



NOTICE OF MEETING

Licensing and Safety Committee

Thursday 13 July 2017, 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

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Licensing and Safety Committee
Thursday 13 July 2017, 7.30 pm
Council Chamber, Fourth Floor, Easthampstead House,
Bracknell

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AGENDA

- | | Page No |
|--|---------|
| 1. Apologies for Absence
To receive apologies for absence. | |
| 2. Declarations of Interest
Members are asked to declare any disclosable pecuniary or affected interests 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.

Any Member with an affected Interest in a matter must disclose the interest to the meeting and must not participate in discussion of the matter or vote on the matter unless granted a dispensation by the Monitoring officer or by the Governance and Audit Committee. There is no requirement to withdraw from the meeting when the interest is only an affected interest, but the Monitoring Officer should be notified of the interest, if not previously notified of it, within 28 days of the meeting. | |
| 3. Minutes
To approve as a correct record the minutes of the Annual Committee held on 24 May 2017 and the Committee meeting on 5 January 2017. | 5 - 10 |
| 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. Introduction to Joint Public Protection Arrangements

An introductory briefing from Paul Anstey, Public Protection Manager on progress with joint arrangements.

7. Minutes of Licensing Panels

To note the minutes of Licensing Panels held on 8 February 2017 and 12 June 2017.

11 - 16

8. Animal Boarding Establishments: Licence Conditions

To approve the adoption of the Model Licence Conditions for Boarding Establishments as detailed in attached Annexes C and D.

17 - 114

9. Safeguarding Training for Licensed Drivers and Operators

To agree that the test element of the safeguarding training be removed in those cases where trainers raise concerns around the levels of comprehension of any attendees on the course.

115 - 118

10. Street Trading - Bracknell Town Centre

To agree that the Council's Street Trading Consent Conditions be updated and that the arrangements for the determination of applications for street trading consents on or within the roads and public areas of Bracknell Town Centre as defined in the plan at Annex B, including the proposed revised fee detailed in 5.5 be administered as set out in Annex C.

119 - 130

11. House of Lords Select Committee Review of Licensing Act 2003

To note the information report.

131 - 132

12. Annual Report

An information report to appraise the Committee of activities carried out by the Licensing Section during the period 1 April 2016 to 31 March 2017.

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**LICENSING AND SAFETY COMMITTEE
24 MAY 2017
8.53 - 8.54 PM**

Present:

Councillors Allen (Chairman), Mrs Angell, Dr Barnard, Brossard, Brunel-Walker, Finch, Ms Gaw, Leake, Mrs McKenzie, Ms Miller, Porter and Tullett

Apologies for Absence were received from:

Councillors Thompson, G Birch and Finnie

1. Election of Chairman

RESOLVED that Councillor Allen be appointed Chairman of the Licensing and Safety Committee for the Municipal Year 2017 - 2018.

COUNCILLOR ALLEN IN THE CHAIR

2. Appointment of Vice-Chairman

RESOLVED that Councillor Thompson be appointed Vice-Chairman of the Licensing and Safety Committee for the Municipal Year 2017 – 2018.

3. Appointment of Licensing Panels

RESOLVED that:

- i) Membership of Licensing Panels be any three councillors drawn, as required, from the membership of the Licensing and Safety Committee.
- ii) The Appointment of the Licensing Panel Chairmen be any councillor who has completed the Chairman training drawn, as required, from the membership of the Licensing and Safety Committee.

CHAIRMAN

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**LICENSING AND SAFETY COMMITTEE
5 JANUARY 2017
7.30 - 8.30 PM**

Present:

Councillors Allen (Chairman), Mrs Angell, Dr Barnard, Brossard, Brunel-Walker, Finch, Ms Gaw, Leake, Mrs McKenzie, Ms Miller, Porter and Tullett

Apologies for Absence were received from:

Councillors Thompson, G Birch and Finnie

24. Declarations of Interest

There were no declarations of interest.

25. Minutes

RESOLVED that the minutes of the meeting of the Committee held on 6 October 2016 be approved as a correct record and signed by the Chairman.

26. Urgent Items of Business

The Chairman reported that this was the last Committee meeting that Rob Sexton, Head of Regulatory Services would be attending as he was due to retire. The Chairman thanked Rob for all his work during the 19 years that he worked for the local authority on behalf of the Committee and wished him well for the future.

The Chairman also reported that the new arrangements for shared regulatory services were due to commence on 9 January 2017.

27. Notice of Public Speaking

The Chairman reported that he had been notified of a registered speaker for Item 28: CSE Training for Taxi Drivers, but that the registered speaker had not turned up.

28. Child Sexual Exploitation (CSE) Training for Taxi Drivers

It was reported that the Committee had agreed at their meeting on 7 January 2016 to introduce a licence condition requiring mandatory training for drivers and operators. This was to be introduced once a suitable training package was in place to deliver this requirement.

A training provider had now been identified and training would be delivered across West Berkshire, Wokingham and Bracknell Forest to achieve economies of scale. Officers had been working closely with the provider to ensure a satisfactory package was delivered.

Drivers and operators would be expected to achieve a minimum of a 80% pass rate to the questionnaire that would be given to them to complete at the end of the training. This would assure a sound level of understanding amongst drivers and operators of the issues and subject area.

Drivers and operators would then be expecting to refresh their training every three years.

The Taxi trade had been consulted on the provision of this training and two responses had been received as detailed in the agenda papers. In relation to some of the points raised in the submission from the taxi trade, the Head of Regulatory Services made the following points:

- Since the reports around CSE were issued in 2014 in Rotherham and 2015 in Oxford, national policy had been developed and Bracknell Forest responded to this by bringing a report to the Committee in January 2016, there had been no time lag.
- Within the last five years two licences had been revoked as a result of inappropriate behaviour of drivers. Virtually every local authority was going through the process of training drivers in this area as a result of national policy in this area.
- The training was designed to protect drivers as well as raise knowledge and awareness of the issues around CSE so that they felt comfortable and able to raise concerns with the appropriate bodies.
- Three year refresher courses was seen as best practice, this would refresh learning for drivers as well as introduce any new elements that may have arisen during the last three years.
- It was possible to offer the training course in the evening if there was enough demand for this.
- The fee for the training to drivers was designed to cover the cost of training and would be kept under review.

In response to queries from the Committee, the following points were made:

- New applicants for licences would be expected to complete this training before a licence could be issued to them. It was intended and hoped that there would be at least one course per week available for them to choose from.
- Officers agreed to consider further how they would tackle drivers that did not achieve a 80% pass rate of the questionnaire and whether drivers could be advised of which areas of the questionnaire they had got wrong and given further guidance. It was confirmed that there was no limit to how many times the questionnaire could be completed in order to achieve a 80% pass rate.
- Members suggested that the submission from the Bracknell Licenced Taxi Forum may be a useful document to share with the training provider, to enable them to see the perception of this training from a driver perspective and attempt to overcome some of the issues. It was key that trainers were very clear that they wanted to work with drivers.
- It was confirmed that that there would be a bank of questions to draw from and those detailed in the agenda were just a sample.
- Members stated that there had been a cultural aspect in some of the issues raised in other local authorities and expressed that it was important that drivers understand the cultural environment in which they operated and that this should be explicit in the training.

