



NOTICE OF MEETING

Licensing and Safety Committee

Thursday 6 October 2016, 7.30 pm

Council Chamber, Fourth Floor, Easthampstead House, Bracknell

To: The Licensing and Safety Committee

Councillor Allen (Chairman), Councillor Thompson (Vice-Chairman), Councillors Mrs Angell, Dr Barnard, G Birch, Brossard, Brunel-Walker, Finch, Finnie, Ms Gaw, Leake, Mrs McKenzie, Ms Miller, Porter and Tullett

ALISON SANDERS
Director of Corporate Services

EMERGENCY EVACUATION INSTRUCTIONS

- 1 If you hear the alarm, leave the building immediately.
- 2 Follow the green signs.
- 3 Use the stairs not the lifts.
- 4 Do not re-enter the building until told to do so.

If you require further information, please contact: Priya Patel
Telephone: 01344 352233
Email: priya.patel@bracknell-forest.gov.uk
Published: 27 September 2016



Licensing and Safety Committee
Thursday 6 October 2016, 7.30 pm
Council Chamber, Fourth Floor, Easthampstead House,
Bracknell

Sound recording, photographing, filming and use of social media at meetings which are held in public are permitted. Those wishing to record proceedings at a meeting are however advised to contact the Democratic Services Officer named as the contact for further information on the front of this agenda as early as possible before the start of the meeting so that any special arrangements can be made.

AGENDA

Page No

1. **Apologies for Absence**

To receive apologies for absence.

2. **Declarations of Interest**

Members are asked to declare any personal or disclosable pecuniary interest in respect of any matter to be considered at this meeting.

Any Member with a Disclosable Pecuniary Interest in a matter should withdraw from the meeting when the matter is under consideration and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Disclosable Pecuniary Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days.

3. **Minutes**

To approve as a correct record the minutes of the meeting held on 15 June 2016.

5 - 8

4. **Urgent Items of Business**

Any other items which, pursuant to Section 100B(4)(b) of the Local Government Act 1972, the Chairman decides are urgent.

5. **Notice of Public Speaking**

To note those agenda items which have received an application for public speaking.

6. **Park Homes Fee Policy**

To receive the results of the consultation process on the proposed new Park Homes Fee Policy. To consider the responses and agree a new Fee Policy document.

9 - 18

7. **Review of Guidance Notes and Conditions for Hackney Carriage and Private Hire Vehicle Owners, Operators and Drivers**

- | | | |
|-----|---|-----------|
| | To seek approval to go out to consultation on amendments and additions to the Council's Guidance Notes and Conditions document. | 19 - 24 |
| 8. | Results of Consultation on Conditions to Control CCTV in Taxi's
To consider the responses and agree the recommendation contained within this report. | 25 - 104 |
| 9. | Child Sexual Exploitation Training for Taxi Drivers
To seek approval from Members to progress discussion with a single provider and reach an agreement upon delivery of the course for a period of 3 years from 1 April 2017. | 105 - 108 |
| 10. | Animal Boarding Establishments Licence Conditions
To consider adoption of the Model Licence Conditions for Boarding Establishments as published by the Chartered Institute of Environmental Health (CIEH) in 2013 (cats) and 2016 (dogs). | 109 - 204 |
| 11. | Minutes of Licensing Panels
The Committee is asked to note the attached minutes of Licensing Panels which took place on:

6 July 2016
13 July 2016
10 August 2016
7 September 2016 | 205 - 214 |
| 12. | Select Committee Review of Licensing Act 2003
The Committee is asked to note this information report. | 215 - 220 |

Date of Next Meeting

5 January 2017.

This page is intentionally left blank

LICENSING AND SAFETY COMMITTEE
15 JUNE 2016
7.30 - 8.25 PM



Present:

Councillors Allen (Chairman), Thompson (Vice-Chairman), Dr Barnard, Finch, Finnie, Ms Gaw, Mrs McKenzie, Ms Miller and Porter

Apologies for absence were received from:

Councillors Mrs Angell, G Birch, Brunel-Walker and Tullett

4. Declarations of Interest

There were no declarations of interest.

5. Minutes

RESOLVED that the minutes of the meetings of the Committee held on 7 January 2016 and 18 May 2016 be approved as a correct record and signed by the Chairman.

6. Urgent Items of Business

There were no items of urgent business.

7. Notice of Public Speaking

It was noted that no members of the public had registered to speak at the meeting.

8. Annual Report and Workplan

The Committee considered a report detailing the activities carried out by the Licensing Section during the period 1 April 2015 to 31 March 2016 and a proposed work plan for 2016/17.

Members' attention was drawn to a number of detailed matters in the report, including the schedule detailing the licences, registrations, permits and consents, current at 1 April 2016 or processed during the last year, which illustrated the number of transactions with businesses operating in the Borough. A number of the licences required the submission of documents which had to be checked or validated by the Licensing Service and the Committee was pleased to note that the Service had issued licences within either 2 or 3 days of receipt of a complete and valid application on 96% of occasions in 2015/16 (against the target of 95%).

Officers used a risk-based assessment programme to visit licensed premises to check compliance and provided assistance to those businesses. In 2015/16, 182 programmed inspections were carried out (an increase on the previous year) in addition to non-programmed inspections arising from intelligence from residents, complaints, and information from the police or other agencies.

A total of six warnings had been issued in the last year in relation to Hackney Carriage and Private Hire licensing matters, with 178 enforcement points for 27 incidents of non-compliance (compared to 264 points in 2014/15). The Committee was pleased to note that no penalty points had been issued in respect of illegal tyres, previously a matter of concern to members.

Other areas of work included an operation to test underage sales within a variety of premises licensed to have gaming machines. Of the 9 premises tested, 6 had failed including 3 betting offices and 2 pubs. Further recent testing had resulted in a number of further failures. The Council would be working with businesses over the enforcement action necessary. Where licensed premises had failed 2 or 3 times consecutively, action would be taken to either revoke the licence or arrange for the gaming machines to be taken out of commission temporarily or during certain hours. Other failures may result in final written warnings to the licensee. The Council undertook such enforcement work in liaison with the Gambling Commission.

Annex B to the report contained the draft work plan for 2016/17, which had been drawn up having regard to national priorities and the Council's strategic themes, actions and priorities in the coming year.

Members received answers to a number of questions arising from the report. Further details were requested in relation to the warnings that had been issued, and a clarification to the website as regards the five clear days notice required for submissions of Temporary Event Notices.

RESOLVED that:

1. The work completed in 2015/16 detailed within the report of the Chief Officer: Environment and Public Protection be noted.
2. The work plan for 2016/17 set out in Annex B be approved.

9. **Health & Safety Law Enforcement Plan 2016-17**

The Committee considered a report presenting details of activities carried out under the Health & Safety Law Enforcement Plan during 2015/16 and the proposed work plan for 2016/17.

The Council was responsible for advising on and enforcing health and safety in 1549 premises in the Borough, including offices, shops, leisure sites, catering premises and hotels. The Plan set out how the Council would work with and support businesses to comply with health and safety legislation. Performance against the Plan was monitored as an operational indicator and the report contained details of the Council's activity in 2015/16 (compared with previous years) in relation to:

- Pro-active interventions
- Complaints and enquiries
- Accident investigations
- Notifications for non-compliance

A key theme of the work plan was to continue to develop targeted health and safety activity working in partnership with local businesses and the Health & Safety Executive. Targets and initiatives for the coming year were grouped under three main headings:

- Protecting consumers and supporting businesses
- Project working
- Performance management

It was noted that any additional requirements caused by an increase in the number of new premises arising from the town centre redevelopment would be built into next year's plan.

Arising from questions posed, officers were asked to provide further information about the fall in the number of complaints and enquires relating to supermarkets and the accident statistics for the Borough, in particular incidents of people struck by an object.

RESOLVED that the work undertaken in 2015/16 be noted and the proposed plan for 2016/17 be approved.

10. **Park Home Fee Policy**

Consideration was given to a report reviewing the Park Home Fee Policy introduced in 2014 as a result of legislative changes brought into effect by the Mobile Homes Act 2013. The Policy was required to set out the types of fees the Council would charge for different functions in respect of licensed sites and how the fee levels had been calculated.

There were some particular alterations that were required:

- 1) The schedule of fees and charges, which was subject to annual review following consultation, would in future be set down in an appendix to the Policy, in order to simplify the procedure for updating it.
- 2) Some confusion had arisen as a result of the use of two different terms "unit" and "pitch" in the Policy. The term "unit" would be removed from Section 6 in the policy in order to make it clear that the fee charge is per licensed pitch rather than units stationed on the site.
- 3) A change was proposed to the fee for an application for a new licence, to accord with Department for Communities and Local Government guidance, to the effect that the £16 per pitch element of the charge be removed from the new site licence fee. Instead a new £5 per pitch charge would apply, solely for new sites of over 50 pitches, to reflect the additional work required for new large site applications.

All site owners would be consulted on these proposed changes, together with a number of minor alterations to the wording and layout to add clarity to the Policy.

The Committee noted that the Council took a risk-based approach in the application of its inspection and enforcement regime. Officers were requested to ensure that the enforcement policy was quite clear in relation to the responsibilities of, and potential actions by, the Council as distinct from those of other agencies, to assist site owners and occupants.

RESOLVED that:

1. The fees are agreed annually by the Council after consultation.
2. The Policy is altered to make it clear that the annual fee is payable for all licensed pitches not just units occupied upon the site.
3. Licensed site owners are consulted upon the draft Policy at Annex B of the report and the results of that consultation are reported back to the Committee on 6 October 2016.
4. As the change of fee for new applications is a reduction in charge and beneficial to business, the new fee be approved and introduced with immediate effect.

11. Pet Shop Licence Conditions

The Committee considered a report dealing with the adoption of the Model Licence Conditions for Pet Vending Licensing as published by the Chartered Institute of Environmental Health (CIEH).

The CIEH Model Licence Conditions had been widely accepted as representing the minimum standards to be applied to ensure appropriate standards of health, safety and welfare. A consultation exercise (as approved by the Committee) had been carried out with existing licence holders over the introduction of the Model Licence Conditions in place of the Council's current conditions, which had not been reviewed for some years. No responses were received to the consultation and no concerns had been raised.

RESOLVED that the Model Licence Conditions, as set out at Annex A of the report, be approved and adopted as follows:

1. With immediate effect for any new licences issued; and
2. From 1 January 2017 for any existing licence holders.

12. Other business – Safeguarding Training Update

The Committee was informed that investigations into the provision of Safeguarding Training for Bracknell Forest Licensed Drivers on an in-house basis had shown this to be impractical. However, discussions were well advanced with the other Berkshire Authorities with a view to introducing a joint training scheme across the County. With a potential of about 3,500 drivers, it appeared that a single provider could be engaged to prepare and carry out the training programme required.

A further update would be given to the Committee in October.

CHAIRMAN

**TO: LICENSING AND SAFETY COMMITTEE
6 OCTOBER 2016**

**PARK HOMES FEE POLICY
(Chief Officer: Environment and Public Protection)**

1 PURPOSE OF REPORT

1.1 To receive the results of the consultation process on the proposed new Park Homes Fee Policy. To consider the responses and agree a new Fee Policy document.

2 RECOMMENDATION

2.1 **That the Committee agrees the proposed Park Homes Fee Policy as attached at Annex A.**

3 REASONS FOR RECOMMENDATION

3.1 The Committee agreed at its meeting on 15 June 2016 a revised Policy and that licensed park home site owners would be consulted upon the changes. This has been completed and the responses received are attached to the report as Annex B.

4 ALTERNATIVE OPTIONS CONSIDERED

4.1 None. The Council must have in place a Park Homes Fee Policy which is compliant with legal provisions.

5 SUPPORTING INFORMATION

5.1 A consultation process has been conducted as required by the legal provisions. All licensed park home site owners were consulted by email where possible and in addition by recorded delivery post. The consultation process closed on 19 September 2016 and one response was received which is attached as Annex B.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

6.1 The legal provisions are identified within the report.

Borough Treasurer

6.2 Any fees charged have been calculated to fairly cover the costs incurred by the Council, therefore there will be no profit made from these fees.

Equalities Impact Assessment

6.3 There are no implications arising from the recommendation in this report.

Strategic Risk Management Issues

6.4 There are no implications arising from the recommendation in this report.

7 CONSULTATION

Principal Groups Consulted

7.1 Owners of the licensed caravan sites within Bracknell Forest.

Method of Consultation

7.2 Email and recorded delivery post with a letter and draft Fee Policy.

Representations Received

7.3 One – see Annex B.

Background Papers

DCLG – A guide for local authorities on the setting of licence fees.

Contact for further information

Robert Sexton
Head of Regulatory Services
01344 352580
Robert.sexton@bracknell-forest.gov.uk



Bracknell Forest Council

Fee Policy for Protected Sites 2016

Caravan Sites and Control of Development Act 1960

Contents

- 1) Executive Summary
- 2) Introduction
- 3) **Fee Structure**
- 4) Application for a new licence
- 5) Transfer of an existing licence
- 6) Alteration of Conditions on an existing licence
- 7) Annual fees
- 8) Enforcement action
- 9) Depositing site rules
- 10) Revising the fee

Appendix A - Elements included in fee setting

Appendix B - Current Fees (correct at time of print)

1. Executive Summary

This Policy sets out the fees for the licensing process under the Caravan Sites and Control of Development Act 1960. These fees have been arrived at in accordance with guidance issued by DCLG under the Mobile Homes Act 2013 and will be reviewed regularly as part of the Council's annual review of its fees and charges.

2. Introduction

The Caravan Sites and Control of Development Act 1960 (CSCDA60) introduced a licensing system to regulate the establishment and operation of caravan sites.

The Mobile Homes Act 2013 (MHA13) was introduced in order to provide greater protection to occupiers of residential park homes and caravans as the enforcement provisions had received no significant update since the original legislation. This Act also introduces some important changes to the buying, selling or gifting of a park home and the pitch fee review process which enhances the civil law provisions pertaining to the contract between the site owner and home owner.

There is an expectation that councils will inspect sites regularly in line with a risk based assessment and use the additional powers to ensure compliance with site licence conditions. The council can also now charge a fee for different licensing functions. The legislation also allows the council to serve compliance notices upon the site owner, take on works in default and requires the council to satisfy itself on the legitimacy of and publish any site rules relating to a site.

The charges introduced by the MHA13 only apply to relevant protected sites. A relevant protected site is defined in section 5A (5) and (6) of CSCDA60 (as amended), and further guidance has also been issued by the Department for Communities and Local Government (DCLG) entitled 'Park Homes: Site Licensing, Definition of relevant protected sites' (January 2014), and lists the types of sites which would fall within the definition. In summary:

'any licensable caravan site is a 'relevant protected site' unless it is specifically exempted from being so. A site is exempted if:

- it has planning permission or a site licence for exclusive holiday use
- there is a restriction on use as permanent residential' DCLG 2014

Section 10A (2) of CSCDA60 (as amended) requires a local authority to prepare and publish a Fee Policy where they propose to charge for functions associated with the regulation of relevant protected sites.

Sites which do not fall within the definition of 'relevant protected sites' are still subject to the licensing requirements contained with the CSCDA60, but the provisions relating to payment of fees do not apply.

3. Fee Structure

The Council has calculated fees in accordance with the provisions of MHA13 which allows a local authority to include all reasonable costs and this includes administrative costs, officer visits to the site, travel costs, consultations, meetings, undertakings and informal advice.

In arriving at the fees the tasks detailed in Appendix A were considered together with information collected upon the Council time recording system which relates to the relevant work carried out as part of the licensing process. Each task was apportioned a time based on those records and a rate based upon the cost of the person carrying out that action. So for example if an administrative post was responsible for creating and modifying records the hourly rate for that officer would be used for that task/action; whilst an inspection conducted by a Licensing Officer would be calculated at that rate. All rates of pay are set at full cost recovery. Where there are new tasks such as the depositing, varying and deleting of site rules consideration was made of the elements that will be necessary to complete the task. Where there was data from similar tasks from other areas this was utilised to arrive at the fee.

The fees will be considered annually by the Licensing and Safety Committee and will be published for consultation by the Council along with all other fees and charges that the Council makes.

4. Application for a new licence

All sites (subject to exemptions contained within the Act) require a site licence to operate; failure to apply for licence is an offence under Section 1(2) of CSCDA60. Section 3(2A) of the amended Act allows the local authority to require a fee to accompany applications for licences, and this should accompany any new application. The council may only issue a licence for a site with a valid and correct planning permission for the use.

The fee reflects the fixed costs which would apply to any new licence application plus an amount per pitch to reflect the variation in the cost of processing the application according to the size of the site.

5. Transfer of an existing licence

Where a licence holder wishes to transfer the licence an application must be made to the council. The fee must accompany the application.

6. Alteration of conditions on an existing licence

Where a site owner requests a variation to site licence conditions the council will charge a fee.

Applications can be made by licence holders to vary or cancel conditions, the fee is payable at the application stage.

If the council instigates the process to alter conditions no fee is payable.

7. Annual fees

All relevant protected sites must pay an annual fee to the council (subject to any exemptions stated in this Policy). The fee is due on 1st April each year.

Charges are based on estimates from experience associated with the administration responding to enquiries and conducting inspections of sites varying in type and size. The council is not permitted to make a surplus from this function.

The annual fee covers the costs associated with site inspections to ensure compliance with the site licence conditions and a follow up visit to ensure compliance with any informal schedule of works. If there is still a breach in site licence conditions at the point of the follow up visit further charges may be payable to cover the cost of any enforcement action which may be taken. Further details can be found in section 8 - Enforcement Action.

The fee is calculated on a **price per licensed pitch** to reflect the variation in cost due to the size of the site. The cost is the annual fee multiplied by the number of licensed pitches permitted by the site licence

DCLG guidance offers a variety of suggested options for local authorities in calculating the annual fee and this approach has been adopted as it is considered to offer transparency and fairness to both residents and site owners.

Exemptions from annual fees

Sites where there is only 1 unit are excluded from the annual fee. This category of site is exempt from the annual licensing fee as the council do not intend to carry out annual inspections of these sites, however, any complaints or enquiries would be dealt with as appropriate.

Charging arrangements

Where a new site licence is issued part way through the year the annual fee will be pro-rata for that year.

Where an amended licence is issued part way through the year (which included either additional units or a reduction in units), the change in annual fee will be calculated on a pro-rata basis for the remainder of the year

In the event an annual fee is not paid as required the council may apply to the First Tier Tribunal (Property Chamber) for an order requiring the licence holder to pay the amount due.

8. Enforcement Action

Where there has been a breach in a site licence condition the Council may serve a compliance notice. Section 9C of the CSCDA60 (as amended) details the elements which a local authority may include when imposing a charge for enforcement action. A detailed breakdown of the relevant expenses would be provided with the compliance notice. Charges would be based on the hourly rate for the relevant officers. If any works in the compliance notice are not carried out the licence holder commits an offence and the local authority may consider taking legal proceedings. Any costs associated with this process would be at the discretion of the court.

9. Fees for depositing, varying or deleting sites rules

Site rules are put in place by the owner of a site to ensure acceptable standards which benefit occupiers and promote and maintain community cohesion on the site. The MHA13 changes the way site rules must be agreed between both parties. The council must keep an up to date register of site rules on relevant protected sites and publish the register online.

Before publishing the site rules the council will ensure the rules deposited have been made in accordance with the statutory procedure.

The Council can charge a fee for depositing, varying or deleting site rules.

Any site rules deposited with the local authority for the first time or applications to vary or delete existing site rules must be accompanied by the appropriate fee. The fee is the same for either a first deposit or for a subsequent variation or deletion as the process is very similar for all three types of deposits.

10. Revising the Fee

The fees detailed in this Policy have been determined based on full recovery of costs. The costs have been assessed according to past experience of dealing with site licensing with consideration of the likely impact of the changes the new Act has introduced. Some of the processes are new (for example the depositing of site rules) and therefore estimates have been made as to the cost of providing these services. In addition, further regulation by government may impact on the processes and the time involved and therefore may result in a revision to the charges.

The fees will be reviewed as part of the annual review of fees and charges.

Appendix A

The DCLG guidance sets out the activities that the council can and cannot include when calculating its annual fee. A Local Authority **can** include:

- letter writing/calls etc. to make appointments and request documents or other information from the site owner or any third party in connection with the licensing process;
- handling enquiries and complaints;
- updating hard files/ computer systems;
- updating the EU Directive website if appropriate;
- processing the licensing fee;
- land registry searches
- time for reviewing necessary documents and certificates;
- downloading photographs;
- preparing reports on contraventions;
- preparing draft and final licences
- review by manager or lawyers
- review any consultation responses from third parties;
- updating public register
- carrying out any risk assessment process considered necessary
- reviews of decisions or in defending appeals
- A pre-programmed full site inspection;
- A follow-up inspection to check compliance following programmed inspection

A local authority **cannot** take into account when setting fees costs incurred in exercising their functions under

- Section 9A-9I Caravan Sites and Control of Development Act 1960 (the Act) (relating to enforcement due to breach of licence conditions);
- Section 23 of the Act (prohibiting the siting of caravans on common land); or
- Section 24 of the Act (the provision of caravan sites by local authorities).

In addition, section 10A (4) (b) of the Act prohibits a local authority from taking into account when setting fees costs it incurs under the Act, other than those relating to a relevant protected site.

No fees can be charged for holiday or other non permanent residential sites. Sites which are in mixed use i.e. partly holiday with some permanent residential homes which fall within the definition of relevant protected site fees can therefore be charged.

A local authority cannot make a profit. Any charges must be limited to recovering the costs of exercising their licensing function as it relates to relevant protected sites.

Fees from 1 April 2016 to 31 March 2017

Type of application	Fee
New site licence	£406 Where the application is for a site with more than 50 pitches, an additional fee of £5.00 will be made for each pitch over 50.
Annual fee per licensed pitch	£13.48
Transfer of site licence	£172
Amendment to conditions of site licence	£315
Deposit, varying or deleting site rules	£108

Robert Sexton

From: Barry.Sumner <Barry.Sumner@warfieldparkhomes.co.uk>
Sent: 26 August 2016 15:30
To: Robert Sexton
Cc: Wendy.Collas
Subject: Park Home Fee Policy

Dear Rob

Thank you for circulating the consultation on the proposed fee charges.

I have no objection to them.

Indeed if we had managed to obtain planning for the additional 82 homes, and put them under a new licence as I intended, it would cost me all of £466.00, when compared to the hundreds of thousands spend on futile planning related fees – it would be a bargain!

Kind regards

Barry

This message and any attachments may contain information which is confidential and/or covered by legal professional privilege. It is intended only for use by the individual(s) to whom it is addressed and care should therefore be taken when disclosing contents, copying or distributing further. If you are not the named recipient you must not use or disclose it but should immediately return it to Warfield Park Homes Ltd. (01344 884666) or otherwise destroy it. Warfield Park Homes Ltd is a company in England and Wales with company number 781283. Registered Address: Warfield Park Homes Ltd, MacLaren House, Warfield Park, Bracknell, Berkshire RG42 3RG

This page is intentionally left blank

**TO: LICENSING AND SAFETY COMMITTEE
6 OCTOBER 2016**

**REVIEW OF GUIDANCE NOTES AND CONDITIONS FOR HACKNEY CARRIAGE
AND PRIVATE HIRE VEHICLE OWNERS, OPERATORS AND DRIVERS
Chief Officer: Environment and Public Protection**

1 PURPOSE OF REPORT

- 1.1 The purpose of this report is to seek approval to go out to consultation on amendments and additions to the Council's Guidance Notes and Conditions document.

2 RECOMMENDATION

2.1 That the Committee:

- i) approves the amendments and additions to the Guidance Notes and Conditions document set out at Annex A for consultation, and**
- ii) requires officers to bring back a report to the next meeting on the results of that consultation.**

3 REASONS FOR RECOMMENDATION

- 3.1 The Council issues the Guidance Notes and Conditions document to owners, drivers and operators of hackney carriages and private hire vehicles. These notes are intended to set out the legal requirements, licence conditions and give guidance to the trade. The guidance notes are updated on a regular basis to reflect changes in law and Council policy.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 Members may choose to vary the document at this stage prior to the consultation.

5 SUPPORTING INFORMATION

- 5.1 Attached at Annex A are the proposed additions and amendments to the Guidance Notes for 2017. In addition to updating dates, the material changes to the document are as follows:

- Adding details of the checks the Council is now required to carry out for all driver and operator licence applicants as a result of the Immigration Act 2016
- Confirming it is the responsibility of the applicant or licence holder to ensure relevant planning approvals are in place for any premises used as a private hire operator base
- Confirming the requirement of a licence holder to provide a certificate of calibration for any installations or change of taximeter – this is due to us no longer having a suitable location within the Council area for testing of meters
- Confirming details of the policy in respect of reinstatement of revoked licences
- Adding a condition that drivers should not eat or drink whilst driving, nor should they use a PDA or any other hand held device whilst driving
- Adding a condition in respect of the appearance and conduct of the driver

Unrestricted

- Confirming the procedure in respect of what driver should do with any property found in their vehicles
- Add a requirement for new private hire operator licence applicants who are not already a licensed driver, or applying to be a licensed driver, to do the private hire knowledge test (theory section only)
- Adding a condition to clarify that drivers should notify the Licensing Section of fixed penalty notices within 28 days of receipt, rather than 28 days from the date of return of the DVLA licence
- Confirming the procedure for private hire driver licence applicants who do not have a current operator licensed by the Council
- Amend a current condition to allow any vehicle to be licensed up to 5 years old from date of first registration (currently wheelchair accessible vehicles are required to be less than 4 years old, all other vehicles 5 years old)
- Amend a current condition to specify that no new operators shall be permitted to use a trading name containing the words 'Taxi' or 'Cab' [unless the firm uses predominantly hackney carriages to fulfil bookings]
- Amend a current condition to clarify that drivers should not initiate dialogue of a sexual nature with passengers by telephone, social media, email or any other form of communication.

5.2 The consultation will run from 12 October to 12 December and a further report will be brought to Committee on 5 January 2017 for consideration of any comments received.

6 **ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

Borough Solicitor

6.1 The legal implications are identified within the report.

Borough Treasurer

6.2 There are no significant financial implications arising from the recommendation in this report.

Equalities Impact Assessment

6.3 There are no implications arising from the recommendation in this report.

Strategic Risk Management Issues

6.4 There are no implications arising from the recommendation in this report.

7 **CONSULTATION**

Principal Groups Consulted

7.1 All licence holders and members of the public may comment on the consultation.

Method of Consultation

7.2 The consultation will take place via the Council's public consultation portal. Details of the consultation will be sent to all licence holders who have provided an email address to the Licensing team.

