected to mains drainage or an approved, localised sewage disposal system.

A2.14  
Waste water must not run off into adjacent pens.

A2.15  
Adequate drainage must prevent pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off.
A2.16
Any drain covers in areas where dogs have access must be designed and located to prevent toes/claws from being caught.

A2.17
Drainage channels must be provided so that urine is not allowed to pass over walk areas in corridors and communal access areas. There must be no access to the drainage channels by the dogs housed in the dog units.

Secure Area
• An enclosed secure area, for example a safety corridor, is essential to ensure that if a dog manages to slip out from its individual dog unit, it is still kept safely inside the kennels.

A2.18
There must be an escape-proof area beyond the kennel unit to ensure that dogs are unable to escape from the premises.

A2.19
For kennels where there are facing units accessed by an indoor corridor, the corridor must be at least 1.2 m wide. There must be facility for a dog to be able to hide to avoid visual contact with other dogs. Compliance can be achieved in various ways such as the use of indoor kennels or partitions. (See Section D)

A2.20
There must be a securable door from which the secure area of the kennels can be viewed from the outside and this must be kept closed when not in use.

A2.21
The door from the dog unit to the secure area must be escape-proof, securable, strong enough to resist impact and scratching, and to prevent injury. It must not be propped open.

A2.22
The floor must be finished to produce a smooth, non-slip, impervious surface which is easy to clean and disinfect. Holes or gaps between tiles or paving slabs are not acceptable.

A2.23
External doors/gates must be lockable and staff must have easy access to keys in case of emergency.

A2.24
Sufficient lighting must be provided in the secure area to illuminate it all year round. Where practicable this should be natural light during the day.

A2.25
The secure area must not be used as an exercise area.

Roofing
A2.26
There must be a safe, secure, waterproof roof which should cover all of the sleeping accommodation and at least 50% of the attached individual run. For the run, roof materials used must be capable of filtering UV light and providing adequate shade.

A3: Dog Units
A boarded dog is accommodated in a ‘unit’ comprising enclosed sleeping accommodation and an adjoining or designated individual run exclusive to that dog unit.

A3.1
Dogs from different households must not share dog units.

Lighting
• Lighting enables observation of the dogs and illumination for cleaning and working in the kennels.
A3.2
There must be sufficient light in the kennel unit during the day to work and observe the dogs. Where practicable this must be natural light, but artificial light must be available.

A3.3
Lights must be turned off to provide a period of darkness overnight.

Ventilation and Humidity
- Fresh air is essential for the maintenance of good health and well-being as well as limiting the spread of infectious disease. Proper ventilation removes heat, dampness, odour, airborne microbes and pollutant gases such as ammonia. High humidity should be avoided as it prolongs the survival of infectious agents.

A3.4
Ventilation must be appropriate all year round (both cool in hot weather and avoiding cold draughts in winter). Localised draughts in the sleeping accommodation must be avoided.

Interior Surfaces
- For disease prevention dog units need to be easy to clean and disinfect.

A3.5
All interior surfaces to which dogs have access must be durable, smooth and impervious, capable of being cleaned and disinfected, and be kept in good decorative order and repair.

A3.6
Where concrete or other building blocks or bricks are used, they must be sealed to be smooth and impervious.

A3.7
Surfaces which are peeling, scratched, chipped or in disrepair must be repaired or resealed to an acceptable standard, or replaced.

A3.8
Ceilings must be capable of being easily cleaned and disinfected.

A3.9
Junctions between sections must be coved or sealed.

A3.10
Floors must be finished to produce a smooth, non-slip, solid surface and all surfaces must be capable of being easily cleaned and disinfected. (There must be no open gaps if using concrete slabs or tiling).

In new constructions, floors must be laid to a minimum fall of 1 in 80, leading to a shallow drainage channel, or effectively covered deep drainage channel – See Annex E: guidance for new build.

Accessing the Dog Units
- Each unit needs to be easily accessible and provide a means of identification for each dog.

A3.11
Each unit must be designed to allow staff to access and clean all parts of the dog unit safely. (For further information on cleaning see Section E – Health and Welfare).

A3.12
Each unit must be clearly marked (e.g. numbered) and a system in place which ensures that relevant information about the dog in that unit is readily available e.g. feeding or information on medicinal treatments.

A3.13
Each unit must have a securable, full height door for access.

A3.14
Kennel doors must be strong enough to resist impact, scratching and chewing. They must be fitted to ensure they can be effectively secured.
A3.15
Where metal bars and/or mesh and/or frames are used, they must be of suitable gauge (approximately British Standard 14 gauge) with spacing adequate to prevent dogs escaping or becoming entrapped. Where metal edging is used, this must not present a risk of injury to the dog.

A3.16
Gaps or apertures must be small enough to prevent a dog’s head passing through, or entrapment of any limb or body parts. To protect against this any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate. Galvanised Weld Mesh must be a minimum of 2 mm (British Standard 14 gauge) in thickness.

A3.17
Large apertures in order to unlock a door must be avoided. See Annex E for further guidance.

A3.18
Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.

A3.19
Doors must open inwards in order to protect the health and safety of attending staff.

A4: Sleeping Accommodation

- Dogs need sleeping accommodation which must be separate from the run and provide somewhere for the dog to hide. Most designs fall within the guidelines detailed here. The floor should be insulated to prevent extremes of temperature.
  See Annex D for guidance on kennel sizes.

- A sleeping platform can improve barrenness, improve comfort and give a vantage point to small dogs.

A4.1
The following principles must be achieved in order to give dogs a suitable and appropriate comfortable space, and for ease of cleaning and management. A dog must be able to sit and stand at full height, stretch and wag its tail without touching the sides. The floor area must be a minimum of twice that required for a dog to lay out flat i.e. at least twice the area taken up by the dog and also a minimum of at least 1.9sqm/20sq feet. For two or more dogs sharing, the total area must be at least the sum of that required for each dog.

A4.2
Kennels must have a minimum head room height of 1.8m (6 ft.) to facilitate adequate space for kennel staff to clean and handle the dogs.

A4.3
Partition walls between the sleeping accommodation of adjacent dog units must be of solid construction to a height sufficient to prevent direct nose to nose contact.
  See Annex E: guidance for new build.

Temperature in Sleeping Accommodation

- In kennels, dogs need an adequate ambient temperature and additional heating/cooling facilities if this cannot be guaranteed in times of excessively cold/hot weather. Breed, body condition, medical condition, coat and age can affect an individual’s ability to maintain its body temperature.

A4.4
There must be a means of measuring, monitoring and recording temperature (maximum and minimum temperatures) representative of the temperature in the dog sleeping accommodation.
A4.5
Insulation and temperature regulation in the kennels must aim to keep the ambient temperature in the dog sleeping accommodation above an absolute minimum of 10°C and below a maximum of 26°C.

A4.6
There must be a documented policy in place for dealing with extremes of temperature and weather conditions (both hot and cold). There must be documented evidence that this is being implemented i.e. any deviations from the temperature cited in A4.5.

A4.7
Dogs must be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance then steps must be taken to ensure the welfare of the dog.

A4.8
The dog must be able to remove itself from a direct source of heat e.g. lamp.

A4.9
Heaters must not be sited in a manner or location where they present a risk of burning or electrocution to dogs or humans, or a risk of fire. Open flame appliances must not be used. All heating equipment must be installed and maintained in a safe condition.

A4.10
Any electrical sockets in the sleeping accommodation must be waterproof and protected against damage e.g. out of reach or the use of safety cages.

Bedding
- Bedding is important to help animals regulate their body temperature, to give traction and to keep animals comfortable. Old or infirm dogs can have difficulty rising if surfaces are slippery, and old, very young or infirm animals may have difficulty regulating their body temperature.

A4.11
There must be a clean resting place to provide comfort and warmth which is situated out of draughts. A raised bed may aid in the avoidance of draughts.

A4.12
A dog must not be left without bedding, unless instructed otherwise by the dog’s owner. Soft bedding materials must be provided and adapted if necessary for old, young or infirm dogs to help regulate their body temperature. If a dog chews or destroys its bedding, it must be replaced with an alternative.

A4.13
Bedding must be made of a material that is easy to wash/disinfect, or is disposable.

A4.14
Bedding must be changed between dogs. Dog units and bedding must be cleaned and disinfected on being vacated.

A4.15
All beds and bedding areas must be kept clean and dry.

A5: Designated run (in addition to and not including sleeping accommodation)
- The attached run is an integral part of the individual dog unit.
- A dog should have free access, at least during working hours, between the sleeping accommodation and attached run so that it can easily and safely access all parts of its unit.
- Size of attached/designated run: This should be at least 2.42 sq. m (26 sq. feet) for dogs up to 60cm at the shoulder or 3.34 (36 sq. feet) for larger dogs. See Annex E: guidance on new build.
A5.1
Any part of the run to which the dog has access must be easily cleanable and maintained in good repair. Any replacement wood must be clad with a smooth impervious material.

A5.2
The floor must be finished to produce a smooth, impervious, slip-resistant surface and all surfaces must be capable of being easily cleaned and disinfected. There must not be any open gaps if using concrete slabs or tiling.

A5.3
Where dogs have access to mesh, the diameter of the wire must not be less than 2.0 mm (BS 14-gauge welded mesh). Mesh size must not exceed 50 mm in any direction.

A5.4
The run must not be used as the primary sleeping/bedding area.

A5.5
The attached run must be roofed to a minimum of half the area, sufficient to give the dog protection against the weather. The roofing material must be translucent material capable of filtering UV light and providing shade.

A5.6
The solid partition between individual attached runs must be sufficiently high to prevent direct nose to nose contact.

A5.7
Where a dog poses a health and welfare risk to other dogs, he or she should be kept in a dog unit with full height solid partition walls (these can be temporary).

A6: Outdoor exercise and exercise areas (separate from dog units)

- Outdoor areas can provide opportunities for dogs to exercise, explore, investigate and interact with staff. Enrichment equipment and toys should be used as they can encourage activity and exploration of the area. Outdoor areas cannot have strict temperature regulation but need to protect dogs from extremes of weather.
- Outdoor exercise areas for common use can be beneficial in terms of exercise/change of environment but increase the risk of disease spread, in particular worms, and the potential for injury.
- There is a potential for injury if dogs from different households are allowed to exercise in the exercise area at the same time. In principle this should be avoided. However, if on occasion dogs which normally mix well socially are boarded at the same time and owners wish them to be able to exercise together in this area, then it is essential that informed consent for named dogs is sought.
- All areas should be provided with an impervious, cleanable surface at least at the entrances (concrete, laid to a suitable fall to prevent ponding and promote drainage).

A6.1
Dogs must be monitored whilst in outdoor exercise areas.

A6.2
Exercise areas must not be used by more than one dog at any one time unless they are from the same household or prior written consent has been obtained from owners, in accordance with the documented Standard Operating Procedure (SOP). The owner must stipulate what mixing is to take place i.e. whether it is mixing with dogs selected by the proprietor or with named dogs only.

A6.3
Exercise areas must be cleared of all potential hazards between dogs. Faeces must be picked up between dogs/occupancy and at least daily to prevent the roundworm *Toxocara canis* and other parasites from being established.
A6.4
Dogs must not be restricted to such an area when climatic conditions may cause them distress. They must have constant access to fresh, clean water and shade and shelter so that they can seek protection from the weather.

A6.5
Informed written consent from owners must be obtained to enable a dog to be walked outside the kennel facility.

A6.6
An outdoor exercise area must be safe. For example, dogs should not be exercised on grass which has been treated with a chemical dangerous to dogs. Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards.

A6.7
Exercise areas for common use, if used, must be suitably drained. Surface ponding of water must not occur and land drainage should be provided where necessary if normal site drainage proves inadequate.

A6.8
Equipment such as tunnels, platforms and toys must be safe and maintained in a safe and clean condition.

A6.9
For Exercise: see Section C.

A7: Fire and other emergencies
Appropriate steps need to be taken to prevent fire and to protect dogs and staff in case of fire and other emergencies.

A7.1
A Fire Safety Risk Assessment and implementation of all necessary control measures must be in place.

A7.2
There must be a written emergency plan (acceptable to the local authority) which must be on display and known to staff, including a contingency plan should the premises be uninhabitable. This must include an evacuation plan for the dogs. An emergency telephone list must include fire, police and vets.

A7.3
Firefighting equipment must be provided and maintained in good working order. Records of maintenance and inspection must be kept and made available for inspection.

A7.4
Fire exits must be clearly marked and access left unrestricted.

A7.5
The premises must comply with current legislation with regards to electricity, gas and other services (if connected).

A7.6
There must be a residual current circuit breaker system installed on the electrical supply to each block of kennels.

A7.7
There must be adequate means of raising an alarm in the event of a fire or other emergency.

A model Emergency and Evacuation Plan is attached at Annex C.
Section B: DIET

Providing the dog(s) with an appropriate diet

Fresh clean water and a suitable diet are basic nutritional requirements for physical health.

B1: Drinking

- Water is essential for all dogs. It is especially important for those fed on dry food.

B1.1
Fresh water suitable for human consumption must be available at all times. Clean water must be provided daily in a clean container and changed or refreshed as often as necessary.

B1.2
Water bowls must be non-porous and easy to clean/disinfect or disposable. They must be cleaned at least once daily.

B2: Eating

- All dogs require a well-balanced diet to stay fit and healthy
- Dogs have dietary needs that can vary, dependent on a number of factors (i.e., breed, age, health status, activity, weight). Dogs should be fed a balanced diet that meets their nutritional requirements.
- Diet and frequency of feeding should be discussed and agreed with a dog’s owner. Puppies, or dogs with specific needs, may need more frequent feeding.
- Steps should be taken to minimise the risk of cross contamination such as when handling raw foods, the use of sealed containers and washing hands after handling food stuffs.

B2.1
There must be exclusive facilities (animal kitchens), hygienically constructed and maintained, for the storage and preparation of food for the dogs.

B2.2
Refrigeration facilities must be provided.

B2.3
A sink with an adequate supply of hot and cold water (suitable for human consumption) must be provided for the washing of food equipment and eating and drinking vessels. The sink must be connected to a suitable drainage system.

B2.4
A separate hand wash basin with an adequate supply of hot and cold water, soap and hygienic hand drying facilities, and connected to a suitable drainage system must be provided for staff to wash their hands.

B2.5
Clean, safe containers must be provided for the storage of foods and must be insect and rodent proof.

B2.6
Dogs must be fed a balanced diet of a quantity and frequency suitable for their age, health status, reproductive status and lifestyle. This should be at least once per day. The type of food, specific diet or prescription diet is usually by agreement with the owner.

B2.7
Food must be unspoilt, palatable, and free from contamination.
B2.8
Food must not be left for excessive periods to prevent it being spoiled and attracting flies. Unconsumed wet or fresh food must be removed from the dog unit before it deteriorates, and before the next feed time. Dry food can be fed as indicated by the manufacturer.

B2.9
One feeding bowl must be provided per dog.

B2.10
Food bowls must be non-porous and easy to clean and disinfect, or disposable.

B2.11
Food intake must be monitored daily and any problems recorded.

B2.12
Dogs must not remain inappetent (not eating) for longer than 24 hours without seeking veterinary advice. If there are specific concerns veterinary advice must be sought earlier.

B2.13
Dietary requirements, agreed with the owner, must be followed. If there are concerns about an individual dog’s diet, veterinary advice must be sought.

B2.14
Dogs displaying significant weight loss/gain during their stay must be evaluated by a vet and treated as necessary. See Annex B for body condition score sheet.
Section C: BEHAVIOUR
Ensuring dogs can exhibit normal behaviour

Good welfare depends on meeting both the psychological and physical needs of dogs. How a dog behaves can indicate how successfully an individual is coping in its environment.

C1: General points on dog behaviour

- Changes in behaviour are often the first signs of illness or injury, so staff need to be familiar with and able to recognise common behaviours associated with stress, fear, pain and anxiety, and behaviour changes, including a decrease in overall activity (see Annex F). Any change should be noted and followed up.
- Exercise is important, not just for physical fitness but to alleviate boredom and allows dogs to exhibit normal behaviours. See section A5
- Time away from the kennel can also provide opportunities for toileting, particularly for those dogs which only urinate or defecate on particular substrates, or away from their home enclosure.
- Encouraging dogs to play can be a good way of keeping them active and is to be actively encouraged. The provision of suitable toys and feeding enrichment can provide an outlet for natural behaviours including chewing, playing, investigating and exploring. Changing toys regularly can reduce boredom.
- Owners should be encouraged to provide toys for their dog. Toys provided by the owner should be the correct size and type for the individual dog and its behaviour. Toys should be kept within that dog’s unit and used solely for that dog and returned to the owner and the end of the dog’s stay.

C1.1
The behaviour of individual dogs must be monitored on a daily basis and changes in behaviour and/or behaviours indicative of stress, fear, pain and anxiety must be recorded and acted upon. Those struggling to cope must be given extra consideration as per long stay dogs. See section C3.

C1.2
Any equipment used to walk dogs must protect the dog’s welfare and must be correctly fitted and used. Items must be removed when the dog is returned to the kennel and kept in an easily accessible location. Items specific to a particular dog must be identified as such.

C1.3
All dogs must receive toys and/or feeding enrichment unless veterinary advice suggests otherwise. The kennel must obtain the owner’s written consent and discuss the provision of toys with the owner. Toys must be checked daily to ensure they remain safe.
See Annex F regarding enrichment, including multidog units

C1.4
Dogs need to be exercised on a daily basis away from the kennel unit. This can be on lead or off lead in a secure exercise area. Dogs which cannot be exercised must be provided with alternative forms of mental stimulation. This can include positive interaction with people and additional forms of toy and food enrichment.

C2: Noise

- Dog hearing is more sensitive than human hearing and thus noise levels uncomfortable for humans are likely to be very uncomfortable for dogs. Excessive noise contributes to adverse behavioural and physiological response. Dogs may be adversely affected by the sound of other barking dogs.
- The kennel environment should be as calm and quiet as possible with noise producing equipment located as far away from animals as possible.
• Soothing background music can be beneficial and may be provided but loud music may be stressful and should be avoided.

C2.1
Procedures, management and the kennel construction must contribute towards avoiding exposure to excessive / continuous noise.

C2.2
Dogs likely to be or showing signs of being nervous or stressed must be located in a suitable part of the kennels, bearing in mind their individual disposition.
This could include:
• Elderly dogs
• Nervous dogs
• Dogs on some medications
Where a dog is showing signs of being nervous or stressed, steps must be taken to address this.

C2.3
Dogs may be adversely affected by the sound of other barking dogs. This is particularly the case for puppies below the age of seven months, which can be susceptible to developing undesirable behaviour if stressed, frightened or anxious. Puppies under 7 months of age, must be located in the quietest part of the kennel establishment.

C3: Long stay dogs
• Occasionally dogs stay in a boarding kennels for extended periods (e.g. over 3 weeks). These dogs require special consideration such as additional environmental enrichment, regular health checks and extra attention from staff. For guidance on environmental enrichment, see Annex F.