- It was confirmed that drivers or operator licences that expire shortly after the introduction date of the 1 April 2017 would be given a reasonable period of time, two to three months within which to book, attend the training and pass the test before any action would be taken to suspend or revoke their licence for not meeting the new condition.

RESOLVED that the Committee agreed that:

- i) Mandatory safeguarding training for all new and existing drivers and operators be implemented from 1 April 2017
- ii) That all existing drivers and operators must complete the training prior to the next renewal of their licence
- iii) All new applicants must complete the training prior to the issue of a licence
- iv) That the course, once passed, must be retaken by licensed drivers and operators and passed within a 3 year period
- v) That Supplier C be appointed as the selected training provider for a period of 3 years
- vi) That the fee to be charged will be based upon cost recovery, initially set at £20 and reviewed annually as part of the Council's fees and charges
- vii) The taxi trade be consulted further on the proposed course content prior to the 1 April 2017.

29. **Review of Guidance Notes and Conditions**

The Committee considered a report that detailed the results of the recent consultation on the proposed amendments to the Council's Guidance Notes and Conditions document.

In response to the Committee's queries, the following points were made:

- If a contravention by a driver which related to Child Sexual Exploitation was identified, officers would consult with professionals and a decision on what action was to be taken would be based on advice from professionals. It was possible that the issue would be put to a Licensing Panel to consider and if the driver had passed the CSE safeguarding training, this would be taken into account.

It was reported that once the town centre was fully opened in September 2017, it was inevitable that there would be an increased level of complaints based on the increased volume of work for the taxi trade. It was reassuring that the Council had a robust set of conditions to tackle any issues that arose.

RESOLVED that the Committee:

- i) Noted the results of the consultation as set out at Annex B of the agenda papers,
- ii) Approved the amendments and additions to the Guidance Notes and Conditions document as set at Annex C of the agenda papers with immediate effect and
- iii) Approved the additional amendment as set out at 5.2 of the report in the agenda papers.

30. Practical Driving Assessments for Licensed Drivers

The Committee noted the information report.

CHAIRMAN



**LICENSING PANEL
8 FEBRUARY 2017
2.00 - 3.45 PM**

Present:

Councillors Leake (Chairman), Brossard and Mrs McKenzie

26. Declarations of Interest

There were no declarations of interest.

27. The Procedure for Hearings at Licensing Panels

The Panel noted the procedure for hearings at Licensing Panels.

28. Application to Vary a Premises Licence for The Rose and Crown, Woodside Road, Winkfield, SL4 2DP

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

- the Licensing Officer who outlined the issues;
- the Applicant and their representative,
- the Interested Parties;

together with reference to the appropriate Licensing objectives, the Council's own Licensing Policy and the Secretary of State's guidance. At the conclusion of the proceedings all participants present confirmed that they had been given the opportunity to say all they wished to say.

The Panel noted the amended conditions proposed by the Licensing Officer at Thames Valley Police, and recognised that there had not been any further representation from Responsible Authorities. The Panel bore in mind the promotion of the four licensing objectives, the relevant objectives in this case being potential for noise nuisance, protection of children from harm and crime and disorder.

The Panel decided that granting the licence would not have an adverse impact on the promotion of the four licensing objectives, and agreed to grant the Licence.

The Panel were satisfied that the mediation meeting had dealt with the concerns of residents, and recognised that three of the public representations had been withdrawn following this meeting. The Panel were pleased with the efforts made to minimise noise by moving the outside smoking area away from the residential side of the property, and fixing the problematic and loud extractor fan in the kitchen.

The Panel also recognised that the previous leaseholder of the property had managed the establishment in such a way which caused a public nuisance, and it was hoped that these problems would be resolved following a change of management.

In summary, the Panel granted the variation application subject to the incorporation of the bullet points included in the Licensing Officer's report:

- The external areas of the premises shall be monitored by the DPS or a nominated person every 30 minutes from the start of any regulated entertainment and for a further 30 minutes after the permitted closing time of the premises, to ensure there is no noise which is likely to cause a nuisance to local residents.
- All external monitoring and actions taken as a result of such monitoring shall be recorded and made available to authorised officers on request.

CHAIRMAN



**LICENSING PANEL
12 JUNE 2017
2.00 - 3.25 PM**

Present:

Councillors Allen (Chairman), Ms Gaw and Finnie

1. Declarations of Interest

There were no declarations of interest.

2. The Procedure for Hearings at Licensing Panels

The panel noted the procedure for hearings at Licensing Panels.

3. Application to Vary a Premises Licence for The Boot, Park Road, Bracknell

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

- the Licensing Officer who outlined the issues;
- the Applicant,
- the Interested Parties;

together with reference to the appropriate Licensing objectives, the Council's own Licensing Policy and the Secretary of State's guidance. At the conclusion of the proceedings all participants present confirmed that they had been given the opportunity to say all they wished to say.

The Panel noted that there had been no representations made by the Police, or any of the other Responsible Authorities. The Panel bore in mind the promotion of the four licensing objectives, the relevant objectives in this case being potential for noise nuisance, protection of children from harm and crime and disorder. The focus of the hearing and the issue which separated the parties was around the potential and actual noise nuisance at both ends of the day as the application is to open at 7.30am for breakfast trade and open later on specific days particularly New Years Eve and Public and Bank Holidays

The Panel decided that granting the licence would not have an adverse impact on the promotion of the four licensing objectives, and agreed to grant the Licence with an additional condition **to require the Designated Premises Supervisor to ensure monitoring of outside areas including the smoking areas is undertaken at least every 30 minutes from 22:00 until at least an hour following the premises' closing time, with a written log kept.** This is to ensure that noise outside the premises is kept to a minimum after sociable hours. This condition substitutes that of existing condition 25.

The Panel recognised the improvements proposed to the premises and the significant investment, and agreed that the new proposals for a food focussed pub were to be welcomed. The Panel hoped that through a gastropub offer, good management and

changes to the staffing patterns, disturbances could be prevented or at least kept to a minimum. It was hoped that the behaviour of patrons would improve following the renovation and focus on dining in a seated service layout. They also noted that the new establishment would attract a more upmarket clientele, by provision of more expensive craft beers rather than common tap beers.

The Panel were informed that regulated entertainment may include acoustic live performances, but would be reasonable within a dining establishment and would not include regular live sport, karaoke or similar.

The Panel raised concerns about migration from other pubs which closed earlier than this premises, and were reminded that speculation without evidence could not be the basis of a refusal. The presumption is to grant the license and deal with potential rather than actual breaches via a review.

The Panel heard from objectors who cited concerns over noise disturbance, particularly around the extended hours on bank holidays and New Years Eve. The Panel formed the clear view on the balance of probabilities that the evidence of actual noise in the past was cogent and compelling in respect of noise at the end of the evening. The representations of the local residents in respect of the noise experienced in the evening and at night were very balanced, particularised, credible and accepted by the panel.