Representations Received

7.3 Not applicable at this stage.

Unrestricted

Background Papers

Guidance Notes and Conditions for Hackney Carriage and Private Hire Vehicle Owners, Operators and Drivers (August 2015)

Contact for further information

Laura Driscoll, Licensing Team Leader, 01344 352517

laura.driscoll@bracknell-forest.gov.uk

This page is intentionally left blank

Revisions to Guidance Notes and Conditions for Hackney Carriage and Private Hire Vehicle Owners, Operators and Drivers with effect from 6 January 2017

New condition:

Planning approval may be required for any premises used as a private hire operator base, including residential properties. The applicant or licence holder is responsible for making enquiries to ascertain whether approval is required.

New condition:

To comply with the Immigration Act 2016, the Council is required to check eligibility to live and work in the UK for all applicants for driver and operator licences. Applicants will be required to provide evidence of this on request. Examples of acceptable documentation include a British passport, EC passport with the right to stay and work in the UK, permanent residence permit, work permit with a passport with correct authorisations, a UK birth certificate together with an official document giving the NI number such as a P45 or P60, or a biometric immigration document indicating a right to stay indefinitely in the UK or a right to do the work in question.

For applicants with a limited time to remain in the UK, the licence will only be granted for the period of permission to remain, and may only be granted for a shorter period. The licence may be extended should the applicant's right to remain in the UK be made permanent.

If an applicant has extended leave to remain (pending a decision) the licence cannot be granted for more than six months, and again may only be granted for a shorter period. The licence may be extended should the applicant's right to remain in the UK be made permanent.

If a licence holder loses the right to remain in the UK during the currency of a licence, the licence ceases to have effect and the licence (and badge for drivers) must be returned within 7 days.

New condition:

A certificate of calibration provided by the taximeter installer may be required on issue of a licence or when the seal is damaged or missing.

New condition:

Where a licence has been revoked, but the situation which led to the revocation is resolved, the Council will aim to reinstate the licence as soon as practicable. A new application will be required. Existing documents which remain valid from the previous licence will normally be transferred to the new application, but updated documents may be requested by the licensing officer as determined on a case by case basis.

The usual licence fee will be payable and the licence will be issued for the usual licence period. In exceptional circumstances, such as the licence being revoked pending the outcome of a Court Case, no further fee will be payable but the licence will simply be reissued for the period that the revoked licence had left to run.

New condition:

The driver should carefully search the vehicle for any property which may have accidentally been left behind after each journey. Any items found should be handed into the nearest Police station as soon as practicable. The driver should notify any operator of the vehicle.

New condition:

Drivers must not drink or eat whilst driving, nor should they use any hand-held mobile phone, PDA, or any other device which may cause their attention to be distracted.

New condition:

The driver shall at all times be clean and respectable in their dress and person and behave in a civil and orderly manner.

New condition:

Any new private hire operator licence applicants who are not already a licensed driver, or applying to be a licensed driver must pass the private hire knowledge test (theory section only) prior to an operator licence being granted.

New condition:

Drivers must notify the Licensing Section of fixed penalty notices within 28 days of receipt, rather than 28 days from the date of return of the DVLA licence.

New condition:

Any private hire driver not registered with an operator upon the renewal of their licence shall be permitted to renew their licence, but their badge and licence will be retained by the Council until they are registered with an operator licensed by the Council.

Amend current condition 10.1:

A vehicle submitted for initial licensing must be less than 5 years old from date of first registration.

Amend current condition 30.5:

Only trading or company name(s) that are written on the operator licence, or other trading name approved by the Council in writing, shall be used for trading in the Borough of Bracknell Forest. No new operator (licensed from *date*) shall be permitted to use a trading name containing the words 'Taxi' or 'Cab' unless the firm uses predominantly hackney carriages to fulfil bookings.

Amend current condition 5.20:

Licensed drivers may not initiate any dialogue of a sexual nature with a passenger, including by telephone contact, social media, email or any other form of communication. Licensed drivers are not permitted to have sexual contact, even with consent, with a passenger whilst on duty or in a licensed vehicle.

**TO: LICENSING AND SAFETY COMMITTEE
6 OCTOBER 2016**

**RESULTS OF CONSULTATION ON CONDITIONS TO CONTROL CCTV IN TAXIS
Chief Officer: Environment and Public Protection**

1 PURPOSE OF REPORT

- 1.1 This report brings to the attention of members the results of a public consultation carried out upon a proposal to introduce licence conditions to control the use of CCTV in hackney carriages and private hire vehicles within Bracknell Forest. Members are asked to consider the responses and agree the recommendation contained within this report.

2 RECOMMENDATION

- 2.1 **That the Committee agrees that the licence conditions attached as Annex F are adopted and applied to vehicle, driver and operator licences from 6 October 2016.**

3 REASONS FOR RECOMMENDATION

- 3.1 The use of CCTV within vehicles, both private and licensed, is increasing due to fears of public safety and crime. Recordings from such equipment can be very useful evidentially but they can also be misused to the detriment of those recorded. The Council has a duty to act in the interests of the public and their safety when issuing licences for taxis and there was a need to obtain the views of the general public and the taxi trade prior to making any decisions upon the control of CCTV within licensed vehicles.
- 3.2 It is clear from media articles that there are significant concerns regarding the misuse of recordings made by overt and covert CCTV. The responses to the consultation do reflect a strong desire for privacy and passengers do support the principle of controls to reduce the risk of data misuse. The proposed conditions enable legal action including the removal of CCTV or a licence when CCTV data is misused or handled without respect to a person's right to privacy.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 The alternative option would be not to introduce conditions to control the use of CCTV in taxis.

5 SUPPORTING INFORMATION

- 5.1 Members of the Committee agreed a proposal at the meeting on 9 January 2016 for officers to draw up a set of licence conditions which would ensure that where CCTV was operating within a licensed vehicle that passengers were made aware of it. Additionally any data collected would be dealt with in accordance with the Protection of Freedom Act 2012 and the CCTV Code of Practice issued under that legislation.
- 5.2 Officers consulted on 1 February 2016 using the Council 'Have Your Say Portal' and this consultation closed on the 17 April 2016. An A5 sheet (see Annex A) was also given to licence holders who visited the Council Offices and was also posted with any

correspondence sent out. In addition an email was sent to the email addresses held by the Council for licensed drivers.

5.3 Attached as Annex B is a report detailing the responses received to the consultation and shows a breakdown of public and trade responses. Also attached as Annexes C, D and E are pivot reports upon the questions “Do you expect your recorded image to be viewed by”, “Do you believe it is necessary to introduce licence conditions to control the use of CCTV in taxis” and “Do you consider the proposed conditions strike the right balance between protection of privacy and the protection of individuals from crime”. These reports allow you to see how representatives of the trade and passengers responded to those questions.

5.4 The breakdown of 52 responses was as follows:

Taxi Driver	29	55%
Taxi Owner/Operator	9	17%
Passenger	14	27%

5.5 All the questions, except one, provided for a ‘yes’ or ‘no’ response with the option to make further comments. The results were as follows:

Question 1: Do you believe you have a right to privacy when using taxis?

Yes	47	90%
No	5	10%
Comments	8	

Officer comment: There is a strong expectation of privacy when using a taxi.

Question 2: Would you use a taxi if you knew it had CCTV installed?

Yes	8	15%
No	6	11%
No response	38	73%
Comments	11	

Officer comment: The fact that it is known that CCTV is fitted within a taxi would not appear to be a concern to the use of that vehicle.

Question 3: When using a taxi with CCTV do you expect both your image and your conversations to be recorded?

Yes	11	21%
No	41	79%
Comments	11	

Officer comments: There is a strong statement against the recording of both image and conversation.

Question 4: Do you expect your image to be viewed by?

The driver	7	11%
The taxi owner/operator	7	11%
Law enforcement bodies solely for the investigation of crime	22	37%
Other	25	41%
Comments	31	

Officer comment: There was a very strong indication that the viewing of CCTV images should be restricted to either law enforcement bodies solely for the investigation, of crime, 22, or nobody, 25. The viewing for the purposes of investigation of crime is a legal provision with safeguards in place for prosecution should those provisions be abused. See Annex C for profile.

Question 5: Do you believe it is necessary to introduce licence conditions to control the use of CCTV in taxis?

Yes	15	29%
No	37	71%
Comments	9	

Officer Comment: On this question there were 52 respondents and of those 37 said no. If you look at the respondent profile of those 37 'no' responses 31 were made by the members of the trade and 6 from passengers. See Annex D for profile.

From an examination of the nine comments submitted there appears to be a belief in some that the purpose of the consultation is to require the compulsory installation of CCTV in taxis and the strong no vote may reflect that misunderstanding.

Question 6: Do you consider the proposed conditions strike the right balance between protecting privacy and the protection of individuals from crime?

Yes	18	35%
No	34	65%
Comments	7	

Officer comment: Given the previous statements for support for privacy, not recording image and conversation alongside restricting access to the data, which these conditions are intended to deliver, the answers can be seen as inconsistent and probably answered from a misunderstanding of the intention in the consultation. See Annex E for profile.

- 5.6 As with question 5 there was a very strong 'no' vote by the trade to the question - 30 out of 38. The passenger group however was stronger on the 'yes' side - 10 out of 14. Looking at the comments again it would appear that those comments from the trade were concerned about the imposition of CCTV within taxis which may reflect the negative response rather than reflect the actual content of the conditions.
- 5.7 It was not possible to clarify the responses made as none of the contributors provided us with a contact point to enable us to discuss their responses further. There has been a strong response from both trade and passenger that there is an expectation of privacy when being transported within a taxi and that video and conversation should not be recorded together. In addition there was a strong statement that any viewing of recordings should be restricted to either law enforcement bodies or no-one. It was decided that, due to the strong negative response by the trade probably based on a misconception that CCTV was being forced upon them, that we would consult again with the trade, making it very clear that installation of CCTV was voluntary, not compulsory. Attached as Annex G is an email to the trade and the copies of the 3 responses received.
- 5.8 The proposed Policy reflects the responses and comments made. The primary purpose of the proposed conditions attached as Annex F are to protect privacy through restricting how data can be collected, what can be collected, how it should be managed and what can be released and viewed. The conditions do not require CCTV to be installed in a licensed vehicle but if an owner wishes to install one then for the protection of passengers and drivers that CCTV must be overt and any data collected handled in a manner that respects the privacy of an individual and is in accordance with the CCTV Code of Practice.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The legal provisions are identified within this report.

Borough Treasurer

- 6.2 There are no significant financial implications contained within this report.

Equalities Impact Assessment

- 6.3 No equality issues have identified.

Strategic Risk Management Issues

- 6.4 No strategic management issues have been identified.

Other Officers

- 6.5 None

7 CONSULTATION

Principal Groups Consulted

- 7.1 The general public and the taxi trade

Method of Consultation

- 7.2 Consultation was carried out firstly through the Council “have your say” portal. Additionally the taxi trade was targeted through known email addresses and posters were displayed within the public area of customer service within Time Square.

Representations Received

- 7.3 The details of the responses received are contained within the annex’s attached to this report

Background Papers

Protection of Freedom Act 2012
Surveillance Camera Code of Practice 2013.
Information Commissioners Office - CCTV Code of Practice 2015.

Contact for further information

Rob Sexton
Head of Regulatory Services
01344 352580
Robert.sexton@bracknell-forest.gov.uk

This page is intentionally left blank



CCTV IN TAXIS



A consultation is presently being carried out upon a proposal to attach conditions to taxi licences which will control the use of CCTV within licensed vehicles.

The consultation can be accessed via:
www.bracknell-forest.gov.uk/haveyoursay.

The consultation closes on Sunday 17 April 2016, and the results will be reported to the Licensing and Safety Committee on Thursday 9 June 2016.



This page is intentionally left blank

CCTV in taxis consultation 18/04/2016

Report Settings Summary

Event	CCTV in taxis
Total Responses	52
Total Respondents	1
Questions	All
Filter	<i>(none)</i>
Pivot	<i>(none)</i>
Document Name	CCTV in taxis consultation 18/04/2016
Created on	2016-04-18 11:52:46
Created by	Kalpana McIntosh

Table .1

Draft conditions	3
Type of respondent	4
Do you believe you have a right to privacy when using taxis?	5
Do you believe you have a right to privacy when using taxis - comments	6
Would you use a taxi if you knew it had CCTV installed?	10
Would you use a taxi if you knew it had CCTV installed - comments	11
When using a taxi fitted with CCTV do you expect both your image and your conversation to be recorded?	13
When using a taxi fitted with CCTV do you expect your image and your conversation to be recorded - comments	14
Do you expect your recorded image to be viewed by:	18
Who do you expect your recorded image to be viewed by - other	19
comments	23
Do you believe it is necessary to introduce licence conditions to control the use of CCTV in taxis?	26
Do you believe it is necessary to introduce licence conditions to control the use of CCTV in taxis - comments	27
Do you consider the proposed conditions strike the right balance between protection of privacy and the protection of individuals from crime?	31
Do you consider the proposed conditions strike the right balance between protection of privacy and the protection of individuals from crime - comments	32

Draft conditions

Please read the draft conditions for taxi drivers and operators relating to the use of CCTV in licensed vehicles before answering these questions.

There is no data to display for this question

Type of respondent

Question responses: 52 (100.00%)

Are you:

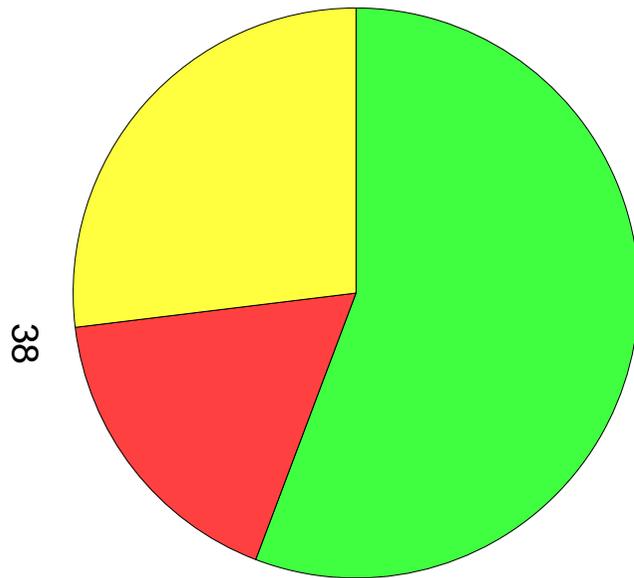


Table .1

	% Total	% Answer	Count
 a taxi driver	55.77%	55.77%	29
 a taxi owner/operator	17.31%	17.31%	9
 a passenger (or potential passenger)	26.92%	26.92%	14
Total	100.00%	100.00%	52

Table .2

Do you believe you have a right to privacy when using taxis?

Question responses: 52 (100.00%)

Do you believe you have a right to privacy when using taxis?

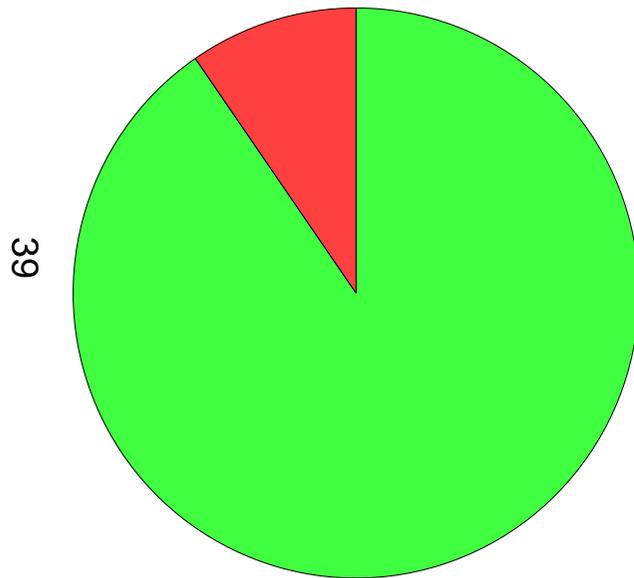


Table .1

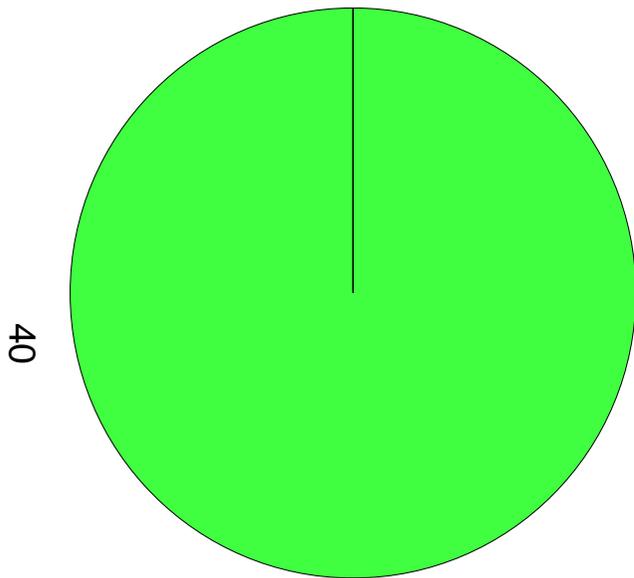
	% Total	% Answer	Count
Yes	90.38%	90.38%	47
No	9.62%	9.62%	5
Total	100.00%	100.00%	52

Table .2

Do you believe you have a right to privacy when using taxis - comments

Question responses: 8 (15.38%)

Comments



	% Total	% Answer	Count
■ [Responses]	15.38%	100.00%	8
■ [No Response]	84.62%	--	44
Total	100.00%	100.00%	52

Table .2

Table .1

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
3				Quite a broad question. Yes you have a right to privacy for example using a phone but you don't have the right to	02/02/16 16:11	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				privacy if you are abusive, etc to the driver.				
13				These cars are not just used as taxis i use it for personal too and we dont feel the need for cctv in them.	19/03/16 03:01	0.1	Submitted	web
16				The Uk has the most cctv's in the world. We are photographed and recorded every where we go. I feel that some people will worry about how to behave in taxi's when using mobile phones or talking to each other. I think that what ever is said in a Taxi stays in the Taxi, unless it concerns people safty.	20/03/16 08:40	0.1	Submitted	web
17				Everyone's saftey come first	21/03/16 08:43	0.1	Submitted	web
20				Not the issue. This is another example of Bracknell FBC introducing something with no benefits because they want to be able to say they did. It will not reduce crime as the majority of taxi crime happens when no one is in the vehicle and therefore the camera will be off. It will not increase passenger or driver safety as accidents will be unaffected and judging by how many assaults are captured and uploaded from taxi cams every day. It will only further burden	26/03/16 19:43	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				taxi drivers with yet another cost that offers no real value, just like First Aid courses for drivers who cannot then administer first aid and the wheelchair accessibly cars for the ranks and the swivel seats before that.				
22				I do believe you have a right to privacy in the taxi, this is a costly excessive, with an already struggling industry. i believe this is not about the drivers safety or the passengers, it is about being politically correct. I am extremely worried yet another financial burden is going to be imposed on driver's who are struggling to make ends meet. As a taxi boss, i have seen a noticeable decline in use of taxis throughout the borough over the last 20 years!	30/03/16 08:03	0.1	Submitted	web
23				I believe that I and my passengers have a right to privacy	30/03/16 09:17	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
24				As a taxi driver we are not using this car only as a taxi but we r using for personal use. We need some privacy when we using for our personal use. I can't see any privacy while we taking our family or friends. We don't mind having CCTV but we should have controll of that. Not every taxi driver can afford to buy two car two insurance and etc. As council aware that taxi business is very slow we can't afford to pay for installation charge as we have our enough expense.	31/03/16 06:26	0.1	Submitted	web

Table .3

Would you use a taxi if you knew it had CCTV installed?

Question responses: 14 (26.92%)

Would you use a taxi if you knew it had CCTV installed?

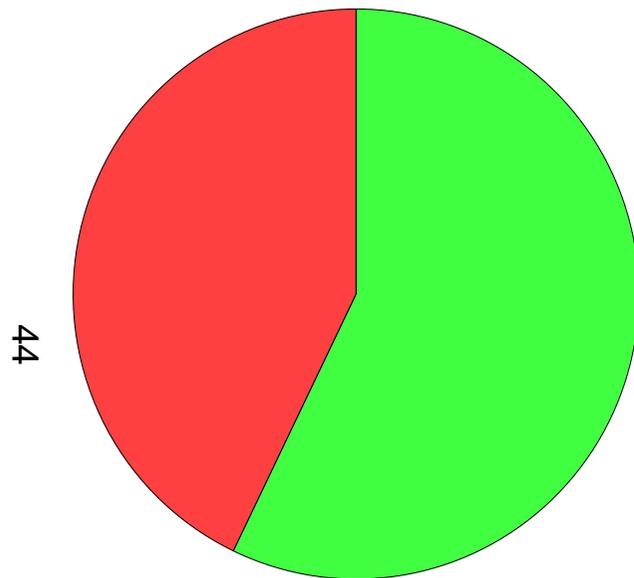


Table .1

	% Total	% Answer	Count
Yes	15.38%	57.14%	8
No	11.54%	42.86%	6
[No Response]	73.08%	--	38
Total	100.00%	100.00%	52

Table .2

Would you use a taxi if you knew it had CCTV installed - comments

Question responses: 1 (1.92%)

Comments

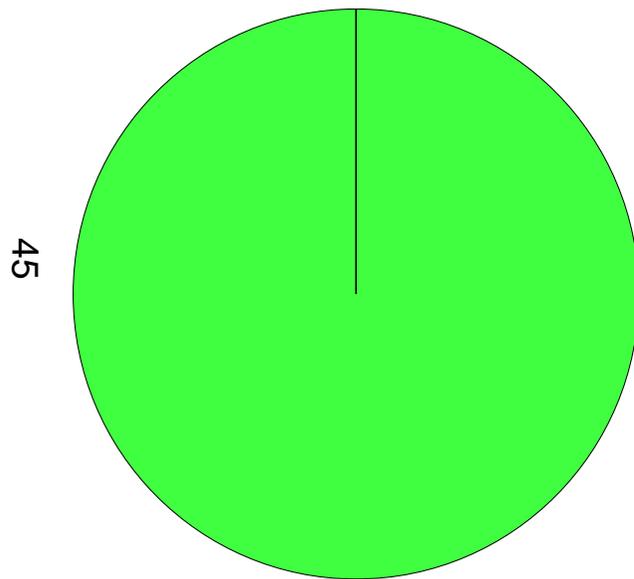


Table .1

	% Total	% Answer	Count
<input checked="" type="checkbox"/> [Responses]	1.92%	100.00%	1
<input type="checkbox"/> [No Response]	98.08%	--	51
Total	100.00%	100.00%	52

Table .2

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
7				More likely to. Safer for passenger and driver. As a lone female it is intimidating getting into a taxi so I totally support this	15/02/16 11:45	0.1	Submitted	web

Table .3

When using a taxi fitted with CCTV do you expect both your image and your conversation to be recorded?

Question responses: **52 (100.00%)**

When using a taxi fitted with CCTV do you expect both your image and your conversation to be recorded?