C3.1
A written Standard Operating Procedure (SOP) must be in place explaining how to ensure the health and welfare of long stay dogs.
Section D: COMPANY

Providing a dog with the company he/she needs

It is important from a welfare perspective to ensure that any need a dog has to be housed, with or apart from, other animals, is met. Dogs are sociable animals and most need and enjoy company. For many dogs, one of the greatest stressors upon arrival into a kennel environment is the separation from their familiar social group.

D1: Canine company and interactions

• It is the responsibility of the establishment to ensure that all dogs remain safe from physical injury, the stress of inappropriate interactions and disease. It is often difficult to practically and safely introduce unfamiliar dogs to one another within a boarding environment. Equally, not all dogs may benefit/tolerate interaction with other dogs. Therefore, in a boarding environment interaction with dogs from different households should be avoided.

• It is advised that a documented procedure to deal with in-season bitches is in place.

D1.1
Only dogs from the same household may share a dog unit.

D1.2
Dogs which share a dog unit must have sufficient space and adequate resources. See A4.1 and D3

D1.3
Dogs from different units must not share exercise runs or an exercise area at the same time unless prior consent is given. See A6.2

D1.4
Where possible dogs must be able to avoid seeing other dogs if they choose to. This facility should be included in the design for any new builds.

D1.5
Where a dog may pose a risk to other dogs he/she must be kept in a dog unit with solid partitions.

D2: Human company and interactions

• Most dogs enjoy and benefit from human company. Dogs socialised to humans can find human company and positive contact such as grooming, exercise, playing and petting (as appropriate for the individual animal and as advised by the owner) rewarding. They may show signs of stress when this interaction is decreased or absent. Other dogs will prefer minimal contact.

• Kennel staff should find out from the owner how the dog normally reacts to human contact and other animals and endeavour to provide an appropriate level of contact. Each dog should be monitored. Those dogs that do not want human contact need particular attention to environmental enrichment.

• A dog should not be forced to interact with a person/people unless necessary. A hiding place should be provided for a dog to avoid people should it wish.

• The layout of kennels should minimise the number of dogs that staff disturb when removing any one individual, and should also ensure the safety of staff when passing other dogs or with a dog on a leash. For example, in existing builds, staff can minimise disturbance by choosing a route that passes the fewest dogs or placing reactive dogs where few dogs need to go past.

• Suitable dog handling equipment (e.g. muzzles, grasper, gauntlets) should be available for use if necessary. Staff need to be adequately trained for its appropriate and safe use.
D2.1
All staff must have the competence to handle dogs correctly and be able to identify dogs that are anxious or fearful about contact. Dogs must be always be handled humanely and appropriately to suit the requirements of the individual dog.

D2.2
All dog handling equipment must be suitably maintained.

D2.3
A protocol must be in place for dealing with difficult dogs, to include members of staff appropriately trained in the use of dog handling equipment.

D2.4
Dogs must receive daily beneficial human interactions appropriate to the individual dog.

D3: Multi-dog units

- Dogs from the same family which normally live together may prefer to share a dog unit. Proprietors have a responsibility to monitor units where more than one dog is housed. Even though these dogs originate from the same household, dogs sharing a home may not necessarily get on, especially when confined. Therefore proprietors must monitor dogs to ensure that they are not experiencing fear/stress/distress/aggression from another dog. Only dogs from the same household can share a unit.

D3.1
For any multi-dog unit (only appropriate for dogs from the same household) written authorisation must be obtained and dogs must be monitored. Consent from the owner must also include authority for separating dogs, should problems arise (e.g. dogs fighting or appearing ‘stressed’). Agreeing to a kennel’s Terms and Conditions will satisfy this.

D3.2
There must be multiples of all resources (food and water bowls and sleeping areas), equal or greater than the number of dogs in the unit, to ensure that some dogs cannot monopolise resources and prevent the others from accessing them. Dogs must be carefully monitored, especially at feeding time.

D3.3
There must be sufficient space for multiple dogs in the dog unit. See A4.1.

D3.4
A separate bed must be provided for each dog.

D4: Handling dogs

D4.1
All handling must be safe and minimise fear, stress, pain and distress and dogs must never be punished so that they are frightened or exhibit aversive behaviour.

D4.2
All staff must have the competence to handle dogs correctly. See training, page 6.

D4.3
Harsh, potentially painful or frightening equipment must not be used by kennel staff e.g. electric shock collars, spray collars, pinch/prong collars, choke/check chains. If such equipment is present when the dog arrives, these must be removed once the dog is in its kennel unit. Alternative handling equipment must be used throughout the kennel stay.

D4.4
When removing individual dogs from dog units, staff must try to minimise disturbance to dogs in neighbouring dog units, e.g. staff must choose the exit that passes the fewest dogs.
Section E: HEALTH AND WELFARE
Protecting the dog(s) from pain, suffering, injury and disease

Many points covered under the previous four sections (A – D) can be considered to relate to Section E and assist in protecting dogs from pain, suffering, injury and disease.

E1: Keeping records

• In order to keep dogs healthy the proprietor needs to have an organised system for registering all dogs at the kennels.
• It is useful to know if dogs are insured, should problems occur.
• The Control of Dogs Order 1992 requires that all dogs, whilst in a public area, must wear a collar and tag stating the name and address of the owner. It is recommended that all dogs boarded at the establishment should wear a collar and tag identifying the name and telephone number of the owner, or have the collar and tag secured immediately outside the kennel unit.
• Under The Microchipping of Dogs (England) Regulations 2015 all dogs over the age of 8 weeks in England must be fitted with a microchip, unless a veterinary surgeon has certified (on an approved form) that a dog should not be microchipped for reasons of the animal health.

E1.1
A register must be kept of all dogs boarded and available to key members of staff and to local authority inspectors if requested. Information must include:
- Date of arrival and departure.
- Name, age, sex, description of dog/breed and microchip number.
- Number of dogs sharing from same household.
- Name, address, phone number and email of owner (including emergency contact details).
- Name, address, email and phone number of emergency local contact (who may be able to take the dog if necessary).
- Dog’s veterinary surgeon and details of dog’s insurance.
- Neuter status.
- Dog’s diet and relevant requirements.
- Dog’s relevant medical/behavioural history, including treatment for parasites and restrictions on exercise.
- Dog’s body condition score / weight.
- Consent forms e.g. veterinary treatment, consent to share or separate dogs if needed, consent regarding toys / interaction preferences, record of baskets left at the kennels (Check vet consent forms i.e. own vet or designated vet if not in area).
- Record of date of most recent vaccination.
- Record of any international travel the dog has had.
- Any medical treatment the dog is receiving must be recorded and made visible to prevent mis-dosing.

E1.2
If records are kept electronically they must be backed up. All records are to be kept for a minimum of 24 months in a manner that allows an authorised officer easy access.
E1.3
If a dog on the Index of Exempted Breeds to be boarded the owners must produce a copy of the dog’s licence and insurance certificate in order to admit the dog. The exemption certificate must be produced and be complied with throughout the dogs’ stay in kennels. Dogs must not participate in any communal activities. Inspectors have authority to demand paperwork relating to boarders. The paperwork must be produced on demand and be appropriate and correct.

E1.4
Dog units must be numbered and referenced with the records kept.

E2: Monitoring dogs

- In order to keep dogs healthy and to avoid suffering the proprietor needs to have an organised system for monitoring all dogs at the kennels.
- It is recommended that in addition to regular daytime checks an evening round be carried out to check on all dogs, heating etc. An evening visit may be appropriate but needs to be balanced against the possibility of disturbing the dogs and causing noise nuisance.
- It is recommended that dogs that are boarded for longer than 2 weeks are assessed at least every 2 weeks e.g. by body condition score and / or weight and the information recorded. This should be more frequent if there is cause for concern. See Annex B: Body condition score sheet

E2.1
All dogs must be observed regularly throughout the day. Dogs must be checked daily for signs of illness, injury, stress, fear, anxiety and pain, and/or abnormal behaviour for that dog and to ensure that their needs are being met. Any signs of ill health or unusual behaviour must be recorded and advice sought without delay.

E2.2
The kennel proprietor or responsible person must visit the dogs at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 8.00 am, until 6.00pm), or as necessary for the individual health, safety and welfare of each dog.

E2.3
Presence or absence of faeces and urine must be monitored daily. Any abnormalities in excreta must be recorded or acted upon as appropriate.

E3: Disease control

- Dogs are vulnerable to a range of serious infectious diseases, therefore disease control and rapid response to any signs of illness is critical. Infectious agents are spread in various ways such as direct contact, contact with infected surfaces/objects and aerosol spread.
- The potential for infectious disease problems escalates where many dogs are kept together and a dog’s immune system can also be affected by stress.
- Disease spread can be minimised by:
  - Using materials and design which are easy to clean and keeping them well maintained (Section A).
  - Preventing contact between unfamiliar dogs.
  - Ensuring excellent hygiene protocols within the kennels.
  - Proper construction and hygiene management of the outdoor exercise areas (if used).
  - Ensuring management protocols to minimise stress.
  - Minimising and supervising movement of non-kennel staff through the kennels.
  - Preventive treatments such as worming and vaccination.
• Injury can be minimised by:
  - Ensuring correct construction.
  - Managing dog handling.
  - Observing interactions between dogs from the same household sharing a unit.
  - Ensuring dogs from different households do not share an outdoor exercise area at the same time.
  - Managing risks during dog walking if it occurs.

**E3.1**
Documented Standard Operating Procedures (SOPs) must be in place and followed to prevent spread of disease, and staff trained in these procedures.

**E3.2**
Dogs must not share a dog unit with another dog unless it is from the same household.

**E3.3**
Dogs must not be allowed to roam in the secure area (safety corridor).

**E3.4**
All dog units, corridors, common areas, kitchens etc. must be kept clean and free from accumulations of dirt and dust and must be kept in such a manner as to be conducive to maintenance of disease control and dog comfort.

**E3.5**
Generally, dogs must remain in their assigned unit and must not be moved to other units (rotation) or to a holding unit, except for moving to an isolation facility or in the interest of the dog’s welfare.

**E3.6**
Facilities must be provided for the proper reception, containment and disposal of all waste in compliance with relevant waste legislation. Particular care should be taken to segregate waste arising from the treatment and handling of dogs with infectious diseases.

**E3.7**
Isolation facilities must be available. See E6

**E3.8**
When there is any cause for concern regarding the health status of a particular dog, the dog must be isolated and the disease control SOP activated.

**E3.9**
Any other activity undertaken by the proprietor, such as work with rescue dogs, stray dogs, or the breeding of dogs must be kept completely separate, and extra precautions taken to prevent the spread of disease, including separate facilities away from boarded dogs.

**E4: Cleaning regimes**

• Cleaning regimes need to be implemented and checked. Proper cleaning and disinfection helps to reduce the spread of infectious disease to both animals and people. Cleaning regimes may include daily, weekly and monthly activities as appropriate.

**Cleaning and Disinfectant Products:**

**E4.1**
Products must be suitable to use and effective against the pathogens, (especially canine parvovirus) for which the dogs are at risk and under the conditions present in the environment in which they are used.

**E4.2**
Cleaning agents and disinfectants must be non-toxic to dogs if and when used appropriately.
E4.3
The compatibility of different bactericides, fungicides and virucides (if used together and/or with a detergent) must also be taken into account.

E4.4
Manufacturers’ recommended guidelines for use, correct dilutions and contact time for use in cleaning and disinfection procedures must be followed. Standing water must not be allowed to accumulate in areas around the dog units due to the possibility of pathogens residing in these moist environments.

Cleaning and disinfecting routines for units when dogs are resident:
• Dogs need clean, comfortable dry bedding. Bedding should not be a source of infection.
• Dogs can ingest infective agents from dirty dishes. Clean and disinfected dishes reduce the risk of disease. It cannot be guaranteed that the same dog will get the same dish each time, hence the importance of disinfection (or disposal after single use).
• On a daily basis (and more often if necessary) the unit needs to be spot cleaned, any obvious food or waste removed, and all excreta and soiled material removed from all areas used by dogs.

E4.5
There must be cleaning and disinfection routines in place for day-to-day management of the dogs and for ensuring a dog unit and all equipment is cleaned and disinfected effectively before a new dog comes in.

E4.6
Beds and bedding material must be checked daily and be maintained in a clean, dry and parasite-free condition.

E4.7
Drinking and feeding vessels must be changed/cleaned and disinfected at least once a day, or disposed of.

E4.8
Food and water dishes need to be cleaned and disinfected. This must not be at the same time, and preferably not in the same place, as other soiled items e.g. toys.

E4.9
Grooming equipment must be kept clean and in a good state of repair and serviced according to manufacturer’s guidelines. If provided by the owner, it must only be used on that dog and must be sent home with the dog.

E4.10
Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use.

E4.11
Toys must be cleaned and disinfected between use for different dogs, disposed of, or returned to the dog’s owner (if they came in with the dog).

E4.12
Each kennel must be thoroughly cleansed, disinfected and dried between dogs. All fittings and bedding must also be thoroughly cleansed and disinfected at that time.

E4.13
Kennels of long stay dogs will require periodical thorough cleaning, disinfection and drying.

Handling Dogs
• Hand washing facilities should be readily available in appropriate locations and easily accessible.
• Frequent hand washing should take place.
E4.14
A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site. Staff must be trained and competent in the safe and effective use of such items. See D2

E5: Vaccination, Fleas, Worms and other Parasites

• Vaccination is a vital part of disease control and kennels should understand the potential consequences of dogs that have not been adequately vaccinated in terms of the risk to those particular dogs, other dogs and their own insurance.
• If owners have treated their dogs for worms and fleas before entry to the kennel, the proprietor must note when this occurred and what products were used.
• Vaccination against kennel cough (infectious tracheobronchitis) should be recommended.

E5.1
There must be a documented policy for dogs coming to the kennels having protection against appropriate diseases (Occasionally there will be veterinary advice on a specific dog regarding vaccination and its health status and this should be taken into account).

E5.2
An up-to-date veterinary vaccination record must be seen to ensure that dogs boarded have current vaccinations against canine parvovirus, canine distemper, infectious canine hepatitis (adenovirus) and, leptospirosis. The date of the most recent vaccination must be recorded preferably with a valid until date.
Certification from a veterinary surgeon of a recent protective titre test may be accepted in individual cases as evidence of protection against adenovirus, distemper and parvovirus. The certificate must state that it is valid for the period of stay at the kennels. It is the decision of the kennel proprietor whether to accept such a certificate.

E5.3
Primary vaccination courses must be completed at least 2 weeks before boarding.

E5.4
Homoeopathic vaccination is not acceptable as it will not protect against infectious diseases.

E5.5
If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with an appropriate and licensed insecticide. Treatment must be discussed with a veterinary surgeon before administering. Consent from the owner will be required.

E6: Isolation Arrangements

• All establishments need to have a means of providing appropriate isolation that will allow for the care of sick dogs which develop signs of infectious diseases, to minimise the risk to other dogs. How this is physically provided (ranging from being able to shut off an end unit of the kennels and using a separate door, to having a separate building) may vary. In many kennels the dog is taken straight to the vet.

E6.1
All establishments must provide appropriate isolation to allow for the care of sick dogs that develop signs of infectious diseases.

E6.2
If the isolation facilities are provided by the attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If not, the stated isolation protocols must be followed.
The isolation area must provide separate, self-contained facilities for the isolation of suspected infected dogs and must have a separate entrance to the rest of the dog units.

Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to, to avoid the transmission of disease. Whilst in use, the clothing should be kept in the isolation unit and not be removed other than for cleaning and disinfection.

Protective garments must be changed and laundered with an appropriate disinfectant or disposed of immediately after handling a dog with a suspected infectious disease.

Hands must be washed and disinfected between handling dogs.

Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use. The use of different coloured cleaning utensils to the rest of the kennels may help with this.

Any dogs in the isolation facility must be checked regularly and unless a separate person is caring for them, they should be visited after the other dogs.

A documented Standard Operating Procedure (SOP) is required for barrier nursing.

Should a dog need to be removed from its unit it must wear a collar and tag.

In emergency cases, such as admission of unvaccinated dogs because of owner hospitalisation, there must be provision to be able to place these animals in isolation.

**E7: Veterinary Treatment and Healthcare**

- Access to veterinary care is vital for any dog, and is a legal requirement.

If medication is necessary, it must only be used for the dog for which it is intended and written instructions for use must be followed.

A veterinary practice must be appointed for the establishment. The name, address and telephone contact number, including out of hours provision, of the veterinary surgeon used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff.

Where dogs require wiping of eyes, grooming or other cleaning regimes, these must be carried out frequently enough to keep the dog clean and comfortable providing it is safe to do so.

When a dog is suspected of being ill or injured (staff should be trained to recognise when a dog requires veterinary care), a veterinary surgeon (and where possible, this should be the dog’s own vet) must be contacted for advice immediately. Any instructions for treatment given by a veterinary surgeon must be recorded and strictly followed with further advice sought if there is ongoing concern.
E7.5
Medicines must be stored safely and securely in a locked cupboard, at the correct temperature and used in accordance with the veterinary surgeon’s instructions. Any unused medications must be returned to the owner or prescribing vet.

E7.6
Procedures must be in place in case of death or escape and all staff must be made fully aware of these procedures. Arrangements for the storage of cadavers must be in place until the owner can be contacted e.g. prior written agreement with the attending vet. Contact with the owner must be made as soon as possible.

E8: Holding Kennels
• Routine use of holding units is not recommended as they are an additional source of cross infection to dogs.

E8.1
Holding kennels may be provided for temporarily kennelling a dog for not more than 12 hours. Holding kennels, if provided, must comply with conditions as required for main kennels. Holding kennels must be a minimum area to allow the dog to exhibit normal traits i.e. dog must be able to sit and stand at full height, stretch, lie flat and wag its tail without touching the sides.

E8.2
Dogs must be provided with a bed, food and water.

E9: Transportation of Animals
• Transportation can increase risk for dogs, both of disease (from unclean vehicles or carriers) or of escape. A vehicle should be viewed as an extension of the premises and therefore the same principles of hygiene, care and disease control apply. If the journey is long, appropriate resources must be provided.

E9.1
Any relevant transport legislation must be complied with to protect welfare, prevent injury or unnecessary suffering.

E9.2
Dogs must be comfortable and suitably restrained whilst in transit.

E9.3
All vehicles and equipment must be kept clean and disinfected after each collection or delivery.

E9.4
Dogs must not be left unattended in vehicles.

E9.5
External temperature can pose a risk to a dog’s welfare; therefore vehicles must have adequate ventilation and temperature control.
Annex B: Body Condition Score Sheets
During periods of longer term kennelling it is essential that dogs are carefully monitored to ensure they are maintaining condition. Kennelling dogs can be stressful and significantly impact dogs’ nutritional status.

The World Small Animal Veterinary Association (WSAVA) Global Nutrition Committee have produced guidelines and toolkits¹ to give advice on appropriate nutrition and monitoring of animals.

http://www.wsava.org/guidelines/global-nutrition-guidelines

Body Condition Scoring evaluates body fat of individual dogs and is a validated scoring system using a 9-point scale.