The Panel noted that whilst the Boot will be run by different people when it reopens in the Autumn, throughout and going forward it has been owned by Greene King and the panel believe that the experience of noise in the past and the close proximity of the Public House to local housing means that without the DPS or a personal Licence holder actively monitoring the outside area noise nuisance will continue to be a nuisance to the local residents.

The Panel balanced the impact of noise nuisance on the residents with the right of the Applicant to be granted a licence and believe that the right and balanced response to this application is to grant the application but replace Condition 25 in Annex 2 of the Licence to require more intensive external monitoring after 22.00 hours so as to try and ameliorate the impact of noise nuisance on the local residents as it is clear, due to the proximity of the Public house to the local residents that without it noise will continue to impact adversely upon local residents who are entitled to be able to have their doors and windows open in the summer without experiencing noise emanating form the Boot patrons and to be able to sleep at nights without being disrupted or disturbed by noise from the patrons.

Whilst the Panel believe the representations showed a good management policy for managing the internal running of the premises in accordance with the licensing objectives, the Panel are of the view based on the evidence that specific management requirements are necessary to control the activities of patrons using the outside facilities and exiting and entering the premises in the late evening .The panel believe on the evidence the replacement condition 25 meets the licensing objectives and if the licence holders really are as concerned for the residents as they made out at the hearing this condition should be welcomed by them.

On the question of the potential for noise nuisance and general disturbance/public nuisance connected to the 7.30am opening for breakfast, the Panel were not persuaded that the premises will become what was referred to as a 'builders café' and the panel are of the view that the activities should be able to be carried out without causing any nuisance to the residents. Given that there is no history of breakfast activities, the presumption is in favour of granting the licence and if the

panel are wrong on this point, then the matter can be addressed by the local residents requesting a review. The Panel would hope that prior to a review being sought the residents would particularise their concerns to the DPS and Greene King and give them an opportunity to resolve matters first.

The Panel were keen to protect the rights of residents under the Licensing Act. Residents were asked to be vigilant, and to inform the Licensing Officer if the conditions were not adhered to.

The fact that the Environmental Health Officers had not raised an objection did not in this particular case on these particular facts detract from the compelling evidence of late night noise nuisance occurring and impacting on the residents' quiet enjoyment of their homes, and their right and the right of their children to get a good nights sleep undisturbed by the trading activities of the Boot and their patrons.

The panel - having seen the objectors and heard the evidence of the objectors - were of the view that they were people who were reluctant to complain, had tolerated considerable noise nuisance in the past and because they want to get on with their neighbours had put up with late evening and night time noise disturbance without making a fuss. That said, their evidence was compelling and the replacement Condition 25 is necessary in the view of the panel as the very minimum to try and prevent noise disturbance going forward.

At the hearing the panel said they would be imposing a new condition, what they are actually doing is replacing Condition 25 with a more particularised requirement for outside supervision after 22:00 and until an hour after The Boot closes. The Panel having taken legal advice believe they can do that without reconvening the hearing as it amounts to the same thing. It is clear that the existing Condition is not strong enough otherwise we would not have received objections. At the panel hearing, they also said that if there is any difference between what was said on the day and contained in this decision letter, this decision letter takes precedence.

The Panel hope that the Licence holder and Greene King really will address their minds and focus their management team on how they can manage the noise nuisance in the evenings given that they operate so close to the residents.

Objectors were asked to remember the mechanism for review should future issues arise with the premises, and to keep a log of noise disturbances if necessary.

In summary, the Panel accepted unreservedly on the balance of probabilities the past and future noise concerns of the residents based on their experience to date in respect of late evening and night time noise disturbance which required the new Condition 25 to attempt to reduce the nuisance going forward. This approach accords with the published case law on balancing actual with possible or speculative nuisance. This is a case of actual rather than speculative, in respect of evening noise nuisance. In respect of the potential for early morning nuisance, the panel rejected the argument and the evidence and believe the right approach is to use a review if early morning nuisance actually occurs.

CHAIRMAN

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**TO: LICENSING AND SAFETY COMMITTEE
13 JULY 2017**

ANIMAL BOARDING ESTABLISHMENTS: LICENCE CONDITIONS (Public Protection Manager)

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 the adoption of the Model Licence Conditions document at Annexes C and D as follows:**

- i) with immediate effect for any new licences issued, and
- ii) from 1 January 2018 for any existing licence holders.

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.
- 3.3 At the meeting on 6 October, this Committee approved a consultation exercise with existing licence holders on the Model Licence Conditions documents. This consultation commenced on 23 November 2016 and closed on 15 February 2017. One comment was received and is provided in full at Annex E. The response raises a number of points where the requirements may not be entirely appropriate, and suggests that while the "*standards provide excellent guidance for new businesses and new constructions...phasing in for existing establishments needs to be discussed on a case by case basis and with respect for the financial and practical implications to the businesses.*"
- 3.4 The existing licences are next due for renewal on 1 January 2018. Should the recommendation in 2.1 be approved, officers can look at any compliance issues with the business at the time of the next programmed inspection, and discuss any potential amendments to the conditions on a case by case basis.

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. The proposal to allow for their phasing in and use as a pool of model conditions seeks to ensure that this is done in a reasonable way.

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 This proposal 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 the near future and a separate report to the Committee will follow at a later stage.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The relevant legal provisions are contained within the body of the report.

Borough Treasurer

- 6.2 There are no 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 General public and existing licence holders.

Method of Consultation

- 7.2 A consultation was carried out on the Council's portal, and an email highlighting this was sent to all existing licence holders.

Representations Received

- 7.3 One response was received from Oakwood Park Kennels. A copy of the response is attached at Annex E.

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, Principal Licensing Officer - 01344 352517

laura.driscoll@bracknell-forest.gov.uk

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**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 vacancation. 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 coved. 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 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 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 90.9M0 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 area of at 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°C)
- 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 vacancation. 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 manufacturers 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

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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

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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 coved or sealed.

A3.10

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

In new constructions, floors must be laid to a minimum fall of 1 in 80, leading to a shallow drainage channel, or effectively covered deep drainage channel – See Annex E: guidance for new build.

Accessing the Dog Units

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

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.



Access to different areas

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.

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 at 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 animal's 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.

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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.

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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.

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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

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Annex A

Annex A: Licence Conditions Inspection Sheet for Dog Boarding Establishments

LICENCE CONDITIONS INSPECTION SHEET FOR DOG BOARDING ESTABLISHMENTS										Tick boxes v/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)	1 2 3		Comments:						
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. 2. 3.	Comments:										
Area	Identification Code	Description	V	X		Actions or Comments					Done	
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, B2.6, 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, A4.6	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 Petitions						
Ventilation	A3.4	Ventilation/Draughts						
Kennel unit	E3.4, E4.1 – E4.12	Cleanliness						
Interior	A2.1, A2.5, A3.6 – 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	E7.5	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.