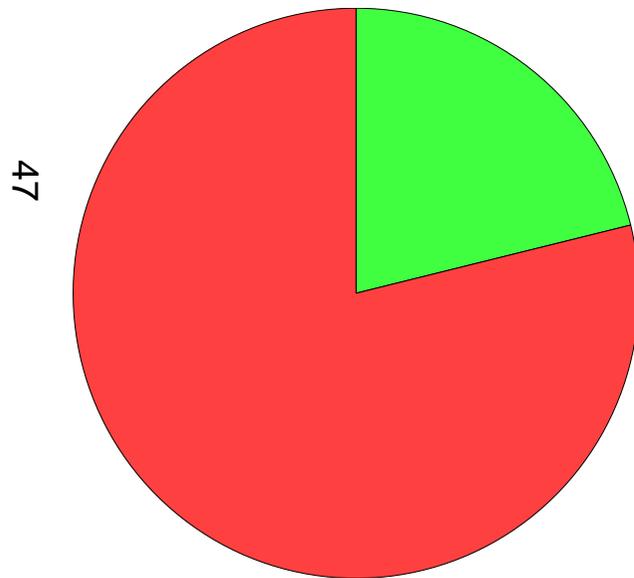


Table .1

	% Total	% Answer	Count
Yes	21.15%	21.15%	11
No	78.85%	78.85%	41
Total	100.00%	100.00%	52

Table .2

When using a taxi fitted with CCTV do you expect your image and your conversation to be recorded - comments

Question responses: 11 (21.15%)

Comments

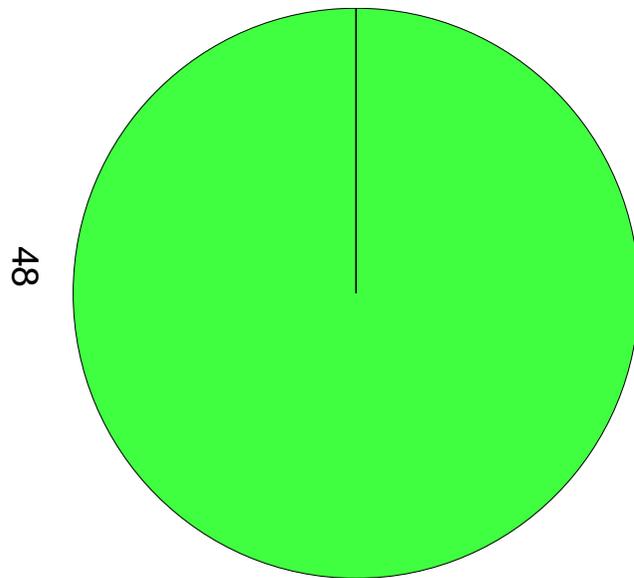


Table .1

	% Total	% Answer	Count
<input checked="" type="checkbox"/> [Responses]	21.15%	100.00%	11
<input type="checkbox"/> [No Response]	78.85%	--	41
Total	100.00%	100.00%	52

Table .2

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
3				Do you mean expect in general? Then the answer is no, image only but I can see the sense in the recording of voice too but only if warned in advance.	02/02/16 16:11	0.1	Submitted	web
4				I don't see a need to have conversations recorded.	09/02/16 15:46	0.1	Submitted	web
7				As above	15/02/16 11:45	0.1	Submitted	web
13				Not for when we are not working	19/03/16 03:01	0.1	Submitted	web
14				I have never travelled in a taxi with CCTV fitted but if the reason for the CCTV is protection then sound would be an important part of the feeling of security. Silent pictures can be very misleading as actions can easily be misinterpreted if there is no accompanying audio.	19/03/16 11:53	0.1	Submitted	web
16				I think that just image should be recorded only. Recording conversations in a Taxi is going too far. There has to be a very good reason to record conversations in Taxis, unless it is for national security.	20/03/16 08:40	0.1	Submitted	web
17				It will be better if voice and images can be recorded	21/03/16 08:43	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
20				Not the issue. This is another example of Bracknell FBC introducing something with no benefits because they want to be able to say they did. It will not reduce crime as the majority of taxi crime happens when no one is in the vehicle and therefore the camera will be off. It will not increase passenger or driver safety as accidents will be unaffected and judging by how many assaults are captured and uploaded from taxi cams every day. It will only further burden taxi drivers with yet another cost that offers no real value, just like First Aid courses for drivers who cannot then administer first aid and the wheelchair accessibly cars for the ranks and the swivel seats before that.	26/03/16 19:43	0.1	Submitted	web
22				i am shocked that you would even want to impose this as a condition of our licences, when for years there have only been isolated incidents, or problems in the vehicles.	30/03/16 08:03	0.1	Submitted	web
23				This is an invasion of my and my passengers privacy	30/03/16 09:17	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
24				No. when we using for our private use we don't won't privacy recorded or images seen by other	31/03/16 06:26	0.1	Submitted	web

Table .3

Do you expect your recorded image to be viewed by:

Question responses: **52 (100.00%)**

Who do you expect your recorded image to be viewed by? (please tick all the options that apply)

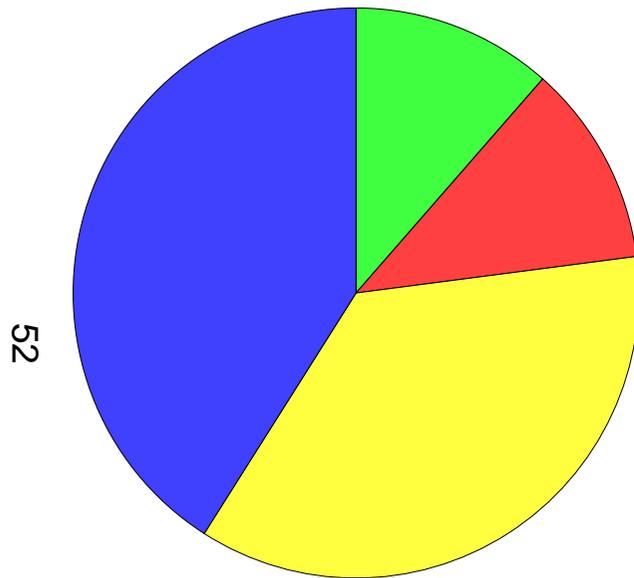


Table .1

	% Total	% Answer	Frequency	Count
■ The driver	11.48%	11.48%	13.46%	7
■ The taxi owner/operator	11.48%	11.48%	13.46%	7
■ Law enforcement bodies soley for the investigation of crime	36.07%	36.07%	42.31%	22
■ Other	40.98%	40.98%	48.08%	25
Total	100.00%	100.00%	0%	61

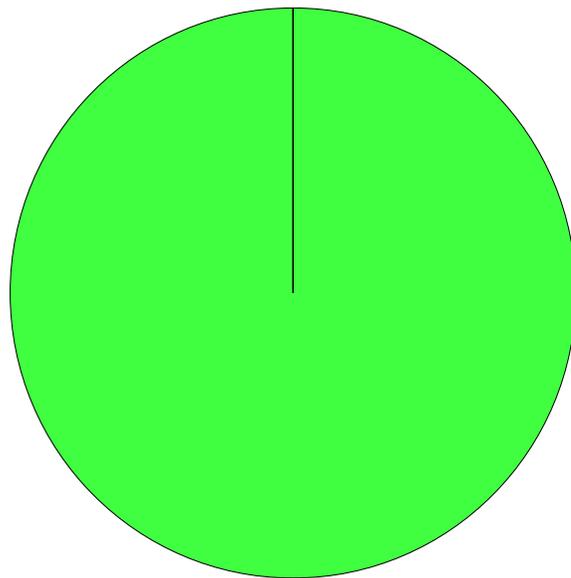
Table .2

Who do you expect your recorded image to be viewed by - other

Question responses: 25 (48.08%)

Please specify other

53



	% Total	% Answer	Count
■ [Responses]	48.08%	100.00%	25
■ [No Response]	51.92%	--	27
Total	100.00%	100.00%	52

Table .2

Table .1

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
3				Local Authority	02/02/16 16:11	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
9				Insurance company	04/03/16 16:18	0.1	Submitted	web
21				No one	28/03/16 11:11	0.1	Submitted	web
26				Nobody	06/04/16 12:28	0.1	Submitted	web
27				No body	06/04/16 13:42	0.1	Submitted	web
30				Nobody	07/04/16 14:19	0.1	Submitted	web
31				Nobody	08/04/16 08:03	0.1	Submitted	web
32				nobody	08/04/16 08:52	0.1	Submitted	web
33				Nobody	08/04/16 09:04	0.1	Submitted	web
34				Nobody	09/04/16 15:52	0.1	Submitted	web
35				None	09/04/16 21:11	0.1	Submitted	web
36				no body	10/04/16 14:54	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
37				No body	10/04/16 15:38	0.1	Submitted	web
38				No body	10/04/16 15:44	0.1	Submitted	web
40				Nobody	11/04/16 10:55	0.1	Submitted	web
41				No body	11/04/16 16:01	0.1	Submitted	web
42				None	11/04/16 18:52	0.1	Submitted	web
43				None	11/04/16 21:06	0.1	Submitted	web
44				none	12/04/16 07:13	0.1	Submitted	web
45				None	12/04/16 15:25	0.1	Submitted	web
46				None	12/04/16 16:00	0.1	Submitted	web
47				None	12/04/16 16:05	0.1	Submitted	web
49				Nobody	14/04/16 13:48	0.1	Submitted	web

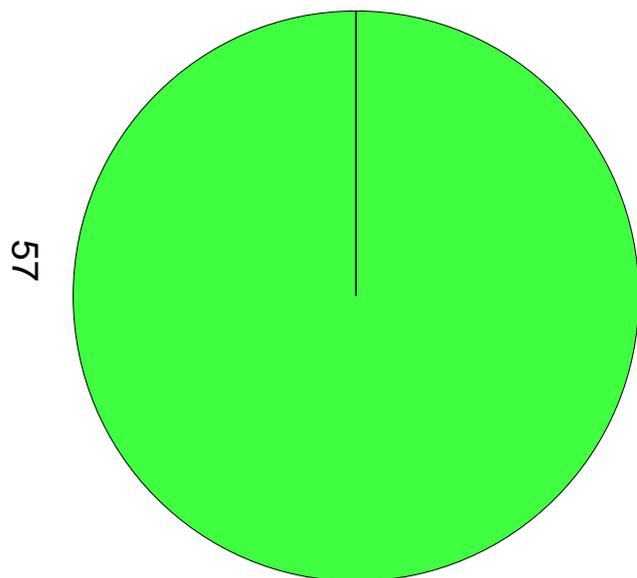
ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
52				If no cctv cameras that mean no body	17/04/16 14:01	0.1	Submitted	web
53				only the taxi driver	17/04/16 16:05	0.1	Submitted	web

Table .3

comments

Question responses: 6 (11.54%)

Comments



	% Total	% Answer	Count
■ [Responses]	11.54%	100.00%	6
■ [No Response]	88.46%	--	46
Total	100.00%	100.00%	52

Table .2

Table .1

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
13				Should only be the driver and if need he should pass it on to the police or any other body	19/03/16 03:01	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
16				There will be thousands of hours of CCTV to trawl through. How will any one benefit from this? How many incidents are there per year to justify CCTV.	20/03/16 08:40	0.1	Submitted	web
20				Not the issue. This is another example of Bracknell FBC introducing something with no benefits because they want to be able to say they did. It will not reduce crime as the majority of taxi crime happens when no one is in the vehicle and therefore the camera will be off. It will not increase passenger or driver safety as accidents will be unaffected and judging by how many assaults are captured and uploaded from taxi cams every day. It will only further burden taxi drivers with yet another cost that offers no real value, just like First Aid courses for drivers who cannot then administer first aid and the wheelchair accessible cars for the ranks and the swivel seats before that.	26/03/16 19:43	0.1	Submitted	web
22				i feel this is a totally unnecessary expense and the decision should be left to the individual whether they would like to install this facility and should NOT be a condition of our license.	30/03/16 08:03	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
26				Nobody	06/04/16 12:28	0.1	Submitted	web
53				If it's safe guard our vehicles whilst we are not in the car it makes sense and only it should be down to the drivers	17/04/16 16:05	0.1	Submitted	web

Table .3

Do you believe it is necessary to introduce licence conditions to control the use of CCTV in taxis?

Question responses: **52 (100.00%)**

Do you believe it is necessary to introduce licence conditions to control the use of CCTV in taxis?

09

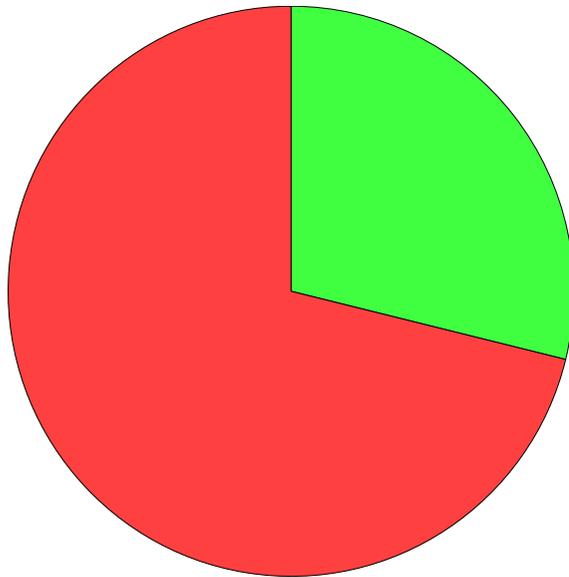


Table .1

	% Total	% Answer	Count
Yes	28.85%	28.85%	15
No	71.15%	71.15%	37
Total	100.00%	100.00%	52

Table .2

Do you believe it is necessary to introduce licence conditions to control the use of CCTV in taxis - comments

Question responses: 9 (17.31%)

Comments

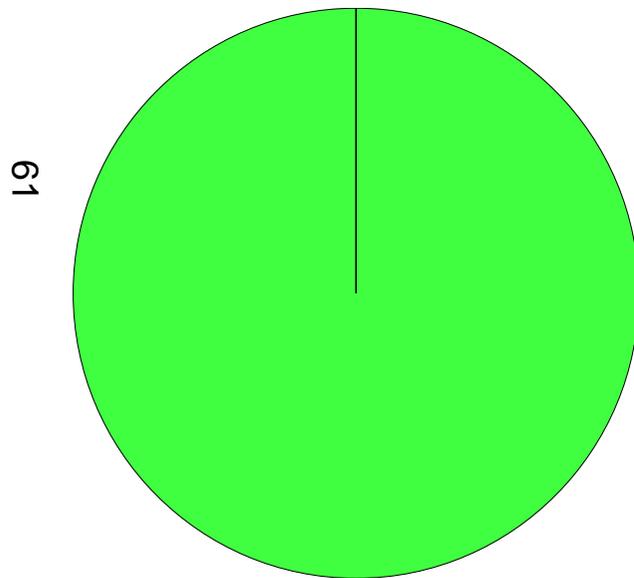


Table .1

	% Total	% Answer	Count
<input checked="" type="checkbox"/> [Responses]	17.31%	100.00%	9
<input type="checkbox"/> [No Response]	82.69%	--	43
Total	100.00%	100.00%	52

Table .2

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
3				Yes as it would help assist law enforcement and may cut down on incidents of aggression.	02/02/16 16:11	0.1	Submitted	web
13				No need for cctv in taxi	19/03/16 03:01	0.1	Submitted	web
14				If a driver wants one fitted for his/her protection then there should be regulation to ensure that the data is protected and other safety aspects are adhered to.	19/03/16 11:53	0.1	Submitted	web
16				We are all going to use CCTV or not. It will be easier to sell if the passengers knows its from the Council, and not from The Taxi companies.	20/03/16 08:40	0.1	Submitted	web
18				Not to be used in cars for vehicles with a dispensation	24/03/16 11:24	0.1	Submitted	web
20				If introduced, absolutely, but this is not the issue. This is another example of Bracknell FBC introducing something with no benefits because they want to be able to say they did. It will not reduce crime as the majority of taxi crime happens when no one is in the vehicle and therefore the camera will be off. It will not increase passenger or driver safety as accidents will be unaffected and judging by how many	26/03/16 19:43	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				assaults are captured and uploaded from taxi cams every day. It will only further burden taxi drivers with yet another cost that offers no real value, just like First Aid courses for drivers who cannot then administer first aid and the wheelchair accessibly cars for the ranks and the swivel seats before that.				
22				i do not believe this is necessary, drivers are not as affluent as you may think in the main most of them are struggling to earn a living contrary to popular belief this country is in a recession, and you will be imposing an unnecessary burden expense.	30/03/16 08:03	0.1	Submitted	web
23				I do not agree with this policy I see it as an additional expense when I am struggling to make a living this town is on a recession as is the whole country when will you understand that drivers can not afford this. Each year you impose more financial burdens on taxi drivers , there is no guarantee that having a camera in my car will help to stop crime. I am shocked that you would even want to do this to drivers in an already struggling industry	30/03/16 09:17	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
54				Come on leave every one alone it's all about controlling people freedom it's bracknell not Brooklyn let people live for God sake	17/04/16 19:06	0.1	Submitted	web

Table .3

Do you consider the proposed conditions strike the right balance between protection of privacy and the protection of individuals from crime?

Question responses: **52 (100.00%)**

Do you consider the proposed conditions strike the right balance between protection of privacy and the protection of individuals from harm?

65

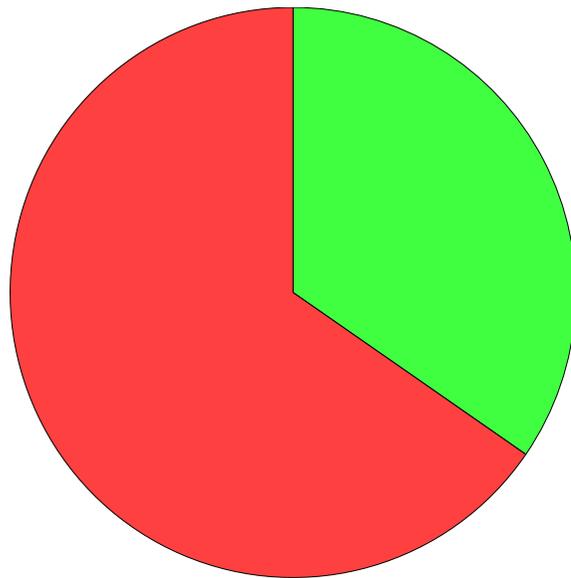


Table .1

	% Total	% Answer	Count
Yes	34.62%	34.62%	18
No	65.38%	65.38%	34
Total	100.00%	100.00%	52

Table .2

Do you consider the proposed conditions strike the right balance between protection of privacy and the protection of individuals from crime - comments

Question responses: 7 (13.46%)

Comments

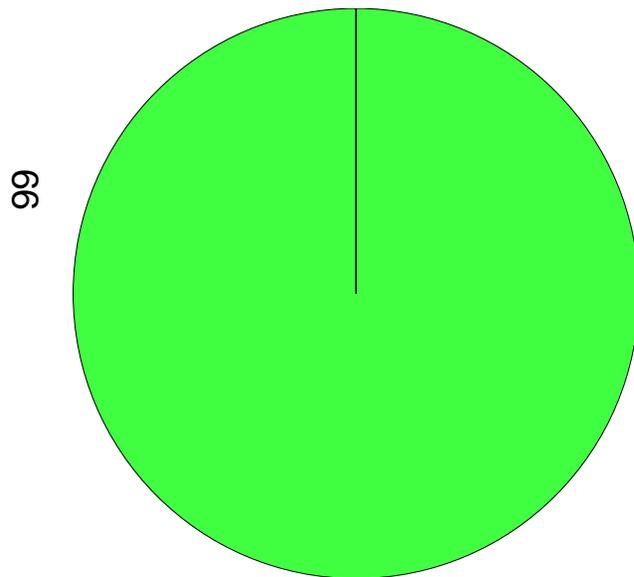


Table .1

	% Total	% Answer	Count
■ [Responses]	13.46%	100.00%	7
■ [No Response]	86.54%	--	45
<hr/>			
Total	100.00%	100.00%	52

Table .2

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
3				Yes, the BFC proposals seem reasonable.	02/02/16 16:11	0.1	Submitted	web
13				Privacy is needed	19/03/16 03:01	0.1	Submitted	web
14				However, as a taxi driver of many years I would hate to think that society has changed so much that CCTV in taxis would become the norm. Maybe in cities like Manchester and London but hopefully not in the relatively safe area of Bracknell.	19/03/16 11:53	0.1	Submitted	web
16				The think the idea of CCTV in cars is going overboard. There must be a reason for wanting CCTV, is to make it easier to catch people who have incidents with Taxi drivers, passengers and drivers. How often is the an incident. If there was a large number of incidents with Taxi drivers then go ahead, but I feel that CCTV in Taxis is too much.	20/03/16 08:40	0.1	Submitted	web
20				Not the issue. This is another example of Bracknell FBC introducing something with no benefits because they want to be able to say they did. It will not reduce crime as the majority of taxi crime happens when no one is in the vehicle and therefore the camera will be off. It will not increase	26/03/16 19:43	0.1	Submitted	web

ID	Consultation Point	Consultee	Agent	Answer	Date	Version	Status	Type
				passenger or driver safety as accidents will be unaffected and judging by how many assaults are captured and uploaded from taxi cams every day. It will only further burden taxi drivers with yet another cost that offers no real value, just like First Aid courses for drivers who cannot then administer first aid and the wheelchair accessibly cars for the ranks and the swivel seats before that.				
22				i believe this is not the case, because even if there is a camera in the vehicle it wouldn't matter to the passenger if they were intend to hurt the driver or rob the driver or vandalize the vehicle CCTV would not stop them, i also do not believe it would aid the prosecution.	30/03/16 08:03	0.1	Submitted	web
23				If some one gets in your car and wants to hurt me or damage my car they will do it no matter what. The camera is useless when the car is parked and locked	30/03/16 09:17	0.1	Submitted	web

Table .3

Copies of this booklet may be obtained in large print, Braille, on audio cassette or in other languages.
To obtain a copy in an alternative format please telephone 01344 352000

Nepali

यस प्रचारको सक्षेप वा सार निचोड चाहिं दिइने छ, ठूलो अक्षरमा, ब्रेल वा क्यासेट सूनको लागी । अरु भाषाको नक्कल पनि हासिल गर्न सकिने छ । कृपया सम्पर्क गर्नुहोला ०१३४४ ३५२००० ।

Tagalog

Mga buod/ mga hango ng dokumentong ito ay makukuha sa malaking letra, limbag ng mga bulag o audio kasette. Mga kopya sa ibat-ibang wika ay inyo ring makakamtan. Makipag-alam sa 01344 352000

Urdu

اس دستاویز کے خلاصے یا مختصر متن جلی حروف، بریل لکھائی یا پھر آڈیو کیسٹ پر ریکارڈ شدہ صورت میں فراہم کئے جا سکتے ہیں۔ دیگر زبانوں میں اس کی کاپی بھی حاصل کی جا سکتی ہے۔
اس کے لیے براہ مہربانی ٹیلیفون نمبر 01344 352000 پر رابطہ کریں۔

Polish

Streszczenia lub fragmenty tego dokumentu mogą być dostępne w wersji napisanej dużym drukiem, pismem Brajla lub na kasecie audio. Można również otrzymać kopie w innych językach. Proszę skontaktować się z numerem 01344 352000.

Portuguese

Podemos disponibilizar resumos ou extractos deste documento em impressão grande, em Braille ou em audiocassete. Podem também ser obtidas cópias em outros idiomas. Por favor ligue para o 01344 352000

pivot - do you expect your recorded image to be

71

Report Settings Summary

Event	CCTV in taxis
Total Responses	52
Total Respondents	1
Questions	<i>Custom selection (see Table Of Contents)</i>
Filter	<i>(none)</i>
Pivot	Type of respondent
Document Name	pivot - do you expect your recorded image to be
Created on	2016-04-20 14:05:42
Created by	Kalpana McIntosh

Table .1

Type of respondent	3
Do you expect your recorded image to be viewed by:	4

Type of respondent

Question responses: 52 (100.00%)

Are you:

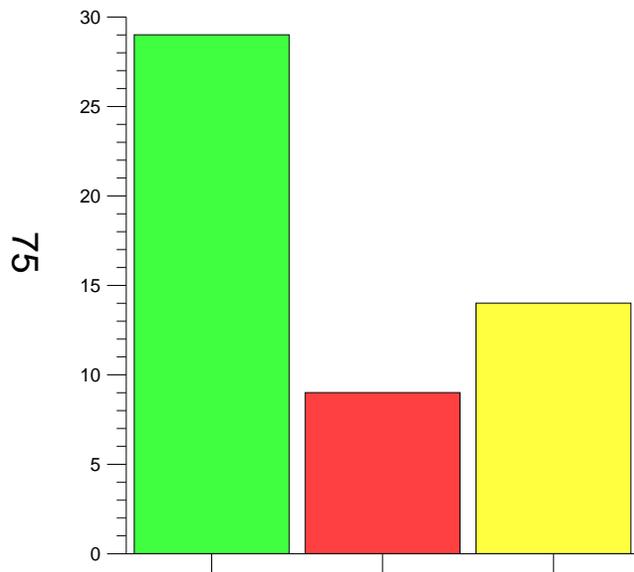


Table .1

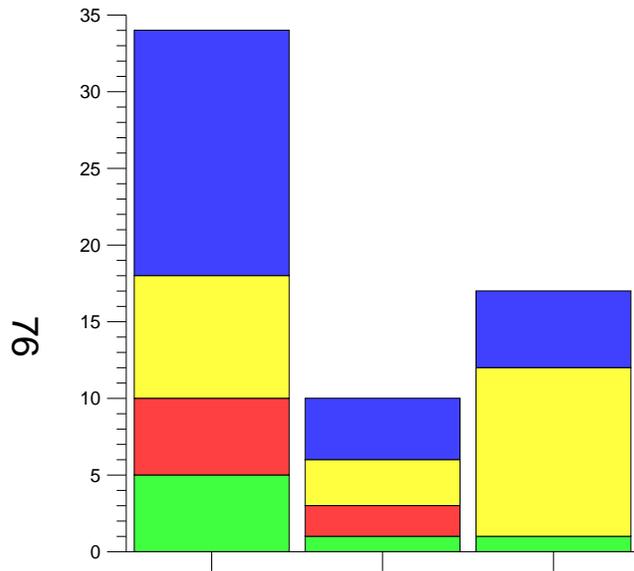
	% Total	% Answer	Count
■ a taxi driver	55.77%	55.77%	29
■ a taxi owner/operator	17.31%	17.31%	9
■ a passenger (or potential passenger)	26.92%	26.92%	14
<hr/>			
Total	100.00%	100.00%	52

Table .2

Do you expect your recorded image to be viewed by:

Question responses: **52 (100.00%)**

Who do you expect your recorded image to be viewed by? (please tick all the options that apply)



	% Total	% Answer	% Pivot	Frequency	Count
a taxi driver					
■ The driver	8.20%	8.20%	14.71%	9.62%	5
■ The taxi owner/operator	8.20%	8.20%	14.71%	9.62%	5
■ Law enforcement bodies sole for the investigation of crime	13.11%	13.11%	23.53%	15.38%	8
■ Other	26.23%	26.23%	47.06%	30.77%	16
Pivot Totals	55.74%	55.74%	100.00%	--	34

a taxi owner/operator					
■ The driver	1.64%	1.64%	10.00%	1.92%	1
■ The taxi owner/operator	3.28%	3.28%	20.00%	3.85%	2
■ Law enforcement bodies sole for the investigation of crime	4.92%	4.92%	30.00%	5.77%	3

	% Total	% Answer	% Pivot	Frequency	Count
Other	6.56%	6.56%	40.00%	7.69%	4
Pivot Totals	16.39%	16.39%	100.00%	--	10
a passenger (or potential passenger)					
The driver	1.64%	1.64%	5.88%	1.92%	1
The taxi owner/operator	--	--	--	--	0
Law enforcement bodies soley for the investigation of crime	18.03%	18.03%	64.71%	21.15%	11
Other	8.20%	8.20%	29.41%	9.62%	5
Pivot Totals	27.87%	27.87%	100.00%	--	17
Total	100.00%	100.00%	--	--	61

Table .2

Table .1

Copies of this booklet may be obtained in large print, Braille, on audio cassette or in other languages.
To obtain a copy in an alternative format please telephone 01344 352000

Nepali

यस प्रचारको सक्षेप वा सार निचोड चाहिं दिइने छ, ठूलो अक्षरमा, ब्रेल वा क्यासेट सूनको लागी । अरु भाषाको नक्कल पनि हासिल गर्न सकिने छ । कृपया सम्पर्क गर्नुहोला ०१३४४ ३५२००० ।

Tagalog

Mga buod/ mga hango ng dokumentong ito ay makukuha sa malaking letra, limbag ng mga bulag o audio kasette. Mga kopya sa ibat-ibang wika ay inyo ring makakamtan. Makipag-alam sa 01344 352000

Urdu

اس دستاویز کے خلاصے یا مختصر متن جلی حروف، بریل لکھائی یا پھر آڈیو کیسٹ پر ریکارڈ شدہ صورت میں فراہم کئے جا سکتے ہیں۔ دیگر زبانوں میں اس کی کاپی بھی حاصل کی جا سکتی ہے۔
اس کے لیے براہ مہربانی ٹیلیفون نمبر 01344 352000 پر رابطہ کریں۔

Polish

Streszczenia lub fragmenty tego dokumentu mogą być dostępne w wersji napisanej dużym drukiem, pismem Brajla lub na kasecie audio. Można również otrzymać kopie w innych językach. Proszę skontaktować się z numerem 01344 352000.