Body condition score chart is part of the Global Nutrition Committee Toolkit and is provided courtesy of the World Small Animal Veterinary Association
Annex C: Emergency Evacuation Plan

Introduction
The sample emergency evacuation plan detailed in this annex focuses on what to do in the event of a fire.
It is important to bear in mind that other emergencies can occur. Therefore, consideration should be
given to developing plans for the following situations:
• General evacuation plan
• Flooding
• Lack of heat
• Lack of water

Fire Emergency Evacuation Plan
Prior to formulating an Emergency Evacuation Plan (EEP) carry out a Fire Risk Assessment (FRA) to
identify any potential fire risk hazards within your establishment.
Emergency situations and the requirement to evacuate from the establishment can arise from a
number of situations like; Fire, Flooding, Damage to building, Power failure and disease.

Being prepared and planning a simple but well understood procedure to be carried out in the event
of an emergency is essential to offer maximum protection for you, your staff and the animals in your
care. This need not be a lengthy document but should be readily available for viewing by all staff with
a plan of the site giving exit points, location of telephone, emergency equipment (fire extinguishers
and storage of leads/baskets/cages) RVP (rendezvous point) and designated holding area for animals.
The emergency contact details of a supervisor or the proprietor and the establishment’s Veterinary
Surgeon should also be displayed.

Fire Risk Assessment
1. Identify potential fire risk hazards in the workplace
2. Decide who might be in danger (staff, visitor, animal) in each area
3. Evaluate the risks arising from hazards and what can be done
4. Record your findings
5. Keep assessment under review

In the event of a fire breaking out within your establishment, remember that your safety and those of
your staff is of prime importance and no risks should be taken which may compromise any person’s
safety. No task in tackling the fire or evacuating animals should be undertaken unless it is safe to do
so.

Upon Discovery of Fire
• Leave fire area immediately
• Close all doors behind you
• Alert occupants of building by sounding alarm (if present) or yell “Fire”
• Telephone Fire and Rescue Services dialling 999 from a safe location
• Evacuate animals when it is safe to do so to the designated holding area
• Use exit to leave building

Upon Hearing of a Fire Alarm Warning
• If safe, staff can assist with evacuating animals/occupants
• Leave building via nearest safe exist
• Close doors behind you
• Remain Calm
• Proceed to the designated RVP area
Fire and Evacuation Action Plan

Planning Your Escape

• You only have a short time to get out so prepare a plan of escape in advance rather than waiting until there is a fire or evacuation of the establishment.
• Think of another way out in case the normal route is blocked.
• Know where door and window keys are kept.
• Know where spare leads /baskets/cages are stored.
• Know where the RVP / Holding areas are.

If You Discover a Fire

• Leave fire area immediately.
• Close all doors behind you.
• Sound the alarm and call 999 from any phone.
• Stay calm, speak clearly and listen to the operator.
• Where safe to do so, assist others to evacuate and remove animals to the safe holding area.
• If there is a fire elsewhere in the establishment, stay where you are and await instructions or if you have to move remember to check doors with the back of your hand before opening. If it feels warm, do not open it and go another way.
• If there is a lot of smoke, crawl along floor where the air will be cleaner.
• If in doubt – Get out, Stay out and get the Fire & Rescue Services Out.

Contacts in an Emergency (enter details here)

• Proprietors name and Telephone Number(s)
• Supervisors Name and Telephone Number(s)
• Establishments Veterinary Surgeons Name(s) and Telephone Number(s)
• Telephone at (enter location)
• Emergency equipment at (enter location)
• RVP at (enter location)
• Animal Holding area at (enter location)
• Fire Extinguishers located at (enter location)
• Keys kept at (enter location)

RVP = Rendezvous Point

The onus is on the boarding establishment to ensure adequate fire prevention precautions are in place. It is recommended that plans and details for large boarding establishments are lodged with the police and fire authorities. Fire prevention advice may be sought from the Fire Prevention Officer based at your local fire and rescue service. This officer can give advice on fire drills, fire escapes, equipment and should be consulted when new builds are constructed or existing buildings modified.

Smoke detectors are recommended and you must make sure that fire detection and fighting equipment are easily accessible and regularly tested. Exit routes should be kept clear. Staff should be familiar with the fire evacuation procedure by the use of fire drills and how to use the fire extinguishers. All fire safety requirements are set out in the Regulatory Reform (Fire Safety) Order 2005.
Annex D: Useful Information: Kennel Unit / Run Sizes

The following information describes the different space allowance requirements for dogs kept for the purposes of boarding, seizure, scientific purposes and quarantine. This is for information only; the reader is referred to the figures for new builds in Annex E.


- 4.2.1 For new kennels each kennel must be provided with a sleeping area of at least 1.9 m².
- 4.2.3 For new kennels each kennel must be provided with an exercise area of at least 2.46 m² for dogs up to 24 inches high at the shoulder or 36 sq. ft. for larger dogs.

The welfare of seized dogs - an RSPCA good practice guide

- 1.3c For all new builds, the minimum kennel size must be at least 4m² for dogs under 20kg, and 8m2 for dogs over 20kg. This should be increased in relation to the size and number of dogs, so that both the length and width are sufficient for each and all the dogs to lie outstretched at all angles, with neither their tail nor snout touching the walls or another individual.

Home Office. Code of Practice for the Housing and Care of Animals Bred, Supplied or Used for Scientific Purposes

- Post weaned stock – Until December 2016

<table>
<thead>
<tr>
<th>Weight of animal (kg)</th>
<th>Minimum pen size (m2)</th>
<th>Minimum floor space per group housed animal (m2)</th>
<th>Minimum height (m)</th>
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<td>&gt;20</td>
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• Post weaned stock, brood stock and stud dogs - From January 2017

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<th>Weight of animal (kg)</th>
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<th>Minimum floor space per group housed animal (m²)</th>
<th>Minimum height (m)</th>
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</thead>
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<tr>
<td>&gt;20</td>
<td>4.5</td>
<td>2.25</td>
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</tr>
</tbody>
</table>

• Voluntary Code of Practice on the welfare of dogs and cats in quarantine premises - recommended minimum internal measurements for individual dog units

<table>
<thead>
<tr>
<th>Size of dog</th>
<th>Weight Range</th>
<th>Sleeping area- Minimum internal measurements</th>
<th>Adjoining exercise area- minimum internal measurements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Small</td>
<td>Less than 12kg (26lbs)</td>
<td>Not less than 1.1m², width and length not less than 0.9m (3 feet)</td>
<td>Not less than 5.5 m² (60 sq. feet), width not less than 1.2 m (4 feet)</td>
</tr>
<tr>
<td>Medium</td>
<td>12kg (26lbs) to 30kg (66lbs)</td>
<td>Not less than 1.4 m² (16 sq. feet), width and length not less than 1.2m (4 feet)</td>
<td>Not less than 5.5 m² (60 sq. feet), width not less than 1.2 m (4 feet)</td>
</tr>
<tr>
<td>Large</td>
<td>More than 30kg (66lbs)</td>
<td>Not less than 1.4 m² (16 sq. feet), width and length not less than 1.2 m (4 feet)</td>
<td>Not less than 7.4 m² (80 sq. feet), width not less than 1.2 m (4 feet)</td>
</tr>
</tbody>
</table>

Annex E: Guidance for New Builds

When planning a new build boarding establishment initial planning needs to consider the number, period of time and types of dogs to be accommodated.

Advice must be sought from the Local Authority, Fire Protection Officer and where possible a recognised animal behaviourist. Building regulations must be followed at all times.

As knowledge and material change, recommendations for better construction and care can change. For anyone undertaking a new build boarding establishment, the following advice and recommendations must be followed.

When replacing (or adding to) parts of an existing facility, new build advice must be followed. Throughout the planning of new establishments all aspects should ensure excellent animal welfare, good staff working conditions and a good customer experience.

Size of kennel unit
- Dog units must have a minimum height of 1.8m and there should be full height solid partitions between kennel units to prevent nose to nose contact.
- The minimum size of dog units below are recommended sizes and it is expected that many new boarding establishments will be significantly larger than this. The recommended sizes are derived from the space allowance requirements for dogs kept for the purposes of boarding, seizure, scientific purposes, rescue and quarantine and ensure that as a minimum they are consistent with the January 2017 Home Office Code of Practice for the Housing and Care of Animals Bred, Supplied or Used for Scientific Purposes.
  - For dogs below 20kg, the minimum recommended sleeping area must be at least 2.0m² and exercise area, 2.5m².
  - For dog greater than 20kg, the minimum recommended sleeping area must be at least 2.0m² and exercise area, 6.0m².

Structure
- All areas of new animal units must be built on a concrete base with insulation and a damp proof membrane. Floors should ensure no pooling of liquids can occur so that cleaning and drying are easily facilitated. A minimum gradient of 1:80 is recommended.
- Particular importance should be taken with the safety of the structure to ensure the used are able to withstand scrubbing, disinfecting, hosing pressure washing and steam cleaning. It must also be nonporous and chew/scratch resistant.
- Wood should be avoided in new build structures. Where concrete/bricks are used these should be smooth, sealed and impervious. Moulded plastic, reinforced plastic-coated glass, pre-formed plastic surfaced board are also suitable materials.
- There must be no apertures that can trap dog body parts. This is essential around door handles, locks and windows. Any apertures greater than 50mm should be protected from the interior of the kennel either by metal plates or wire mesh to ensure that dogs are safe within the boarding environment.

Kennel Design
- The design and layout of kennels must allow dogs to control their visual access to their surroundings and dogs in other kennels. This means having the ability to both avoid and enable visual contact with other dogs and their surroundings.
• Planning should ensure ability to remove dogs from kennels with minimal disturbance to other dogs and the safety of staff.

• New kennels must be positioned so that individual units are not exposed to excessive light, sun or darkness during the day.

• Dogs are particularly sensitive to noise. The use of sound minimising material and sound proofing should be considered. Noise control should also consider the maximum number of dogs per block and facility to have different areas for varying age groups.

• From the planning stage the flow of liquids through the buildings as a whole must be considered, including the location of drains and level of fall. Drainage channels should be positioned close to doors so that urine does not pass over walk ways.

• The ventilation system should be designed to minimise draughts and noise disturbances. New build structure should include automatic systems to ensure heating/cooling and ventilation is appropriate.

**Outdoor exercise area**

*Of the dog unit*

• The outdoor area must contain sufficient shelter to give the dog protection against the weather whilst still providing security and allowing sufficient ventilation and daylight.

• Some of the roofing material should be translucent and filter UV radiation and provide adequate shade.

• There should be a secure safety area to which all exercise areas open to ensure any escaped dogs are contained and as a safe place for staff to retreat to.

**Communal exercise area**

• Communal exercise areas must be suitably drained to ensure pooling of water does not occur. Land drainage needs to be provided where necessary if normal site drainage is not sufficient.

• Entrances must be reinforced, concreted or paved to ensure a hazard free, cleanable entry and exit route.

**Isolation**

• The ability to separate dogs is important. This can be to isolate during a disease outbreak, for behavioural reasons or due to varying age groups requiring alternate environments.

• Each establishment should have isolation facilities that are physically isolated from other dogs.
ANNEX F: Behaviour / Environmental Enrichment

1. Monitoring of behavioural signs
Individual dogs respond in different ways when they are feeling anxious, frightened, stressed or in pain. It isn’t therefore possible to provide a definitive list of signs but some of the signs which might be seen include2:

- emergence of fearful behaviour e.g. cowering, hiding, aggression
- yawning
- lip-licking
- snout licking
- avoidance of eye contact
- over-grooming or self-mutilation
- performance of repetitive behaviour e.g. pacing, spinning, circling, bouncing
- shivering
- trembling
- paw-lifting
- weight loss
- loose faeces
- consumption of faeces (coprophagy)
- prolonged periods of vocalisation e.g. barking, howling, whining
- kennel chewing

Spending time and becoming familiar with each and every dog is highly recommended as that will make it easier for people to recognise when a dog is finding it difficult to cope in kennels.


2. Environmental enrichment
Environmental enrichment applies to various ways of providing dogs with control and choice over their physical and social environment and increasing species typical behaviour to improve their wellbeing. However, it is often limited to the provision of toys and feeding devices. Although these are important, there are other methods which can be used. This section provides information about a variety of methods of enrichment which can be used in a kennelled environment.

Providing contact with people
Dogs are sociable animals and most need, enjoy and value company. Many will miss the companionship of their owner(s) whilst being boarded and being away from their family group can be one of the most stressful aspects when kennelled. It is therefore important that, where appropriate for the individual dog, individual circumstances, and it is safe to do so, company with people is provided.

Time with people can be increased through activities such as grooming, exercise, playing and petting. Some owners may also be agreeable to short periods of reward-based training. Dogs which are fearful or anxious may not want to be groomed or played with but can still benefit from having someone close by so spending a period of time sitting outside the kennel talking or feeding treats may help.

Providing contact with other dogs
Dogs have a natural desire for contact with one another and many value and enjoy each other’s company.

However, providing contact with other dogs in a boarding environment is normally restricted due to health and safety concerns for individual dogs. Where dogs are from the same family keeping them apart from one another may cause distress and so where there are adequate resources e.g. size of
kennel, sleeping area, food and water bowls, consent from the owner and the dogs are able to be monitored, it is recommended that they are housed together.

Providing toys
Toys can help increase play and reduce boredom but interest can often quickly reduce. To maintain novelty and interest, different toys should be offered on a regular basis and, if possible, should involve staff; dogs find toys especially exciting when they are part of, or the focus of, a game. They should also be presented appropriately, be safe, a suitable size and provided as part of a consistent routine, wherever possible.

Most dogs find chewing toys and bones rewarding and relaxing and many seem to prefer chewable toys. Providing a chewable toy is recommended. If little interest is shown, in one particular item, there is a wide range of manufactured chew toys and bones on the market, so trying others may help.

Whenever new devices or toys are provided, it is important to ensure that they don’t cause stress to the animal and they should be monitored closely when first introduced.

It is often feared that providing toys or chews to dogs leads to possessive behaviour but research has shown that not to be the case for the majority of dogs. Fear most often causes possessive behaviour due to the dog having been punished previously for not giving up objects. This can be avoided by using distractions such as taking the dog for a walk, or giving it another toy or food treat when removing the chew toy. Dogs can also be trained to leave objects on command in return for treats.

Where dogs are housed in the same unit, it is advised, for safety reasons, not to leave dogs alone with toys.

Providing feeding devices
A variety of feeding devices are available but probably the most widely used are commercially available rubber cone-shaped toys. Research3 using this specific type of toy has shown that dogs often find them rewarding and relaxing and can prevent or reduce signs of compromised welfare. Research4 has also shown that when dogs that interact regularly with them have them removed, a significant increase in stress hormones is experienced and many also show an increase in behaviour indicative of poor welfare. It is therefore very important that the provision of these specific types of toy is predictable e.g. that they are provided each and every day and around the same time. The correct size and type of feeding device must also be chosen.

Feeding devices do not have to be bought however and alternative feeding devices are fairly easy to prepare and depending on what is chosen, can also provide opportunities for other behaviour:
- Paper bags rolled down to contain food
- Scrunched up pieces of paper
- Cardboard tubes with the ends flattened or folded down to make it more challenging
- Frozen cubes of diluted broth
- Biscuits frozen in ice cubes
- Rope/chew toys (natural fibres only) soaked in gravy and then frozen
- Fresh, crunchy fruits and vegetables, such as carrots, wedges of cored apples and cucumbers.

Similar to toys, there are concerns about the provision of feeding devices leading to possessive behaviour and the advice provided about toys is also relevant here.

Where dogs are housed in the same unit, it is advised, for safety reasons, to separate dogs before providing with feeding devices.

**Kennel furniture - Platforms**

Kennels can be barren environments offering little opportunity for dogs to carry out natural behaviours or provide little choice within their environment. Platforms can help with this by increasing complexity and available three-dimensional space. This can provide a dog with somewhere to hide or a vantage point from which to carry out lookout behaviours that can be particularly important for smaller dogs, which may not otherwise be able to see out of the kennel without standing on their hind legs. Platforms also offer protection from a cold or wet floor, providing a more comfortable and warmer area to rest.

Although staff may have concerns about the safety issues of platforms e.g. when entering the kennel, the dog could be at their head height, this can be avoided. For example, if the platform is in the sleeping area, staff could remove the dog from the exercise area and vice versa. Alternatively, the dog could be trained to jump off the platform so that situations of potential conflict are avoided. In some cases, a platform may be unsuitable, for example, for an elderly dog or one with reduced mobility and in such situations alternatives ways for the dog to hide, be comfortable etc. should be provided.

**Furniture in outdoor exercise areas**

Enrichment does not have to be confined to the kennel environment but can also be incorporated into exercise areas or paddocks. Platforms are beneficial in outdoor areas providing opportunities for exploratory as well as vigilance behaviours. Whilst tunnels and pipes offer the same behavioural opportunities, they are also areas in which to seek shade. Paddocks provide sufficient space to include boxes which when filled with sand allow dogs to dig. Natural furniture can also be considered such as the use of safe and non-toxic plants, bushes and shrubs for dogs to push through and explore as well as trees which dogs can investigate and mark.

**Putting enrichment into practice**

Every dog is an individual and will vary in what they find valuable so it is important that different methods of enrichment are tried to identify what it is that each dog likes and gains from. As well as the different types of enrichment listed above, odours and sounds can also be beneficial to dogs and can be cheap and easy to introduce. For example, diffused odours such as lavender and camomile have been found to be beneficial for kennelled dog welfare as well as classical music played at conversational level.
Note
The content of this guidance is largely based on Appendix II: Environmental Enrichment in ‘The welfare of seized dogs in kennels - a guide to good practice. An RSPCA guide produced in consultation with Police Dog Legislation Officers, Local Authority Dog Wardens and Animal Welfare Officers’.

For further information on enrichment and kennelled dog welfare:


• Care and Respect Includes All Dogs. Enhancing and enriching the experience of dogs. https://cariadcampaign.wordpress.com/guides/


Annex G: Disease, Vaccination and Disinfection

Infectious diseases can spread in many ways and adequate precautions should be taken to prevent and control the spread of infectious and contagious diseases and parasites among dogs.

Some infectious diseases are zoonotic i.e. they can be spread from animals to humans and so appropriate cleaning and good hygiene is essential to ensure there is no spread of disease among dogs and visitors. For example, urine should be carefully handled as the human form of leptospirosis is Weil’s disease. Infections by zoonotic diseases can affect any age group but immunocompromised people, the young or elderly are particularly at risk and as such not be in contact with potentially infectious dogs.

It is important that kennel proprietors and their staff are trained to recognise signs of ill-health so that they can seek veterinary attention accordingly. These may include, but is not limited to, vomiting, diarrhoea, coughing, loss of appetite, ocular/nasal discharges, lethargy, excessive drinking. If there is any concern about the health of a particular dog, veterinary advice should be sought.