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 (m ²)	Minimum floor space per group housed animal (m ²)	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 (m ²)	Minimum floor space per group housed animal (m ²)	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

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.

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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 Camplyobacter can also be spread via contact with infected faeces).

- **Canine Distemper (morbillivirus):** this causes a wide range of clinical signs including fever, nasal discharge, thickened pads, depression, diarrhoea, and neurological signs. This is spread by sneezing droplets but the virus can persist in the environment in appropriate conditions and this is therefore a source of contamination.

- **Canine Adenovirus (infectious canine hepatitis):**

causes gastrointestinal and hepatic disease. The virus is spread by close contact with body fluids from infected dogs, however due to its ability to persist in the environment this is also a source of infection.

- **Leptospirosis:** this is a bacterial infection which causes serious liver and kidney disease in dogs. It is spread by contact with infected urine and vaccination does not always prevent the shedding of the leptospires (infectious agents) from the urine. Foxes can also spread the disease. Careful handling of urine is therefore essential.

Vaccination against Kennel Cough (infectious tracheobronchitis) is also available and recommended:

- **Kennel Cough:** This is a complex of respiratory pathogens, the most common being Bordetella bronchiseptica, causing harsh, retching coughing. This can be particularly problematic in the kennel environment, as such staff should be aware of clinical signs. Vaccination is aimed at decreasing the shedding of the disease by infected dogs and reducing clinical signs. The disease is spread by contact with infected sneeze and cough droplets.

Biosecurity, Cleaning and Husbandry

Whilst vaccination is available and an important part of disease management, good husbandry is also essential. This includes not only managing the dogs in terms of avoiding contact and minimising stress, but also cleaning routines and recognising how the behaviour of staff can impact the transfer of disease.

Cleaning products should have bactericidal, virucidal and parvocidal activity for removal of infectious organisms. i.e. they must have the ability to kill bacteria, fungi and viruses. Surfactant components are needed to clean the residual dirt from the environment prior to disinfection. It might be a combination of products is needed but it is essential they are compatible for use together.

Bleach is commonly thought of as a disinfectant. It is not as effective at killing bacteria, fungi and viruses as more commonly used commercial disinfectants. It may cause toxic effects to animals and staff as well as

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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

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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.

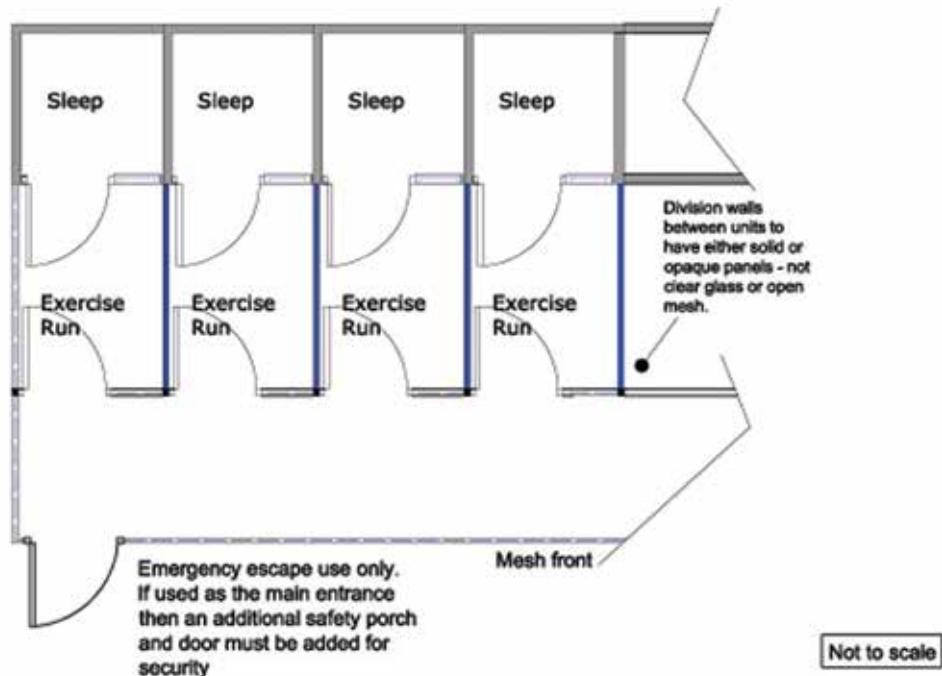
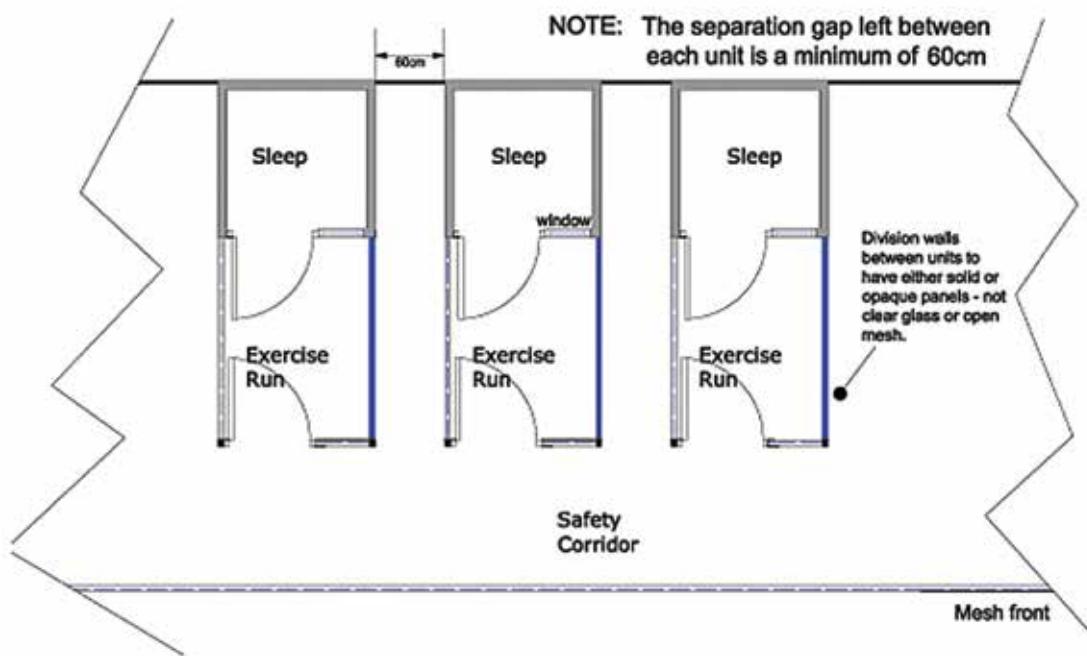
- An enclosed area (corridor or lobby) outside the cat unit to minimise risk of escape.
- Provision to isolate cats if necessary.
- Ancillary facilities including a separate kitchen with hot and cold running water and refrigeration for food.
- A separate hand-washing facility for staff.
- A litter tray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