Portuguese

Podemos disponibilizar resumos ou extractos deste documento em impressão grande, em Braille ou em audiocassete. Podem também ser obtidas cópias em outros idiomas. Por favor ligue para o 01344 352000

Do you believe it is necessary to introduce licence

Report Settings Summary

Event	CCTV in taxis
Total Responses	52
Total Respondents	1
Questions	<i>Custom selection (see Table Of Contents)</i>
Filter	<i>(none)</i>
Pivot	Type of respondent
Document Name	Do you believe it is necessary to introduce licence
Created on	2016-04-20 14:04:26
Created by	Kalpana McIntosh

Table .1

Type of respondent 3

Do you believe it is necessary to introduce licence conditions to control the use of CCTV in taxis? 4

Type of respondent

Question responses: 52 (100.00%)

Are you:

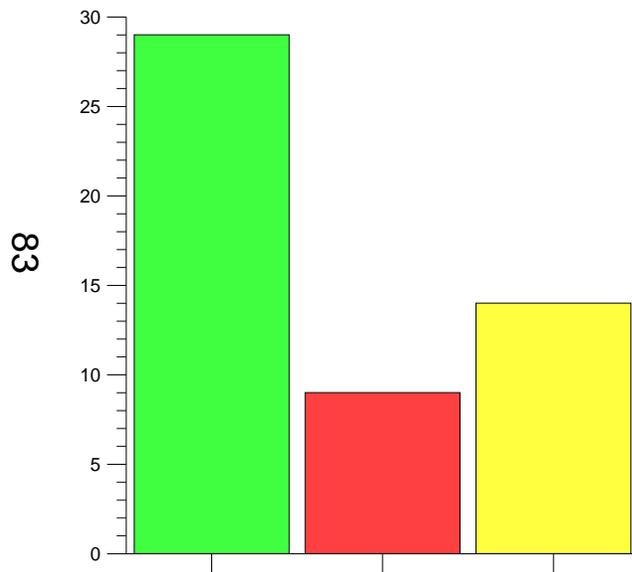


Table .1

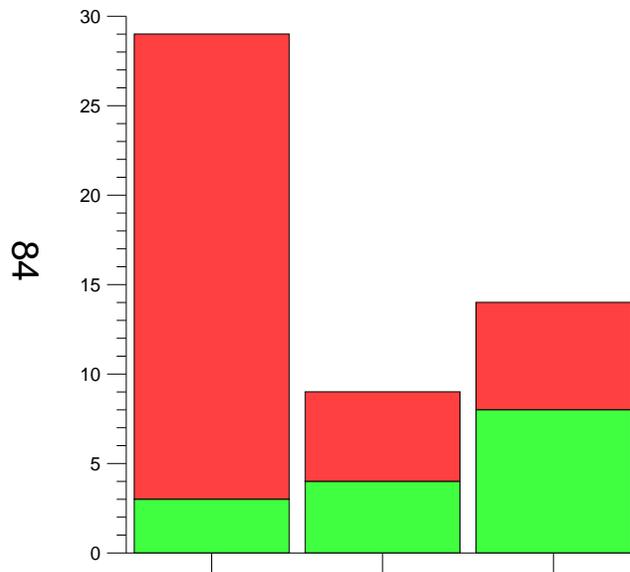
	% Total	% Answer	Count
■ a taxi driver	55.77%	55.77%	29
■ a taxi owner/operator	17.31%	17.31%	9
■ a passenger (or potential passenger)	26.92%	26.92%	14
<hr/>			
Total	100.00%	100.00%	52

Table .2

Do you believe it is necessary to introduce licence conditions to control the use of CCTV in taxis?

Question responses: **52 (100.00%)**

Do you believe it is necessary to introduce licence conditions to control the use of CCTV in taxis?



	% Total	% Answer	% Pivot	Count
a taxi driver				
Yes	5.77%	5.77%	10.34%	3
No	50.00%	50.00%	89.66%	26
Pivot Totals	55.77%	55.77%	100.00%	29
a taxi owner/operator				
Yes	7.69%	7.69%	44.44%	4
No	9.62%	9.62%	55.56%	5
Pivot Totals	17.31%	17.31%	100.00%	9
a passenger (or potential passenger)				
Yes	15.38%	15.38%	57.14%	8
No	11.54%	11.54%	42.86%	6
Pivot Totals	26.92%	26.92%	100.00%	14

	% Total	% Answer	% Pivot	Count
Total	100.00%	100.00%	--	52

Table .2

Table .1

Copies of this booklet may be obtained in large print, Braille, on audio cassette or in other languages.
To obtain a copy in an alternative format please telephone 01344 352000

Nepali

यस प्रचारको सक्षेप वा सार निचोड चाहिं दिइने छ, ठूलो अक्षरमा, ब्रेल वा क्यासेट सूनको लागी । अरु भाषाको नक्कल पनि हासिल गर्न सकिने छ । कृपया सम्पर्क गनुहोला ०१३४४ ३५२००० ।

Tagalog

Mga buod/ mga hango ng dokumentong ito ay makukuha sa malaking letra, limbag ng mga bulag o audio kasette. Mga kopya sa ibat-ibang wika ay inyo ring makakamtan. Makipag-alam sa 01344 352000

Urdu

اس دستاویز کے خلاصے یا مختصر متن جلی حروف، بریل لکھائی یا پھر آڈیو کیسٹ پر ریکارڈ شدہ صورت میں فراہم کئے جا سکتے ہیں۔ دیگر زبانوں میں اس کی کاپی بھی حاصل کی جا سکتی ہے۔
اس کے لیے براہ مہربانی ٹیلیفون نمبر 01344 352000 پر رابطہ کریں۔

Polish

Streszczenia lub fragmenty tego dokumentu mogą być dostępne w wersji napisanej dużym drukiem, pismem Brajla lub na kasecie audio. Można również otrzymać kopie w innych językach. Proszę skontaktować się z numerem 01344 352000.

Portuguese

Podemos disponibilizar resumos ou extractos deste documento em impressão grande, em Braille ou em audiocassete. Podem também ser obtidas cópias em outros idiomas. Por favor ligue para o 01344 352000

Do you consider the proposed conditions strike the right balance between protection of privacy

Report Settings Summary

Event	CCTV in taxis
Total Responses	52
Total Respondents	1
Questions	<i>Custom selection (see Table Of Contents)</i>
Filter	<i>(none)</i>
Pivot	Type of respondent
Document Name	Do you consider the proposed conditions strike the right balance between protection of privacy
Created on	2016-04-20 14:02:14
Created by	Kalpana McIntosh

Table .1

Type of respondent 3

Do you consider the proposed conditions strike the right balance between protection of privacy and the protection of individuals from crime? 4

Type of respondent

Question responses: 52 (100.00%)

Are you:

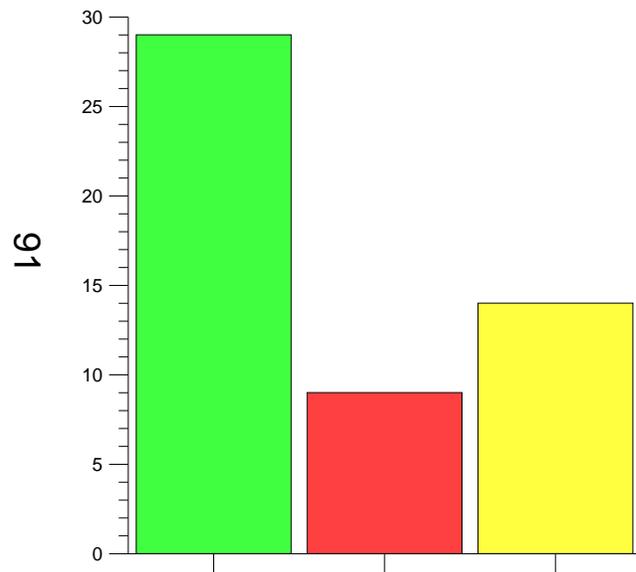


Table .1

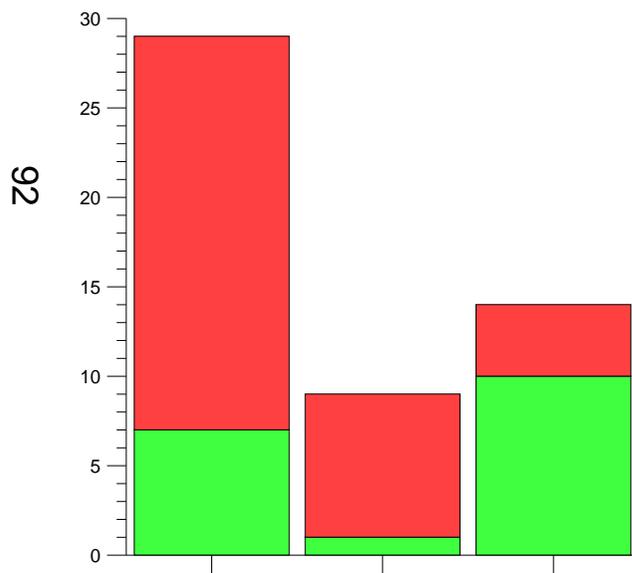
	% Total	% Answer	Count
■ a taxi driver	55.77%	55.77%	29
■ a taxi owner/operator	17.31%	17.31%	9
■ a passenger (or potential passenger)	26.92%	26.92%	14
<hr/>			
Total	100.00%	100.00%	52

Table .2

Do you consider the proposed conditions strike the right balance between protection of privacy and the protection of individuals from crime?

Question responses: **52 (100.00%)**

Do you consider the proposed conditions strike the right balance between protection of privacy and the protection of individuals from harm?



	% Total	% Answer	% Pivot	Count
a taxi driver				
Yes	13.46%	13.46%	24.14%	7
No	42.31%	42.31%	75.86%	22
Pivot Totals	55.77%	55.77%	100.00%	29
a taxi owner/operator				
Yes	1.92%	1.92%	11.11%	1
No	15.38%	15.38%	88.89%	8
Pivot Totals	17.31%	17.31%	100.00%	9
a passenger (or potential passenger)				
Yes	19.23%	19.23%	71.43%	10
No	7.69%	7.69%	28.57%	4

	% Total	% Answer	% Pivot	Count
Pivot Totals	26.92%	26.92%	100.00%	14
Total	100.00%	100.00%	--	52

Table .2

Table .1

Copies of this booklet may be obtained in large print, Braille, on audio cassette or in other languages.
To obtain a copy in an alternative format please telephone 01344 352000

Nepali

यस प्रचारको सक्षेप वा सार निचोड चाहिं दिइने छ, ठूलो अक्षरमा, ब्रेल वा क्यासेट सूनको लागी । अरु भाषाको नक्कल पनि हासिल गर्न सकिने छ । कृपया सम्पर्क गर्नुहोला ०१३४४ ३५२००० ।

Tagalog

Mga buod/ mga hango ng dokumentong ito ay makukuha sa malaking letra, limbag ng mga bulag o audio kasette. Mga kopya sa ibat-ibang wika ay inyo ring makakamtan. Makipag-alam sa 01344 352000

Urdu

اس دستاویز کے خلاصے یا مختصر متن جلی حروف، بریل لکھائی یا پھر آڈیو کیسٹ پر ریکارڈ شدہ صورت میں فراہم کئے جا سکتے ہیں۔ دیگر زبانوں میں اس کی کاپی بھی حاصل کی جا سکتی ہے۔
اس کے لیے براہ مہربانی ٹیلیفون نمبر 01344 352000 پر رابطہ کریں۔

Polish

Streszczenia lub fragmenty tego dokumentu mogą być dostępne w wersji napisanej dużym drukiem, pismem Brajla lub na kasecie audio. Można również otrzymać kopie w innych językach. Proszę skontaktować się z numerem 01344 352000.

Portuguese

Podemos disponibilizar resumos ou extractos deste documento em impressão grande, em Braille ou em audiocassete. Podem também ser obtidas cópias em outros idiomas. Por favor ligue para o 01344 352000

Bracknell Forest Council
Conditions relating to the use of CCTV in licensed vehicles

There is no requirement to install CCTV in vehicles licensed by this authority. However, should you wish to install such a system, you must comply with the following conditions.

Minimum System Requirements

1. The power for the CCTV system must be linked to the vehicle ignition, and is not to be independently turned on or off.
2. Recordings made must be clear in all light conditions, whether in bright sunlight or at night and must be of sufficient quality and of suitable angle to enable the facial identification of individuals in the vehicle.
3. All recordings must be time and date stamped, with the full date displayed and time in hours, minutes and seconds.
4. The system must be capable of storing recordings for a minimum of 7 days.

Audio Recordings

1. Audio recordings shall not be made unless in exceptional circumstances, e.g. when triggered by a 'panic button'.
2. If audio recordings are made following the triggering of a 'panic button', a reset function must be present that returns the system to normal after a set period of time.
3. If the system is capable of recording audio, then the signage within the vehicle must confirm that audio recordings may be made.
4. If a dash cam is fitted to record images outside of the vehicle then any audio recording must be switched off whilst passengers are being carried.

Conditions

1. A CCTV system capable of recording images and sound within the vehicle shall not be installed without prior permission from the Licensing Section. . Any such request must be made with full details of the proposed system; the Licensing Section may also request evidence to confirm that such system meets the minimum requirements.
2. Any CCTV system used must be professionally installed to the satisfaction of the Licensing Section. Any damage caused to the fixtures, fittings or trim of the vehicle during installation must be repaired to ensure no loose wires, sharp edges or ill-fitting trim remain.
3. Any CCTV system installed must be permanent to that vehicle and not temporarily fitted (e.g. with suction cups).
4. Any camera fitted must be installed in a conspicuous manner; concealed cameras will not be permitted.
5. There should be no facilities within the vehicle to view recordings.
6. CCTV cameras, control boxes or any other feature of the CCTV system must be securely installed so as to not cause any harm or injury to the driver, passengers or any other

person. This includes injury from electric shock from any wire or component as well as any injury resulting from physical contact with the system during day to day use of the vehicle or during an accident.

7. The proprietor/licence holder of the vehicle shall ensure that the CCTV system is properly and regularly maintained and serviced in accordance with the manufacturer's instructions
8. The proprietor/licence holder of the vehicle must notify the Licensing Section in writing within 24 hours of any fault identified within the CCTV system that would prevent its normal operation.
9. The proprietor/licence holder of the vehicle will be the data controller, responsible for personal data captured in recordings and for ensuring compliance with applicable legislation.
10. The data controller must be registered with the Information Commissioners Office, and drivers or proprietors of vehicles with CCTV shall make themselves aware of the law relating to data protection and subject access requests.
11. Recordings of images and/or audio of the interior of the vehicle shall only be viewed/downloaded for one of the following reasons:
 - When the Police have formally requested the data.
 - As part of an investigation by the Licensing Section.
 - Following a Subject Access Request compliant with the Data Protection Act.

Drivers should not post footage on the internet, any social media or similar nor should they permit any persons not detailed above to view the recordings.

12. The proprietor/licence holder of the vehicle shall notify the Licensing Section in writing within 24 hours on each occasion that they have had cause to view recordings captured, detailing the reasons why.
13. The proprietor/licence holder of the vehicle shall not refuse any reasonable request to view footage made by the police or the Licensing Section, and shall make footage available as soon as reasonably practicable, and in any event within 7 days of the request.
14. Recordings must be kept for a minimum of 7 days and shall be kept for no longer than 31 days, unless there is an incident in the vehicle that may lead to a prosecution, in which case the driver may request permission in writing from the Licensing Section to retain the footage for a longer period.
15. The proprietor/licence holder of the vehicle shall maintain a record concerning the CCTV system, including the following:
 - The make and model number(s) of all components comprising the system
 - The date the system was installed and the dates of all services to the system, including the nature of any faults identified.
 - The dates, times and reasons for any occasion where any 'panic button' is used.
 - A record of any occasions in which recordings are downloaded or viewed, including the date the recordings were accessed, and the reason for the footage being accessed.

Such records shall be maintained for as long as the CCTV system is installed within the licensed vehicle plus an additional 31 days, and shall be made available upon request to any authorised officer of the Council or a police officer.

16. The proprietor/licence holder of the vehicle shall ensure that signage is displayed in the vehicle confirming that CCTV is in operation. Such signage must be clearly visible from the exterior and interior of the vehicle and must provide the name and contact details of the data controller.
17. Failure to adhere to these conditions may result in the removal of permission for the use of CCTV.

This page is intentionally left blank

Robert Sexton

From: Robert Sexton
Sent: 07 June 2016 16:01
To: 'Paul Newman'
Subject: RE: CCTV in Taxis

*** This message has been classified as UNRESTRICTED ***

Thanks. The easy answer is switch it off but I will give it further consideration
Rob

From: Paul Newman [redacted]
Sent: 07 June 2016 15:58
To: Robert Sexton
Subject: RE: CCTV in Taxis

They do record sound but they can be turned off
Paul

On 7 Jun 2016 3:56 p.m., "Robert Sexton" <Robert.Sexton@bracknell-forest.gov.uk> wrote:

*** This message has been classified as UNRESTRICTED ***

Paul

Thanks for your response and raising this issue. I am not sure how these cameras work but if it is just taking images of matters outside of the car it is not the intention for these conditions to apply to such use. However if the camera does audio and conversations are recorded within the vehicle then that would require further consideration . We would have to look at each case and make a determination

Rob

From: Licence All
Sent: 07 June 2016 15:10
To: Robert Sexton
Subject: CCTV in Taxis

*** This message has been classified as UNRESTRICTED ***

From: Paul Newman [redacted]
Sent: 07 June 2016 14:32

To: Licence All
Subject: Re: CCTV in Taxis

Dear Rob

I cant see any problems fitting these, will not be fitting to my car but might fit Dashcam for Insurance etc, the camera will look outside to the front is this ok with you?

Paul

Pauls airport cars

[REDACTED]
On 7 June 2016 at 11:17, Licence All <Licensing@bracknell-forest.gov.uk> wrote:

*** This message has been classified as UNRESTRICTED ***

The Council earlier this year carried out a consultation with regard to the possible introduction of licence conditions to protect the safety and privacy of passengers and drivers should a licensed vehicle be fitted with CCTV that monitors the interior of the vehicle.

It has become clear from a number of comments received from the taxi trade that there was a misunderstanding of the purpose of the consultation in that those responses were obviously based upon a belief that the Council was looking to introduce the compulsory fitting of CCTV to licensed vehicles. This has never been the intention of the Council and the Council is of the view that it is entirely up to the owner of a vehicle if they wish CCTV to be fitted to their vehicle.

However if CCTV is fitted the Council is of the view that it must be fitted and operated such that it does not impact upon the safety of users of the vehicle, it is clear to passengers that CCTV is being used and that any data collected by the CCTV is handled in accordance with legal requirements to ensure the privacy of both passengers and the driver . With this in mind the attached conditions were drawn up to apply in those circumstances where CCTV has been fitted by or on the instruction of the driver, owner or operator.

Given the obvious concerns expressed about the compulsory fitting of CCTV the Council has decided to refer this back to the taxi trade for comments on the introduction of the conditions when voluntary fitting of CCTV has been carried out. We would ask that if you have any comments on these conditions that you make them by e mail to the licence.all@bracknell-forest.gov.uk or send/take them to reception at Time Square marking them for the attention of the Licensing Officer. Any comments must be received by the 1 August 2016 and they will be reported to the Licensing and Safety Committee at its meeting in October 2016.

Robert Sexton
Head of Regulatory Services
Bracknell Forest Council

This e-mail will be read by employees of the Council and all personal information will be dealt with in accordance with the Data Protection Act 1998. The views expressed [REDACTED] are those of the individual and not necessarily the views or opinions of Bracknell Forest Borough Council.

This e-mail and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. If you have received this e-mail in error please notify the system manager. Email: mail.administrator@bracknell-forest.gov.uk

This footnote also confirms that this e-mail has been scanned for the presence of computer viruses. Although the Council has taken steps to ensure that this e-mail and any attachments are virus free we advise that in keeping with good ICT practice the recipients should confirm this for themselves.



--

Newman
Ascot
UK



Robert Sexton

From: Robert Sexton
Sent: 01 August 2016 11:31
To: [REDACTED]
Subject: RE: Opinions About C C T V

*** This message has been classified as UNRESTRICTED ***

Thank you for your response. Firstly can I make it very clear that the Council is not intending to make the installation of CCTV compulsory in taxi's. The purpose of the conditions and the consultation is to ensure that where CCTV is installed by an owner of a vehicle it is done in a way that it does not impact upon passenger safety, that passengers are aware it is fitted and that any data recorded such as images and voice are handled correctly so that a persons right to privacy is maintained.

Regards
Rob Sexton

-----Original Message-----

om: Licence All
Sent: 01 August 2016 11:20
To: Robert Sexton
Subject: Opinions About C C T V

*** This message has been classified as UNRESTRICTED ***

-----Original Message-----

From: Muhammad Kiani [REDACTED]
Sent: 01 August 2016 11:15
To: Licence All
Subject: Opinions About C C T V

Hi

I just think this is just extra requirements for taxi drivers to install cctv in their taxis and also it will increase extra costs for taxis to install those systems as council will require it and we are already paying extra for wheelchair vehicles even though we don't need every single taxi as wheelchair vehicles. It is just extra hassle and it increases the costs but not enough safety for drivers or customers.

I think council should put cctv cameras on all ranks for both drivers and customers safety. If any thing happened council can get help from those cameras. As last time someone burned a taxi with cctv camera in it to get rid of evidence.

Many thanks
Muhammad S Kiani

Robert Sexton

From: Robert Sexton <Robert.Sexton@bracknell-forest.gov.uk>
Sent: 02 August 2016 15:32
To: [REDACTED]
Cc: Robert Sexton
Subject: FW: FW: CCTV in Taxis

Mr Uddin

Apologies for not replying earlier to your e mail.

Thank you for your response. Firstly can I make it very clear that the Council is not intending to make the installation of CCTV compulsory in taxi's. The purpose of the conditions and the consultation is to ensure that where CCTV is installed by an owner of a vehicle it is done in a way that it does not impact upon passenger safety, that passengers are aware it is fitted and that any data recorded such as images and voice are handled correctly so that a persons right to privacy is maintained.

Regards
Rob Sexton

-----Original Message-----

From: Licence All [<mailto:licensing@Bracknell-Forest.gov.uk>];
Sent: 10/06/2016 09:22:09
To: Robert Sexton [<mailto:Robert.Sexton@Bracknell-Forest.gov.uk>];
Subject: FW: CCTV in Taxis

*** This message has been classified as UNRESTRICTED ***

For you.

-----Original Message-----

From: Amir Uddin [REDACTED]
Sent: 09 June 2016 22:18
To: Licence All
Subject: Re: CCTV in Taxis

Dear sir/madam. I don't agree with this system & nighter l am willing to put it in my car.thank you. Your sincerely Mr Amir Uddin. Badge no 363.

Sent from my iPhone

> On 7 Jun 2016, at 11:20, Licence All <Licensing@Bracknell-Forest.gov.uk> wrote:
>

> *** This message has been classified as UNRESTRICTED ***

>
> The Council earlier this year carried out a consultation with regard to the possible introduction of licence conditions to protect the safety and privacy of passengers and drivers should a licensed vehicle be fitted with CCTV that monitors the interior of the vehicle.

>
> It has become clear from a number of comments received from the taxi trade that there was a misunderstanding of the purpose of the consultation in that those responses were obviously based upon a belief that the Council was looking to introduce the compulsory fitting of CCTV to licensed vehicles. This has never been the intention of the Council and the Council is of the view that it is entirely up to the owner of a vehicle if they wish CCTV to be fitted to their vehicle.

>
> However if CCTV is fitted the Council is of the view that it must be fitted and operated such that it does not impact upon the safety of users of the vehicle, it is clear to passengers that CCTV is being used and that any data collected by the CCTV is handled in accordance with legal requirements to ensure the privacy of both passengers and the driver . With this in mind the attached conditions were drawn up to apply in those circumstances where CCTV has been [REDACTED] instruction of the driver, owner or operator.

>
> Given the obvious concerns expressed about the compulsory fitting of CCTV the Council has decided to refer this back to the taxi trade for comments on the introduction of the conditions when voluntary fitting of CCTV has been carried out. We would ask that if you have any comments on these conditions that you make them by e mail to the licence.all@bracknell-forest.gov.uk or send/take them to reception at Time Square marking them for the attention of the Licensing Officer. Any comments must be received by the 1 August 2016 and they will be reported to the Licensing and Safety Committee at its meeting in October 2016.

>
> Robert Sexton
> Head of Regulatory Services
> Bracknell Forest Council

>
> *****

> This e-mail will be read by employees of the Council and all personal information will be dealt with in accordance with the Data Protection Act 1998. The views expressed in this e-mail are those of the individual and not necessarily the views or opinions of Bracknell Forest Borough Council.

>
> This e-mail and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. If you have received this e-mail in error please notify the system manager. Email: mail.administrator@bracknell-forest.gov.uk

>
> This footnote also confirms that this e-mail has been scanned for the presence of computer viruses. Although the Council has taken steps to ensure that this e-mail and any attachments are virus free we advise that in keeping with good ICT practice the recipients should confirm this for themselves.

>
> *****

>
> <CCTV in Taxis Annex F BFC Conditions - Version 3 - 24-05-16 docx>
> [REDACTED]

**TO: LICENSING AND SAFETY COMMITTEE
6 OCTOBER 2016**

**CHILD SEXUAL EXPLOITATION TRAINING FOR TAXI DRIVERS
(Chief Officer: Environment and Public Protection)**

1 PURPOSE OF REPORT

- 1.1 To update members of the Committee on enquiries into running a Child Sexual Exploitation (CSE) training programme for licensed drivers and operators.
- 1.2 To seek approval from members to progress discussion with a single provider and reach an agreement upon delivery of the course for a period of 3 years from 1 April 2017.

2 RECOMMENDATION

2.1 That the Committee agrees that:

- (i) **Officers continue discussions with Training Provider C to finalise course content, costs and implementation,**
- (ii) **Officers consult with members of the taxi trade upon the introduction of the training and how it can best be delivered,**
- (iii) **The Chair of Licensing and Safety Committee be delegated authority to authorise the agreement following an update by officers.**

3 REASONS FOR RECOMMENDATIONS

- 3.1 Three outline proposals were sought for CSE training to be provided over a 3 year period.
- 3.2 The proposal had to provide the service within the following constraints:
 - training to be provided between 10.30 and 14.00 to match the quieter period for taxi drivers,
 - maximum of 30 people per session,
 - test to demonstrate competence that the training has been understood,
 - to include a smaller element relating to assisting vulnerable adults and those with disabilities.

All three proposals meet these basic requirements.

- 3.3 Provision was not made for the training provider to build into their proposal venues as these were intended to be provided through participating local authorities.
- 3.4 It is essential that the cost of the training should not be burdensome upon the trade and therefore cost is an important factor when making a decision on the preferred provider. Training Provider C is the cheapest price by a significant margin and priority should be given to exploring this option.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 The Committee could require another Training Provider be considered.