The diseases listed below are potentially fatal. Vaccination is available in the UK and is a requirement prior to boarding (see Section E).

- **Canine parvovirus**: causes severe vomiting and diarrhoea and is easily spread on hands, clothing, shoes, leads and from the environment. This virus can remain in the environment for a long time and can be very resistant to cleaning. The source is from the faeces of an infected dog.

  (Additionally, other infectious diseases affecting the gastrointestinal tract including Giardia, Coronavirus, Salmonella and Camplyobacter can also be spread via contact with infected faeces).

- **Canine Distemper (morbillivirus)**: this causes a wide range of clinical signs including fever, nasal discharge, thickened pads, depression, diarrhoea, and neurological signs. This is spread by sneezing droplets but the virus can persist in the environment in appropriate conditions and this is therefore a source of contamination.

- **Canine Adenovirus (infectious canine hepatitis)**: causes gastrointestinal and hepatic disease. The virus is spread by close contact with body fluids from infected dogs, however due to its ability to persist in the environment this is also a source of infection.

- **Leptospirosis**: this is a bacterial infection which causes serious liver and kidney disease in dogs. It is spread by contact with infected urine and vaccination does not always prevent the shedding of the leptospires (infectious agents) from the urine. Foxes can also spread the disease. Careful handling of urine is therefore essential.

Vaccination against Kennel Cough (infectious tracheobronchitis) is also available and recommended:

- **Kennel Cough**: This is a complex of respiratory pathogens, the most common being Bordetella bronchiseptica, causing harsh, retching coughing. This can be particularly problematic in the kennel environment, as such staff should be aware of clinical signs. Vaccination is aimed at decreasing the shedding of the disease by infected dogs and reducing clinical signs. The disease is spread by contact with infected sneeze and cough droplets.
Biosecurity, Cleaning and Husbandry

Whilst vaccination is available and an important part of disease management, good husbandry is also essential. This includes not only managing the dogs in terms of avoiding contact and minimising stress, but also cleaning routines and recognising how the behaviour of staff can impact the transfer of disease.

Cleaning products should have bactericidal, virucidal and parvocidal activity for removal of infectious organisms. i.e. they must have the ability to kill bacteria, fungi and viruses. Surfactant components are needed to clean the residual dirt from the environment prior to disinfection. It might be a combination of products is needed but it is essential they are compatible for use together.

Bleach is commonly thought of as a disinfectant. It is not as effective at killing bacteria, fungi and viruses as more commonly used commercial disinfectants. It may cause toxic effects to animals and staff as well as degrading the structure of the building. If can also be corrosive due to its oxidative effects. Although it can have disinfection properties at certain concentrations generally due to the risks involved it is not a suitable disinfectant for use in animal premises.

All chemicals and substances must be safe and appropriate for the environment they are being used in. It is important that instructions, both in terms of dilution and contact time with the surface they are meant to be affecting, are strictly adhered to.

Cleaning regimes should be in place for daily, weekly and monthly cleaning. For example:

**Daily:** remove all soiled material and wash contamination away using detergent if necessary. Dry after cleaning. Remove soiled bedding and replace with clean. Hose down and dry exercise areas where impervious material is used. Dispose of faeces according to waste regulations.

**Weekly:** remove all furniture from kennels, hose down using disinfectant and allow to dry before returning furniture.

**Notes**
Standing water is a source of infection of certain diseases such as Giardia. Thorough drying of surfaces is essential after cleaning.

Disinfectant will not be effective against solid organic material. It is therefore essential that cleaning takes place prior to disinfection.
Useful contacts

Animal and Plant Health Agency
Woodham Lane
Addlestone
Surrey KT15 3NB
Website: https://www.gov.uk/government/organisations/animal-and-plant-health-agency

Animal Welfare Foundation
7 Mansfield Street, London W1G 9NQ
Tel: 020 7908 6375
Email: bva-awf@bva.co.uk

British Veterinary Association
7 Mansfield Street, London W1M 0AT
Tel: 020 7636 6541
Email: bvahq@bva.co.uk

British Small Animal Veterinary Association
Woodrow House, 1 Telford Way
Waterwells Business Park, Quedgeley,
Gloucestershire GL2 2AB
Tel: 01452 726700
Website: www.bsava.com
Email: administration@www.bsava.com

Chartered Institute of Environmental Health
Chadwick Court, 15 Hatfields, London SE1 8DJ
Tel: 020 7928 6006
Web site: www.cieh.org

City of London Corporation
ARC, Beacon Rd. Heathrow Airport. TW6 3JF
Tel +44 (0)208 745 7894
E-mail: veterinary.harc@cityoflondon.gov.uk
Web site: http://www.cityoflondon.gov.uk

Local Government Association
Smith Square, London SW1P 3HZ
Tel: 020 7664 3000
Website: www.local.gov.uk
Email: info@local.gov.uk

Department for Environment, Food and Rural Affairs
Nobel House, 17 Smith Square London SW1P 3JR
Tel: 08459 33 55 77
Website: www.defra.gov.uk
Email: defra.helpline@defra.gsi.gov.uk
The Dogs Trust
17 Wakley Street, London EC1V 7RQ
Tel: 0207 837 0006
Website: www.dogtrust.org.uk
Email: info@dogtrust.org.uk

Health and Safety Executive
Website: www.hse.gov.uk

The Kennel Club
1-5 Clarges Street, Piccadilly London W1J 8AB
Tel: 0844 463 3980
Website: www.the-kennel-club.org.uk

PIF (Pet Industry Federation)
Unit 1a Bedford Business Centre
170 Mile Road
Bedford
Mk42 9TW
Tel 01234 273 933
Email Info@petfederation.co.uk
Website: http://www.petfederation.co.uk

Royal College of Veterinary Surgeons
Belgravia House, 62-64 Horseferry Road
London SW1P 2AF
Tel: 020 7222 2001
Email: info@rcvs.org.uk
Website: http://findavet.rcvs.org.uk

The Royal Society for the Prevention of Cruelty to Animals
Wilberforce Way,
Southwater
Horsham,
West Sussex RH13 9RS
Website: www.rspca.org.uk
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LICENCE CONDITIONS FOR DOG BREEDING ESTABLISHMENTS

BREEDING OF DOGS ACT 1973 AND 1991 AS AMENDED BY THE BREEDING AND SALE OF DOGS (WELFARE) ACT 1999

CIEH 2013 Model Licence Conditions and Guidance for Dog Breeding Establishments

January 2018
Introduction

The 1973 Breeding of Dogs Act (‘the 1973 Act’) requires proprietors of breeding establishments to be licensed. Under the authority of the 1973 Act, local authorities may issue licences to proprietors of breeding establishments stipulating conditions which must be complied with by the licensee.

CIEH 2013 Model Licence Conditions form the recommended basic minimum standards considered necessary to ensure the health, safety and welfare of animals at dog breeding establishment. Having regard to the Animal Welfare Act 2006 and changes in animal welfare.

Unless otherwise stated, these conditions shall apply to all buildings and areas to which dogs have access and/or used in association with the breeding of dogs.

This guidance is aimed at all those who are tasked with inspecting, advising and licensing kennels under the Breeding of Dogs Acts 1973 and 1991 and Breeding and Sale of Dogs (Welfare) Act 1999. It may also be useful to owners and managers of kennels and those planning to build breeding kennels who wish to better understand what their legal requirements are under the 1973 Act the 1991 Act and the Animal Welfare Act 2006 (‘the 2006 Act’) as well as other related legislation, and how to improve compliance with the licence conditions.

Licence Display


It is essential that owners and those responsible for premises management are aware of the licence conditions.

A copy of the licence and its conditions must be displayed to the public in a prominent position in, on or about the boarding establishment.
MODEL CONDITIONS

1. ACCOMMODATION

The following definitions are provided for the purposes of inspection:

**Kennel** - this is a physical structure and area that consists of an indoor sleeping area and outdoor run

**Run** - A run is defined as an area attached to and with direct and permanent access from a kennel.

**Outdoor exercise area** - a separate area from the kennel itself where dogs may, for example, exercise, play, interact with other dogs and people

**Crate** - a safe, secure area that a dog can go into for short periods of time. Usually consists of a wire frame with a removable tray in the base for bedding, but can also be plastic, or fabric. Uses include security, transportation or following veterinary advice. **NB:** This should only be a temporary enclosure for a dog and only where the dog is habituated to it.

1. General
   1.1 Condition
   Dogs must at all times be kept in accommodation suitable as respects construction, size of quarters, numbers of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness [Breeding and Sale of Dogs Act 1973 S.1 (4) (a)].

   1.2 Condition
   Dogs kept in domestic premises must have free access to more than one room and every dog must be provided with continual access to a comfortable, dry, draught-free, clean and quiet place to rest.

   1.3 Condition
   Dog crates, where used (and whilst not acceptable as permanent housing) must be of sufficient size to allow each dog to be able to sit and stand at full height, step forward, turn around, stretch and lie down in a natural position and wag its tail without touching the sides of the crate and to lie down without touching another individual.

   **Guidance**
   Bitches with litters should be given extra space.

2. Kennel Construction
   2.1 Condition
   Where kennels are provided, within converted outbuildings, consideration must be given to cleaning, wildlife access, vermin control, natural lighting and ventilation
Guidance
In new constructions, wood should not be used on exposed surfaces of walls, floors, partitions, door frames or doors in the dog kennelling area.

Existing buildings may be more expensive to adapt and less efficient to operate than new build kennels. Proposed building works may require approval from the building control department and/or planning department.

Where wood has been used in an existing construction it must be smooth and treated to render it impervious. The purpose of avoiding wood on surface structures of kennel interiors is because of the possibility of damage to the material caused by scratching or chewing by dogs. Worn and splintered material is difficult to clean, harbours bacteria, viruses and so on, and allows the splinters to penetrate the animal’s skin.

2.2 Condition
All internal surfaces used in the construction of walls, floors, ceilings, partitions, doors and door frames must be durable, smooth and impervious, easily cleaned and disinfected. Kennels must be free from hazards and there must be no projections or rough edges liable to cause injury.

Sleeping areas of kennels must be insulated so as to prevent extremes of temperature.

Guidance
All exterior wood should be properly treated against wood rot, e.g. tanalised. Only non-toxic products should be used.

The interior and exterior of the buildings should be kept in good decorative order and repair. Outer paths, gardens, exercise areas and general surroundings should be kept in good, clean, safe condition.

3. Security
3.1 Condition
The construction must be such that the security of the dog is ensured.

Fencing material must be safe and secure.

Guidance
Where galvanised welded mesh is used for fencing and cages or kennels, the wire diameter should not be less than 2mm (14 standard wire gauge) excluding any covering and the mesh size should not exceed 5cm (2in).

4. Walls and Partitions
4.1 Condition
Walls with which dogs may come into contact must be of smooth impervious materials, capable of being easily cleaned and disinfected.
**Guidance**
Where concrete or other building blocks or bricks are used, they should be sealed so as to be smooth and impervious, and resealed as necessary.

Junctions between vertical and horizontal sections should be coved. If impractical in existing premises, all joints should be sealed.

It is suggested that partition walls between kennels and individual exercise areas should be of solid construction and of sufficient height to prevent direct nose-to-nose contact between dogs.

Partition construction may be solid from floor to ceiling, but this should not be to the detriment of other welfare considerations such as the dog’s outlook, lighting, ventilation. Suitable materials for the construction of partition walls include properly surfaced impervious brick/block constructions, moulded plastic, glass reinforced plastic (GRP) and pre-formed plastic surfaced board.

Constructing a solid partition provides a physical barrier to infection.

### 5. Floors

#### 5.1 Condition
Flooring must be of a non-slip, urine-resistant material. It must be laid in a way and at a fall that avoids the pooling of liquids. Slatted or wire mesh floors must not be used.

**Guidance**
It is recommended that new kennels should incorporate a damp proof membrane.

All floors of kennels and individual exercise areas should be constructed and maintained in such a condition as to prevent pooling of liquids.

#### 5.2 Condition
Floors of all buildings, individual exercise areas and kennels must be of smooth, impervious materials, capable of being easily cleaned and disinfected while providing sufficient grip for the animal to walk or run without sustaining injury.

**Guidance**
In new constructions, it is recommended that floors should be laid to a minimum fall of 1 in 80 leading to a shallow drainage channel or effectively covered deep drainage channel.

Communal exercise areas should also be suitably drained to prevent pooling of liquids.

### 6. Ceilings

#### 6.1 Condition
Ceilings must be capable of being cleaned and disinfected.
7. Doors
7.1 Condition
Kennel doors must be strong enough to resist impact and scratching and must be capable of being effectively secured.

Guidance
Where metal bars and frames are used, they should be of suitable gauge with spacing adequate to prevent dogs and puppies escaping or becoming entrapped.

Where metal edging is used, this should not present a risk of injury to the dog.

Door openings should be constructed such that the passage of water/waste is not impeded, or allowed to accumulate due to inaccessibility.

When designing kennel doors, regard should be had to the health and safety of the person working in the kennel, for example, large dogs may push against the door which may give rise to difficulties in securing the door and even to accidents to the person on the opposite side of the door when it opens outwards. A door which opens inwards may also reduce the possibility of escape.

8. Windows
8.1 Condition
Windows must not pose a security risk and must be escape proof for the protection of the dog as well as the public.

Guidance
When windows are so situated that they could pose a security risk, it is recommended that welded mesh or reinforced glass, polycarbonate or other impact resistant material is used.

9. Drainage
9.1 Condition
The establishment must be connected to mains drainage or an approved sewerage disposal system.

Guidance
Drainage channels should be provided near to the kennel edge so that urine cannot pass over walk areas in corridors and communal access areas. A separate drainage channel may be needed in the exercise area. Advice concerning waste water outlets should be sought from the Environment Agency and/or, the local authority.

10. Lighting
10.1 Condition
During daylight hours light must be provided to exercise and sleeping areas so that all parts are clearly visible.

Guidance
Where practicable this should be natural light.
10.2 Condition
Lighting must be of sufficient standard to enable efficient working both during and after daylight hours.

Supplementary lighting, adequate to allow inspection, must be provided throughout the establishment.

Guidance
It is recommended that breeding establishments should have a low level night light for use after daylight hours.

11. Ventilation
11.1 Condition
Ventilation must be provided to all interior areas without the creation of excessive, localised draughts in the sleeping area.

Guidance
A balance should be struck between providing adequate ventilation while avoiding unnecessary loss of heat. Checks need to be made during the day and night to allow for temperature fluctuations. Ventilation is important in disease control. It provides protection against accumulation of odour and prevents excessive humidity. High humidity increases the risk of infectious bronchitis (‘Kennel Cough’).

12. Kennel Design (Size, layout and exercise facilities)
12.1 Condition
Kennels must be divided into sleeping and activity areas.

Kennels must be provided with an adequate size of sleeping area, such that dogs can stand, turn around, stretch and lie down flat in a natural position, with sufficient space for the door to open fully.

Guidance
Special consideration should be given to whelping bitches and bitches in season. Kennels should cater for the maximum number of puppies having regard to the size of the breed and litter size. (See also Appendix D).

When constructing kennels, an appropriate design and correct materials should be used to overcome problems of noise emission and to ensure energy conservation. This is in order to minimise discomfort to the dog and risk of nuisance to persons in the vicinity of the site.

All parts of the kennel should be easily accessible to undertake thorough cleaning by staff.

12.2 Condition
Adequate exercise areas must be provided for all kennels. Dogs must be able to walk, turn around easily, wag their tails without touching the kennel sides, and lie down without touching another dog.
Kennels and runs must open onto secure corridors or other secure areas so that dogs are not able to escape from the premises.

Exercise areas must not be used as sleeping areas.

Outdoor areas where animals exercise and interact cannot have strict temperature regulation. Dogs must not be restricted to such areas when climatic conditions may cause them distress. They must have constant access to fresh clean water, shade and shelter so they can avoid rain, wind, snow, ice or direct sunlight, etc.

In adverse weather conditions, the responsible person must decide whether or not dogs are given free access to their run.

The run must be at least partially roofed to provide the dog with sufficient protection against all weathers.

Guidance
Depending upon the breed, consideration should be given to covering the whole of the runs.

13. Beds and Bedding
13.1 Condition
The bed must have clean bedding and be large enough for each dog to lie flat on their side.

Beds must be suitable to allow dogs to be comfortable, i.e. of durable construction, be sited away from and offer protection from draughts and be of a suitable size for the size and type of dogs kept.

Bedding must be capable of being easily cleaned and disinfected.

Guidance
All bedding material in use should be clean, non-irritant, parasite free and dry.

Chewing or destruction of bedding should not result in restricted access, rather alternative materials should be tried.

14. Number of Dogs Permitted
14.1 Condition
The maximum number of dogs to be kept at any one time is to be determined by the Local Authority (see also Appendix D).

The number of dogs permitted must relate to the number and size of the kennels or space available and will be stipulated clearly on the front sheet of the licence. The decision regarding the number of dogs permitted to be kept must take into account the maximum likely litter size as well as the effectiveness of site management.

Guidance
The figure should include any dogs kept on the breeders’ premises which are not being used for breeding and must not be exceeded
15. Temperature in Accommodation

15.1 Condition
Heating facilities must be available in the kennel and used according to the requirements of the individual dog.

Guidance
There should be some part of the sleeping area where the dog is able to enjoy a temperature of between 10°C - 26°C. Temperature should be relevant to the type and breed of dog. If necessary, heating and/ or automatic cooling/ventilation should be used to achieve this.

The materials used on the kennel exterior should offer adequate protection against temperature variations throughout the year. The difficulty of maintaining the ideal temperature is acknowledged; however, these are realistic temperatures and should not be exceeded in normal circumstances.

15.2 Condition
Devices used for heating and cooling must be safe and free from risk of burning or electrocution. Manufacturer’s instructions must be followed. Open flame appliances must not be used. (See Health and Safety at Work Act 1974 under Other Relevant Legislation).

Guidance
There should be the ability to record temperatures at dog level. (See also Record Keeping at Section 6 – Health and Welfare of the Breeding Stock and Litters).

There will be periods in the year where ambient external temperatures will cause temperatures to fluctuate above or below the recommended levels. If the higher temperature level is exceeded due to structural shortcomings rather than normal ambient temperature, then artificial means of counteracting this high temperature should be introduced.

Where temperatures fall below the recommended level, the use of individual heating lamps for dogs may prove adequate. In some circumstances additional background heating will also be required.

Failure to give adequate attention to construction and insulation may cause dogs to suffer and increase running costs. Geographical orientation will affect temperature, e.g. north facing openings make it difficult to maintain adequate heating levels. Correct orientation of the kennel will allow maximum use of natural light.

16. Cleanliness
(See also Appendix E – Cleaning Standard Operating Procedure (SOP))

16.1 Condition
All kennels, corridors, common areas, kitchens and so on must be kept clean and free from accumulations of dirt and dust so that disease control is maintained. Each occupied kennel must be cleaned daily at a minimum. An agreed SOP must be followed.