Cattery construction and principles of design

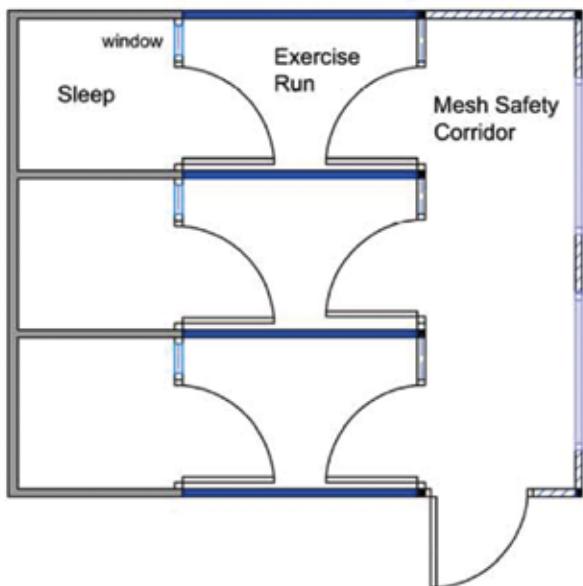
- The correct design and construction of a cattery is vital to prevent escape, minimise disease spread and stress to the cats, and to make maintenance and hygiene management straightforward and achievable by cattery proprietors.
 - For disease control there must be no possibility of cats within the cattery (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).

- 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.

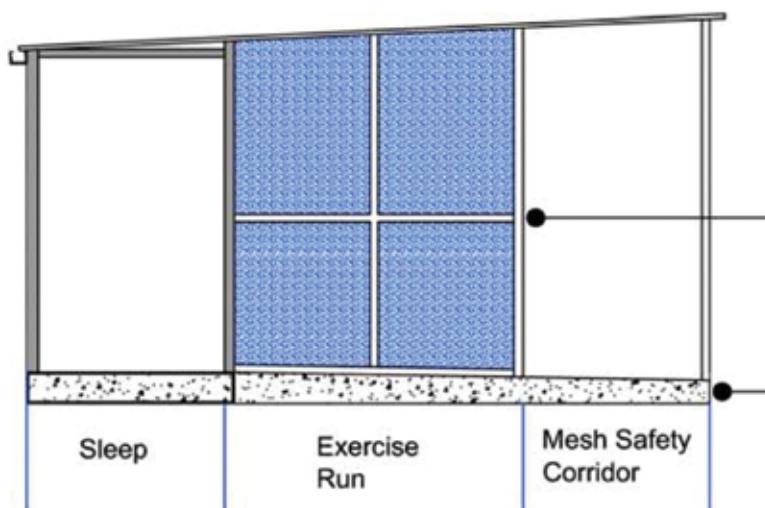


Semi-outdoor/indoor – catteries with indoor sleeping accommodation and individual covered outdoor exercise runs – usually accessed individually from a common indoor safety corridor.



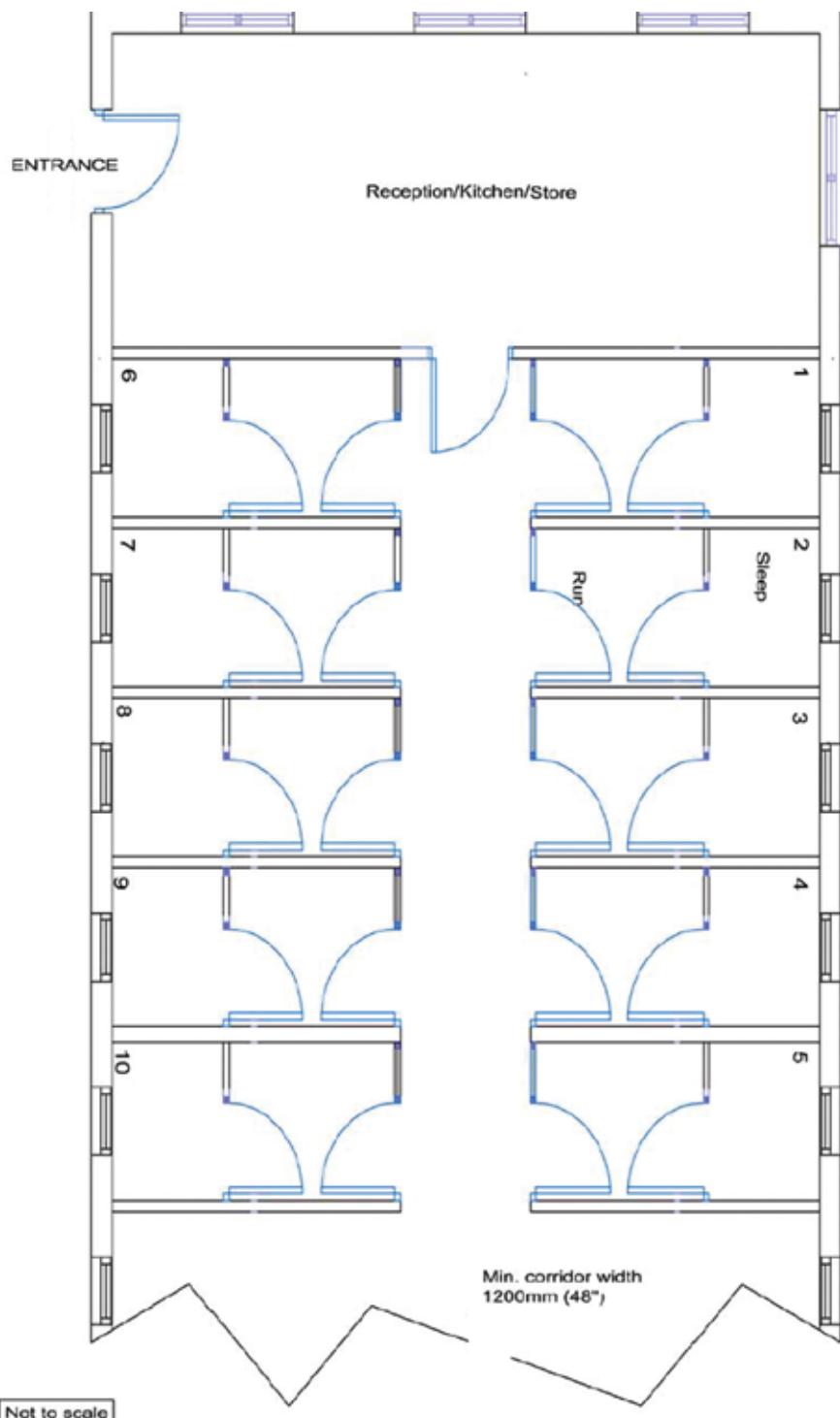
Staff access the sleeping and exercise run via the safety corridor in front of the units

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



2013 minimum size (suitable for up to 2 cats):
Sleep – $1.5m^2$ (1.2m x 1.25m)
Run – $2.2m^2$ (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 coved or sealed.
- A.2.9 Floors must be finished to produce a smooth, non-slip, solid surface and all surfaces must be capable of being easily cleaned and disinfected. (There must be no open gaps if using concrete slabs or tiling).