5 SUPPORTING INFORMATION

- 5.1 The Committee agreed to introduce a licence condition requiring the attendance at CSE training at its meeting on 7 January 2016. Officers were asked to come forward with a proposal for the Committee to consider prior to consultation with the taxi trade.
- 5.2 It was clear early on that running a course aimed solely at those licensed within Bracknell Forest would be expensive and could cause delays in the licensing of new Training Providers due to a limited number of courses being made available. Discussions then took place with other local authorities across Berkshires who were also in the process of introducing a similar licence condition to ourselves. There is agreement between Bracknell Forest, West Berkshire, Wokingham and Reading to pursue a single training provision. The size of the pool of people requiring training means that we can benefit from economies of scale and deliver more frequent courses which will assist with the processing of new driver applications.
- 5.3 Three Training Providers of CSE training courses were contacted with a view to supplying up to 150 courses over a period of three years. This included a group of local authorities based in Berkshire, a college based in Berkshire and a college based in Oxfordshire. All presently deliver CSE training to staff and students. The Training Providers were asked to provide an estimate of the total cost for the training as set out in para 3.2. The estimated costs for provision of 150 courses are as follows:
- Training Provider A - £250 per course = total cost £37,500.
 - Training Provider B - £240 per course, set up costs of £4,065 + £1,000 travel costs = total £41,065.
 - Training Provider C - £180 per course = total cost £27,500.
- 5.4 Subsequent to the request for outline cost proposals, it has come to light that Slough has initiated its own provision and that Windsor and Maidenhead have not confirmed their willingness to progress with the remaining four authorities. In view of this the number of people requiring training is likely to be around 2,500 which will reduce the need for as many courses. It has been confirmed with Training Provider C that their cost of £180 per course remains the same regardless of the number commissioned.
- 5.5 The recommendation in this report requires that officers should enter into further negotiations with Training Provider C to finalise the course content, cost and implementation process. At the same time officers will consult with the taxi trade on the proposed course and seek their views which will be fed in to the process. Should time allow a report will be brought back to this Committee on 6 January 2017 detailing the results of the discussions and consultation. Should that not be possible and to permit an implementation date of 1 April 2017, the Committee is asked to delegate authority to the Chair of the Committee, after an update from officers, to authorise the implementation of a condition requiring the training from 1 April 2017 and the entering into an agreement with a training provider.
- 5.6 Mention has been made to keeping the cost to those subjected to the training as low as possible. The discussion with the training provider will concentrate on this together with the provision of suitable and reasonably priced venues. Any provision for training must be priced at a level which ensures cost recovery for the Council and officers are confident that by using training provider C and recovering our own

administrative costs, we can deliver this training for less than £20 per head which is significantly less than a comparable course delivered solely by a private business.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The legal provisions are identified within this report.

Borough Treasurer

- 6.2 The intention is that all additional costs will be recoverable by the Council and recharged to those undertaking the training.

Equalities Impact Assessment

- 6.3 The training provided will help to understand potential issues with vulnerable groups including children and adults.

Strategic Risk Management Issues

- 6.4 A failure to take action to protect children and enable the Taxi trade to identify and report issues such as CSE would leave children and the Council at risk.

7 CONSULTATION

Principal Groups Consulted

- 7.1 All licence holders and groups working within the CSE field.

Method of Consultation

- 7.2 The consultation will take place by contact with members of the trade and groups.

Representations Received

- 7.3 Not applicable at this stage.

Background Papers

Independent Inquiry into Child Sexual Exploitation in Rotherham.
Child Sexual Exploitation – Making a Difference – Oxfordshire.

Contact for further information

Robert Sexton
Head of Regulatory Services
01344 352580
Robert.sexton@bracknell-forest.gov.uk

This page is intentionally left blank

**TO: LICENSING AND SAFETY COMMITTEE
6 OCTOBER 2016**

**ANIMAL BOARDING ESTABLISHMENTS: LICENCE CONDITIONS
(Chief Officer: Environment and Public Protection)**

1 PURPOSE OF REPORT

- 1.1 The purpose of this report is to consider adoption of the Model Licence Conditions for Boarding Establishments as published by the Chartered Institute of Environmental Health (CIEH) in 2013 (cats) and 2016 (dogs).

2 RECOMMENDATION

- 2.1 **That the Committee approves a consultation exercise with all existing licence holders in respect of adoption of the revised model licence conditions.**

3 REASONS FOR RECOMMENDATION

- 3.1 The contents of the CIEH Model Licence Conditions are widely accepted as representing the minimum standards to be applied in order to ensure appropriate standards of health, safety and welfare. The current conditions are based on CIEH Model Licence Conditions published in 1995, and can be found at Annex A and Annex B. These were approved for use by the Licensing Committee at their meeting on 13 October 2011.
- 3.2 The revised Model Licence Conditions can be found at Annex C and Annex D. These replace the original versions published in 1995. Since then there have been developments in the understanding of animal welfare and also the introduction of the Animal Welfare Act 2006. The documents have therefore been revised and updated to better reflect the legal and animal welfare considerations that Councils should consider when licensing boarding establishments.
- 3.2 It is proposed that existing licence holders are consulted to seek their views on the model licence conditions so that a report can be brought to a future Committee meeting. The existing licences are next due for renewal on 1 January 2017, so it is likely that the new conditions would not be implemented prior to 1 January 2018, which should allow sufficient time for licence holders to ensure compliance by the time of the licence renewal process.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None, officers are of the view that best practice is to adopt the most recent version of the CIEH Model Licence Conditions. This view is supported by the City of London Animal Health Inspector who assesses the licensed premises for compliance.

5 SUPPORTING INFORMATION

- 5.1 Animal boarding establishments are licensed on an annual basis following an inspection by a City of London Animal Health Inspector. A licence is granted subject to conditions being attached that relate to conditions to protect the welfare of the animals being cared for as well as the number and type of animals that can be boarded.

5.2 Under section 3 of the Animal Boarding Establishments Act 1963, a local authority can attach licence conditions to ensure:

- i) that animals will at all times be kept in accommodation suitable as respects construction, size of quarters, number of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness;
- ii) that animals will be adequately supplied with suitable food, drink and bedding material, adequately exercised, and (so far as necessary) visited at suitable intervals;
- iii) that all reasonable precautions will be taken to prevent and control the spread among animals of infectious or contagious diseases, including the provision of adequate isolation facilities;
- iv) that appropriate steps will be taken for the protection of the animals in case of fire or other emergency;
- v) that a register be kept containing a description of any animals received into the establishment, date of arrival and departure, and the name and address of the owner, such register to be available for inspection at all times by an officer of the local authority, veterinary surgeon or veterinary practitioner authorised under section 2(1) of this Act.

5.3 Under the Animal Welfare Act 2006, those responsible for animals including boarding establishments must take reasonable steps to meet the welfare needs of animals in their care which would include

- i) its need for a suitable environment
- ii) its need for a suitable diet
- iii) its need to be able to exhibit normal behaviour patterns
- iv) any need to be housed with, or apart from, other animals
- v) its need to be protected from pain, suffering, injury and disease.

5.4 The Model Licence Conditions produced by the CIEH cover both the requirements of the Animal Boarding Establishments Act and the provisions of the Animal Welfare Act. They are to be used as a pool of conditions to be applied as required.

5.5 If agreed this consultation would not amend the conditions in respect of those persons licensed to board dogs in their own home, as the Council is already using the most up to date version of the Model Licence Conditions for Home Boarders of Dogs as issued by LACORS in 2005. Revised conditions for this sector, to include day boarding, are expected in 2017.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

6.1 The legal implications are identified within the report.

Borough Treasurer

6.2 There are no significant financial implications arising from the recommendation in this report.

Equalities Impact Assessment

6.3 There are no implications arising from the recommendation in this report.

Strategic Risk Management Issues

6.4 There are no implications arising from the recommendation in this report.

7 CONSULTATION

Principal Groups Consulted

7.1 Consultation not yet carried out.

Method of Consultation

7.2 Consultation not yet carried out.

Representations Received

7.3 Consultation not yet carried out.

Background Papers

Animal Boarding Establishments Act 1963

Model Licence Conditions and Guidance for Cat Boarding Establishments

Model Licence Conditions and Guidance for Dog Boarding Establishments

Contact for further information

Laura Driscoll, Licensing Team Leader

01344 352517

laura.driscoll@bracknell-forest.gov.uk

This page is intentionally left blank

Licence Conditions for Dog Boarding Establishments Animal Boarding Establishments Act 1968

INTRODUCTION

- 1.1 Unless otherwise stated, these conditions shall apply to all buildings and areas to which dogs have access and/or which are used in association with the boarding of dogs. Use of the term 'kennel' relates to combined sleeping and individual exercise areas.

LICENCE DISPLAY

- 2.1 A copy of the licence and its conditions must be suitably displayed to the public in a prominent position in, on or about the boarding establishment.

CONSTRUCTION

3.1 GENERAL

- 3.1.1 The establishment must, at all times, be laid out and operated in accordance with an approved plan, to be attached to the licence. Before carrying out any alterations, plans must be submitted to and approved by the licensing officer of the local authority.
- 3.1.2 Where wood has been used in existing construction it must be smooth and treated to render it impervious. Wood should not be used in exposed construction of walls, floors, partitions, door frames or doors in the dog kennelling area. There must be no projections liable to cause injury.
- 3.1.3 Fencing materials must be secure and safe.
- 3.1.4 Sleeping areas of kennels must be so insulated as to prevent extremes of temperature.
- 3.1.5 The construction must be such that the security of the dog is ensured.
- 3.1.6 All exterior wood must be properly treated against wood rot. Only products which are not toxic to dogs may be used.
- 3.1.7 All internal surfaces used in the construction of walls, floors, partitions, doors and door frames to be durable, smooth and impervious. There must be no projections or rough edges liable to cause injury.

3.2 WALLS AND PARTITIONS

- 3.2.1 Walls with which dogs may come into contact must be of smooth impervious materials, capable of being easily cleansed. Where concrete or other building blocks or bricks are used in such walls, they must be sealed so as to be smooth and impervious and resealed as necessary.
- 3.2.2 Junctions between vertical and horizontal sections should be coved, if impractical in existing premises, all joints must be sealed.
- 3.2.3 Partition walls between kennels must be of solid construction to a minimum height of 1.2m (4 ft).
- 3.2.4 In new construction, in exercise runs the lower section of partitions in adjoining runs must be of solid construction.

3.3 FLOORS

- 3.3.1 Floors of all buildings, individual exercise areas and kennels, must be of smooth, impervious materials, capable of being easily cleansed and in new kennels must incorporate a damp proof membrane.
- 3.3.2 All floors of kennels and individual exercise areas must be constructed and maintained in such a condition as to prevent ponding of liquids.
- 3.3.3 In new construction floors must be laid to a minimum fall of 1 in 80 leading to a shallow drainage channel or effectively covered deep drainage channel.
- 3.3.4 Communal exercise areas must be suitably drained but need not comply with conditions 3.3.1 and 3.3.2.

3.4 CEILINGS

- 3.4.1 Ceilings must be capable of being easily cleansed and disinfected.

3.5 DOORS

- 3.5.1 Kennel doors must be strong enough to resist impact and scratching and must be fitted to be capable of being effectively secured.
- 3.5.2 Where metal bars and frames are used, they must be of suitable gauge (approximately 10-14) 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.

3.5.3 Door openings must be constructed such that the passage of water / waste is not impeded, or allowed to gather due to inaccessibility.

3.6 **WINDOWS**

3.6.1 All windows which pose a security risk must be escape proof at all times.

3.7 **DRAINAGE**

3.7.1 The establishment must be connected to mains drainage or an approved, localised sewage disposal system.

3.8 **LIGHTING**

3.8.1 During daylight hours light must be provided to exercise and sleeping areas so that all parts are clearly visible. Where practicable this must be natural light.

3.8.2 Adequate supplementary lighting must be provided throughout the establishment.

3.9 **VENTILATION**

3.9.1 Ventilation must be provided to all interior areas without the creation of excessive, localised draughts in the bedding area.

3.10 **MAINTENANCE**

3.10.1 Maintenance and repair of the whole establishment must be carried out regularly.

NUMBER OF ANIMALS

4.1 **NUMBER OF DOGS PERMITTED**

4.1.1 The maximum number of dogs to be kept at any one time is ***.

4.1.2 Each dog must be provided with a separate kennel except that dogs from the same household may share a kennel of adequate size with the written consent of the dogs' owner.

4.1.3 Holding kennels may be provided for temporarily kennelling a dog for not more than 24 hours. Holding kennels, if provided, must comply with conditions as required for main kennels. Holding kennels must be a minimum area of 2.3 sq.m. (25 sq. ft).

4.1.4 No animals other than dogs are to be boarded within the licensed facilities without the written approval of the local authority.

4.1.5 Where stray dogs are accepted by the kennels they must be kept in a separate area away from boarded dogs.

4.2 **KENNEL SIZE, LAYOUT AND EXERCISE FACILITIES**

4.2.1 For new kennels each kennel must be provided with a sleeping area of at least 1.9 sq.m (20 sq.ft).

4.2.2 Suitable bedding equipment must be provided which allows the dog to be comfortable and which is capable of being easily and adequately cleaned and sanitised. Such equipment must be sited out of draughts. All bedding material must be maintained in a clean, parasite free and dry condition.

4.2.3 For new kennels each kennel must be provided with an exercise area of at least 2.46 sq.m (26 sq.ft) (for dogs up to 24 inches high at the shoulder) or 36 sq. ft for larger dogs, which is separate from the bedding area and exclusive to that kennel, for free use by the dog at all times except at night.

4.2.4 Kennels must have a minimum height of 1.8m (6 ft.) to facilitate adequate access by kennel staff for cleaning.

4.2.5 Kennels and exercise areas must open onto secure corridors or other secure areas so that dogs are not able to escape from the premises.

4.2.6 Exercise areas must not be used as bedding areas.

MANAGEMENT

5.1 **TRAINING**

5.1.1 A written training policy must be provided. Systematic training of staff must be demonstrated to have been carried out.

5.2 **TEMPERATURE IN KENNELS**

5.2.1 Heating facilities must be available in the kennel and used according to the requirements of the individual dog.

5.2.2 There must be some part of the dog's sleeping area where the dog is able to enjoy a temperature of at least 10° (50°F).

5.2.3 In isolation kennels, there should be a means of maintaining the temperature at a level suitable for the conditions of the dog and dependent on veterinary advice.

5.3 **CLEANLINESS**

5.3.1 All kennels, 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.

5.3.2 Each occupied kennel must be cleansed daily. All excreta and soiled material must be removed from all areas used by dogs at least daily and more often if necessary.

5.3.3 All bedding areas must be kept clean and dry.

5.3.4 Each kennel must be thoroughly cleansed and disinfected and dried upon vacation. All fittings and bedding must also be thoroughly cleansed and disinfected at that time.

5.3.5 Facilities must be provided for the proper reception, storage and disposal of all waste. Particular care should be taken to segregate clinical waste arising from the treatment and handling of dogs with infectious diseases. The final disposal route for all such waste must be incineration.

5.3.6 Measures must be taken to minimise the risks from rodents, insects and other pests within the establishment.

5.4 **FOOD AND WATER SUPPLIES**

5.4.1 All dogs must be adequately supplied with suitable food. Wholesome water must be available at all times and changed daily.

5.4.2 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.

5.4.3 Eating vessels must be cleansed after each meal.

5.4.4 Drinking vessels must be cleansed at least once a day.

5.5 **KITCHEN FACILITIES**

5.5.1 Exclusive facilities, hygienically constructed and maintained, must be provided for the storage and preparation of food for the dogs.

5.5.2 Where fresh and cooked meats are stored, refrigeration facilities must be provided, and potential food contamination must be avoided.

5.5.3 A sink with hot and cold water must be provided for the washing of food equipment and eating and drinking vessels. A separate wash-hand basin with hot and cold water must also be provided for staff use.

5.5.4 Containers must be provided for the storage of foods and shall be so constructed and kept in such good order, repair and condition as to be proof against insects and other pests.

5.6 **DISEASE CONTROL AND VACCINATION**

5.6.1 Adequate precautions must be taken to prevent and control the spread of infectious and contagious disease and parasites amongst the dogs, staff and visitors.

5.6.2 Proof must be provided that dogs boarded or resident have current vaccinations against Canine Distemper, Infectious Canine Hepatitis (Canine adenovirus), Leptospirosis (*L. canicola* and *L. ictero-haemorrhagiae*) and Canine Parvovirus and other relevant diseases. The course of vaccination must have been completed at least four weeks before the first date of boarding or in accordance with manufacturers' instructions. A record that this proof has been supplied must be kept on site throughout the period that the dog is boarded.

5.6.3 Advice from a veterinary surgeon must be sought in case of signs of disease, injury or illness. Where any dog is sick or injured any instructions for its treatment which have been given by a veterinary surgeon must be strictly followed.

5.6.4 A well stocked first-aid kit suitable for use on dogs must be available and accessible on site.

5.6.5 A suitable range of muzzles of varying sizes and a suitable dog catching device, must be kept on site.

5.7 **ISOLATION**

5.7.1 Isolation facilities must be provided.

5.7.2 In existing facilities these isolation facilities must be in compliance with the other boarding requirements but must be separate and physically isolated from the main kennels. This must be approximately 5 m. (15 ft) (see also temperature control).

- 5.7.3 Adequate facilities to prevent the spread of infectious disease between the isolation and other kennels, must be provided.
- 5.7.4 Hands must be washed after leaving the isolation facilities before visiting the other kennels.
- 5.8 **REGISTER**
- 5.8.1 A register must be kept of all dogs boarded. The information kept must include the following:
- date of arrival
 - name of dog, any identification system such as microchip, number or tattoo
 - description, breed, age and gender of dog
 - name, address and telephone number of owner or keeper
 - name, address and telephone number of contact person whilst boarded
 - name, address and telephone number of dog's veterinary surgeon
 - anticipated and actual date of departure
 - health, welfare and nutrition requirements.
- 5.8.2 The register must be kept readily available for a minimum of 24 months and kept in such a manner as to allow an authorised officer easy access to such information.
- 5.8.3 Where records are computerised, a back-up copy must be kept. The register must also be available to key members of staff of the establishment at all times.
- 5.9 **IDENTIFICATION OF KENNELS**
- 5.9.1 Each kennel must be clearly marked (e.g. numbered), and a system in place which ensures that relevant information about the dog in that kennel is readily available.
- 5.10 **SUPERVISION**
- 5.10.1 A fit and proper person must always be present to exercise supervision and deal with emergencies whenever dogs are boarded at the premises.
- 5.10.2 Dogs must be visited at regular intervals, as necessary for their health, safety and welfare.
- 5.11 **FIRE PRECAUTIONS**
- 5.11.1 Appropriate steps must be taken for the protection of the dogs in case of fire or other emergencies.
- 5.11.2 A proper emergency evacuation plan and fire warning procedure must be drawn up and posted on the premises. This must include instructions where dogs are to be evacuated to in the event of a fire or other emergency.
- 5.11.3 Fire fighting equipment must be provided in accordance with advice given by the Fire Prevention Officer.
- 5.11.4 All electrical installations and appliances must be maintained in a safe condition. There must be a residual current circuit breaker system on each block of kennels.
- 5.11.5 Heating appliances must not be sited in a location or manner where they may present a risk of fire, or risk to dogs.
- 5.11.6 Precautions must be taken to prevent any accumulation which may present a risk of fire.
- 5.11.7 There must be adequate means of raising an alarm in the event of fire or other emergency.

Licence Conditions for Cat Boarding Establishments Animal Boarding Establishments Act 1968

INTRODUCTION

- 1.1 Unless otherwise stated, these conditions shall apply to all buildings and area to which cats have access and/or which are used in association with the boarding of cats. Use of the term “unit” relates to combined sleeping and individual exercise areas.

LICENCE DISPLAY

- 2.1 A copy of the licence and its conditions must be suitably displayed to the public in a prominent position in, on or about the boarding establishment.

CONSTRUCTION

3.1 GENERAL

- 3.1.1 The establishment must, at all times, be laid out and operated in accordance with an approved plan, to be attached to the licence. Before carrying out any alterations, plans must be submitted to and approved by the licensing officer of the local authority.
- 3.1.2 All new units must be built on a concrete base with damp proof membrane to Building Regulation standards. This should have a minimum fall of 1 in 80. (See – 3.3.2)
- 3.1.3 All exterior wood must be smooth and properly treated against wood rot. Only products which are non toxic to cats may be used.
- 3.1.4 All internal surfaces used in the construction of the walls, floors, partitions, doors and door frames to be durable, smooth and impervious. There must be no projections or rough edges liable to cause injury.
- 3.1.5 Sleeping areas of units must be isolated as to prevent extremes of temperature.
- 3.1.6 Fencing material must be secure and safe.
- 3.1.7 The construction must be such that the security of the cat is ensured.
- 3.1.8 All areas to which cats have free access must be roofed. (See – 3.4.2)

3.2 WALLS

- 3.2.1 The walls with which cats may come into contact must be of smooth impervious materials, capable of being easily cleansed. Where concrete or other building blocks are used, they must be sealed so as to be smooth and impervious, and resealed as necessary.
- 3.2.2 Junctions between vertical and horizontal sections should be covered. If impractical in existing premises, these joints must be sealed.
- 3.2.3 Full length sneeze barriers must be provided where the gap between units is less than 625mm (2ft).

3.3 FLOORS AND CONCRETE BASES

- 3.3.1 The concrete base and floors of all buildings and units, must be of smooth, impervious materials, capable of being easily cleansed. In new catteries, this must incorporate a damp proof membrane.
- 3.3.2 Floors of all units and individual exercise areas must be constructed and maintained in such a condition as to prevent ponding of liquids. (See – Condition 3.1.2)

3.4 CEILINGS AND ROOFING

- 3.4.1 Ceilings must be capable of being easily cleaned and disinfected.
- 3.4.2 All exercise area and the safety passage should be covered with mesh and impermeable material, a proportion which must be translucent.

3.5 DOORS

- 3.5.1 Doors must be strong enough to resist impact and scratching and must be fitted to be capable of being effectively secured.
- 3.5.2 Where metal edging is used, this must not prevent risk of injury to the cat.
- 3.5.3 Adequate constructional precautions must be taken to prevent and control the spread of infectious disease particularly by droplet infection.

3.6 WINDOWS

- 3.6.1 All windows which pose a security risk must be escape proof at all times.

3.7 DRAINAGE

- 3.7.1 Kitchens must be connected to mains drainage or an approved, localised sewage disposal system.

3.8 LIGHTING

- 3.8.1 During daylight hours light must be provided to exercise and sleeping areas so that all parts are clearly visible. Where practicable this must be natural light.
- 3.8.2 Adequate supplementary lighting must be provided through out the establishment.

3.9 VENTILATION

- 3.9.1 Ventilation must be provided to all interior areas with out the creation of excessive, localised draughts in the sleeping area.

3.10 MAINTENANCE

- 3.10.1 Maintenance and repairs of the whole establishment must be carried out regularly.

NUMBER OF ANIMALS

4.1 NUMBERS OF CATS PERMITTED

- 4.1.1 The maximum number of cats to be kept at any one time is *** Each cat must be provided with a separate unit except that cats from the same household may share a unit of adequate size with the written consent of the cat's owner.
- 4.1.2 Holding units may be provided for temporarily boarding a cat for not more than 24 hours. Existing holding units must have a minimum floor area of 9 sq. ft. In new construction the floor area must be a minimum 12.sq.ft. Holding units must have a minimum height of 90.9MO 3ft.
- 4.1.3 No animals other than cats are to be boarded within the licensed facilities without written approval of the local authority.
- 4.1.4 Where stray cats are accepted by the cattery they must be kept in a separate area away from boarded cats.

4.2 UNIT SIZE, LAYOUT AND EXERCISE FACILITIES

- 4.2.1 In new construction each unit must have a sleeping area and an adjoining exercise area, which is inclusive to that unit.
- 4.2.2 In new construction each unit must be provided with a sleeping area of at least 0.85sq.m (9 sq.ft) for one cat, 1.5sq.m (16 sq.ft) for two cats, 1.85 sq,m (20 sq.ft) for up to four cats. Units may be designated as suitable for a specific number of cats, greater than 4, at the discretion of the licensing authority.
- 4.2.3 Units must have a minimum internal height of 1.8m (6ft).
- 4.2.4 The height of the sleeping area must be at least 3 ft (91cm) in existing and 4ft (1.22m) in new build.
- 4.2.5 Suitable bedding must be provided which allows the cat to be comfortable and which is capable of being easily and adequately cleaned and disinfected. Such equipment must be sited out of draughts. Bedding material should be checked daily and must be maintained in a clean, parasite free and dry condition.
- 4.2.6 In new construction, each unit must be provided with an exercise are of a least 1.7sq.m (18sq Ft) for a single cat: 2.23sq.m (24sq FT) for two cats: 2.78sq m (30 sq.ft) for up to 4 cats.
- 4.2.7 Units must open onto secure corridors or other secure areas so that cats are not able to escape from the premises.
- 4.2.8 Exercise areas must not be used as sleeping areas.
- 4.2.9 There must be direct and voluntary access to the exercise area.

MANAGEMENT

5.1 TRAINING

- 5.1.1 A written training policy must be provided. Systematic training of staff must be demonstrated to have been carried out.

5.2 TEMPERATURE IN UNITS

- 5.2.1 Heating facilities must be available in the unit and used according to the requirements of the individual cat.

- 5.2.2 There must be some part of the sleeping area where the cat is able to enjoy a temperature of at least 10°C (50°F)
- 5.2.3 In isolation units, there should be a means of maintaining the temperature at a level suitable for the conditions of the cat and dependant on veterinary advice.

5.3 CLEANLINESS

- 5.3.1 All 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 cat comfort.
- 5.3.2 Each occupied unit must be cleansed daily. All excreta and soiled material must be removed from all areas used by cats at least daily and more often if necessary.
- 5.3.3 All bedding areas must be kept clean and dry.
- 5.3.4 Suitably sited litter trays, which are easy to clean and impermeable, must be provided. These must be emptied and cleansed at least once a day and as necessary at anytime during the day if found to be unduly soiled. A suitable material for litter must be provided.
- 5.3.5 Each unit must be thoroughly cleansed, disinfected and dried upon vacation. All fittings and bedding must also be thoroughly cleansed and disinfected at that time.
- 5.3.6 Facilities must be provided for the proper reception, storage and disposal of all waste. Particular care should be taken to segregate clinical waste arising from the treatment and handling of cats with infectious diseases. The final disposal route for all such waste must be incineration.
- 5.3.7 Measures must be taken to minimise the risks from rodents, insects and other pests within the establishment.

5.4 FOOD AND WATER SUPPLIES

- 5.4.1 All cats must be adequately supplied with suitable food, At least two meals a day must be offered at approximately 8 hours apart. Wholesome drinking water must be available at all times and changed daily.
- 5.4.2 Eating and drinking vessels must be capable of being easily cleansed and disinfected and must be maintained in a clean condition. Disposable eating dishes may also be used.
- 5.4.3 Eating vessels must be cleaned or disposed of after each meal.
- 5.4.4 Drinking vessels must be cleansed at least once a day.

5.5 KITCHEN FACILITIES

- 5.5.1 Exclusive facilities, hygienically constructed and maintained, must be provided for the storage and preparation of food for the cats.
- 5.5.2 Where fresh and cooked meats are stored, refrigeration facilities must be provided, and food contamination must be avoided.
- 5.5.3 A sink with hot and cold water must be provided for the washing of food equipment and eating and drinking vessels. A separate wash-hand basin with hot and cold water must also be provided for staff use.
- 5.5.4 Containers must be provided for the storage of foods and shall be so constructed and kept in such good order, repair and condition as to be proof against insects and other such pests.