Each occupied kennel must be cleaned daily at a minimum.
Guidance
Regular disinfection should be demonstrated by keeping records of disinfecting regimes. (See also SOP – Appendix E).

16.2 Condition
All excreta and soiled material must be removed from all areas used by the dogs as necessary.

All sleeping areas and bedding must be kept clean and dry.

Facilities must be provided for the proper reception, storage and disposal of waste.

Guidance
Advice should be sought from the Environment Agency or local authority concerning removal of waste such as dog faeces, soiled material and infectious material.

16.3 Condition
Measures must be taken to minimise the risks from rodents, insects and other pests within the breeding establishment.

Guidance
Such pests should be adequately dealt with without delay to eradicate the infestation.

16.4 Condition
Foul waste water must be disposed of by discharge to the appropriate or an approved drainage system. Those wishing to operate an incinerator must seek advice from the Environment Agency and/or the local authority. (See Environmental Protection under Other Relevant Legislation).

Guidance
There is a range of cleaning regimes. The regime should include:

1. Removal of solids
2. Washing
3. Disinfection
4. Drying

The physical collection of faeces is usual (‘poop scoop’ or shovel and bucket). The use of detergent and water will ‘wash down’. Pressure hoses or steam cleaning will wash down more effectively. Bacteria, viruses, fungi need to be controlled by the sanitising process. Because disinfectant is washed away after a short period of time, the long term activity of chemicals used to control viruses, bacteria and fungi should be considered (see also SOP – Appendix E).

Great care should be taken when using any chemicals. Chemicals and materials should be used and stored correctly. (See COSHH Regulations under Other Relevant Legislation). Combinations of bactericides, fungicides and virucides may prove expensive to use and may not necessarily provide the best system. Professional advice should be sought for the most effective method.

Staff working from kennel to kennel further increase the risk of spreading disease. Staff should be trained in good kennel hygiene. Complete disinfection of kennel and equipment should be carried out between occupancies.
17. Whelping Facilities

17.1 Condition
There must be a separate whelping pen or room for each whelping bitch in which to whelp. There must be direct access to the whelping area for kennel personnel without disturbing the general kennel population. Once separated there must be increased social contact with humans.

Guidance
Bitches should be moved to their whelping accommodation 60 days after mating or sooner if signs of imminent whelping are shown.

17.2 Condition
Each whelping pen must be constructed of easily cleanable impervious materials. The area must be cleaned regularly and a record kept of cleaning procedures. The whelping pen must have a divider to allow the bitch to access an area where she cannot be reached by the puppies. There must be natural daylight.

There must be a whelping bed raised off the floor and with sides high enough to prevent new born puppies from falling out. The bed must contain sufficient bedding to ensure a soft surface for the bitch and to enable the absorption of mess resulting from whelping. The bed must be constructed of easily cleanable impervious material and must be thoroughly cleaned and disinfected between litters.

Guidance
Where a bitch is whelped in a domestic environment it is acceptable for a temporary disposable covering to be used.

Varnishing wood will make it impervious.

17.3 Condition
The whelping area must be maintained at an appropriate temperature. The bitch must be able to move away from heat spots.

Guidance
There should be an area maintained between 26-28 degrees Celsius. This can be achieved with a local heat source such as a heat lamp.

Puppies under four weeks of age should be kept at a temperature between 26°C (79°F) to 28°C (82°F) with provision for the bitch to move to a cooler area.

17.4 Condition
Bitches must be adequately supervised during whelping and records kept of:
• time of birth of each puppy
• puppies’ sex, colour and weight
• placentae passed
• any other significant events.

Bitches must be allowed a minimum of four periods a day for toileting and exercise away from their puppies.
18. Bitches in Season
18.1 Condition
Consideration should be given to separating bitches in season and they must not be kept with entire male dogs.

2. MANAGEMENT

19. General
19.1 Condition
Dogs must be adequately supplied with suitable food, drink and bedding material, adequately exercised, and visited at suitable intervals [BDA 1973 S.1 (4) (b)].

The 1999 Act strengthens the requirements for dogs to be visited at suitable intervals.

The Animal Welfare Act (2006) sets out the Duty of Care which must be met by the person responsible for the animals (see Animal Welfare Act under Other Relevant Legislation)

Guidance
(See also Appendix L – Daily Routine SOP)

20. Supervision
20.1 Condition
A fit and proper person must always be present to exercise supervision and deal with emergencies.

Guidance
Any person with responsibility for supervision should be over the age of 16.

Where staff are employed, ideally a written training policy should be provided. Training of staff, whether permanent or temporary, should be demonstrated (via appropriate training records) to have been carried out on all aspects of the care of all ages of dogs and updated regularly. Staff should be adequately trained in the work they are expected to carry out. For example, in handling dogs safely and in procedures to be followed in the event of an emergency. (See Health and Safety at Work Act 1974 under Other Relevant Legislation).

The following are regarded as essential topics to be covered in the training programme relating to the care of dogs: Animal Health and Welfare; Cleanliness and Hygiene; Feeding and Food Preparation; Disease Prevention and Control; Recognition of Sick Animals; Dog Handling; Health and Safety; Emergency Procedures, Normal Whelping and Responsible Breeding.

There are a variety of animal care courses available and staff should be encouraged to attend Relevant NVQs attained at Level 2 or the equivalent should enable staff to gain a minimum level of competency.
21. Numbers of staff
21.1 Condition
Numbers of staff must be appropriate for the breed/type and number of dogs being bred. Numbers must be sufficient to provide the level of care set out in these model conditions.

Guidance
Staff numbers should be of concern when there is evidence that the standards maintained or the condition and behaviour of the animals is being compromised, or where an unrealistic routine is in place.

21.2 Condition
Sufficient adequately trained staff must be available every day to carry out all the interactions and procedures with dogs specified in this document.

21.3 Condition
Establishing the number of staff required will require an assessment of the conditions at the establishment. As a guideline, it may be considered that a full-time attendant may care for up to 20 dogs. In domestic environments, it is advisable for other members of the household, or dog sitters to be provided with guidance notes in regard to general day to day care – feeding, grooming, cleaning, exercise and compatibility issues – especially where several dogs, or breeds of dogs, are involved.

21.4 Condition
Dogs must not be left alone for long periods and must be checked at the start and end of every working day and regularly by a member of staff at least every four hours during the day.

Guidance
These checks should be more frequent when bitches are imminently due to whelp, whelping and puppies that are not yet weaned (See also Section 2 – Management and Section 6 – Health and Welfare of the Breeding Stock and Litters). Condition

22. Environmental Enrichment and Exercise
22.1 Condition
Dogs must be provided with environmental enrichment and the ability to have some control over their environment.

Guidance
Toy and activity feeders that are changed regularly are ideal enrichment. There should be more toys or feeders than there are dogs in the kennel. The use of raised beds and the ability to move out of other dogs’ sight should be provided (see also Puppy Plan Annex B).

22.2 Condition
Breeding establishments are the permanent home for some dogs and therefore provision of exercise facilities must be adequate for the long term. Dogs must not be kept permanently confined.

Arrangements must be made for the dogs to be exercised at least twice a day.
Guidance
Exercise may also be provided by walking. Where dogs are exercised off the premises, reference should be made to the Clean Neighbourhoods Environment Act (2005) and the Control of Dogs Order 1992 (see Other Relevant Legislation). The name, address and telephone number (including the emergency number) of the establishment’s veterinary practice should be displayed prominently preferably by the telephone.

23. Handling and Habituation
23.1 Condition
Breeding dogs must be handled and examined regularly to identify changes in health, weight and behaviour, also to ensure dogs are habituated to handling by people. This is particularly important for bitches, as fear of people will influence development of puppy behaviour.

Guidance
An SOP for the socialisation and habituation of puppies from birth to the point of sale should be used (see Puppy Plan Annex B and Annexes F & G on Socialisation and Habituation).

24. Food and Water Supplies
24.1 Condition
All dogs must be adequately supplied with suitable food. Clean water must be available at all times and changed at least daily. Dogs must be fed a diet appropriate to their age, breed, activity level and stage in the breeding cycle. Dogs must be fed individually with separate bowls. Food must be stored in vermin-proof containers and fresh food must be refrigerated.

Guidance
The dogs’ weight should be monitored and recorded quarterly and diets adjusted where necessary, unless otherwise advised by a veterinary surgeon or a significant change in the dog’s weight/body condition is noticed.

24.2 Condition
Eating and drinking vessels must be capable of being easily cleansed and disinfected to prevent cross contamination. They must be maintained in a clean condition and cleaned and disinfected or disposed of after each meal.

Guidance
If necessary, the veterinary surgeon should be consulted to advise. Special dietary considerations should be given to young and old dogs and to whelping and nursing bitches. Nutrition is particularly important during pregnancy and lactation and consideration should be given to the varying nutritional requirements of individual dogs. Body condition score should be monitored and feeding adjusted appropriately. (See also Annex H – Feeding SOP).

24.3 Condition
Dogs must be fed sufficiently well to maintain health.

Guidance
Inspectors should observe the general condition of the dogs and check on the quantity of food in store and the process of preparation.
25. Weaning Procedures

25.1 Condition
Puppies must start the weaning process as soon as they are capable of ingesting food on their own. The food offered must be appropriate for the stage of development of the puppies.

Puppies at weaning must initially be offered food five times a day. It must be ensured that each puppy takes the correct share of the food offered.

Guidance
Weaning should normally commence at 3-4 weeks old. The initial diet may be liquid progressing to solid food over the ensuing period.

25.2 Condition
During lactation, the bitch must have sufficient appropriate food to satisfy the demands being made upon her.

Guidance
Lactation will last until the puppies are weaned. Consideration should also be given to how many puppies the bitch is nursing. During lactation the bitch should be closely monitored for signs of complications (e.g. eclampsia). The feeding level required for the bitch after weaning will depend upon her body condition.

Where a proprietary food source is used the manufacturer’s guide should be followed. Veterinary advice should be sought if in doubt.

Food provision can be used to enhance enrichment, for example through the use of devices increasing the time and effort taken to access food (e.g. puzzle feeders, activity balls, stuffed rubber toys). Where these are used they should be cleaned and disinfected thoroughly between each use. Where dogs are kept in pairs or larger groups, more devices should be available than the number of dogs, use should be monitored carefully to identify where aggression occurs. Dogs which show aggression associated with feeding, or when provided with food based enrichment, should be separated from other dogs prior to feeding.

26. Kitchen Facilities

26.1 Condition
Facilities, hygienically constructed and maintained, must be provided for the storage and preparation of food for the dogs.

Where fresh and cooked meats are stored, refrigeration facilities must be provided. Food contamination must be avoided.

A sink with hot and cold running water must be available for washing kitchen utensils and eating and drinking vessels.

Guidance
A separate hand basin with hot and cold running water should be provided for staff.
26.2 Condition
Containers for storing foods must be provided and must be constructed and maintained to
guard against insects and other pests.

Cross-contamination must be avoided.

Guidance
Dishes and bedding should be washed separately from domestic items.

27. First-Aid Kit for Dogs
27.1 Condition
A fully maintained first-aid kit suitable for use on dogs and puppies must be available and
accessible on the premises.

Guidance
A veterinary surgeon should be consulted concerning its contents and a competent member
of staff should be in charge of its maintenance.

28. Isolation Facilities
28.1 Condition
Veterinary advice must be sought for any animal with a potentially infectious disease.

Guidance
Where advised, the dog should be isolated immediately and the procedure documented.

28.2 Condition
Facilities for isolation must be available when required. Isolation facilities must be used where
the presence of infectious disease is suspected or known.

Guidance
Procedures should be in place, and understood by all staff, to prevent the spread of infectious
disease between isolated animals and the other dogs.

28.3 Condition
Isolation facilities must be in compliance with the other licence conditions but must be
physically separate from other dogs.

Guidance
Intervening buildings and construction detail (i.e. window and door positions) should be
taken into account because individual circumstances may significantly affect the
recommended distance.

For airborne diseases, ideally a distance of at least 5m (15 ft). The requirement for 5 m
distance between isolation facilities and the other dogs is based upon consideration of the
distance that airborne infection can carry.

28.4 Condition
Hands must be washed after leaving the isolation facilities before handling other dogs.
Protective clothing, footwear and equipment, for use only in the isolation facility, must be used to reduce the spread of infection and must not be worn outside the isolation facility.

**Guidance**
The use of disposable clothing is recommended.

A management regime should be followed where an isolation case is being handled. For example, isolation cases must be cared for after all other dogs have been attended to. Records of the isolation cases and the management regime to be followed should be kept. (See also Record Keeping under Section 6 – Health and Welfare of Breeding Stock and Litters).

**28.5 Condition**
Complete disinfection of the isolation facilities and equipment must be carried out once vacated.

### 3. DISEASE CONTROL, VACCINATION AND WORMING

#### 29. General

29.1 **Condition**
All reasonable precautions must be taken to prevent and control the spread among dogs of infectious or contagious diseases [BDA 1973 S.1 (4) (c)]. Licence holders must take all reasonable steps to protect the animal from pain, suffering, injury and disease.

All breeding establishments must be registered with a Veterinary Practice and ensure full details are made available to the Licensing Authority.

**Guidance**
Registered breeders should produce a health and welfare plan (see Appendix I) approved by a veterinary surgeon. This should be updated on an annual basis and needs to take into account the health, preventive treatment, socialisation, and welfare of the animals.

### 4. EMERGENCIES/FIRE PREVENTION

#### 30. General

30.1 **Condition**
All appropriate steps will be taken for the protection of the dogs in case of fire or other emergency [BDA 1973 S.1 (4) (d)]. There must be Emergency Evacuation and Contingency Plans (see Appendix J) in place which meets approval with the local authority, and in consultation with the local authority.

**Guidance**
Contingency plans should also include consideration for alternative housing for a large number of dogs. For the occasions where it is not possible to evacuate the dogs to alternative
locations other contingency measures should be in place, this may include long term provision of feed/water or euthanasia (see Appendix K on Euthanasia).

5. TRANSPORT
Section 1(4) (e) of the 1973 Act is concerned with safeguarding the welfare of dogs ‘when being transported to or from the breeding establishment’.

31. General
31.1 Condition
Dogs and puppies being transported to and from breeding establishments must be properly supervised to ensure compliance with the obligations under the 1973 Act.

All appropriate steps must be taken to ensure that the dogs will be provided with suitable food, drink and bedding material and adequately exercised when being transported to or from the breeding establishment.

Bitches must not be transported in the last stages of pregnancy, ideally not from 54 days after mating, unless to a veterinary surgeon for treatment. Bitches must not be transported for 48 hours after whelping unless it is to see a veterinary surgeon for treatment.

Guidance
It is recommended that records are kept of the vehicles used when dogs are transported, as well as details of journeys undertaken (see Record keeping section below at Section 6 – Health and Welfare of Breeding Stock and Litters). (See also the Welfare of Animals (Transport) (England) Order 2006 under Other Relevant Legislation). All vehicles are considered commercial and subject to EU Transport Regulation 1/2005.

31.2 Condition
Whenever dogs are transported they must be fit and healthy for the intended journey. Injured and/or diseased dogs must not be transported (except for minor illness or injury, as determined by trained and competent staff) unless they are being taken to a veterinary surgery.

Guidance
The transporting of distressed dogs should be avoided whenever possible.

When transporting animals, there is a general duty of care to protect them from injury or unnecessary suffering (see Article 4 of Welfare of Animals [Transport] [England] Order 2006) and to also ensure they are transported in suitable containers. If the transportation is carried out in connection with an ‘economic activity’, as defined by the Regulations, then there are further legal requirements to comply with under this legislation. Furthermore, there is a requirement under the Highway Code that animals should be “suitably restrained” when transported (Rule 57, Highway Code). Any vehicle used for transporting dogs should be suitable and have the correct ventilation and temperature control so that the dog remains comfortable during the journey, whatever the outside temperature. Dogs should not be left unattended in a vehicle for any length of time.
Dogs should not be fed within two hours of a journey and should be exercised immediately before they are loaded to give them the opportunity to go to the toilet.

During a journey dogs should be securely and comfortably confined. If a dog is transported alone in a container, he or she should have enough space to stand, sit erect, lie in a natural position and turn around normally while standing up for long journeys. If transported with other dogs, there should be sufficient space for all the dogs to carry out all these behaviours without touching other dogs.

If transporting adult dogs by road, sufficient breaks should be offered for water and the chance to go to the toilet.

31.3 Condition
Puppies must not be transported before eight weeks of age without their dam unless a veterinary surgeon agrees otherwise for health and/or welfare reasons, or in an emergency (See Welfare of Animals (Transport) Order (England) 2006 - Council Regulation (EC) No 1/2005).

Guidance
Where possible, puppies should be trained to stay calmly in a crate by using reward-based training prior to transportation.

6. HEALTH AND WELFARE OF THE BREEDING STOCK AND LITTERS

32. Mating
32.1 Condition
Bitches must not be mated if they are less than one year old [BDA 1973 S.1 (4) (f)]

Guidance
It is the responsibility of the licensee to make every reasonable effort to ensure that both sires and bitches are in good health prior to mating. This includes checking for the presence of both infectious and genetically inherited diseases which may affect the health of either parent or resulting puppies. Where necessary, veterinary advice should be sought.

Breeding stock should be selected on their temperament and genetic health. Dogs that have required surgery to rectify an exaggerated conformation that has caused adverse welfare (e.g. an excessively flat face or short nose or eyelid abnormalities etc.) should not be bred from.

Dogs with exaggerated conformations that may be associated with adverse welfare should not be bred from.

33. Maximum Number of Litters
33.1 Condition
Bitches must not give birth to more than six litters of puppies each in their lifetime. [BDA 1973 S.1 (4) (g)]

Guidance
(See also KC Guidance on numbers of litters – Appendix A)
34. Twelve Months Between Litters

34.1 Condition
Bitches must not give birth to puppies before the end of the period of twelve months beginning with the day on which they last gave birth to puppies [BDA 1973 S.1 (4) (h)]

35. Social Contact for Dogs and Socialisation of Puppies Adult Dogs

35.1 Condition
All dogs used for breeding must be kept in an environment that allows adequate social contact with both other dogs and people.

Guidance
Social contact with other dogs may be achieved through pair or group housing, although the behaviour of individuals within each group should be monitored carefully for signs of aggression or fear. The compatibility of the dogs may vary depending on the stage of the breeding cycle (seasons and lactation) and this should be monitored carefully. Dogs which show behavioural signs of fear or anxiety associated with contact with other dogs may be better housed and exercised singly, as long as they are provided with sufficient human contact. They should not be used for breeding. A policy should be in place for monitoring the introduction of new dogs to existing groups in either domestic or kennel environments, to avoid stress to either new or resident animals.

Bitches close to whelping and when lactating should not generally be mixed with other adult dogs. On these occasions where dogs have to be kennelled on their own, the level of social contact with humans should be increased to compensate.

When the social contact is provided by humans, the contact should be for the majority of the day. When dogs are kept in a kennel environment this should be the working day and in a domestic environment the normal waking hours of the household.