Accessing the cat unit

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

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

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

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

Litter trays

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

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

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

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

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

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

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

A.3 Sleeping accommodation

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

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

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

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

The sleeping accommodation must be large enough to allow cats to move and lie comfortably and provide enough space to spread resources.



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.

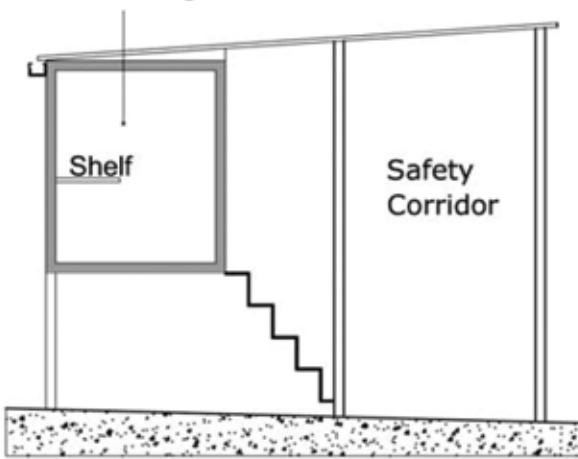
- A.3.2 All resting areas/shelving must be large enough for each cat to lie on.

- 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)**

Insulated sleeping box raised off the ground



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

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

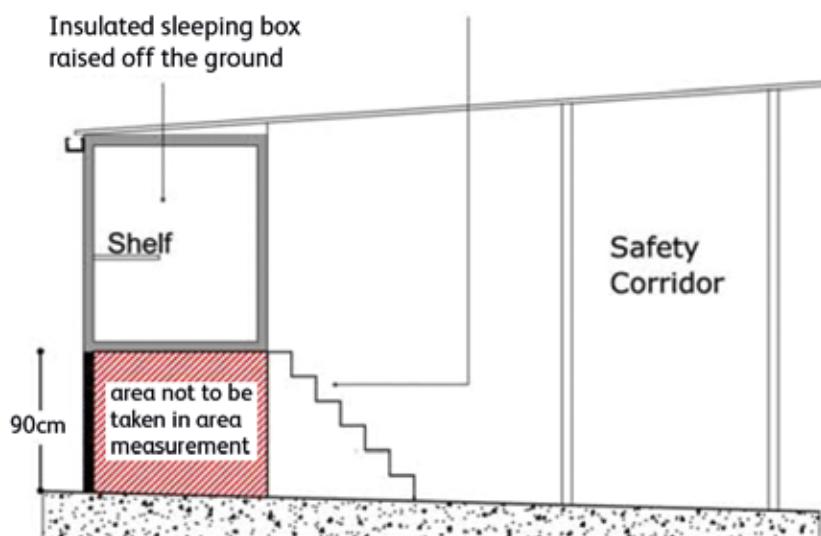
Existing buildings, floor area and dimensions of penthouse sleeping accommodation (box)

	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

Ladder or ramp for cats to gain access into the sleeping unit

FOR NEW BUILD SEE PAGE 29

Insulated sleeping box raised off the ground



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, headed pads or similar but these must not be the main source of heat for the cats. Use should be tailored to the needs of individual cats.

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

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

Bedding

- Bedding is important to help animals regulate their body temperature, to give traction and to keep animals comfortable. Old or infirm cats can have difficulty rising if surfaces are slippery, and old, very young or infirm animals may have difficulty regulating their body temperature.
- A.3.17 There must be a clean resting place to provide comfort and warmth which is situated out of draughts.
- A.3.18 Soft bedding materials must be provided and adapted if necessary for old, young or infirm cats to help regulate their body temperature.
- A.3.19 Bedding must be made of a material that is easy to wash/disinfect, or is disposable.

Access to run

- A cat flap allows free access to the run while maintaining indoor temperature. It can be locked if necessary.
- A.3.20 A cat must have access between the sleeping accommodation and run (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.

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.

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

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 at 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 ✓/✗
Name of Cattery		Date of Inspection		Boarding	Rescue	Breeding
Address of Cattery		Person seen		Part Inspection	Full Inspection	Overall score
Inspectors name(s)		Signature				
Licence on Display	Insurance	Pest Control policy/contract	Cattery Vet details displayed	Accident Book (H&S)	Emergency Contact displayed	
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	Meets standard, but with noticeable limitations	0 - 56	0	114 - 170
Rating	2	Meets the standard	57 - 113	1	171+
Rating	3	Exceeds the standard			N/A = 2

Annex A

Area	Identification Code	Description	✓	✗	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	✓	✗	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.1.19	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	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 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) <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) 	(enter details here) <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)

RVP = Rendezvous Point

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

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

Smoke detectors are recommended and you must make sure that Fire Detection and fighting equipment are easily accessible and regularly tested. Exist 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
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Email: info@dogtrust.org.uk
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Registered charity no. 290350

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POL060

Event Name Animal boarding establishments - licence conditions
Response Date 24/01/17 16:58
Status Submitted
Submission Type Web
Version 0.1

Please tell us who you are

Manager of an animal boarding establishment

Please provide your name and address and, if possible, your email address and telephone number. Please note we cannot accept anonymous representations.

Oakwood Park Kennels Peacock Lane Wokingham Berkshire RG40 3YZ

Please provide any comments you have on the proposed new conditions, referring to any section numbers as appropriate

The title of this document is Model Licence Conditions and Guidance for Dog Boarding Establishments. The emphasis should be on GUIDANCE in the first instance. My main concern is with the use of the word MUST. There are times when it is appropriate because of the potential for serious Health and Safety concerns either for people or animals, but otherwise it may be an extremely good idea to do something but there will be occasions when it is not the best course and we need to keep the flexibility and trust in the professionalism of kennel owners and staff to know the difference. The overall principles are fine however I am concerned that certain wording may cause problems depending on whether the inspector is using guidance or follows the letter of the written word.

Section E/ E1, fourth bullet point gives the Microchipping Regulations. Why? I am well aware of them and have been advising my clients that they should have their dogs chipped but I have no right to insist on it any more than a vet is obliged to insist on his clients chipping their dogs.

Section E / E1.1 / first paragraph "Information MUST include":- owner's details, now including email, also name address, telephone number and email of emergency contact (who may be able to take the dog if necessary). All that information takes extra time and space on paperwork when booking dogs in and is mostly irrelevant. We have the owner's full details and emergency contact phone numbers for the owner and/or UK contact, which is what we use in the event of a problem or query. Most of our boarders come to us because there is no-one else to take the dog - or able to cope with it. Then we are told we must take details of the dog's insurance - why? Some of our boarders do not have their own insurance, that is their business, not mine. Or is this recommendation that we use the owner's insurance in the event of a claim being required? We move on to Dog's relevant medical/behavioural history, including treatment for parasites - half our owners can't remember what time the dog was fed - especially if the husband brings the dog in! Further on the recommendation is that we record what products were used as well. If the dog has been treated very close to coming in to kennels then the owner may be able to give more detail but otherwise they will probably not remember. We always ask for health details but it is scary what they forget to tell us. People going on holiday or dealing with a family emergency are already stressed and don't need to be asked yet more questions. If we need further details we can (and have!) contacted their vet.