5.6 DISEASE CONTROL AND VACCINATION

- 5.6.1 Adequate precautions must be taken to prevent and control the spread of infectious and contagious disease and parasites amongst cats, staff and visitors.
- 5.6.2 Proof must be provided that cats boarded or resident have current vaccinations against Infectious Feline Enteritis, feline respiratory disease and other relevant diseases. The course of vaccination must have been completed at least four weeks before the first date of boarding or in accordance with manufactures instructions. A record that this proof had been supplied must be kept on site throughout the period that the cat is boarded.
- 5.6.3 Advice from a veterinary surgeon must be sought in case of signs of disease, injury or illness. Where any cat is sick or injured any instructions for its treatment which have been given by a veterinary surgeon must be strictly followed.

5.6.4 A well stocked first-aid kit suitable for use on cats must be available and accessible on site.

5.7 ISOLATION

5.7.1 Isolation facilities must be provided

5.7.2 In existing catteries these isolation facilities must be in compliance with the other boarding requirements but must be separate and physically isolated from the main units. This must be a minimum 3m 910ft 0. (see also temperature control).

5.7.3 Adequate facilities to prevent the spread of infectious disease between the isolation unit and other units must be provided.

5.7.4 Hands must be washed after leaving the isolation facilities before visiting the other units.

5.8 REGISTER

5.8.1 A register must be kept of all cats boarded. The information kept must include the following:

- a) date of arrival
- b) name of cat, any identification system such as microchip, number or tattoo
- c) description, breed, age and gender of cat
- d) name, address and telephone number of owner or keeper
- e) name, address and telephone number of contact person whilst abroad.
- f) name, address and telephone number of cats veterinary surgeon
- g) anticipated and actual date of departure
- h) health and welfare and nutrition requirements

5.8.2 The register must be kept readily available for a minimum of 24 months and kept in such a manner as to allow an authorised officer easy access to such information.

5.8.3 Where records are computerised, a back up copy must be kept. The register must also be available to key members of staff of the establishment.

5.9 IDENTIFICATION OF UNITS

5.9.1 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.

5.10 SUPERVISION

5.10.1 A fit and proper person must always be present to exercise supervision and deal with emergencies whenever cats are boarded at the premises.

5.10.2 Cats must be visited at regular intervals, as necessary for their health, safety and welfare.

5.11 FIRE PRECAUTIONS

5.11.1 Appropriate steps must be taken for the protection of the cats in case of fire or other emergencies

5.11.2 A proper emergency evacuation plan and fire warning procedure must be drawn up and posted on the premises. This must include instruction to where cats are to be evacuated to in the event of a fire or other emergency.

5.11.3 Fire fighting equipment must be provided in accordance with advice given by the Fire Prevention Officer.

5.11.4 All electrical installation and appliance must be maintained in a safe condition. There must be a residual current circuit breaker system on each block of units.

5.11.5 Heating appliance must not be sited in a location or manner where they may present a risk of fire, or risk to cats.

5.11.6 Precautions must be taken to prevent any accumulation which may present a risk of fire.

5.11.7 There must be adequate means of raising an alarm in the event of fire or other emergency.



Model Licence Conditions and Guidance for Dog Boarding Establishments 2016



This document has been prepared in the best interests of animal welfare and to advise those tasked with inspecting, advising and licensing kennels under the Animal Boarding Establishments Act 1963.

It has been reviewed for the first time in 20 years and has therefore been updated to include, and ensure compliance with, the Animal Welfare Act 2006. Equally, the contents reflect changes in training/handling techniques during that time.

No liability rests with contributing bodies for the circumstances arising out of the application of conditions contained within the document.

The contents of this document will be kept under regular review to ensure that it remains relevant and accurate.

The groups consulted included:

Borough Council of Wellingborough

British Small Animal Veterinary Association

British Veterinary Association

Chartered Institute of Environmental Health

Corporation of London

Dogs Trust

Epping Forest District Council

International Cat Care

Pet Industry Federation (formerly Pet Care Trust)

Royal Society for the Prevention of Cruelty to Animals

The Kennel Club

Contents

Introduction	4
Section A – ENVIRONMENT	8
Providing the Dogs with a suitable place to live/stay	
Section B – DIET	17
Providing the dog(s) with an appropriate diet	
Section C – BEHAVIOUR	19
Allowing the dog(s) to express normal behaviour patterns	
Section D – COMPANY	21
Providing the dog(s) with the appropriate company	
Section E – HEALTH AND WELFARE	23
Protecting the dog(s) from pain, suffering, injury and disease	
Annex A	30
Licence Conditions Inspection Sheet for Dog Boarding Establishments	
Annex B	32
Body condition score sheet	
Annex C	33
Emergency Evacuation Plan	
Annex D	34
Useful information: Kennel unit/run sizes	
Annex E.....	38
Guidance for New Build including doors/apertures	
Annex F	40
Behaviour/environmental enrichment	
Annex G	43
Disease, vaccination and disinfection	
Useful contacts	45

Introduction

Introduction

The Chartered Institute of Environmental Health (CIEH) model licence conditions and guidance for dog boarding establishments was published in 1995.

Since then there have been developments in the understanding of animal welfare and also the introduction of the Animal Welfare Act in 2006. It was, therefore, felt timely to revise and update this document so that it better reflects the legal and animal welfare considerations inspectors should consider when looking at boarding kennels and making recommendations for licensing and any conditions applicable.

This document is aimed at all those who are tasked with inspecting, advising and licensing kennels under the Animal Boarding Establishments Act 1963 ('the 1963 Act'). It may also be useful to owners and managers of kennels and those planning to build boarding kennels who wish to better understand what their legal requirements are under both the 1963 Act and the Animal Welfare Act 2006 ('the 2006 Act') as well as other related legislation.

The main legal requirements

There are two main pieces of legislation that attention should be drawn to, namely; the Animal Boarding Establishments Act 1963 and the Animal Welfare Act 2006.

1 Animal Boarding Establishments Act 1963

The 1963 Act requires anyone who wishes to keep a boarding establishment (ie, in this context a kennel) to be licensed by the local authority and abide by the conditions of the licence. If they do not they are in breach of the law. 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 cleanliness.
- 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 time.

Those responsible for kennels must ensure that a copy of the licence and its conditions (maximum number of dogs and number of holding units) is displayed prominently in the boarding establishment.

No animals other than dogs are to be boarded within the licensed facilities without the written approval of the local authority.

2 Animal Welfare Act 2006

Sections 1 and 2 of the 2006 Act set out which animals are protected. This includes any animal (vertebrate) other than man (Section 1) which is commonly domesticated in the British Isles, or under the control of man whether on a permanent or temporary basis, or is not living in a wild state (Section 2). Thus dogs are protected by this piece of legislation.

Section 3 of the 2006 Act sets out who can be found to be responsible for an animal and this includes on a permanent or temporary basis as well as being in charge of it or owning it. Therefore, in the context of this document, the boarding establishment owner as well as their employees can be found liable under this piece of legislation. No one under the age of 16 years can be deemed to be responsible for an animal.

Section 4 of the 2006 Act sets out offences concerned with unnecessary suffering. An offence is committed here if someone's act or failure to act causes an animal to suffer, whether the person knew (or ought to have reasonably known) that the act (or failure to act) was likely to cause such suffering – it is still an offence as the suffering was unnecessary. An offence can also be committed whereby someone

Introduction

permits this to happen. Again, this can apply to not just employees of an establishment but also an owner. In particular, the conduct that caused the suffering may be deemed unnecessary if it could reasonably have been avoided or reduced, if it was not in compliance with relevant legislation, licence, or codes of good practice, if it was not for a legitimate purpose, if it was not proportionate, if it was not the conduct of a reasonably competent and humane person.

Under Section 9 of the 2006 Act those responsible for animals (in England and Wales) and in the context of this document, this means the boarding establishment owner as well as their employees, have a duty to ensure reasonable steps are taken to ensure the welfare needs of the animals is met to the extent required by good practice. This includes:

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

This guidance also notes that additionally there are Codes of Practice concerning dogs that the Welsh Government and DEFRA have produced and they provide further information on these points. To access copies of these Codes, please see:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/69390/pb13333-cop-dogs-091204.pdf

<http://gov.wales/docs/drah/publications/081219-code-of-practice-welfare-of-dogs-part-1-en.pdf>

<http://gov.wales/docs/drah/publications/081219-code-of-practice-welfare-of-dogs-part-2-en.pdf>

Other relevant regulations and legislation:

- Antisocial Behaviour, Crime and Policing Act 2014
- The Control of Dogs Order 1992

- Control of Substances Hazardous to Health (COSHH) Regulations 2002
- Controlled Waste Regulations 1992
- Dangerous Dogs Act 1991
- The Dangerous Dogs (Amendment) Act 1997
- Dog Fouling - Clean Neighbourhoods and Environment Act 2005
- Electricity at Work Regulations 1989
- Environmental Protection Act 1990
- Health and Safety at Work Act 1974
- Health and Safety (First Aid) Regulations 1981
- Management of Health and Safety at Work Regulations 1999
- The Microchipping of Dogs (England) Regulations 2015
- Personal Protective Equipment at Work Regulations 1992
- Regulation on the Protection of Animals During Transport (EC) 1/2005
- The Regulatory Reform (Fire Safety) Order 2005
- Town and Country Planning Act 1990
- Workplace (Health, Safety and Welfare) Regulations 1992

Further information on the above is available from Business Link – www.businesslink.gov.uk

This document is intended to apply in England; it may be useful in Wales and Northern Ireland where separate legislation applies.

Insurance

It is strongly recommended that all proprietors of licensed boarding establishments have appropriate insurances in place.

Introduction

Policies and Procedures

This guidance document recommends that written policies and procedures setting out how the kennels will ensure all aspects of the welfare of dogs in their care as well as their staff should be provided.

Supervision

It is strongly recommended that the kennel proprietor or a responsible person over 18 years of age lives on site or a key-holder must live within a reasonable travelling time from 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 and competent in ensuring the dogs' welfare (as per the Animal Welfare Act) as well as their 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.

Licensing

NOTE: Further to this document, Local Authorities are able to add their own licence conditions according to individual premises and in accordance with the Act. When considering this, it is important for the Licensing Officer to bear in mind that the licence conditions are based around and need to pay particular regard to providing suitable:

- Accommodation
- Food
- Exercise
- Protection from injury and disease

In addition, a register of animals should be kept with their dates of arrival and departure and their owners' name and addresses.

A licence will contain conditions to these ends and the council may add other conditions: see Animal Boarding Establishments Act 1963 s. 1(3). See (a) – (e). The council shall specify such additional conditions in the licence as appear to the local authority necessary or expedient in the particular

case for securing all of these 5 objects (a) – (e).

For further information, please contact CIEH and/or your own legal department.

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.

How to use this document

Each of the sections relates to a Requirement, elaborating why it is important to meet this from the perspective of the dog and/or legal requirements where applicable. Good care is based on some simple principles and these are shown where relevant as bullet points (•) in the document.

In order to align the licence guidelines with the check lists for use by Licensing Officers and those involved with the licensing process, each factor which enables the associated legal requirement to be met

Introduction

has been given an individual code linking it to the appropriate section. These must be followed in order to achieve the licence. It should be noted that the order in which the requirements are listed under each section is arbitrary and does not indicate any order or importance. All requirements listed under the sections are equally important.

The document is divided into sections based on the Animal Welfare Act. Inevitably there is some duplication and cross referencing as it is most likely that sometimes Licensing Officers will refer to a specific section rather than reading through the whole document. It also ensures that an important or very relevant issue is reinforced and that a particular condition is not missed and is complied with.

The Identification code is made up of a 'letter. number' combination, the letter indicating the section (relating to each of the five welfare needs as stipulated under the Animal Welfare Act 2006), and the number relating to the requirement's numerical order within that section:

SECTION	IDENTIFICATION CODE
Environment	A
Diet	B
Behaviour	C
Company	D
Health and welfare	E

Attached at **Annex A** is a Model Licence Conditions Inspection Sheet for Dog Boarding Establishments.

Section A

Section A – ENVIRONMENT

Providing the dog(s) with a suitable place to live/stay

Poor housing has a substantially negative impact on both the health and wellbeing of dogs. Housing systems must be suitable for the needs of the sizes of dogs in question. The kennels must be designed, built and managed to provide a safe, disease free, comfortable, clean, draught free environment, which provides for dogs' welfare needs. The kennels should be constructed and managed to be minimally stressful and offer environmental choice and control for the dog. It can be beneficial for dogs to spend time away from the kennel unit, such as in an exercise area.

During kennel construction it is necessary to use an appropriate design and correct materials to overcome problems of noise emission. This is in order to minimise discomfort to the dog and to minimise the risk of nuisance to persons in the vicinity of the site. See section C2 and Annex E: Guidance for New Builds.

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 a good, clean, presentable condition.

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.



Covered runs

Section A

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 and building materials

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.

Section A

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

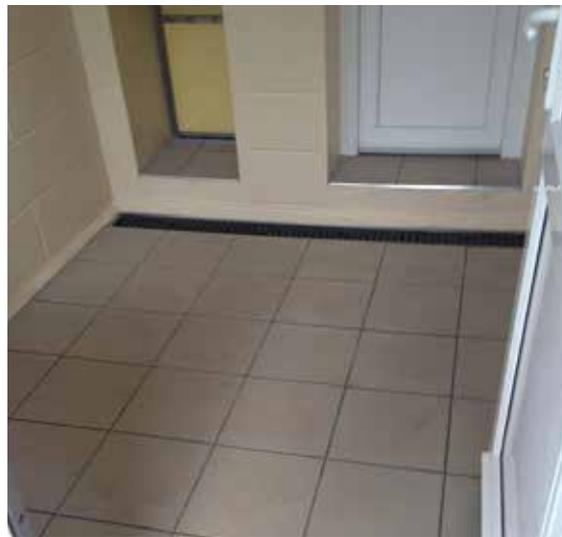
There must be a securable door from which the secure area of the kennels can be viewed from the outside and this must be kept closed when not in use.

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.



Internal cleanable flooring

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.

Section A

A3: Dog Units



Kennels (new build)

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 covered 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.

Section A

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 be 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.



Full height separation kennels

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.

Section A

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.



Kennel (sleeping accommodation)

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.

Section A

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)



Protected external runs (showing drainage)

- 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.



Access to different areas

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).

Section A

A6: Outdoor exercise and exercise areas (separate from dog units)



Safe area outside kennels and hard surfacing

- 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.

Section A

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

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.

Section B

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

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 multi-dog 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.



External runs protected (not full height)

Section C

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

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.

Section D

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

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 animals 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 eg 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

Section E

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.

Section E

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.



Kennel runs (corridor and screens)

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 equipment for kennels

- 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.

Section E

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**

E.5: 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.

Section E

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.

E6.3

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.

E6.4

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.

E6.5

Protective garments must be changed and laundered with an appropriate disinfectant or disposed of immediately after handling a dog with a suspected infectious disease.

E6.6

Hands must be washed and disinfected between handling dogs.

E6.7

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.

E6.8

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.

E6.9

A documented Standard Operating Procedure (SOP) is required for barrier nursing.

Section E

E6.10

Should a dog need to be removed from its unit it must wear a collar and tag.

E6.11

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.

E7.1

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.

E7.2

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.

E7.3

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.

E7.4

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.

List of Annexes

Annex A	30
Licence Conditions Inspection Sheet for Dog Boarding Establishments	
Annex B	32
Body condition score sheet	
Annex C	33
Emergency Evacuation Plan	
Annex D	34
Useful information: Kennel unit/run sizes	
Annex E	38
Guidance for New Build including doors/apertures	
Annex F	40
Behaviour/environmental enrichment	
Annex G	43
Disease, vaccination and disinfection	

Annex A

Annex A: Licence Conditions Inspection Sheet for Dog Boarding Establishments

LICENCE CONDITIONS INSPECTION SHEET FOR DOG BOARDING ESTABLISHMENTS										Tick boxes √/x
Name of Kennels		Date of Inspection		+ Home Boarding	+ Breeding	+ Rescue	+ Cattery			
Address of Establishment		Person seen		Signature		Full Inspection	Part Inspection	Revisit		
		Inspectors name(s)				Comments:				
		1								
		2								
		3								
Licence on Display	Insurance	Pest Control policy/contract		Boarding Vet details displayed		Accident Book (H&S)	Emergency Contact displayed			
Has copy of Licence Conditions and Legislation	Register and Back up									
Outdoor units	Indoor units	Semi Indoor/Outdoor units								Number of Units
Metal	Brick	Timber		uPVC		Other				Number of Staff

Index

Identification code	Section	
A	Environment	Kennel: Unit design: Drainage: Exercise Area and Run: walls, floors, ceilings, doors, occupant nos., security, bedding, cleanliness. Interior Surfaces: Lighting: Roofing: Safety Corridors: Sizes: Temperature: Ventilation and Humidity: Fire/Emergency/Evacuation Plan
B	Diet	Drinking: Eating: Refrigeration: Storage of foods: Washing equipment: Kitchen facilities
C	Behaviour	Monitoring of Behaviour: Health and Welfare Plan: Environmental Enrichment: Toys: Noise: Long Stay Dogs
D	Company	Social Interactions: Multi-Dog Units: Handling Dogs
E	Health and Welfare	Keeping Records: Boarding Register: Monitoring of Dogs (general): Disease Control: Vaccinations: Isolation Facilities: Holding Kennels: Standard Operating Procedures: Cleaning Regimes: Transportation of Dogs

Notes	1.	Comments:
	2.	
	3.	

Area	Identification Code	Description	v	x	Actions or Comments	Done v
Records	E1.1 – E1.4	Register and Back up				
Records	E2.1 - E2.3	Monitoring of Dogs				
Records	C3.1	Long Stay Dogs SOPs				
Records	A6.2, A6.5, E2.6, B2.11 + E3.1	SOPs incl. Feeding, Exercise Regime / Consents				
Records	Additional SOP's	Standard Operating Procedures (SOP's)				
Records	D1.3, D3.1	Multi – Dog Consent				
Records	E5.1	Vaccination Policy				
Records	E5.2	Vaccinations and Health records				
Records	E6.2, E6.10, E6.11	Barrier nursing SOPs and Isolation Cases				
Records	E7	Veterinary details/displayed/health screening				
Records	A7.2	Written Emergency Plan and Risk Assessment				
Records	A7.3	Fire equipment and other emergencies records				
Records	A4.4, A4.5	Temperature records and Policy				
Records	C1, C1.1, C1.3	Behaviour and Environmental Enrichment				
Records	D1, D2.3	Monitoring of Dogs for Human Contact/ Interactions				
Records	E.9	Transport (Journey times)				
Records	STR	Staff Training records				
Kitchen/Eating	B2.1	Exclusive facilities				
Kitchen + Units	B2.1, E3.4 – E3.6	Cleanliness				
Kitchen/Eating	B2.2	Refrigeration				
Kitchen/Eating	B2.3 – B2.4	Washing equipment				
Kitchen/Eating	A2.11, B2.5	Storage of foods and quantity kept				
Kitchen/Eating	B2.6 – B2.10	Feeding regime and Food Bowls				

Annex A

Area	Identification Code	Description	✓	x	Actions or Comments	Done ✓
Kennel Unit	A1, A2.1	Sound and safe construction				
Kennel Unit	A2.2 – A2.12	Suitable Construction Materials				
Kennel Unit	A4.1 – A4.3	Sleeping accommodation sizes				
Kennel Unit	A2.6, A2.7, A2.8, A3.13, A3.14, A3.18	Secure windows, doors and fencing				
Roofing	A2.26	Safe and Waterproof roofing				
Unit/Drainage	A2.13 – A2.17	Drainage/Drain covers				
Kennel Unit	A2.18, A2.25	Escape-proof area				
Door and corridor	A2.19, A2.20, A2.21, A2.23, E3.3	Secure Corridor and width/secure doors				
Kennel Unit	A2.22, A3.10	Flooring				
Kennel Unit	A2.24, A3.3	Lighting				
Kennel Unit	A2.5, A2.9, A2.10, A4.3	Walls and Partitions				
Ventilation	A3.4	Ventilation/Draughts				
Kennel unit	E3.4, E4.1 – E4.12	Cleanliness				
Interior	A2.1, A2.5, A3.5 – A3.10	Good repair, clean and sealed joints				
Temperature	A4.5, A4.7, A4.8	Max-Min Thermometer/Temperature				
Unit/Temperature	A4.9, A4.10, A7.3 – A7.7	Safe Appliances/Firefighting: Waterproof Sockets				
Kennel Unit	A2.5	Sharp edges/Other hazards				
Kennel Unit	A3.11, A3.12, A3.15 – A3.17, A3.19	Accessing the Dog Units				
Bedding	A4.11 – A4.15, E4.6	Sleeping Accommodation				
Exercise Run	A5.1 – A5.7	Designated Run; sizes, Roofing, flooring				
Outdoor Exercise Areas	A6.2 – A6.4, A6.6 – A6.8	Outdoor Exercise Areas – Clean and Secure				
Dog Behaviour	C1.2, C1.4, C2.1 – C2.3	Behaviour and Noise				
Area	Identification Code	Description	✓	x	Actions or Comments	Done ✓
Dog Behaviour	C1.3, E4.10, E4.11	Toys/Environmental Enrichment				
Long Stay + Handling	D4.1 – D4.4 + E4.14	Handling of Dogs				
Company/Multi Units	D1.1 – D1.5, D3.2 – D3.4, E3.2	Shared Units, Exercise Areas and Interactions				

Area	Identification Code	Description	✓	x	Actions or Comments	Done ✓
New Build Units	NBU1 (Annex E)					
Disease Control	E4.13, E7.1-E7.6	Handling Dogs and Healthcare				
Vaccinations	E5.1 – E5.5	Vaccination, Fleas, Worms and Other Parasites				
Escape/death	E7.6	Procedures in cases of death / escape of dog				
Isolation	E6.4 – E6.10, E6.12	Hygiene protocols and protective garments				
Isolation	E5.4, E7.4, E7.5	Veterinary Instruction				
Isolation	E3.8, E3.9, E6.1 – E6.3	Location of Isolation				
Isolation	E3.6, E4.1 – E4.13	Cleanliness and procedures for use				
Isolation + Holding	E6.13, E8.1, E8.2	Isolation and Holding Kennels				
Transport	E9.1 – E9.5	Use of vehicles for transportation				

ADDITIONAL NOTES

Annex B

Annex B: Body Condition Score Sheets

During periods of longer term kenneling it is essential that dogs are carefully monitored to ensure they are maintaining condition. Kenneling 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.

WSAVA Global Nutrition Committee

Body Condition Score

UNDER IDEAL

- 1** Ribs, lumbar vertebrae, pelvic bones and all bony prominences evident from a distance. No discernible body fat. Obvious loss of muscle mass.
- 2** Ribs, lumbar vertebrae and pelvic bones easily visible. No palpable fat. Some evidence of other bony prominences. Minimal loss of muscle mass.
- 3** Ribs easily palpated and may be visible with no palpable fat. Tops of lumbar vertebrae visible. Pelvic bones becoming prominent. Obvious waist and abdominal tuck.

IDEAL

- 4** Ribs easily palpable, with minimal fat covering. Waist easily noted, viewed from above. Abdominal tuck evident.
- 5** Ribs palpable without excess fat covering. Waist observed behind ribs when viewed from above. Abdomen tucked up when viewed from side.

OVER IDEAL

- 6** Ribs palpable with slight excess fat covering. Waist is discernible viewed from above but is not prominent. Abdominal tuck apparent.
- 7** Ribs palpable with difficulty; heavy fat cover. Noticeable fat deposits over lumbar area and base of tail. Waist absent or barely visible. Abdominal tuck may be present.
- 8** Ribs not palpable under very heavy fat cover, or palpable only with significant pressure. Heavy fat deposits over lumbar area and base of tail. Waist absent. No abdominal tuck. Obvious abdominal distention may be present.
- 9** Massive fat deposits over thorax, spine and base of tail. Waist and abdominal tuck absent. Fat deposits on neck and limbs. Obvious abdominal distention.

Sarman A, et al. Comparison of a body condition score with dual-energy x-ray absorptiometry to measure percentage body fat in dogs. *AVJ* 2011;71:282-286.
 Jeschke L, et al. Effect of breed on body condition and comparison between various methods to estimate body composition in dogs. *Res Vet Clin* 2014;88:227-230.
 Kelly RL, et al. Effects of fat restriction on the color and age-related changes in dogs. *J Anim Sci* 2011;113:1180.
 Luffmann EP. Development and validation of a body condition score system for dogs. *Canine Pract* 1997;23:13-15.

©2015. All rights reserved.

wsava.org

Body condition score chart is part of the Global Nutrition Committee Toolkit and is provided courtesy of the World Small Animal Veterinary Association

¹ These Guidelines were first published in JSAP, July 2011;52(7):385-96, published by John Wiley and Sons Ltd and are published with permission

Annex C

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

Annex C

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

Annex C

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

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**.

Chartered Institute of Environmental Health (1995) Model Licence Conditions and Guidance for Dog Boarding Establishments: Animal Boarding Establishments Act 1963¹

- 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 guide²

- 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 Purposes³

- Post weaned stock – Until December 2016

Weight of animal (kg)	Minimum pen size (m2)	Minimum floor space per group housed animal (m2)	Minimum height (m)
2-5	4.5	0.5	2.0
5-10	4.5	1.0	2.0
10-15	4.5	1.5	2.0
15-20	4.5	2.0	2.0
>20	4.5	2.25	2.0

1 http://www.cieh.org/uploadedFiles/Core/Policy/Publications_and_information_services/Policy_publications/Publications/Dog_Boarding_Guide.pdf

2 <http://politicalanimal.org.uk/wp-content/uploads/2015/04/RSPCA-Guide-The-welfare-of-seized-dogs-in-kennels.compressed.pdf>

3 <https://www.gov.uk/government/publications/code-of-practice-for-the-housing-and-care-of-animals-bred-supplied-or-used-for-scientific-purposes>

Annex D

- Post weaned stock, brood stock and stud dogs - From January 2017

Weight of animal (kg)	Minimum pen size (m2)	Minimum floor space per group housed animal (m2)	Minimum height (m)
<5	4.5	0.5	2.0
5-10	4.5	1.0	2.0
10-15	4.5	1.5	2.0
15-20	4.5	2.0	2.0
>20	4.5	2.25	2.0

- Voluntary Code of Practice on the welfare of dogs and cats in quarantine premises - recommended minimum internal measurements for individual dog units⁴

Size of dog	Weight Range	Sleeping area- Minimum internal measurements	Adjoining exercise area- minimum internal measurements
Small	Less than 12kg (26lbs)	Not less than 1.1m ² , width and length not less than 0.9m (3 feet)	Not less than 5.5 m ² (60 sq feet), width not less than 1.2 m (4 feet)
Medium	12kg (26lbs) to 30kg (66lbs)	Not less than 1.4 m ² (16 sq feet), width and length not less than 1.2m (4 feet)	Not less than 5.5 m ² (60 sq feet), width not less than 1.2 m (4 feet)
Large	More than 30kg (66lbs)	Not less than 1.4 m ² (16 sq feet), width and length not less than 1.2 m (4 feet)	Not less than 7.4 m ² (80 sq feet), width not less than 1.2 m (4 feet)

⁴ <https://www.gov.uk/guidance/pet-travel-quarantine#welfare-of-pets-in-quarantine>

Annex E

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 non-porous 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

Annex E

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 well being. 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.