Puppies

See also Puppy Plan - Appendix B

36.1 Condition
Puppies must be handled regularly from shortly after birth for short periods (e.g. gently picking up and examining) to habituate them to human contact and to examine them for any sign of disease and to ensure they are feeding properly.

Guidance
The early experience of puppies has a profound effect on their adult behaviour, and it is important that the facility has in place an adequate programme to socialise puppies and prepare them for life in a domestic environment. SOPs should be available so that all staff know how to appropriately socialise puppies.

Where bitches are anxious or aggressive when puppies are approached, this process should be gradual to acclimatise the bitch to the presence of people around the litter.
36.2 Condition
From 3 weeks old puppies must be habituated to events likely to be encountered in a domestic environment.

Guidance
This should include the sights and sounds in households, such as appliances, as well as differing surfaces on which to walk. Introduction to novel sights and sounds should be gradual so that puppies do not show a fearful response such as startling or withdrawal. Puppies should also be introduced to a variety of people including adults of both sexes, children of different ages, and wearing a variety of clothing styles.

36.3 Condition
To learn social skills with other dogs, puppies must be maintained as a litter or with puppies of a similar age and size.

Guidance
They should also ideally be introduced to nonaggressive and healthy, vaccinated adult dogs in addition to the bitch. However, it is also important for puppies to start to learn to be separated from others, so should be separated from litter mates and the bitch for short periods from the age of six weeks. During periods of separation there should be human social contact.

Household sounds may occur naturally in domestic environments but could be achieved through the playback of recordings for dogs housed in kennels.

37. Record Keeping
(See also Appendix C)

37.1 Condition
Accurate records in a form prescribed by regulations must be kept at the premises and made available for inspection there by any officer of the local authority or any veterinary surgeon, authorised by the local authority to inspect the premises [BDA 1973 S.1 (4) (i)].

The Breeding of Dogs (Licensing Records)

Regulations 1999 (SI 1999 No 3192) prescribe the form of records to be kept by licensed breeding establishments. These records must be accurate and kept on the premises and made available to local authority inspectors or any veterinary surgeon authorised by the local authority.

A record must be kept by every licensed dog breeder for each breeding bitch providing the name of the bitch, date of birth, address where she is kept, breed, description, date of mating and details of sire. Licensed dog breeders must also keep a record of any litters, including the sex of the puppies, date of birth, weight, description and total number in the litter. The record must also show the details of sale, namely the date of sale, name and address of who was supplied and the status of the purchaser (i.e., private owner or pet shop).

Guidance
Although the sub-section does not provide any scope for flexibility, the Home Office guidelines to local authorities expect local authorities to take into account any difficulties in relation to factors beyond the breeder’s control, such as when a bitch whelps prematurely. Accurate records showing matings and whelpings will be essential.

Additional records will provide useful information to the local authority inspectors should problems arise. It is suggested that this information should include:

- The details and number of all dogs kept on the premises, including movement on and off the premises;
- Oestrus dates of breeding bitches;
- Microchip or tattoo numbers or other suitable form of permanent identification. If the dogs are KC or breed association registered, these numbers should also be recorded;
- Where dogs are under a breeding arrangement, the details of such dogs, together with their whereabouts;
- Vaccination and worming records and details of other veterinary treatment given;
- Cleaning and disinfecting regimes (see also SOP);
- Feeding and exercise routines;
- Accommodation temperatures;
- Details of any isolation cases and the management regime in place;
- Details of vehicles used for transporting dogs as well as time and length of journeys taken. Records should also show which dogs are transported and their destination;
- Date and cause of death if known;
- Number of dogs required to be euthanised, reason for euthanasia, date of euthanasia and the name of the veterinary surgeon in attendance;
- Number of breeding bitches retired, details of each individual breeding bitch’s microchip (or other permanent identification) number, outcome for the bitch e.g. rehomed and to where
- If dogs have come from abroad, specific additional information should be recorded.
- Health Plan (Annex I)
- Health screening test results;
- Puppy contract

This list is by no means exhaustive.

Documentation should also be routinely provided to purchasers of puppies, for example as a ‘puppy pack’, including information on the puppy’s diet, worming history, five generation pedigree where relevant, any parental or puppy health check results, any veterinary treatment or ongoing medication, health insurance, socialisation history, and advice on ongoing care. Purchasers of puppies should also receive a puppy contract (AWF/RSPCA), and full contact details of the breeder.
Other Relevant Legislation

PLEASE CHECK CURRENT STATUS OF LEGISLATION AT TIME OF INSPECTION

References to other relevant legislation are made simply to alert the reader to other issues, such as those relating to health and safety matters, as well as environmental protection, which should also be considered in the operation of a breeding establishment.

References to legislation should not be taken as a detailed explanation of the law, and this publication may not refer to all legislation that may be relevant depending on the circumstances.

It should be borne in mind that laws change and expert advice should always be sought as to the current legal position.

A list of useful addresses is included at the back of the guide.

1. Health and Safety at Work etc Act 1974

Employers must ensure the safety of their workers, both voluntary and paid, and visitors to the workplace. This is underpinned, inter alia, by the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999. A safe system of work must be in place and there must be adequate training and supervision. For example, staff employed to handle dogs must be competent and properly trained for the work they are expected to carry out.

The Health and Safety Executive (hse.gov.uk) and/or the local authority should be contacted for further advice and information.

2. Control of Substances Hazardous to Health (COSHH) Regulations 2002

These Regulations require employers to:

• assess the risks to health from work activities which involve a hazardous substance, e.g., chemicals or micro-organisms;
• prevent or, where this is not reasonably practicable, adequately control exposure to the hazardous substances;
• introduce and maintain control measures;
• inform, instruct and train employees about the risks and precautions to be taken;
• regularly review risk assessments and the effectiveness of control measures.

These Regulations also cover zoonoses (diseases transmitted between animals and people, such as Salmonellosis, Toxocariasis and Toxoplasmosis) and suitable advice on risks and precautions should be brought to the attention of staff. Staff should also be appropriately vaccinated. It is vital that those working with dogs are aware of the importance of preventing disease transference. Cross-contamination risks are high and good hygiene is important.
3. STAFF

Workplace (Health, Safety and Welfare) Regulations 1992,
Health and Safety (First-Aid) Regulations 1981,
Personal Protective Equipment at Work Regulations 1992

Suitable and sufficient toilet and washing facilities must be available for staff in accordance with health and safety requirements. There is a general duty on employers to ensure there is adequate first aid provision for employees. The minimum requirement is a suitably stocked first-aid box, an appointed person to take charge of first-aid arrangements and information for employees about first-aid arrangements, such as where the first-aid box is and who the appointed first-aider is. Every employer must ensure that suitable personal protective equipment is provided to his employees who may be exposed to a risk to their health or safety while at work except where and to the extent that such risk has been adequately controlled by other means which are equally or more effective. Accordingly Staff may need to be provided with items such as protective clothing, dog catching devices and muzzles.

For guidance see HSE: www.hse.gov.uk

4. WASTE – Environmental Protection Act 1990 and related legislation

Certain waste may only be passed to registered carriers or appropriate licensed or authorised disposal facilities. Those wishing to dispose of waste on their premises or operate an incinerator must seek advice from the local authority.

The type of waste likely to be produced by breeding establishments would include faeces, soiled material, waste water, blood and other discharges, and tissue. There are regulations which pertain to the collection, carriage and disposal of such waste and place a duty of care on those producing and handling certain types of waste, particularly animal by-products. Advice should be sought from the Environment Agency Regional Office which produces information sheets and from AHVLA or from the local authority.

5. NUISANCE – Environmental Protection Act 1990

It is important to consider the potential problem of noise and odour nuisance. Such noise or odour that is prejudicial to health or a nuisance may amount to a statutory nuisance in relation to which Local authorities may serve an abatement notice and, if this is ignored, a summons may follow. Persons aggrieved may also complain on notice.

Monitoring a single dog barking at close range may produce a reading in the region of 95 dB(A). It is important to design and site kennels to prevent any cause for complaint from neighbours. The choice of appropriate materials, and their correct use in design, in terms of preventing noise (and odour) nuisance is extremely important. It should be borne in mind that if the nuisance is unreasonable having regard to the area, a cause of action could still arise even if the nuisance was already present when the complainant moved to the area. If the nuisance amounts to a public nuisance such “prescription”, as it is known, will never be a defence.
Environmental Health Officers within the local authority should be able to give further advice and guidance on nuisance problems and related statutory provisions. Certain types of noise, for example, are the subject of specific statutory controls.

6. Dogs (Fouling of Land) Act 1996

This Act empowers local authorities to designate certain land for the purpose of making it an offence to allow a dog to defecate on such land. If the person in charge of a dog allows that dog to defecate on designated land and fails to remove the faeces forthwith, then that person will be guilty of an offence, unless he has reasonable excuse or has the consent of an authorised person not to remove the faeces. It should be borne in mind that the Act specifically states that it will not be considered reasonable excuse if the person is without the means to remove the faeces or is unaware that the dog has defecated.

The Dogs (Fouling of Land) Act 1996 is only applicable in England and Wales.

Department of the Environment Circular No. 18/1996: Dogs (Fouling of Land) Act 1996 provides useful guidance on the Act. Where dogs are exercised off premises, the provisions of this Act should be borne in mind.

7. DOG FOULING – Clean Neighbourhoods and Environment Act 2005

Part 6 of the Clean Neighbourhoods and Environment Act 2005 relates to dogs and became law in 2006. Under this Act local authorities and parish councils in England and Wales have been given the powers to introduce new Dog Control Orders (DCOs) in respect of any land in their area to which the public are entitled or permitted to have access with or without payment.

This Act empowers local authorities to designate certain land for the purpose of providing for offences relating to the control of dogs which, inter alia, can include offences relating to the fouling of land by dogs and the removal of dog faeces.

The Dogs (Fouling of Land) Act 1996 is largely repealed by this Act. Some savings were made by Article 4 of the Clean Neighbourhoods and Environment Act 2005 (Commencement No. 1, Transitional and Savings Provisions) (England) Order. The Dogs (Fouling of Land) Act 1996 empowered local authorities to designate certain land for the purpose of making it an offence to allow a dog to defecate on such land without removing the faeces forthwith and the savings provide that the Dogs (Fouling of Land) Act 1996 shall continue to have effect in respect of any land which is designated land before 6 April 2006, save to the extent that a DCO applies in respect of it, if the designation order in question is revoked or, if the designation order in question is amended so as to reduce the extent of the designated land, to the extent of that reduction. The savings also mean that various other legislative provisions shall continue to apply in respect of the continued effect of the 1996 Act in the form in which they were immediately prior to the enactment of the Clean Neighbourhoods and Environment Act 2005.
8. The Control of Dogs Order 1992

This Order replaces and extends the Control of Dogs Order 1930 and provides that every dog, subject to specific exceptions, while in a highway or in a place of public resort shall wear a collar with the name and address of the owner inscribed on the collar or on a plate or badge attached to it. It should be noted that it is the local authority which has the power to enforce the Order, not the police force for any area.


• The transport legislation, which in England administration and enforcement of Council Regulation (EC) No 1/2005 on the protection and related operations, makes it an offence to transport any animal (not exhaustive):
  • that is unfit. Unless there are arrangements for its needs to be met during the journey, including unloading at the place of destination, and for its welfare conditions to be regularly checked and appropriately maintained;
  • using violence or any method likely to cause unnecessary fear, injury or suffering when handling the animals. N.B., the use of instruments administering electric shocks is recognised, but is to be avoided if at all possible.

There are general rules on the construction and maintenance of vehicles. There are also species-specific rules. Specific requirements include ventilation and loading equipment such as ramps. Animals must be transported with sufficient space to prevent suffering. There are also rules on the segregation of non-compatible animals.

Animal Transport Certificates (ATCs) must accompany vertebrate animals on most journeys as part of an economic activity, although farmers are exempted from carrying an ATC when transporting their own animals in their own means of transport on journeys up to 50 km from their holding, or as part of seasonal transhumance. The information required is set out in Article 4(1) of Council Regulation (EC) No 1/2005; there is no prescribed legal format but Defra does provide a suggested form.


The Dangerous Dogs Act 1991 prohibits persons from having in their possession or custody dogs of a type specified in Section 1. It enables restrictions to be imposed in relation to other types of dog which present a serious danger to the public and makes further provision for ensuring that dogs are kept under proper control by their owners and those in charge of them.

The Home Office has released several circulars on the 1991 and 1997 Acts and these may be obtained from the relevant Government Departments.

11. The Dangerous Dogs (Amendment) Act 1997

The Dangerous Dogs (Amendment) Act 1997 amends the Dangerous Dogs Act 1991 and allows the Courts limited discretion where previously a destruction order would have been mandatory.

The Animal Welfare Act 2006 makes owners and keepers responsible for ensuring that the welfare needs of their animals are met. These include the need:

• for a suitable environment (place to live)
• for a suitable diet
• to exhibit normal behaviour patterns
• to be housed with, or apart from, other animals (if applicable)
• to be protected from pain, suffering, injury, and disease

Anyone who found guilty of an offence of causing unnecessary suffering to an animal or failing to provide for its welfare needs may, among other sanctions, be banned from owning animals, fined (in the case of causing unnecessary suffering, up to £20,000) and/or sent to prison.


of 13 July 1992 laying down animal health requirements governing trade in and imports into the Community of animals, semen, ova and embryos not subject to animal health requirements laid down in specific Community rules.


of the European Parliament and of the Council of 26 May 2003 on the animal health requirements applicable to the non-commercial movement of pet animals

Dogs can be imported into Great Britain and therefore England for trade (N.B., the exchange of payment is not a necessary element of trade in this context), which would include breeding, from another EU Member State, Norway, Switzerland or Liechtenstein without undergoing quarantine, provided the requirements of the Trade in Animals and Related Products Regulations 2011 and Council Directive 92/65/EEC are met. N.B., Council Directive 92/65/EEC has been amended on several occasions and also makes certain requirements of Regulation (EC) No 998/2003 (of the European Parliament and of the Council of 26 May 2003 on the animal health requirements applicable to the non-commercial movement of pet animals) part of the trade requirements.

These requirements are quite complicated and further information is available from the Animal Health and Veterinary Laboratories Agency [www.defra.gov.uk/ahvla-en/](http://www.defra.gov.uk/ahvla-en/)
15. Regulatory Reform Order (Fire Safety) 2005

The Order imposes a number of specific duties in relation to the fire precautions to be taken. These include:

- suitable and sufficient assessment of the risks
- implementation of preventive and protective measures
- elimination or reduction of risks from dangerous substances
- provide appropriate fire-fighting equipment, including fire detectors and alarms which is easily accessible and simple to use
- ensure that routes to emergency exits from premises and the exits themselves are kept clear at all times and are adequate with regard to use, equipment and dimensions of the premises and the maximum number of persons who may present there at any one time
- establish and, where necessary, give effect to appropriate procedures, including safety drills and emergency arrangements, to be followed in the event of serious and imminent danger to relevant persons
- ensure that the premises and any facilities, equipment and devices provided are maintained in efficient working order and in good repair
- appoint one or more competent person to assist in undertaking the preventive and protective measures
- provide employees, and the employer of any employees from an outside undertaking who are working in or on the premises, with comprehensible and relevant information on risks, preventive and protective measures, procedures in place
- provide employees with adequate safety training and inform them of their duties under the Order
Useful Contacts

Advisory Council on the Welfare Issues of Dog Breeding
Website: www.dogadvisorycouncil.com
Email: heather@drydraytonestate.com

Animal Health and Veterinary Laboratories Agency
Website: www.defra.gov.uk/ahvla-en

Animal Welfare Foundation
7 Mansfield Street, London W1G 9NQ
Tel: 020 7908 6375
Email: bva-awf@bva.co.uk

British Veterinary Association
7 Mansfield Street, London W1M 0AT
Tel: 020 7636 6541
Fax: 020 7436 2970
Email: bvahq@bva.co.uk

British Small Animal Veterinary Association
Woodrow House, 1 Telford Way
Waterwells Business Park, Quedgeley, Gloucestershire GL2 2AB
Tel: 01452 726700
Fax: 01452 726701
Website: www.bsava.com
Email administration@www.bsava.com

Chartered Institute of Environmental Health
Chadwick Court, 15 Hatfields, London SE1 8DJ
Tel: 020 7928 6006
Fax: 020 7827 5862

Local Government Association
Smith Square, London SW1P 3HZ
Tel: 020 7664 3000
Fax 020 7664 3030
Website: www.local.gov.uk
Email: info@local.gov.uk

Department for Environment, Food and Rural Affairs
Nobel House, 17 Smith Square, London SW1P 3JR
Tel: 08459 33 55 77
Website: www.defra.gov.uk
Email: defra.helpline@defra.gsi.gov.uk
Dogs Trust  
17 Wakley Street, London EC1V 7RQ  
Tel: 0207 837 0006  
Website: www.dogstrust.org.uk  
Email: info@dogstrust.org.uk

Health and Safety Executive  
Website: www.hse.gov.uk

Home Office  
Direct Communications Unit  
2 Marsham Street, London SW1P 4DF  
Tel: 020 7035 4848  
Fax: 020 7035 4745  
Website: www.homeoffice.gov.uk  
Email: public.enquiries@homeoffice.gsi.gov.uk

International Sheep Dog Society  
(Registration authority for sheep dogs)  
Clifton House, 4a Goldington Road, Bedford MK40 3NF  
Tel: 01234 352672  
Fax: 01234 348214  
Email: office@isds.org.uk

The Kennel Club  
1-5 Clarges Street, Piccadilly, London W1J 8AB  
Tel: 0844 463 3980  
www.the-kennel-club.org.uk

AWF/RSPCA Puppy Contract  
www.puppycontract.org.uk

Royal College of Veterinary Surgeons  
Belgravia House, 62-64 Horseferry Road, London SW1P 2AF  
Tel: 020 7222 2001  
Fax: 020 7222 2004  
Email: info@rcvs.org.uk  
Website: http://findavet.rcvs.org.uk

The Royal Society for the Prevention of Cruelty to Animals  
Wilberforce Way, Southwater, Horsham, West Sussex RH13 9RS  
Website: www.rspca.org.uk

The Stationery Office  
Tel: 0870 600 5522

Trading Standards  
Please contact your local authority for details.
APPENDIX A

Useful information

Kennel Club Litter Registration

The Kennel Club of the UK will not register a litter if the bitch was under one year old at the time of mating or if she has already whelped four litters. Neither will it register a first litter if the bitch has reached the age of eight years of age at the date of whelping. Also if: the offspring are the result of any mating between father and daughter, mother and son or brother and sister, save in exceptional circumstances or for scientifically proven welfare reasons; the dam has already had two litters delivered by caesarean section, save for scientifically proven welfare reasons and this only normally provided the application is made prior to the mating; or the dam was not resident at a UK address at the date of whelping.