E6.10 Should a dog need to be removed from its unit it MUST wear a collar and tag - half of our boarders don't have a tag on their collar, if they come in with a collar at all.

I could go on, there are many examples such as those above throughout the document. This document reads as if it is trying to cover rehoming kennels as well as boarding. The two are similar but not the same.

Comments are made in F environment and behaviour regarding training. That is not really relevant to boarding.

These standards provide excellent guidance for new businesses and new constructions however phasing in for existing establishments needs to be discussed on a case by case basis and with respect for the financial and practical implications to the businesses.

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**TO: LICENSING AND SAFETY COMMITTEE
13 JULY 2017**

SAFEGUARDING TRAINING FOR LICENSED DRIVERS AND OPERATORS (Public Protection Manager)

1 PURPOSE OF REPORT

- 1.1 The Committee agreed at its meeting on 5 January 2017 to introduce a licence condition requiring mandatory safeguarding training for licensed drivers and operators.
- 1.2 One of the elements of the decision was that the drivers would have to pass a test at the training course, and that this would have to be repeated every three years. On reflection, the trainers chosen to provide the course have asked that this part of the decision be amended to simply require attendance at the course.

2 RECOMMENDATION

- 2.1 **That the Committee agrees that the test element of the safeguarding training is removed, subject to the trainers having the ability to feed back to officers if they have concerns about the levels of comprehension of any attendees on the course.**

3 REASONS FOR RECOMMENDATION

- 3.1 The trainers have asked that the test be removed on recommendation from Reading Borough Council's Safeguarding team, on the grounds that they do not require the inclusion of a test for any other groups like school staff, after school clubs and children's club organisers.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 The Committee could choose to retain the test, as per the original proposal.

5 SUPPORTING INFORMATION

- 5.1 Reading Borough Council has already commenced training their taxi drivers, without a test, and have commented as follows:

“Our Safeguarding coordinator Becky Heron has provided 7 training days to date with more being dates being programmed in, the attendance rate has been over 50 drivers per-session. The training has been delivered in an interactive manner with Becky getting drivers to discuss safeguarding situations and identify types of incidents drivers may find themselves in.

The feed-back has been very good with drivers understanding the reasons for the training, the content and delivery. Whilst this training is free at the moment the vast majority of drivers have been positive about future compulsory training 'even' with a cost incurred. Having attended the majority of the training sessions I have seen first-hand the interaction of drivers on what is a difficult subject, their willingness to participate has been good and provided us with confidence that drivers have taken something away with them to help in their work”.

- 5.2 Slough Borough Council has also delivered safeguarding training to their licensed trade, also without a test, and commented as follows:
- "The Safeguarding training has been well received by the hackney carriage and private hire trade. Feedback questionnaires were given to the attendees to complete. In total, 190 were completed and 73% stated they felt they had 'very good knowledge' of the subject matter after attending the training, while 89% said that the training met their expectations. The drivers and operators engaged with the subject matter and made contributions to discussions during the training. In addition, numerous people stayed behind at the end of the sessions to discuss specific issues in private with both licensing officers and the safeguarding co-ordinators. Overall we are extremely proud that after a lot of hard work and effort, the Safeguarding training has been successfully delivered to 860 drivers and operators".

- 5.3 One of the Bracknell Forest Council licensing officers attended a recent safeguarding course at Reading, and his view was as follows:

"The audience at Reading seemed to be engaged with the speaker, giving sensible answers to the questions and table discussion subjects. Admittedly it is impossible to know from that whether some people are not really listening or engaging and are instead letting the others answer everything. The range of material on the slides was good, and was not limited to CSE type matters that have been in the most prominent in the news lately. The material handed out looks informative and relevant.

In the format that the training was held, I do not see how a written test could be carried out; the audience were too close together on the tables and it would be pretty impossible to stop people copying from one another. Either the group would need to be much smaller, or perhaps the tests could be done in batches at the end of the talk. At the end of the Reading training there were a few 'what would you do in this situation' questions which were answered by the room as a group."

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The relevant legal provisions are contained within the body of the report.

Borough Treasurer

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

Equalities Impact Assessment

- 6.3 The training provided will help suppliers of taxi services 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 Officers have spoken to other local authorities in the Berkshire area and their comments can be found within the body of the report. Reading and Slough are already in the process of carrying out safeguarding training for all their drivers, and West Berkshire and Wokingham will be considering the proposal at their next Committee meetings.

Method of Consultation

- 7.2 As above.

Representations Received

- 7.3 As above.

Background Papers

None

Contact for further information

Laura Driscoll, Principal Licensing Officer - 01344 352517

laura.driscoll@bracknell-forest.gov.uk

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**TO: LICENSING AND SAFETY COMMITTEE
13 JULY 2017**

STREET TRADING – BRACKNELL TOWN CENTRE
Chief Officer: Environment and Public Protection

1 PURPOSE OF REPORT

- 1.1 The Committee last considered the implications for street trading in respect of Bracknell Town Centre on 9 December 2005. The decision taken then needs to be reviewed to reflect the fact that the regeneration is now almost complete.

2 RECOMMENDATION

2.1 That

- i) the Council's Street Trading Consent Conditions be updated as per Annex A with immediate effect for all future consents issued, and
- ii) the arrangements for the determination of applications for street trading consents on or within the roads and public areas of Bracknell Town Centre as defined in the plan at Annex B, including the proposed revised fee detailed in 5.5 be administered as set out in Annex C.

3 REASONS FOR RECOMMENDATION

- 3.1 The Council needs to review its position in respect of street trading now that the Town Centre regeneration is coming to an end. The existing street trading conditions also need to be updated.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

5 SUPPORTING INFORMATION

- 5.1 In 2005, the Committee recognised the need to be more sympathetic to the needs to support the town during the period of regeneration by allowing street trading in appropriate situations. The policy worked well for a number of years but as the regeneration got under way traders either left of their own accord or were otherwise displaced by the need to undertake works.
- 5.2 The nature of the street trading legislation is that it enables the Council to regulate such trading on the public highway and to such distance from the highway as may be specified by the Council. The Council introduced controls over street trading throughout the Borough in order to help provide a means to better regulate the trade and help avoid local issues. In introducing the powers the Council has specified a distance of 150m from the highway within which the powers may apply.
- 5.3 Where sites are considered suitable, conditions are applied to any consents granted based on the model conditions as set out in Annex A. These have been updated to reflect the current needs of the town centre. (NB: in time it is expected that these will be revised as part of a harmonisation exercise to be undertaken through the new joint regulatory business unit arrangements).
- 5.4 Whilst the Council could resolve to have no street trading in the new town centre, it is

not considered in the best overall interests of the town to do so. Some flexibility is required but working under an agreed predetermined process that includes for adequate safeguards. The proposed process is set out in Annex C. The key consultee to note is the Town Centre Management Group. This is an officer / BRP led group that is charged with overseeing the operational standards across the town regardless of ownership. They are considered best placed to consider the question of suitability of the proposal with a right of appeal remaining to a licensing panel.