² Rooney, NJ, Gaines, SA and Hiby, EF. 2009. A practitioner's guide to working dog welfare. Journal of Veterinary Behavior: Clinical Applications and Research. 4: 127-134.

Annex F

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.

(American Society for the Prevention of Cruelty to Animals).

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

3 Schipper, LL, Vinke, CM, MBH, Spruijt, BM 2008. The effect of feeding enrichment toys on the welfare of kennelled dogs (*Canis familiaris*). *Applied Animal Behaviour Science*, 114, 182-195. Gaines, SA, 2008. Kennelled dog welfare - effects of housing and husbandry, University of Bristol

4 Hiby, EF, 2005. The welfare of kennelled dogs. PhD Thesis, University of Bristol.

Annex F

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 welfare⁵ as well as classical music played at conversational level⁶.

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:

- Rooney, NJ, Gaines, SA and Hiby, EF. 2009. A practitioner's guide to working dog welfare. *Journal of Veterinary Behavior: Clinical Applications and Research*. 4: 127-134.
- RSPCA. 2015. 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. <https://view.pagetiger.com/RSPCAKennellingGuide2014/issue1/page3.htm>
- Care and Respect Includes All Dogs. Enhancing and enriching the experience of dogs. <https://cariadcampaign.wordpress.com/guides/>

5 Graham, L., Wells, D.L., Hepper, P.G., 2005. The influence of olfactory stimulation on the behaviour of dogs housed in a rescue shelter. *Applied Animal Behaviour Science* 91, 143-153

6 Graham, L., Wells, D.L., Hepper, P.G., 2002. The influence of auditory stimulation on the behaviour of dogs housed in a rescue shelter. *Animal Welfare* 11, 385-393

Kogan, L.R., Schoenfeld-Tacher, R., Simon, A.A., 2012. Behavioural effects of auditory stimulation on kennelled dogs. *Journal of Veterinary Behaviour. Clinical Applications and Research*, 5. 268-275

Annex G

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 immuno-compromised 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 Campylobacter 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 leptospirae (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 parvoviral 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

Annex G

degrading the structure of the building. It 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

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.dogstrust.org.uk
Email: info@dogstrust.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
Web site: 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
Web site: <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

Borough Council of Wellingborough

Licensing Section
Swanspool House
Doddington Road
Wellingborough
Northamptonshire
NN8 1BP
Email: licensing@wellingborough.gov.uk
Telephone: (01933) 229777



Chartered
Institute of
Environmental
Health

Chartered Institute of Environmental Health
Chadwick Court, 15 Hatfields, London SE1 8DJ
Telephone 020 7928 6006
Email info@cieh.org **Web** www.cieh.org
Registered charity no. 290350



CIEH Model Licence Conditions and Guidance for Cat Boarding Establishments 2013



This document has been prepared in the best interests of animal welfare and to advise those tasked with inspecting, advising and licensing catteries under the Animal Boarding Establishments Act 1963. No liability rests with contributing bodies for the circumstances arising out of the application of conditions contained within the document.

Thanks to Rachel and Brian Bland, The Cats Whiskers, Wilstead MK45 3DP for use of the front page photograph

Contents

Introduction.....	4
Schedule A – ENVIRONMENT: Providing the cat(s) with a suitable place to live/stay.....	8
Schedule B – DIET: Providing the cat(s) with an appropriate diet	20
Schedule C – BEHAVIOUR: Allowing the cat(s) to express normal behaviour patterns	21
Schedule D – COMPANYY: Providing the cat(s) with the appropriate company	23
Schedule E – HEALTH AND WELFARE: Protecting the cat(s) from pain, suffering, injury and disease	24
Schedule F – NEW BUILD	29
ANNEX A – Licence Conditions Inspection Sheet for Cat Boarding Establishments	31
ANNEX B – Emergency and Evacuation Plan	35
Useful Contacts	37

Introduction

The Chartered Institute of Environmental Health (CIEH) model licence conditions and guidance for cat boarding establishments was first produced in 1995.

Since then there have been developments in understanding of animal welfare and also the introduction of the Animal Welfare Act in 2006. It was, therefore, felt timely to revise and update this document so that it better reflects the legal and animal welfare considerations inspectors should consider when looking at catteries and making recommendations for licensing and any conditions applicable.

This document is aimed at all those who are tasked with inspecting, advising and licensing catteries under the Animal Boarding Establishments Act 1963 ('the 1963 Act'). It may also be useful to owners and managers of catteries and those planning to build boarding catteries who wish to better understand what their legal requirements are under both the 1963 Act and the Animal Welfare Act 2006 ('the 2006 Act') as well as other related legislation.

The main legal requirements

There are two main pieces of legislation that attention should be drawn to, namely; the Animal Boarding Establishments Act 1963, and the Animal Welfare Act 2006.

1. Animal Boarding Establishments Act 1963

The 1963 Act 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. If they do not they are in breach of the law. 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 cleanliness,
- 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.

Those responsible for a cattery must ensure that a copy of the licence and its conditions (maximum number of cats and number of holding units) is displayed prominently in the boarding establishment.

No animals other than cats are to be boarded within the licensed facilities without the written approval of the local authority.

2. Animal Welfare Act 2006

Sections 1 and 2 of the 2006 Act set out which animals are protected. This includes any animal (vertebrate) other than man (section 1) which is commonly domesticated in the British Isles, or under the control of man whether on a permanent or temporary basis, or is not living in a wild state (section 2). Thus cats and kittens are protected by this piece of legislation.

Section 3 of the 2006 Act sets out who can be found to be responsible for an animal and this includes on a permanent or temporary basis as well as being in charge of it or owning it. Therefore, the establishment owner as well as their employees can be found liable under this piece of legislation. No one under the age of 16 years can be deemed to be responsible for an animal.

Section 4 of the 2006 Act sets out offences concerning unnecessary suffering. An offence is committed here if someone's act or failure to act causes an animal to suffer, whether the person knew (or ought to have reasonably known) that the act (or failure to act) was likely to cause such suffering - it is still an offence as the suffering was unnecessary. An offence can also be committed whereby someone permits this to happen. Again, this can apply

to not just employees of an establishment but also an owner. In particular the suffering may be deemed unnecessary if it could reasonably have been avoided or reduced, if it was not in compliance with relevant legislation, licence, or codes of good practice, if it was not for a legitimate purpose, if it was not proportionate, if it was not the conduct of a reasonably competent and humane person.

Under Section 9 of the 2006 Act those responsible for animals (in England and Wales) have a duty to ensure reasonable steps are taken to ensure the welfare needs of the animals are met to the extent required by good practice. This includes:

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

This guidance also notes that additionally there are Codes of Practice concerning cats that the Welsh Government and DEFRA have produced and they provide further information on these points. To access copies of these Codes please see –

www.gov.uk/government/uploads/system/uploads/attachment_data/file/69392/pb13332-cop-cats-091204.pdf

www.wales.gov.uk/docs/drah/publications/110817catcodea5en.pdf

Other current relevant regulations and legislation:

Other Legislation which is relevant to the running of a boarding cattery includes, but is not restricted to the following:

- The Regulatory Reform (Fire Safety) Order 2005
- Health and Safety at Work etc Act 1974
- Environmental Protection Act 1990

- Electricity at Work Regulations 1989
- Control of Substances Hazardous to Health Regulations 1988
- Controlled Waste Regulations 1992
- Town & Country Planning Act 1990
- Welfare of Animals (Transport) (England) Order 2006
- Welfare of Animals (Transport) (Wales) Order 2006
- Regulation on the protection of animals during transport (EC) 1/2005

Further information on the above is available from Business Link – www.businesslink.gov.uk

Training

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

This guidance document recommends that written policies and procedures setting out how the cattery will ensure all aspects of the welfare of cats in their care as well as their staff should be provided. It further recommends that a systematic training programme should be implemented including provision of evidence of its use for permanent, temporary, and part-time employees and regular reviews of training.

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.

The groups consulted included:

- British Small Animal Veterinary Association
- British Veterinary Association
- Cats Protection
- Chartered Institute of Environmental Health
- Corporation of London
- Daisy Bank Kennels & Cattery
- Dogs Trust
- Epping Forest DC
- International Cat Care (Formerly Feline Advisory Bureau)
- Kennel Design (David & Kay Key)
- Pet Industry Federation (Formerly Pet Care Trust)
- Royal Society for the Prevention of Cruelty to Animals

How to use this document:

Each of the sections relates to a Requirement, elaborating why it is important to meet this from the perspective of the cat and/or legal requirements where applicable. Good care is based on some simple principles and these are shown where relevant as bullet points (•) in the document.

In order to link the licence guidelines with the check lists for use by Licence inspectors, each factor which enables the associated legal requirement to be met has been given an individual code linking it to the appropriate section. These must be followed in order to achieve the licence. It should be noted that the order in which the requirements are listed under each section is arbitrary and does not indicate any order of importance. All requirements listed under the sections are equally important.

The Identification code is made up of a 'letter. number' combination, the letter indicating the section (relating to each of the 5 welfare needs as stipulated under the Animal Welfare Act 2006), and the number relating to the requirement's numerical order within that section:

SECTION	IDENTIFICATION CODE
Environment	A
Diet	B
Behaviour	C
Company	D
Health and welfare	E

Attached at Annex A is a Model Licence Conditions Inspection Sheet for Cat Boarding Establishments.

Section A – Environment: Providing the cat(s) with a suitable place to live/stay

Good care is based on some simple principles and these are shown where relevant as bullet points (•) in the document.

Poor housing has a substantially negative impact on both the health and wellbeing of cats. Housing systems must be suitable for the needs of the species in question. The cattery must be designed, built and managed to provide safe, disease free, comfortable, clean, draught free, animal friendly conditions, which are minimally stressful and which offer environmental choice for the animal, sensory stimulation, physical and mental exercise.

The following requirements list what must be present in a cat'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 cats.

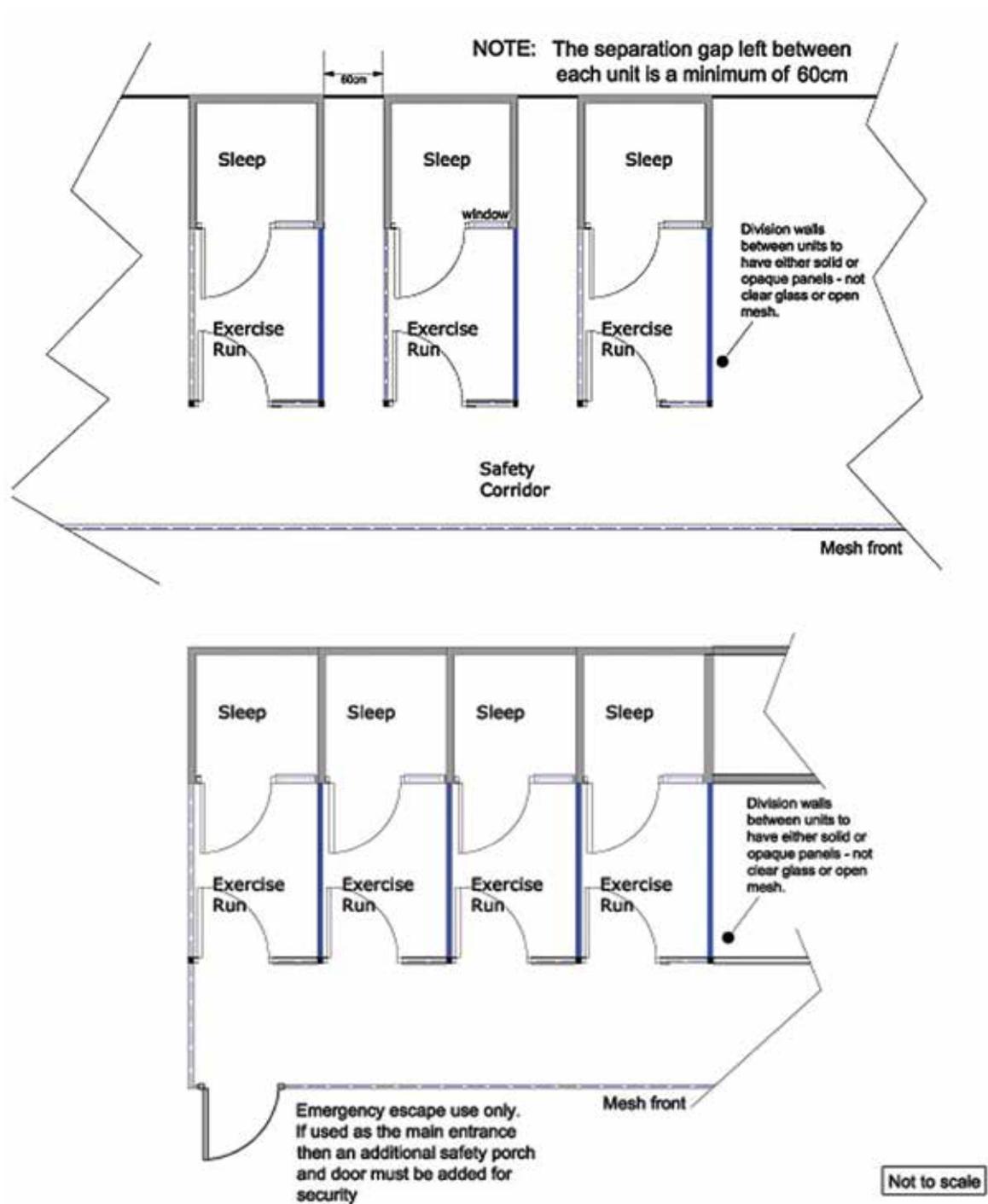
Cattery construction and principles of design

- The correct design and construction of a cattery is vital to prevent escape, minimise disease spread and stress to the cats, and to make maintenance and hygiene management straightforward and achievable by cattery proprietors.
- For disease control there must be no possibility of cats within the cattery (other than those from the same household), or other animals outside the cattery, coming into direct contact with each other or contacting droplets sneezed out by cats (for further information see Section E – Health and Welfare).
- **Designs MUST include:**
 - Cat units with sleeping accommodation (with solid sides) and an individual attached run.
 - Full height, full width, sneeze barriers between units. Alternatively, some catteries have gaps between units (minimum 0.6 m (see page 29/30 – New Build).

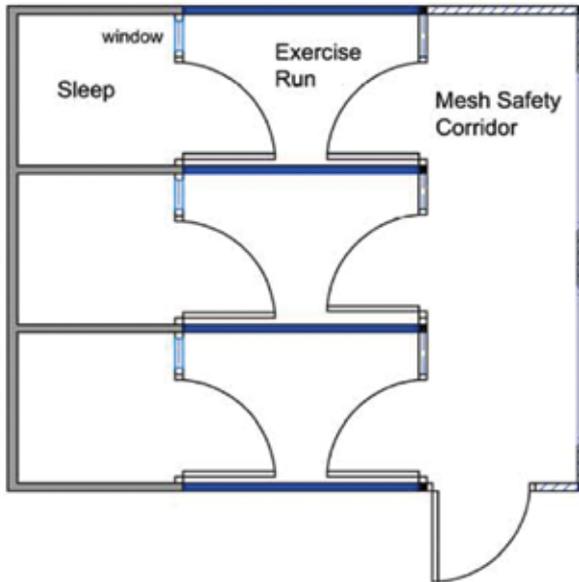
- An enclosed area (corridor or lobby) outside the cat unit to minimise risk of escape.
- Provision to isolate cats if necessary.
- Ancillary facilities including a separate kitchen with hot and cold running water and refrigeration for food.
- A separate hand-washing facility for staff.
- A litter tray cleaning area.
- A reception area.

- Cattery design usually falls into three categories with the sleeping accommodation comprising of a full-height walk-in area or a penthouse (see A3):

Outdoor – catteries with indoor sleeping accommodation and individual covered outdoor exercise runs – accessed individually from a covered outdoor safety corridor.

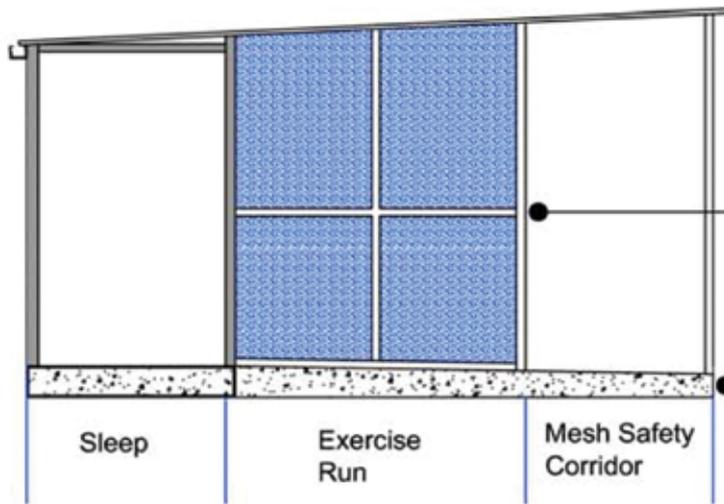


Semi-outdoor/indoor – catteries with indoor sleeping accommodation and individual covered outdoor exercise runs – usually accessed individually from a common indoor safety corridor.



Staff access the sleeping and exercise run via the safety corridor in front of the units

Typically the safety corridor has a solid appearance with large opening windows with mesh safety guards to allow light and fresh air into the units

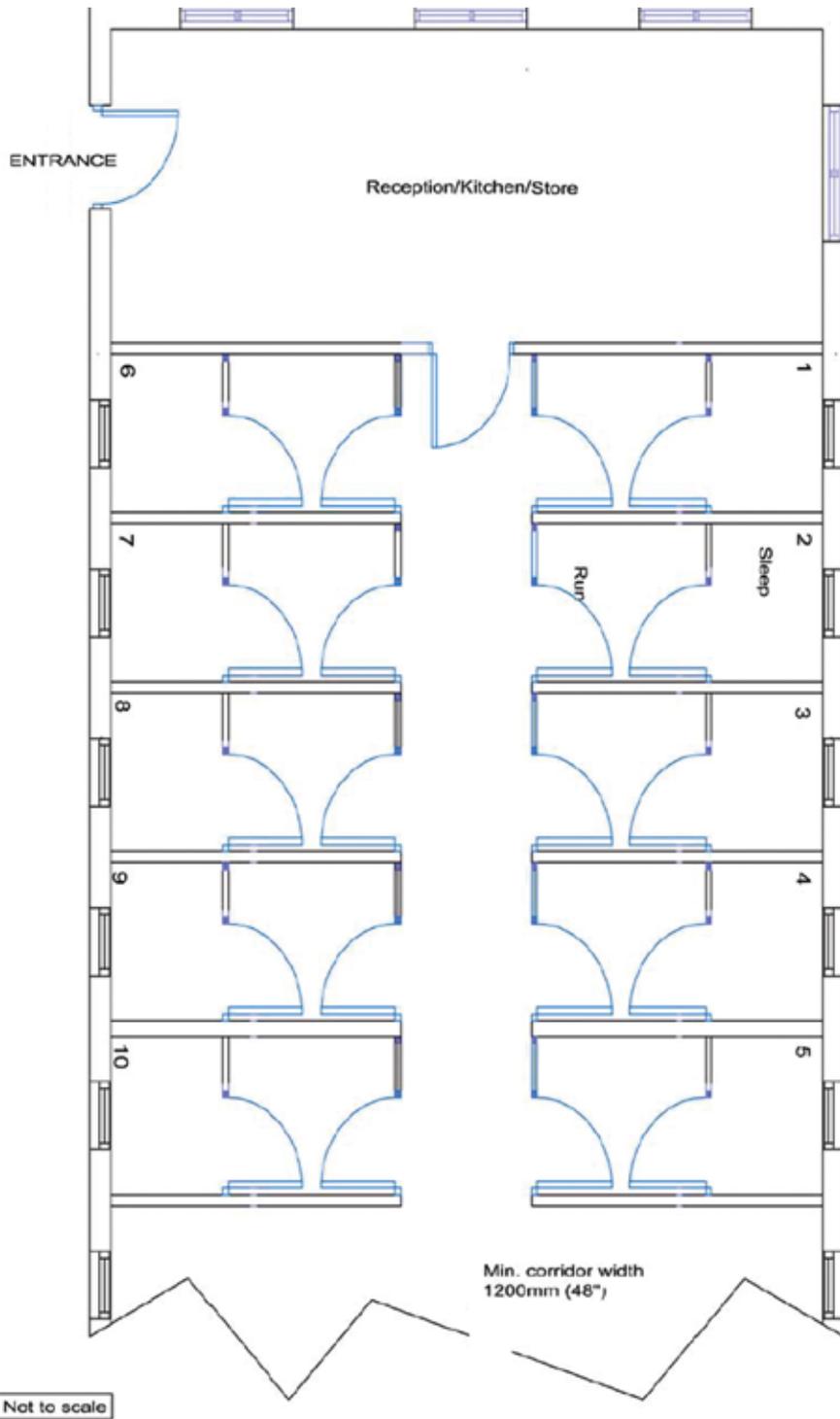


Division walls between units to have either solid or opaque panels – not clear glass or open mesh

Concrete surface laid to fall to allow rain water to drain

2013 minimum size (suitable for up to 2 cats):
Sleep – 1.5m² (1.2m x 1.25m)
Run – 2.2m² (1.2m x 1.85m)

Totally indoor – catteries with indoor sleeping accommodation and indoor exercise runs – usually accessed individually from a common indoor corridor.



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 covered 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.



Timber full height walk-in unit



Timber penthouse style unit



uPVC full height walk-in unit



uPVC penthouse style cattery unit

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.

Existing buildings, floor area and dimensions of full height walk-in sleeping accommodation			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
One cat	0.85 m ²	0.9 m (eg 0.90 m x 0.95 m)	1.8 m
Up to two cats	1.5 m ²	1.2 m (eg 1.20 m x 1.25 m)	1.8 m
Up to four cats	1.9 m ²	1.2 m (eg 1.20 m x 1.60 m)	1.8 m

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.

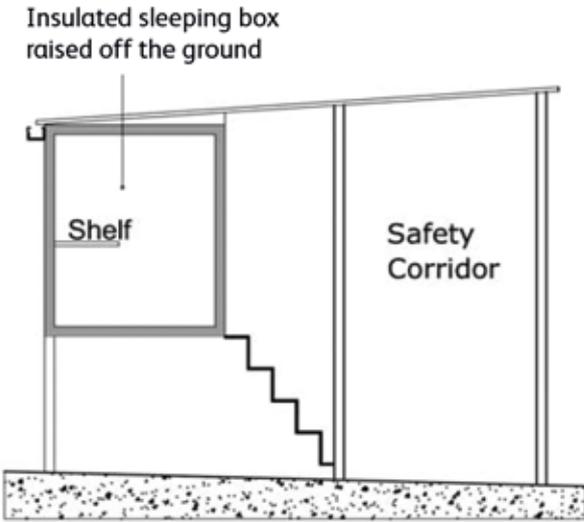
- A.3.3 Facilities must be easily accessible and provide safe easy access to the shelf for elderly, ill, very young or disabled cats if required.

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

Size of penthouse sleeping accommodation (an enclosed boxed sleeping area raised off the ground)

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.

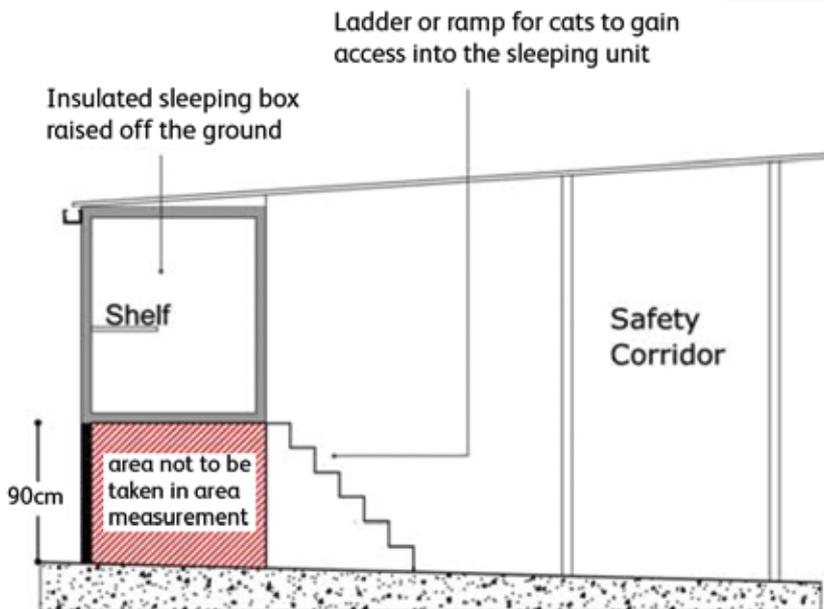
A.3.6 Facilities must be easily accessible and provide safe easy access (ramp/steps) to the penthouse. Extra consideration may be needed for elderly, ill, very young or disabled cats. Existing buildings, floor area and dimensions



Pre-2013 standard with space under the box taken into the overall footprint allowance

Existing buildings, floor area and dimensions of penthouse sleeping accommodation (box)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height of box
One cat	0.85 m ²	0.9 m (eg 0.90 m x 0.95 m)	1m
Up to two cats	1.1 m ²	0.9 m (eg 0.9 m x 1.20 m)	1m
Up to four cats	1.7 m ²	0.9 m (eg 0.9 m x 1.90 m)	1m

FOR NEW BUILD SEE PAGE 29



The 2013 standard requires that a minimum distance of 1.85m is given from the front of the sleeping unit. The space under the sleeping area is not to be taken into the overall footprint allowance for exercise run space

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, heated 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 (eg 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.

Existing buildings, floor area and dimensions of full height and penthouse exercise runs			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
One cat	1.65 m ²	0.9 m (eg 0.9 m x 1.85 m)	1.8m
Up to two cats	2.2 m ²	1.20 m (eg 1.20m x 1.85 m)	1.8m
Up to four cats	2.8 m ²	1.20 m (eg 1.20 m x 2.35 m)	1.8m

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 30).
- 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 (eg steps) to provide safe easy access to the shelf for elderly, ill, very young or disabled cats must be available if required.

FOR NEW BUILD SEE PAGE 29

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 29 – 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 eg 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 eg 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 (eg 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.

Full height, walk-in units – floor area and dimensions of sleeping accommodation			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
Up to two cats	1.5 m ²	1.2 m (eg 1.2m x 1.25 m wide)	1.8 m
Up to four cats	1.9 m ²	1.2 m (eg 1.2m x 1.6 m wide)	1.8 m

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.