There are schemes in place for screening for hereditary conditions in dogs. The BVA, in conjunction with the Kennel Club and the International Sheep Dog Society, encourages responsible breeding through its Canine Health Schemes. Breeders may have their dogs screened for various hereditary and breed-related conditions to assist them to make responsible breeding decisions.
REPORTING SURGICAL CORRECTIONS TO CONFORMATIONAL PROBLEMS IN PEDIGREE DOGS

The Kennel Club (KC) asks that any conformation alteration surgery is reported. Presently, the level of reporting to the KC by owners of surgical correction on their dogs far exceeds that done by veterinary surgeons. This needs to change and the profession needs to be much more proactive. The reporting forms are available on both the BVA and RCVS websites and the KC are setting up a facility to enable on-line reporting.

Using the list of issues the Advisory Council on the Welfare Issues of Dog Breeding considered to be the most pressing welfare problems as an initial basis, we have created a list of the conformation problems requiring surgical correction which should therefore be the highest priority for vets to report.

<table>
<thead>
<tr>
<th>Conformation problems requiring surgical correction for which the surgery should be reported to the Kennel Club</th>
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<tbody>
<tr>
<td>RESPIRATORY</td>
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<tr>
<td>Brachycephalic airway obstruction syndrome</td>
</tr>
<tr>
<td>- Sterotic nares</td>
</tr>
<tr>
<td>- Elongated soft palate</td>
</tr>
<tr>
<td>- Everted laryngeal sacules</td>
</tr>
<tr>
<td>Laryngeal collapse</td>
</tr>
<tr>
<td>Tracheal collapse</td>
</tr>
<tr>
<td>Tracheal hypoplasia</td>
</tr>
<tr>
<td>Cleft palate</td>
</tr>
<tr>
<td>Hair lip</td>
</tr>
<tr>
<td>MUSCULOSKELETAL</td>
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<tr>
<td>Any joint replacement (other than for proven trauma)</td>
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<tr>
<td>Cruciate repair</td>
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<tr>
<td>Joint dysplasia</td>
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<tr>
<td>Patellar luxation</td>
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<tr>
<td>OPHTHALMIC</td>
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<tr>
<td>Adnexal problems</td>
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<tr>
<td>- Entropion</td>
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<tr>
<td>- Ectropion</td>
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<td>- Other eyelid plastic surgery</td>
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<td>- Distichiasis</td>
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<td>- Trichiasis</td>
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<tr>
<td>- Incomplete eyelid closure</td>
</tr>
<tr>
<td>- Diamond eye</td>
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<tr>
<td>- Nictitating gland prolapse</td>
</tr>
<tr>
<td>Lens luxation</td>
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<tr>
<td>Cataract</td>
</tr>
<tr>
<td>Glaucoma</td>
</tr>
<tr>
<td>Retinal detachment</td>
</tr>
<tr>
<td>Keratoconjunctivitis sicca</td>
</tr>
<tr>
<td>Corneal ulceration that is breed associated</td>
</tr>
<tr>
<td>CARDIAC</td>
</tr>
<tr>
<td>Any cardiac or major vessel surgery (e.g., PDA)</td>
</tr>
<tr>
<td>NEUROLOGICAL</td>
</tr>
<tr>
<td>Syringomyelia</td>
</tr>
<tr>
<td>Intervertebral disc protrusion</td>
</tr>
<tr>
<td>Cervical spinal instability (Wobbler syndrome)</td>
</tr>
<tr>
<td>Atlantoaxial subluxation</td>
</tr>
<tr>
<td>Lumbosacral stenosis</td>
</tr>
<tr>
<td>Dermal sinus</td>
</tr>
<tr>
<td>Persistent hepatic portal vein</td>
</tr>
<tr>
<td>Hydrocephalus</td>
</tr>
<tr>
<td>DERMATOLOGICAL</td>
</tr>
<tr>
<td>Skin fold surgery</td>
</tr>
<tr>
<td>Ear canal surgery</td>
</tr>
<tr>
<td>ALIMENTARY</td>
</tr>
<tr>
<td>Dental malocclusion</td>
</tr>
<tr>
<td>Cheloplasty</td>
</tr>
<tr>
<td>Vascular ring anomalies</td>
</tr>
<tr>
<td>Cricopharyngeal achalasia</td>
</tr>
<tr>
<td>Hiatus hernia</td>
</tr>
<tr>
<td>Gastric torsion</td>
</tr>
<tr>
<td>Pyloric stenosis</td>
</tr>
<tr>
<td>UROGENITAL</td>
</tr>
<tr>
<td>Retained testicle</td>
</tr>
<tr>
<td>Vaginal prolapse</td>
</tr>
<tr>
<td>Urolithiasis</td>
</tr>
<tr>
<td>Ectopic ureter</td>
</tr>
<tr>
<td>MISCELLANEOUS</td>
</tr>
<tr>
<td>Umbilical hernia</td>
</tr>
<tr>
<td>Inguinal hernia</td>
</tr>
</tbody>
</table>
APPENDIX B – The Puppy Plan

The latest version of the Puppy Plan, supported by Dogs Trust and the Kennel Club, can be downloaded here: www.thepuppyplan.com/
APPENDIX C – Record Keeping

STATUTORY INSTRUMENTS

1999 No. 3192

ANIMALS, ENGLAND AND WALES

The Breeding of Dogs (Licensing Records) Regulations 1999

Made - - - - 29th November 1999
Laid before Parliament 7th December 1999
Coming into force - - 30th December 1999

The Secretary of State, in exercise of the powers conferred on him by section 1(4)(i) and (4A) of the Breeding of Dogs Act 1973(a), hereby makes the following Regulations:

1.—(1) These Regulations may be cited as the Breeding of Dogs (Licensing Records) Regulations 1999 and shall come into force on 30th December 1999.

(2) These Regulations shall not extend to Scotland.

2. For the purposes of section 1(4)(i) of the Breeding of Dogs Act 1973, the records referred to in that section shall be in the form set out in the Schedule to these Regulations.

Home Office
29th November 1999

Mike O’Brien
Parliamentary Under-Secretary of State

(a) 1973 c. 60, as amended by section 2 of the Breeding and Sale of Dogs (Welfare) Act 1999 (c. 11).
## SCHEDULE

**FORM OF RECORD TO BE KEPT BY LICENSED DOG BREEDER FOR EACH BREEDING BITCH**

<table>
<thead>
<tr>
<th>Name</th>
<th>Date of birth</th>
<th>Address where kept</th>
<th>Breed</th>
<th>Description*</th>
<th>Date of mating</th>
<th>Details of sire**</th>
<th>Details of litter</th>
<th>Total number in litter</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Details of litter

- **Male**
  - **Date of birth**
  - **Weight**
  - **Description***
  - **Sale details***

- **Female**
  - **Date of birth**
  - **Weight**
  - **Description***
  - **Sale details***

---

* Enter name (in the case of puppies), colour, identifying features (if any) and registration number (if any).

** Enter name, address where kept, breed, colour and registration number (if any).

*** Enter date of sale, and name, address and status (for example, private/pet shop) of purchaser.
EXPLANATORY NOTE

(This note is not part of the Regulations)

The Breeding of Dogs Act 1973, as amended by the Breeding and Sale of Dogs (Welfare) Act 1999, requires the local authority to have regard to certain matters in determining whether to grant a licence for the keeping of a breeding establishment and about which conditions must be included in the licence. One such matter is that accurate records should be kept at the premises and made available for inspection (section 1(4)(i) of the 1973 Act).

These Regulations, which do not apply to Scotland, prescribe the form in which those records must be kept.
APPENDIX D – Minimum Kennel Sizes

Council of Europe guidelines: Kennel size

- The kennel area should be large enough to allow separate sleeping and activity areas.
- The kennel must be sufficiently large to allow each dog to be able to walk, turn around and wag its tail without touching the sides of the kennel, to play, to stand on its hind limbs and to lie down without touching another individual.
- The minimum kennel size should be at least 4m² for dogs under 20kg, and 8m² for dogs over 20kg. This should be increased in relation to size, and number of dogs, such that both the length and width are sufficient for all the dogs to lie outstretched at all angles with neither their tail nor snout touching the walls or another individual.
- Bitches with litters should be provided with double this space allowance.
- For post weaned stock, the following minimum enclosure dimensions and space allowances should apply (taken from Council of Europe (2006)):

<table>
<thead>
<tr>
<th>Weight of dog (kg)</th>
<th>Minimum enclosure size (m²)</th>
<th>Minimum floor area/ animal (m²)</th>
<th>Minimum height (m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 5</td>
<td>4</td>
<td>0.5</td>
<td>2</td>
</tr>
<tr>
<td>Over 5 to 10</td>
<td>4</td>
<td>1.0</td>
<td>2</td>
</tr>
<tr>
<td>Over 10 to 15</td>
<td>4</td>
<td>1.5</td>
<td>2</td>
</tr>
<tr>
<td>Over 15 to 20</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Over 20</td>
<td>8</td>
<td>4</td>
<td>2</td>
</tr>
</tbody>
</table>

- For dogs over 30kg these sizes should be scaled up accordingly and should be proportionate.
APPENDIX E – Cleaning SOP

Cleaning

In a domestic environment the hygiene measures that are normally used in a household will also protect the welfare and health of the dogs. Faeces should be removed from the exercise areas on a daily basis to reduce the likelihood of infection and to prevent any roundworm larvae from maturing.

When adult dogs are kennelled there is likely to be a greater level of contamination and therefore cleaning should be more structured.

Daily: remove all soiled material and wash contamination away using detergent if necessary. Dry after cleaning. Remove soiled bedding and replace with clean. Hose down and dry exercise areas where impervious material is used. Dispose of faeces according to waste regulations.

Weekly: remove all furniture from kennels, hose down using disinfectant and allow to dry before returning furniture. Replace all bedding.

Litters of puppies require a more intensive cleaning regime.

Daily: remove all soiled bedding as required to ensure the area is kept clean and dry, and dispose of appropriately. Wash soiled areas using detergent and dry while the litter is being exercised.

Recently whelped bitches require even more work.

Daily: remove all soiled bedding as required to ensure the area is kept clean and dry, and dispose of appropriately. Wash soiled areas using disinfectant twice daily and replace bedding while the bitch is being exercised.

Bleach – Sodium Hypochlorite

Bleach is commonly thought of a disinfectant and does have some disinfectant properties. However it is not as effective at killing bacteria, viruses and fungi as more commonly used commercial disinfectants and it may cause toxic effects to animals and staff as well as degrading the structure of the building. Bleach acts as an oxidiser and is therefore corrosive to both materials and animals. High concentrations can cause ulceration of the skin and mucous membranes (inside the mouth and conjunctiva). If mixed with some other disinfectants it can release toxic gases that are harmful to both humans and animals causing severe respiratory distress. Generally bleach is not a suitable disinfectant for use in animal premises.
APPENDIX F – Socialisation SOP

Socialisation of puppies to people

Principles
Puppies need to meet a range of different people during their ‘socialisation period’ (between about 3 and 12 weeks of age) to ensure that they accept contact with people as a normal and positive part of life. During this period, puppies learn what is ‘normal’ in their environment and what to expect in different circumstances. It is therefore important for all puppies to learn that contact with all sorts of different people is a normal part of life. They also need to learn about the various types of interaction that people have with dogs. For example, they need to accept being handled all over, picked up, their feet being handled and cleaned, ears examined, coat groomed, and nails cut. They also need to learn about the various things that people do, for example, coming in and out of the house/kennel area. They also need to learn that sometimes people interact and play, but at other times they may be present but not interacting with the puppies.

The aim of a structured socialisation programme is to give puppies the best chance of coping well with the various types of people, circumstances in which they appear, and ways in which they interact with dogs, before they are homed to a domestic environment. In order to ensure that they develop a positive perception of people, it is important for the introduction of new experiences to be gradual and controlled. It is also important that puppies are not already anxious or fearful when they interact with people, as this will increase the risk that they will associate contact with a negative experience.

Preparation
• Plan in advance how you will ensure that puppies experience different types of people. All puppies should have contact with a minimum of four people. This should include at least one person of each gender. It should also include at least one person who is above retirement age. Puppies should also experience controlled contact with children. Ideally this should include at least one older child (> 8 years), and also a baby or toddler. For safety, children should only have contact with puppies under the supervision of their parents or responsible adult. Where access to young children is not feasible, puppies should be exposed to the noises of babies and young children using good quality recordings.

• Prepare in advance any items which will help broaden puppies’ experience of people. For example, having a brightly coloured and rustling jacket (as worn by postmen or delivery people), a motorcycle helmet, a cap, a back-pack, a pushchair, a Zimmer frame and an umbrella available will mean that people engaged in socialising the puppies can introduce puppies to items that they will commonly see associated with people as adults.

• Ensure that puppies are in an environment in which they are familiar before socialisation starts

• Make sure that you have toys and food treats available before starting the socialisation sessions

• Socialisers should be familiar with behavioural signs of anxiety in puppies to ensure appropriate intensity of interaction for individual puppies
Socialisation to different types of people

• Puppies should be familiar and confident with their main carer before the introduction of further people. This person should spend time playing and interacting with puppies until all of the puppies in the litter approach the carer voluntarily on entering the kennel/room. Where individual puppies show signs of fear or anxiety, such as cowering at the back of the pen, moving away, trembling, or pulling back on contact, they should be given additional attention. This should involve the carer being quiet and calm, crouching or sitting a short distance away from the puppy and encouraging the puppy to approach. Approach should be rewarded with food treats. Interaction with nervous puppies should develop with gentle stroking on the chest area: avoid putting the hand directly towards the puppy’s head as this may be perceived as threatening. With increased confidence, the puppy can be gradually stroked on the shoulder, back, flanks and head.

• Once all puppies in a litter confidently approach and interact with their main carer, a programme of introduction to other people can be started. Puppies’ response to the introduction of one other person should be evaluated first. Signs of fear or anxiety in individual puppies should be addressed as by the main carer. Once puppies confidently interact with the second person, further new people can be introduced. These should include adults of both gender.

• When puppies are confidently interacting with a number of adults in a familiar environment, they can be introduced to people in different circumstances. For example they should experience people coming and going through a threshold (e.g. door in a household), and meeting people when they are in an outside garden or run.

• The socialisation programme can then be expanded to include contact with children where possible. Older children can interact with puppies, but should be instructed how to appropriately handle and play with puppies before the interaction begins. Contact with children should be supervised at all times to prevent the occurrence of negative experiences for either puppies or children. Where younger children or babies are introduced to puppies, they should be held by their parents. Should direct contact with children be impossible, puppies should experience the range of noises made by babies and children through use of a good quality sound recording (see SOP for introducing noises to puppies).

• Puppies should be given additional experience about the variation in the ways people might appear to them through the use of ‘props’. For example people can interact with the puppies wearing a fluorescent jacket, motorcycle helmet or backpack. They can also walk past the puppies using a ‘Zimmer frame’ or pushing a push chair or trolley. These experiences will help puppies to learn that all these variations of how people appear are a normal part of life.

Ensuring puppies are familiar with different types of interaction

• In the domestic environment, dogs need to accept that people come and go regularly from the house, and that this is not a cause for either anxiety or excitement. They also need to learn that periods of contact with family members sometimes involves interaction, but sometimes also periods when people are busy doing other things. In addition, puppies need to accept all the things that people regularly do with their dogs, such as examining their ears, smoothing them all over, reaching over them, stepping over them, drying their feet and grooming them.
• To ensure that puppies accept as normal people coming and going into a household, ensure that they experience this during the socialisation period. Puppies need to accept that it is normal for people to come and go out of their environment, and that this is neither scary, nor necessarily predictive of positive interaction. This can be achieved by asking friends or neighbours to come in and out of the area in which puppies are housed. They can be asked to sometimes ignore puppies during short visits, and sometimes interact with puppies, but only doing so once they are calm and quiet.

• To ensure that puppies have appropriate expectations of human contact they need to spend time with people when they experience play and interaction, but also periods where people are present but not interacting with puppies. This will better simulate their life with people after re-homing than always expecting people to engage in interaction with them. The latter expectation commonly develops where puppies are housed away from normal family activity and people only go in to see the puppies to play or interact with them. To make sure that puppies which are housed in kennels or quiet areas of the house develop appropriate expectations of interaction, ensure that family members spend time with the puppies when interaction does not occur, for example by sitting quietly and reading a book or watching TV.

• Every puppy should be handled all over by at least four people. They should also be picked up and cuddled, have their feet and ears examined, and be turned over. Throughout all of these interactions puppies should be observed carefully for signs of fear or anxiety. Should such behaviours occur, interactions should stop, and be subsequently re-introduced in a manner that the puppy finds less threatening.
APPENDIX G – Habituation of Puppies SOP

Habituation of puppies to household and potentially aversive noises

Principles
The aim of giving puppies experience of noises before they are homed is to ensure that they perceive such noises are ‘normal’ and ‘unimportant’ to protect against the development of fear responses later in life. In order to achieve this, every puppy needs to be exposed to noises at such a volume that they never show signs of anxiety or fear. In this way, sounds become a normal part of each puppy’s experience. Before starting this program, you should make sure that you are familiar with behavioural signs of anxiety and fear in dogs.

It is important that puppies are not already anxious or fearful when they first hear noises, as this will increase the risk that they will associate the noises with a negative experience. It is therefore important to ensure that puppies are relaxed, or engaged in positive behaviours such as play, before exposure to noises. Noises need to be first presented at a low volume to ensure that none of the puppies show signs of anxiety. It is better to start at a very low volume, where noises are barely audible to the human ear, to ensure that no puppies respond negatively. The puppies need to be observed to ensure that no signs of anxiety or fear occur. They should continue playing or interacting as if nothing different has happened. Where no signs of anxiety or fear are identified, the volume of the sound can be slightly increased in the subsequent session. This process is repeated, with the volume of noises increased gradually over sessions, ensuring that the puppies do not react in a negative manner. Should any puppy show signs of anxiety during a session, the sound should be stopped immediately. Once the puppy is relaxed again, the sound should be repeated but at a lower volume, such that the puppy no longer reacts. Subsequent increases in volume should be made in smaller increments.

Preparation
• Plan in advance how you will ensure that puppies experience a range of household noises, such as washing machines, vacuum cleaners, doorbells, telephones, radio or TV, and food mixers. In a domestic environment, this may be through direct exposure as events occur in the household; in kennels good quality recordings of these noises may be required. These are available commercially (e.g. ‘Sounds Sociable’ is a CD with a range of noises for puppy habituation).

• Consider how you will ensure that puppies will be exposed to sounds which do not occur in the household, such as fireworks, gunshots, traffic and thunder. These sounds are usually best introduced in a controlled manner using good quality recordings. Direct exposure of puppies to loud noises such as fireworks risks causing a fear response in some individuals.