Penthouse accommodation sleeping accommodation (box) – floor area and dimensions			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height of box
Up to two cats	1.1 m ²	0.9 m (eg 0.9 m deep x 1.2 m wide)	1.8 m
Up to four cats	1.7 m ²	0.9 m (eg 0.9 m deep x 1.9 m wide)	1.8 m

Exercise run sizes

Full height, walk-in units and penthouse accommodation exercise run			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
Up to two cats	2.2 m ²	1.20 m (eg 1.2 m x 1.85 m)	1.8 m
Up to four cats	2.8 m ²	1.20 m (eg 1.20 m deep x 2.35 m)	1.8 m

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 A

LICENCE CONDITIONS INSPECTION SHEET FOR CAT BOARDING ESTABLISHMENTS										Tick boxes ✓/x
Name of Cattery	Date of Inspection		Boarding		Rescue	Breeding				
Address of Cattery	Person seen	Signature		Part Inspection	Full Inspection	Overall score				
	Inspectors name(s)	Cattery Vet details displayed					Accident Book (H&S)	Emergency Contact displayed		
Licence on Display	Insurance	Pest Control policy/contract								
Has copy of Licence Con & Legislation	Register and Back up									

Outdoor Cattery	Indoor Cattery	Semi-outdoor/indoor	Full height Unit (walk-in)	Penthouse Style Unit	Home boarding
Timber	PVCu	Fibreglass	Other	Number Units	

Index

Identification code	Section	Range	Score	Range	Score
A	Environment	Cattery Unit: Drainage: Exercise Run: Fire/Emergency: Interior Surfaces: Lighting: Litter Trays: Roofing: Safety C: Sizes: Sneeze Barriers and Shelving: Temperature: Ventilation			
B	Diet	Drinking: Eating: Refrigeration: Storage of foods: Washing equipment			
C	Behaviour	Scratching: Long stay cats: Environmental enrichment: Toys:			
D	Company	Multi-Cat Units: Monitoring: Shared cats			
E	Health and Welfare	Cleaning: Disease Control: Hygiene Practices: Holding Units: Isolation: Monitoring Cats: Records/S.O.Ps: Register: Transport			
Rating	0	Does not meet the minimum standard			
Rating	1	0 - 56	0	114 - 170	2
Rating	2	57 - 113	1	171+	3
Rating	3	Exceeds the standard			
N/A = 2					

Annex A

Area	Identification Code	Description	√	x	Score	Actions or Comments	Done √
Records	A.5.1/2	Written emergency plan and risk assessment					
Records	C.3.1	Long stay cats S.O.Ps					
Records	D.3.1	Multi-cat unit consent					
Records	E.1	Monitoring cats					
Records	E.2	Register and Back-up					
Records	E.3.4	S.O.Ps					
Records	E.5.1 - E.5.3	Vaccinations					
Records	E.6.7	Barrier nursing S.O.Ps					
Records	E.7.1	Veterinary details/displayed					
Records	A.5.1 - A.5.5.5	Fire and other emergencies					
Records	A.3.7	Temperature records					
Records	D.2.1	Monitoring of cats for human contact					
Records	D.3.1	Multi-Cat Unit consent					
Kitchen/Eating	B.2.1	Exclusive facilities					
Kitchen	E.3.2	Cleanliness					
Kitchen/Eating	B.2.2	Refrigeration					
Kitchen/Eating	B.2.3	Washing equipment					
Kitchen/Eating	B.2.4	Storage of foods					
Kitchen/Eating	B.2.5 – B.2.7	Feeding regime					
Page Total							

Annex A

Area	Identification Code	Description	√	x	Score	Actions or Comments	Done √
Cattery Unit	A.1.1 – A.1.4	Sound and safe construction					
Cattery Unit	A.3.1, A.3.5 – A.3.6	Sleeping accommodation sizes					
Cattery Unit	A.1.5	Sharp edges/Other hazards					
Cattery Unit	A.1.6 – A.1.8, A.2.12	Secure windows, doors & fencing					
Cattery Unit/Drainage	A.1.12 – A.1.14	Drainage/Drain covers					
Cattery/safety corridor	A.1.15	Escape-proof area					
Cattery/safety corridor	A.1.16 – A.1.18,21	Corridor width/secure doors					
Cattery/safety corridor	A.19	Flooring					
Cattery/safety corridor	A.1.22	Lighting					
Cattery/Sneeze B	A.4.7 – A.4.8	Sneeze Barriers					
Cattery/Roofing	A.1.24	Safe and Waterproof roofing					
Cattery/Lighting	A.2.2	Adequate lighting					
Cattery/Ventilation	A.2.3	Ventilation/Draughts					
Cattery/Interior	A.2.4 – A.2.10	Good repair, clean & sealed joints					
Cattery/Accessing	A.2.1, A.2.12	Sharing Units/Numbered Units					
Cattery/Temperature	A.3.7	Max-Min Thermometer					
Cattery/Temperature	A.3.11 – A.3.14	Safe Appliances					
Cattery/Temperature	A.3.15	Waterproof sockets					
Cattery/Bedding	A.3.17 – A.3.19	Bedding materials					
Cattery/MultiCat Units	D.3.1 – D.3.6	Facilities and monitoring of multi-cat units					
Page Total							

Annex A

Area	Identification Code	Description	√	x	Score	Actions or Comments	Done √
Cattery/Litter Trays	A.2.13 – A.2.18	Suitable litter tray cleanliness & position					
Cattery/Shelving	A.3.1 – A.3.4	Sleeping accommodation and shelving					
Cattery/Exercise Run	A.4.6	Exercise Run sizes					
Cattery/Exercise Run	A.3.20	Access to Run					
Cattery/Exercise Run	A.4.1 – A.4.4	Clean and secure Run					
Cattery/Exercise Run	A.4.9 – A.4.12	Shelving in Run					
Cattery/Scratching	C.1.6 – C.1.7	Scratching Posts					
Cattery/Behaviour	C.1.6	Toys/Environmental enrichment					
Cattery/Behaviour	C.1.4	Hiding places					
Cattery/Company	D.1.1	Cats from different households					
Cattery/Hygiene	E.4.1	Cleaning products					
Cattery/Cleaning	E.4.5	Dust pan, brush and scoop					
Handling Cats	E.4.11 – E.4.12	Hygiene protocols and protective garments					
Health Care	E.7.3 - E.7.4	Veterinary instruction/legislation					
Holding Units	E.8	Facilities					
Isolation	E.6.1 – E.6.5	Cleanliness and procedures for use					
Transport	E.9	Use of vehicles for transportation					
Page Total							
OVERALL SCORE							

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 exist
- Close doors behind you
- Remain Calm
- Proceed to the designated RV area

Fire and Evacuation Action Plan

Planning Your Escape	<p>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.</p> <p>Know where door and window keys are kept.</p> <p>Know where spare baskets/ cages are stored.</p> <p>Know where the RVP/Holding areas are.</p>	
If You Discover a Fire		<p>Leave fire area immediately.</p> <p>Close all doors behind you.</p> <p>Sound the alarm and call 999 from any phone.</p> <p>Stay calm, speak clearly and listen to the operator.</p> <p>Where safe to do so, assist others to evacuate and remove animals to the safe holding area.</p> <p>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.</p> <p>If there is a lot of smoke, crawl along floor where the air will be cleaner.</p> <p>If in doubt – Get out, Stay out and get the Fire & Rescue Services Out.</p>
Contacts in an Emergency	<p>(enter details here)</p> <ul style="list-style-type: none"> • Proprietors name and Telephone Number(s) • Supervisors Name and Telephone Number(s) • Establishments Veterinary Surgeons Name(s) and Telephone Number(s) 	<p>(enter details here)</p> <ul style="list-style-type: none"> • 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)
<p>RVP = Rendezvous Point</p>		

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.

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.

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

Dogs Trust

17 Wakley Street, London EC1V 7RQ
Telephone: 0207 833 7685
Email: info@dogstrust.org.uk
www.dogstrust.org.uk



Chartered
Institute of
Environmental
Health

ISBN: 978-1-906989-74-3

Chartered Institute of Environmental Health
Chadwick Court, 15 Hatfields, London SE1 8DJ

Telephone 020 7928 6006

Email info@cieh.org Web www.cieh.org

Registered charity no. 290350



**LICENSING PANEL
6 JULY 2016
2.00 - 4.35 PM**

Present:

Councillors Brossard (Chairman), Ms Gaw and Mrs McKenzie

In attendance:

Ms Powell, Environmental Health Officer

Mr Bull, Legal Services

Mr Bowkett, Applicant

Mr Charlie Fletcher, Licensing Officer

7. Declarations of Interest

There were no declarations of interest.

8. The Procedure for Hearings at Licensing Panels

The Chairman confirmed that all parties understood the procedure to be followed for the hearing.

9. Application for a Temporary Event Notice

Licensing Panel Decision Notice: Application for a Temporary Event Notice for Varkala Festival on 12, 13 & 14 August 2016, at Park View Park, off Old Wokingham Road, Bracknell

The Panel's decision was that the application for a Temporary Event Notice (TEN) be refused on the grounds that there would be an adverse impact on the Licensing objective: 'Prevention of Public Nuisance' and specifically noise nuisance.

The Panel carefully considered all the information presented, both written and oral, from:

- the Licensing Officer who outlined the issues;
- the Environmental Health Officer;
- the applicant and his representative, who submitted oral and written representations.

together with reference to the Licensing Objective: Prevention of Public Nuisance, particularly noise nuisance, the Council's own Licensing Policy and the Secretary of State's guidance.

The Panel noted that none of the other responsible authorities had made representations.

At the conclusion of the licensing panel, having heard from participants present, the participants and the applicant confirmed that they had been given the opportunity to say all they wished to say.

The Panel noted the concerns of the Environmental Health Officer, which included that the proposed site for the festival was in close proximity to residential accommodation. When a similar event took place on this site in 2012, there were numerous complaints from the surrounding area. The site could be used for weddings but this was with the explicit understanding that organisers would reduce the noise from music from 23.00 and that there should be no noise emanating from the site after 01.00hrs.

The Environmental Health Officer expressed concern about the impact that the proposed three day music festival may have on local residents. This needed to be balanced against the benefits that the festival would bring, however in her opinion the adverse impact on residents from noise nuisance, outweighed the benefits of the festival. She expressed concern that there was no information in the TEN on expected noise levels and no noise modelling had been undertaken. Expected noise levels had been based on past experience of similar events.

The Panel noted the further concerns of the Environmental Health Officer around the type of music which was likely to include Techno, House and base beats, this would be particularly audible and was unacceptable after 23.00hrs on this site given the proximity of residents. She stated that offering residents ear plugs was not an acceptable solution.

The Environmental Health Officer stated that the duration of the event was also a concern, as residents would be exposed to the noise over a three day period, both in the day and night time. In addition, she did not believe that the applicant had ensured that robust noise management arrangements had been put into place.

In summary the concerns of the Environmental Health Officer were:

- duration of the event in terms of the number of hours that residents would have to endure the noise
- inadequate management procedures generally and specifically in relation to noise.
- excessive noise levels
- expected significant level of complaints

The Panel noted that the applicant had applied for a TEN in two other locations for this proposed festival and been refused.

The Panel noted the applicant's and his representative's representations as follows:

- the proposed event would be a mini festival with a relatively smaller sound system, in comparison to bigger type festivals,
- a similar festival had been held last year on this site and licensed until 02.00hrs called Mystic Summer and to the applicant's knowledge no complaints had arisen from residents as a result of this event. No one present was able to give any substantial details about these festivals
- the clientele that this kind of festival would attract were more mature and responsible,
- sound monitoring would be undertaken by volunteers and stewards particularly along Old Wokingham Road. Speakers would be positioned to ensure that sound did not travel excessively in the direction of residential accommodation,

- the applicant had visited and leafleted residents and had encountered no complaints.
- Security would patrol the camp site at night time to ensure music was not amplified.

The Panel were concerned that there was no consistency or an overall plan that they could see with particularity about how the sound systems would be positioned what testing there had been to ensure that the siting of the sound system would be mitigated over the site and cause minimal disturbance to the neighbouring houses.

A festival of this nature where a major component would be sound would require an acoustic expert or noise nuisance experts report setting out how the sound systems had been tested so the least intrusive arrangements could be put in place. Too much was felt to be being made up on the hoof and too much left to wait and see and chance on the part of the applicant. There was no clear picture about whether straw bales would or would not be used or any thought to what screening if any could mitigate the noise levels particularly after 23.00hrs. The Panel expected greater detail and facts about how the noise would be controlled and mitigated.

The Panel accepts that with every event there may be some complaints of low level nuisance, but following extensive questioning by the Panel they came to the decision that too much was not thought through and they just hoped it would be all right on the day. Were this to come back before a Panel it would expect to see much more rigorous testing and a clearer picture of where and how the sound systems were to be set up on the site, set out with some particularity, and what noise nuisance mitigation steps were going to be in place for example sound barriers to reduce leakage from the site.

On balance, taking all factors into consideration the Panel decided that granting the Temporary Event Notice would adversely impact the promotion of the licensing objective; Prevention of Public Nuisance, specifically noise nuisance and therefore decided that the application be refused.

The Panel were particularly concerned about the duration of the music into the early hours (02.00hrs) of Saturday and Sunday morning and were not persuaded that the noise could be controlled to the extent of not causing a nuisance to a significant number of nearby residents. In addition the Panel had concerns at the means of managing the impromptu noise into the night after the artists and performers had finished playing.

The Panel noted that it would have been helpful to have received participation from an acoustic engineer to demonstrate how the noise could be mitigated.

The Panel gave consideration to an earlier closure of 01.00 or 00.00 but were not persuaded that an earlier closure would be managed by the applicants.

In conclusion, the Panel decided that the application for a TEN for a 3 day festival on this site be refused.

CHAIRMAN

This page is intentionally left blank

**LICENSING PANEL
13 JULY 2016
2.00 - 2.45 PM**



Present:

Councillors Brossard, Ms Gaw and Thompson (Chairman)

In Attendance:

Simon Bull, Legal Services
Charlie Fletcher, Licensing Officer
Applicant

10. Declarations of Interest

There were no declarations of interest.

11. The Procedure for Hearings at Licensing Panels

The Chairman confirmed that all parties understood the procedure to be followed for the hearing.

12. Exclusion of Public and Press

RESOLVED that pursuant to Section 100A of the Local Government Act 1972, as amended, and having regard to the public interest, members of the public and press be excluded from the meeting for the consideration of the following item which involves the likely disclosure of exempt information under the following category of Schedule 12A of that Act:

- (1) Information relating to any individual.

13. Licensed Driver Hearing

The Panel's decision was that the application for a Personal Licence be refused on the grounds that there would be an adverse impact on the Licensing objective: 'Prevention of Crime and Disorder'.

The Panel carefully considered all the information presented, both written and oral, from:

- the Licensing Officer who outlined the issues;
- the representative from Thames Valley Police (TVP);
- the applicant

together with reference to the Licensing Objective: Prevention of Crime and disorder, the Council's own Licensing Policy and the Secretary of State's guidance.

The Panel noted that none of the responsible authorities other than the police had made representations.

CHAIRMAN

**LICENSING PANEL
10 AUGUST 2016
2.00 - 2.55 PM**



Present:

Councillors Brossard (Chairman), Ms Gaw and Thompson

In Attendance:

Simon Bull, Legal Services
Charlie Fletcher, Licensing Officer

14. Declarations of Interest

There were no declarations of interest.

15. The Procedure for Hearings at Licensing Panels

The Chairman confirmed that all parties understood the procedure to be followed for the hearing.

16. Exclusion of Public and Press

RESOLVED that pursuant to Section 100A of the Local Government Act 1972, as amended, and having regard to the public interest, members of the public and press be excluded from the meeting for the consideration of the following item which involves the likely disclosure of exempt information under the following category of Schedule 12A of that Act:

- (1) Information relating to any individual.

17. Licensed Dual Driver Hearing

Having considered all the evidence, the Panel decided to issue a verbal/written warning and to strongly recommend that the appellant read the Guidance Notes for Hackney Carriage and Private Hire Vehicle Owners, Operators and Drivers August 2015 and ensure that he was satisfied that he understood the requirements around being a fit and proper person to be a licensed driver.

CHAIRMAN

This page is intentionally left blank

**LICENSING PANEL
7 SEPTEMBER 2016
2.00 - 3.20 PM**



Present:

Councillors Brossard (Chairman), Ms Gaw and Thompson

In Attendance:

Simon Bull, Legal Services
Charlie Fletcher, Licensing Officer
Robert Sexton, Head of Regulatory Services

18. Declarations of Interest

There were no declarations of interest.

19. The Procedure for Hearings at Licensing Panels

The Chairman confirmed that all parties understood the procedure to be followed for the hearing.

20. Exclusion of Public and Press

RESOLVED that pursuant to Section 100A of the Local Government Act 1972, as amended, and having regard to the public interest, members of the public and press be excluded from the meeting for the consideration of the following item which involves the likely disclosure of exempt information under the following category of Schedule 12A of that Act:

(1) Information relating to any individual.

21. Licensed Dual Driver Hearing

Having considered all the evidence, the Panel decided that the appeal against the issue of 6 penalty points against the appellant on 1 April 2016 be dismissed and the issue of the points be confirmed.

The Panel decided that the appellant should be required to successfully undertake and pass a DSA Practical Driving Test for Dual Drivers within three months of the hearing. If this was not possible, the appellant would be required to return before the Panel for consideration.

CHAIRMAN

This page is intentionally left blank

**TO: LICENSING AND SAFETY COMMITTEE
6 OCTOBER 2016**

**SELECT COMMITTEE REVIEW OF LICENSING ACT 2003
Chief Officer: Environment and Public Protection**

1 INTRODUCTION

- 1.1 A House of Lords Select Committee on the Licensing Act 2003 was set up on 25 May 2016 with the task of conducting post-legislative scrutiny of the Act. The Committee will be looking at the provisions of the Act, in its original form and with its subsequent amendments, at its implementation, and at related developments. The Committee has to report by 31 March 2017.
- 1.2 A public call was issued for written evidence to be submitted to the Committee by 2 September 2016. Officers from across all Berkshire licensing authorities have provided input and this has been consolidated into a joint response, which can be found at Annex A.

2 SUPPORTING INFORMATION

- 2.1 The Committee said the following in its call for evidence:

“The Licensing Act 2003 was intended to provide a means of balancing the broad range of interests engaged by licensing decisions - those of the entertainment and alcohol industries, small and large businesses, local residents and communities, policing, public health, and the protection of children from harm. Decision making under the Act was expected to balance these interests for the public benefit, rather than identify a ‘winning’ or ‘losing’ side.

The Government said: “Our approach is to provide greater freedom and flexibility for the hospitality and leisure industry. This will allow it to offer consumers greater freedom of choice. But these broader freedoms are carefully and necessarily balanced by tougher powers for the police, the courts and the licensing authority to deal in an uncompromising way with anyone trying to exploit these greater freedoms against the interest of the public in general.”

The Committee would welcome general views on whether the Act has achieved these objects.”

3 EQUALITIES IMPACT ASSESSMENT

- 3.1 None.

4 STRATEGIC RISK MANAGEMENT ISSUES

- 4.1 None.

Background Papers

None

Contact for further information

Laura Driscoll, Licensing Team Leader - 01344 352517

laura.driscoll@bracknell-forest.gov.uk

This is the response of the Berkshire Licensing Liaison Group – the core members of which are as follows:

- Bracknell Forest Borough Council
- Reading Borough Council
- Royal Borough of Windsor & Maidenhead
- Slough Borough Council
- West Berkshire District Council
- Wokingham District Council
- Thames Valley Police

Licensing objectives

1. Are the existing four licensing objectives the right ones for licensing authorities to promote? Should the protection of health and wellbeing be an additional objective?

It might be possible for the protection of health and wellbeing to merge with the public safety objective? As this could cover a multitude of aspects of both physical and mental health, guidance would be required to explain what could be taken into consideration.

Unfortunately since PH became a responsible authority there has been very little in the way of responses from them to any type of application, so it is unclear whether they would have the resource or ability to respond should protection of health and wellbeing become a licensing objective.

2. Should the policies of licensing authorities do more to facilitate the enjoyment by the public of all licensable activities? Should access to and enjoyment of licensable activities by the public, including community activities, be an additional licensing objective? Should there be any other additional objectives?

We are of the opinion that our main agenda has to be public protection rather than enjoyment of the activities. Deregulations have already changed the Act to the extent that most community events aren't in need of a licence for entertainment.

The balance between rights and responsibilities

3. Has the Live Music Act 2012 done enough to relax the provisions of the Licensing Act 2003 where they imposed unnecessarily strict requirements? Are the introductions of late night levies and Early Morning Restriction Orders effective, and if not, what alternatives are there? Does the Licensing Act now achieve the right balance between the rights of those who wish to sell alcohol and provide entertainment and the rights of those who wish to object?

The Live Music Act has gone far enough – this has caused some issues with alleged noise nuisance from school events, etc.

We are not of the view that LNLs and EMROs are appropriate for our area, but have seen that the BID process is growing in popularity so perhaps each type of tool has its place.

4. Do all the responsible authorities (such as Planning, and Health & Safety), who all have other regulatory powers, engage effectively in the licensing regime, and if not, what could be done? Do other stakeholders, including local communities, engage effectively in the licensing regime, and if not, what could be done?

Some do, some don't. There is little input from Planning at some local authorities, and same for Public Health. EH and TS tend to be fairly well involved and there are some examples of good joint working to advise businesses at the point of application.

Licensing authorities can and do work with their colleagues in Trading Standards in respect of the Primary Authority scheme.

Licensing should be able to object to TENs, in particular for premises where there is a history of non-compliance or where there are valid concerns about a specific event.

Licensing and local strategy

5. Licensing is only one part of the strategy that local government has to shape its communities. The Government states that the Act "is being used effectively in conjunction with other interventions as part of a coherent national and local strategy." Do you agree?

We are of the view that Planning is the main strategy to shape the landscape – Licensing is simply ensuring licensable activities take place appropriately to ensure promotion of the licensing objectives. There are examples of good work with Communities teams to ensure a diverse range of events.

6. Should licensing policy and planning policy be integrated more closely to shape local areas and address the proliferation of licensed premises? How could it be done?

We do not see how licensing policy and planning policy can be more integrated as they are distinct regimes. However CIZ can assist in ensuring that a town can be designed as the local authority sees fit

Crime, disorder and public safety

7. Are the subsequent amendments made by policing legislation achieving their objects? Do they give the police the powers they need to prevent crime and disorder and promote the licensing objectives generally? Are police adequately trained to use their powers effectively and appropriately?

We have no problem with our local police licensing officers who do a great job, despite ever dwindling resources and lack of capacity which can have an impact. However we do have concerns that some neighbourhood officers lack knowledge of the Licensing Act and it has been known for officers to try to use Licensing authorities and TVP licensing officers to address other issues that are not within the Act or our remit.

8. Should sales of alcohol airside at international airports continue to be exempt from the application of the Act? Should sales on other forms of transport continue to be exempt?

We cannot see a good reason why they are exempt. There may be difficulties in licensing moving transport, but not at terminals/transport hubs.

Licensing procedure

9. The Act was intended to simplify licensing procedure; instead it has become increasingly complex. What could be done to simplify the procedure?

Deregulation has made the entire system more complicated; the Act is now too complex for some local authority officers to understand, let alone applicants.

Application forms should be amended – especially the online forms, to ensure they are as simple as possible.

If the application is amended in the middle of the process (such as to add additional agreed conditions) there should no need to ratify these at a sub-Committee hearing – so conditional withdrawal of representations should be permitted.

We would also recommend removal of the newspaper advert for new and variation licence applications. These are not useful to members of the public. The need for a notice at the premises should remain and there is always the ability for a local authority to do their own notification should they feel it appropriate.

10. What could be done to improve the appeal procedure, including listing and costs? Should appeal decisions be reported to promote consistency? Is there a case for a further appeal to the Crown Court? Is there a role for formal mediation in the appeal process?

Formal mediation can be useful and should be the first port of call – sometimes this can narrow the issues to be considered. Once an appeal has been lodged, good mediation is a useful tool, enabling both sides to come to an agreement, as long as the grounds for the appeal are not too complex and the decision being appealed was not grossly disproportionate. If agreement can be reached then this can be dealt with by way of a consent order or remit the matter back to the Licensing Panel or Sub Committee which reduces costs for all parties involved.

The current delay in getting a court date can mean the position changes significantly by the time of the hearing.

Appeal decisions should not be automatically reported as each matter needs to be dealt with on its own merits and a consent order may stipulate that there should not be any press coverage.

There should not be any further appeal to the Crown Court as that involves extra costs and work for all parties involved.

Sale of alcohol for consumption at home (the off-trade)

11. Given the increase in off-trade sales, including online sales, is there a case for reform of the licensing regime applying to the off-trade? How effectively does the regime control supermarkets and large retailers, under-age sales, and delivery services? Should the law be amended to allow licensing authorities more specific control over off-trade sales of “super-strength” alcohol?

Delivery services that purchase from licensed shops and then deliver to residences are not currently adequately covered by the legislation.

Underage sales is adequately policed – the powers are there although resources are becoming more scarce – although having said that, prosecution is too slow and cumbersome to deal with the offence. On some occasions now, matters are dealt with by way of a simple caution or fee paid training.

We are of the view that people will drink strong alcohol if they want to do so. Why target off-sales separately?

Pricing

12. Should alcohol pricing and taxation be used as a form of control, and if so, how? Should the Government introduce minimum unit pricing in England? Does the evidence that MUP would be effective need to be “conclusive” before MUP could be introduced, or can the effect of MUP be gauged only after its introduction?

We do not believe this will have a significant impact and feel the mandatory conditions are sufficient. There is no need for further control which would place additional burdens on already stretched service areas.

Fees and costs associated with the Licensing Act 2003

13. Do licence fees need to be set at national level? Should London, and the other major cities to which the Government proposes to devolve greater powers, have the power to set their own licence fees?

No – the costs everywhere are different and should be set locally – perhaps with a cap. This is not just a matter which affects cities. The LGA/CIPFA survey has showed that our costs are not being fully covered and therefore the taxpayer is subsidising the system.

For TENs, for example, where there is a need for a hearing, this is likely to cost the local authority circa £2000. The £21 doesn't really cover it. TENs ought to be reconsidered as a 499-attendee weekend-long music festival is likely to cause issues and therefore proceed to a hearing to consider objections from EH/Police – we cannot believe that this is really what the TEN process was intended to cover.

Other comments

Personal licences are a massive issue for local authorities. A central database is a necessity. Also, Courts have no idea of their powers and the number of revocations is pitifully low.

We do not believe that the courts have not been correctly trained, if at all, on the Licensing Act so they are reliant on having a clerk who may or may not understand the system.

This page is intentionally left blank