• Ensure that puppies are in an environment in which they are familiar before habituation starts

• Make sure that you have toys and food treats available before starting the habituation

• Ensure familiarity with behavioural signs of anxiety in puppies to ensure appropriate levels of noise exposure at each stage
Habituation to household noises

- In a domestic environment, habituation to most household noises may occur through everyday exposure. For this to occur, puppies need to spend some time in areas of the house where normal household appliances and routines occur. Where puppies are housed in a quiet area of the house, moving them to busy parts of the house for periods of time is beneficial. Exposure to louder, potentially aversive sounds, such as vacuum cleaners should be gradual. For example, initially a switched off vacuum cleaner can be left in an area occupied by puppies. Subsequently, the appliance can be moved around, whilst switched off. The next stage may be to have the appliance turned on but immobile and in an adjacent room, then in the same room, and finally both turned on and moving. During all stages of habituation, puppies should be observed carefully for signs of anxiety and fear. Where these occur, the appliance should be turned off, and subsequent sessions start again at a lower level of exposure.

- Where puppies are housed entirely in quiet areas of a house or in kennels, exposure to household noises is through playing recordings of noises. Noises should be played at times when puppies are engaged in positive activities, such as play. Recordings should be initially played at a low volume, such that they are just audible to people, and the volume increased over subsequent sessions provided that puppies do not show signs of fear. Recordings should include those noises to which dogs will commonly encounter in the domestic environment, such as telephones, doorbells, vacuum cleaners and washing machines.

Habituation to non-household noises

- Prepare or acquire good quality recordings of relevant noises in advance. The noises which commonly cause fear and anxiety in dogs are: fireworks, traffic, trains, aeroplanes, gunshots, hot air balloons and thunder. Recordings should enable the presentation of these sounds as separate elements (e.g. the ‘whizz’ and ‘bang’ of fireworks presented separately as well as together), and include the variations in types of noise which dogs are likely to encounter later in life (e.g. shotgun and rifle sounds).

- Ensure that puppies are in a familiar environment, associated with positive experiences (e.g. an area where the puppies are brought out to play). Have toys ready, and ensure there are enough people present to engage the puppies in play.

- Set up the recording in advance, so you are sure that it will play at a very low volume initially. Also start by presenting the separate elements of complex sounds if possible.

- Engage the puppies in play before starting the recording.

- Observe the puppies, and make sure none show signs of fear or anxiety. If this occurs, then stop the sound immediately. Continue to play with puppies until all are relaxed and engaged positively in play. Subsequent exposure to the sound should be at a lower volume, such that signs of anxiety or fear are not induced.

- Where puppies remain engaged in play during the recording, the volume can be slightly increased during the next session, provided puppies do not show signs of fear or anxiety.

- The protocol should be repeated dependent on the puppy’s reaction, with the volume of recordings increased on each occasion.
**Homing puppies**

When puppies are homed, ensure that their new owners are informed of the level of habituation achieved with them. Encourage new owners to continue with the programme of habituation once the puppy is settled in its new home, emphasising the importance of the programme in preventing a serious behaviour problem in their new pet. Advise the new owner how to continue with the programme, emphasising the importance of gradual exposure.
APPENDIX H – Feeding SOP

Feeding

**Adults:** adult dogs (over 6-8 months old depending on breed) should be fed twice daily to provide environmental enrichment as well as nutrition. The food should be appropriate for the dog’s lifestyle and age, and consistent. Any significant changes should be made over a period of several days. Adults should also be given food in a variety of food toys that are changed on a daily basis. Care should be taken that competition for food is not going to result in aggression between dogs.

**Pregnant and lactating bitches:** The nutritional requirements for pregnant and lactating bitches are significantly greater than for other adult dogs. The food should be appropriately high quality and bitches should be fed more frequently according to the schedule below:

- **Pregnant 0 – 4 weeks:** xx times daily *
- **Pregnant 4 – 6 weeks:** xx times daily *
- **Pregnant > 6 weeks:** xx times daily *
- **Lactating 0 – 2 weeks:** xx times daily *
- **Lactating 2 – 4 weeks:** xx times daily *
- **Lactating 4 – 7 weeks:** xx times daily *

Puppies also require more frequent feeding with food appropriate for growth according to the table below:

<table>
<thead>
<tr>
<th>Age</th>
<th>Food</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>3 – 4 weeks</td>
<td>*</td>
<td>* times daily</td>
</tr>
<tr>
<td>4 – 6 weeks</td>
<td>*</td>
<td>* times daily</td>
</tr>
<tr>
<td>6 – 8 weeks</td>
<td>*</td>
<td>* times daily</td>
</tr>
</tbody>
</table>

* Insert details as appropriate
APPENDIX I – Health & Welfare Plan

Breeding establishment veterinary health plan

The veterinary health plan for a breeding establishment is a statement of requirements of routine veterinary treatment. It may not be necessary for all breeding establishments to cover all the issues suggested. A list of those issues that should be included for consideration, usually in consultation with the breeder’s veterinary surgeon, in establishing a health plan is below:

- Primary vaccination regime;
- Booster vaccination regime;
- External parasite treatment regime (breeding stock and puppies);
- Internal parasite treatment regime (breeding stock and puppies);
- Microchip implantation and registration regime;
- Socialisation and habituation programme for puppies;
- Pet insurance cover for puppies;
- Routine health check arrangements;
- Review of cleaning regime;
- Review of quarantine/isolation arrangements.

The health plan should be produced in consultation with the establishment’s veterinary practice and must be signed and stamped by the attending veterinary surgeon.

Medicines

All medicines should have a current Marketing Authorisation for sale in the UK, within its expiry date, and used as per instruction. They should be stored in a suitable secure cabinet. They should be protected from light and extremes of temperature.

Prescription Only Medicine – Veterinary (POM-V) medicines should only be used for the specific animals to which they are prescribed. The specific veterinary instruction should be followed.

Non Food Animal Medicine – Veterinary, Pharmacist and Suitably Qualified Person (NFA-VPS) and Authorised Veterinary medicine – General Sale List (AVM-GSL) medicines should be used in accordance with the manufacturer’s guidelines.

Contagious/infectious diseases on the premises

All dogs subject to this licence should be vaccinated against Canine Distemper, Infectious Canine Hepatitis (Canine Adenovirus), Leptospirosis and Canine Parvovirus unless vaccination is contraindicated on the direction of the Veterinary Surgeon and recorded on individual dogs’ records. It may be necessary to vaccinate against other diseases and veterinary advice should be sought.

Vaccination records should be kept for each dog and be up to date according to the vaccine manufacturer’s datasheet unless certified by the veterinary surgeon.
Adequate precautions should be taken to prevent and control the spread of infectious and contagious diseases and parasites among dogs and zoonoses among dogs and visitors. Records should be kept of all vaccination and worming regimes (See also Record Keeping – Section 6).

Infectious canine bronchitis (‘Kennel Cough’) can be problematic in kennels, and staff should be aware of the clinical signs. However, because vaccination will depend on the local level of infection, it is recommended that the advice of a veterinary surgeon is sought.

Parasitic control should be in the health plan and the log book and should also show treatments and prevention routines for external parasites including fleas, mites, lice and ticks. Appropriate treatment must be carried out if they are found on any of the dogs. When treating these infestations it is important to take account of the life cycle of the parasite in order to achieve maximum control or even eradication. For instance, simply killing the adult flea is unlikely to provide adequate control.

Several mange mites affect dogs, including Demodex folliculorum, Sarcoptes scabiei and Cheyletiella, species, all of which attack the skin, and Otodectes cynotis, which is most commonly seen in the ears. Any of these infestations can cause illness in puppies and older dogs.

Some of these parasites can cause disease in humans. Ringworm (a fungal infection) can also be passed to humans. Early diagnosis and thorough treatment of both dogs and environment is essential if the disease is to be controlled. The veterinary surgeon should be consulted if any of these conditions is suspected or known. Particular care is required with pregnant bitches and suckling puppies when using treatments for these infestations.

For the control of roundworms, pregnant and nursing bitches should be given additional worming treatment. Breeding bitches require particular attention and veterinary advice should always be sought. As a rule of thumb, it is suggested that bitches are wormed before mating and then again after the 41st day of pregnancy with an appropriate anthelmintic. The bitch should be wormed at the same time as the puppies, every two weeks from two to twelve weeks of age. Thereafter it is recommended that puppies should be wormed at regular intervals, according to manufacturer’s instructions (often monthly until 6 months of age). From 26 weeks of age into adulthood, worming should be carried out routinely – at least 4 times per year.

Advice concerning dogs with tapeworms should be sought from the veterinary surgeon.

**Health status of dogs**
There should be a daily physical inspection of every animal to check for any signs of illness or distress.

Advice from a Veterinary Surgeon should be sought where a dog shows signs of disease, injury, or illness or behavioural disorder.

If dogs are imported from abroad, appropriate health testing should be carried out.
APPENDIX J
Emergency Evacuation/Contingency SOP

Introduction

All appropriate steps will be taken for the protection of the dogs in case of fire or other emergency; Breeding and Sale of Dogs Act 1973 S. 1(4)(d).

There should be an Emergency Evacuation Plan (EEP) and fire warning procedure in place. This should be posted where staff may become familiar with it. This procedure should include instructions dealing where dogs are to be evacuated to and contingency for their accommodation/care if the premises are rendered unsafe or unsuitable.

Prior to formulating an Emergency and Evacuation Plan carry out a Fire Risk Assessment (FRA) to identify any potential fire risk hazards within your establishment.

Emergency situations and the requirement to evacuate from the establishment can arise from a number of situations like; Fire, Flooding, Damage to building, Power failure and disease.

Being prepared and planning a simple but well understood procedure to be carried out in the event of an emergency is essential to offer maximum protection for you, your staff and the animals in your care. This need not be a lengthy document but should include a plan of the site giving exit points, location of telephone, emergency equipment (fire extinguishers and storage of leads/baskets/cages) rendezvous point and designated holding area for animals. The emergency contact details of a supervisor or the proprietor and the establishment’s Veterinary Surgeon should also be displayed.

Fire fighting equipment and detectors must be properly maintained. All electrical installations and appliances must be maintained in a safe condition. There should be a residual current circuit breaker system on each kennel block/for the premises. Heating appliances should not be sited in a location or manner where they may present a risk of fire / risk to dogs. Precaution should be taken to prevent any accumulation of material which may present a risk of fire.

Fire Risk Assessment

1. Identify potential fire risk hazards in the workplace
2. Decide who might be in danger (staff, Visitor, animal) in each area
3. Evaluate the risks arising from hazards and what can be done
4. Record your findings
5. Keep assessment under review

There should be adequate means of raising an alarm in the event of a fire or other emergency. In the event of a fire breaking out within your establishment, remember that your safety and those of your staff is of prime importance and no risks should be taken which may compromise any person’s safety. No task in tackling the fire or evacuating animals should be undertaken unless it is safe to do so.
Upon Discovery of Fire
• Leave fire area immediately
• Close all doors behind you
• Alert occupants of building by sounding alarm (if present) or yell “Fire”
• Telephone Fire and Rescue Services dialling 999 from a safe location
• Evacuate animals when it is safe to do so to the designated holding area
• Use exit to leave building

Upon Hearing of a Fire Condition
• If safe, staff can assist with evacuating animals / occupants
• Leave building via nearest safe exist
• Close doors behind you
• Remain Calm
• Proceed to the designated RV area

Fire and Evacuation Action Plan

<table>
<thead>
<tr>
<th>Planning Your Escape</th>
<th>You only have a short time to get out so prepare a plan of escape in advance rather than waiting until there is a fire or evacuation of the establishment. Think of another way out in case the normal route is blocked. Know where door and window keys are kept. Know where spare leads/baskets/cages are stored. Know where the RVP/Holding areas are.</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you discover a fire</td>
<td>Leave fire area immediately. Close all doors behind you. Sound the alarm and call 999 from any phone. Stay calm, speak clearly and listen to the operator. Where safe to do so, assist others to evacuate and remove animals to the safe holding area. If there is a fire elsewhere in the establishment, stay where you are and await instructions or if you have to move remember to check doors with the back of your hand before opening. If it feels warm, do not open it and go another way. If there is a lot of smoke, crawl along floor where the air will be cleaner. If in doubt – Get out, Stay out and get the Fire &amp; Rescue Services Out.</td>
</tr>
<tr>
<td>Contacts in an Emergency</td>
<td>(enter details here) • Proprietors name and Telephone Number(s) • Supervisors Name and Telephone Number(s) • Establishments Veterinary Surgeons Name(s) and Telephone Number(s)</td>
</tr>
<tr>
<td>Contacts in an Emergency</td>
<td>(enter details here) • Telephone at (enter location) • Emergency equipment at (enter location) • RVP at (enter location) • Animal Holding area at (enter location) • Fire Extinguishers located at (enter location) • Keys kept at (enter location)</td>
</tr>
</tbody>
</table>

RVP = Rendezvous Point
The onus is upon the breeding establishment to ensure adequate fire prevention precautions are in place.

It is recommended that plans and details for large breeding establishments are lodged with the police and fire authorities. Fire prevention advice may be sought from the Fire Prevention Officer based at your local fire station. This officer can give advice on fire drills, fire escapes, equipment and should be consulted when new buildings are constructed or existing buildings modified.

Smoke detectors are recommended and you must make sure that Fire Detection and fighting equipment are easily accessible and regularly tested. Exit routes should be kept clear. Staff should be familiar with the fire evacuation procedure by use of fire drills and how to use the fire extinguishers. The Fire Precautions (Workplace) Regulations 1997 place a duty on employers to carry out a risk assessment for the premises not covered by a fire certificate.
APPENDIX K – Daily Routine SOP

Daily routine

Daily routine should be set out in detail so that dogs can be cared for in an emergency or when owners are away by a person with minimal knowledge of them. The following should be set out:

• **Dogs’ (pet) names, ages and general character traits** (likes & dislikes) – who mixes best, exercises, plays or sleeps with whom and general care and management of groups of dogs, where applicable.

• **General Timetable** for (daily duties) waking, feeding, cleaning, exercising, grooming and sleeping arrangements. This may also provide specific or non-specific designated periods during the day when carers may leave the dogs unattended, provided the dogs are left in a secure and safe environment (indoor/outdoor kennel, fenced enclosure or kitchen/utility room) – a maximum of 3/4 hours per day being a suggested time.

• **Feeding schedules** (for each dog) containing explicit details as to the times, place, quantities, type of food required. This may be the same or several times each day or vary according to the needs of the dog(s).

• **Cleaning schedules** – what is required and when, what cleaning materials are to be used and means of disposal. This will include washing, drying and (frequency of) replacement of dogs’ bedding and places (dog beds, utility room/kitchen, outdoor or indoor kennel) where the dog(s) rest/sleep and exercise (outdoor enclosures, exercise pens, gardens, paddocks etc).

• **Exercise/play** – (for each dog), or groups of dogs with explicit direction as to whether dogs are to be exercised/walked separately, or in groups and when, where, how frequently, for what length of time. Exercise may be taken in a fenced enclosure, paddock, garden, on and off the lead (private/public road, parks, woodland, fields etc). No dog(s) to be removed from the premises (other than for exercise) without (verbal/written) explicit permission from the owner.

• **Grooming** – (for each dog). Including daily brushing/combing of coat, general care (teeth, ear cleaning, bathing etc). Bathing or washing may be required, dependent on how dirty the dog becomes during the course of the day/night, or in the event that it becomes unwell (sickness, diarrhoea etc). Unless fully qualified or approved (by qualification and/or prior agreement between owner and carer), trimming of coat, or nails, with either scissors or clippers will generally not be required. Should this be necessary, ability (qualification) or willingness to carry out such a task should be discussed prior to the owner leaving the premises.

• **Medication** (prescriptive and/or holistic) (for each dog) – oral (by mouth), or topical (applied externally), or by injection, if and when required – a time and check list (before, with or after mealtimes or specific time of the day) for administration should also be provided. If use of daily injections is required, for example for diabetic dogs, special instruction should be provided to the satisfaction of both the owner and carer, or arrangements made for a veterinary visit, if preferred.
• **Contact information Sheet** providing contact details for absent owner, Veterinary Surgeon, Dentist, Doctor, Plumber, Electrician (for household/carer requirements), etc and other family or friends who might be needed to be contacted for assistance in an emergency.

• **Special paperwork** (example attached**) to be signed by both owner and carer as to both daily responsibility and in the event of urgent veterinary attention, especially, if or when, euthanasia becomes a clinical necessity. This may be more applicable in the event that any, or some, of the dogs are elderly or clinically infirm or in case of accident. The Veterinary Surgeon, looking after said dog(s), should be advised prior to the owner’s absence, especially for long periods of time (holiday/business) that a carer is in sole charge. In any event, all effort must first be made to contact the owner prior to a decision by the Vet that euthanasia is the only option.
Title: Applications and Appeals

Report of the Operational Director, Enforcement Service

Open Report For Information

Wards Affected: None Key Decision: No

Report Author: Theo Lamptey, Service Manager Public Protection

Contact Details: Tel: 020 8227 5655 E-mail: theo.lamptey@lbld.gov.uk

Accountable Director: Fiona Taylor, Strategic Director Law and Governance

Summary

The report provides an update on all licensing matters dealt with by the licensing team since the last Licensing and Regulatory Board held on 26 July 2017, breakdown of the licensing team activities.

Recommendation(s)

The Licensing and Regulatory Board is asked to note the report.

Reason(s)

The Council, in achieving its priority of “Enabling social responsibility”, must consider objections to applications and respond to appeals on decisions made.

1. Introduction and Background

1.1 The Licensing and Regulatory Board are provided with updates on appeals and applications made to the Council at each meeting.

1.2 The Licensing Team have provided the following updates on work undertaken since the last meeting of the Board in July 2017:

- Temporary Event Notices (TENs) processed - 40;
- Personal Licence - 49
- Premises Licence/ Transfer/ Vary Designated Premises Supervisors (DPS) - 35
- Special Treatment Licence Applications - 3
- Other Applications received and processed - 10
• Test purchases of Alcohol – 57 Retail Premises tested
  51 Premises Passed
  6 Premises Failed;

• Appeals - 0

1.3 The team continue to work with our Police Licensing colleagues who are part of the Tri-borough Policing model. This is a pilot with our neighbouring boroughs, Havering, Redbridge, and Barking & Dagenham units combined and known as the East Basic Command Unit (EBCU). The allocated officers cover the police work activities within the Borough, responding to all licensing matters and attends licensing hearings. Council officers have regular meetings with the Police counterpart discussing on ongoing licensing issues.

1.4 The Council’s Statement of Gambling Policy (2017 – 2022) which was adopted in November 2017 will officially come into effect on 14 February 2018

1.5 The team continues to be very busy and is ensuring the service to the local businesses is provided to a high standard.

Public Background Papers Used in the Preparation of the Report: None

List of appendices: None
### Licensing and Regulatory Board

<table>
<thead>
<tr>
<th>Meeting</th>
<th>Agenda Items</th>
<th>Officer</th>
<th>Final Report Deadline</th>
<th>Cabinet Member</th>
</tr>
</thead>
</table>
| 11 July 2018 (provisional date) | • Sex Establishments Policy – Consultation  
• Update on applications and appeals | Richard Parkins  
Theo Lamptey | 11 June               | To be advised after local elections in May 2018 |