- 5.5 The Council is only able to set fees based on cost recovery. The level of fee is a fraction of what a business would have to pay by way of rates. The public realm in much of the town centre has been renewed at significant cost. The cleansing demands have increased as a consequence. Street trading creates additional cleansing demands and therefore to recover the associated costs it is proposed that the standard fee for a street trader in the Town Centre as defined in the plan at Annex B be set at £600 a month where that land is owned or managed by the Council. (The current fee for a street trading consent for 1 month is £344).
- 5.6 The street trading requirements do not impact on those selling goods for charity, which are regulated under the same legislation as collections of cash for charity. Nor do they have any bearing on buskers, pedlars, those selling the Big Issue or those who ask people to sign up to direct debit donations to charity, all of whom are exempt from control by any licensing legislation.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 The relevant legal provisions are contained within the body of the report.

Borough Treasurer

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

Equalities Impact Assessment

- 6.3 Not applicable.

Strategic Risk Management Issues

- 6.4 None.

7 CONSULTATION

Principal Groups Consulted

- 7.1 None.

Method of Consultation

- 7.2 Not applicable.

Representations Received

- 7.3 Not applicable.

Background Papers

Report to Licensing & Safety Committee 9 December 2005.

Contact for further information

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Chief Officer: Environment and Public Protection

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Local Government (Miscellaneous Provisions) Act 1982**BRACKNELL FOREST BOROUGH COUNCIL
STREET TRADING CONSENT - STANDARD CONDITIONS**

"The Council" means the Bracknell Forest Borough Council.

"Assistant" means any person working at the street trading vehicle, stall or trailer.

The following conditions apply in respect of all Street Trading Consents granted by the Council. The Council reserves the right to vary or modify these conditions or apply new conditions from time to time as it may in its absolute discretion think fit. The granting of a Consent does not imply approval under any other legislation or activity controlled by the Council.

- 1) These "Standard Conditions" may be supplemented or varied by any "Special Conditions" relating to a particular location as issued with the Consent.
- 2) At all times the Consent Holder and/or any Assistant shall comply with all statutes, statutory instruments and byelaws currently in force.
- 3) On land other than the highway, the permission of the landowner and any necessary Planning Permission shall have been obtained. Confirmation of such shall be provided to the Council prior to the commencement of trading.
- 4) The type, colour and dimensions of any vehicle, stall, trailer, cart or similar to be used under any Consent will be subject to approval by the Council. No change of any approved stall/vehicle or similar is permitted without prior agreement, in writing, from the Council.
- 5) The Consent Holder shall ensure that the stall/vehicle is positioned only on the Consent pitch of the Consent Street for which the Consent is held. The Consent pitch may only be changed mid-term of any Consent period with the agreement of the Council.
- 6) Whilst the granting of a Consent is specific to a particular location, the Council reserves the right to vary the same at any time.
- 7) If a Consent Holder or Assistant is requested to remove or reposition the stall/vehicle by a Council Officer or Police Officer he/she shall immediately comply with that request.
- 8) The hours of trading shall be only within the times specified on the Consent.
- 9) The Consent only specifies those hours during which trading may take place provided that all other legal requirements are satisfied. The Consent does not confer the right to station the stall/vehicle on the Consent pitch at any particular time(s).
- 10) A readily identifiable name shall be conspicuously displayed on the stall/vehicle.
- 11) A copy of the Consent shall be displayed conspicuously on the stall/vehicle and a copy of the "Standard Conditions" and any "Special Conditions" which apply to that Consent shall be carried by whoever is operating the stall/vehicle when trading and shall be produced when requested by any officer of the Council or a Police Officer.
- 12) The Consent Holder shall have and maintain a valid insurance policy against public liability and third party risks. The minimum insurance cover shall be £1,000,000 and shall include cover for any risks arising from the use of the Consent Holder's vehicle, or stall and any additional equipment under his/her control such as generators, etc.
- 13) The Consent Holder may terminate the Consent by written notice to the Council. A refund of the fee will be payable on pro-rata basis calculated to the nearest full week but the Council shall be entitled to retain the first £50 of any fee to be returned to cover administration costs. No refunds are payable if a Consent is suspended or revoked.

- 14) The Consent is personal to the Consent Holder and is not transferable except in the case of the death of the Consent Holder when the Consent may be transferred, by agreement with the Council, to a member of the Consent Holder's immediate family.
- 15) The fee for a Consent shall be paid in advance. Failure to renew the consent prior to the expiry date may lead to a Consent for the pitch being issued to another applicant.
- 16) The Consent Holder and/or any Assistant shall not sell or offer or expose for sale any goods or articles other than those described within the terms of the Consent.
- 17) The Consent Holder shall not place any advertising signs, boards or notices within the area for which the Consent Holder holds a Consent.
- 18) The Consent Holder, any Assistant or their business shall not be the cause of any nuisance or undue disturbance to any other user of the highway, or the occupier of any land or building.
- 19) The Consent Holder and/or any Assistant shall, on all occasions when carrying on business, conduct themselves in a civil and orderly manner.
- 20) The Consent Holder's stall/vehicle shall be kept in a clean, safe and well maintained condition.
- 21) No waste water or other waste material shall be discharged on to the highway or any adjacent property.
- 22) At least one refuse container shall be provided by the Consent Holder and placed on the pavement near to the stall/vehicle and be available for use by customers. A notice shall also be displayed requesting customers to deposit litter in a waste container.
- 23) The Consent Holder shall ensure that all waste produced, including waste oil, is disposed of in accordance with the Duty of Care under the Environmental Protection Act 1990. All waste must be disposed of via a Licensed Waste Carrier or direct to a Licensed Waste Disposal facility, and records must be retained for at least 2 years.
- 24) The Consent Holder shall ensure that the immediate area in the vicinity of the stall/vehicle is kept clear at all times of all litter originating from their trade and from customers and in particular, shall leave the site clear of such refuse at the completion of trading.
- 25) Adequate precautions shall be taken by the Consent Holder to prevent the risk of an outbreak of fire at the stall/vehicle. Where a power source or heating appliance is present, e.g. a generator or bottled gas container, then a suitable fire extinguisher shall be provided.
- 26) The Consent Holder shall ensure that all heat generating equipment is not operational during any vehicle movements, and the fuel supply to such equipment is switched off at the source. During movement, operation and storage all gas cylinders will be restrained in an upright position within a locked compartment which is ventilated at both high and low levels. The compartment will be clearly labelled "Extremely Flammable LPG" and will provide a minimum of 30 minute fire resistance.'
- 27) All persons handling food shall have a basic food hygiene certificate. It is recommended that refresher training is attended every 3 years. Where an officer authorised under the Food Safety Act 1990 is of the view that a staff member is demonstrating a level of knowledge or competence below the required level that person may be required to attend a basic food hygiene course. Failure to comply with this requirement within a reasonable period will result in a breach of this condition.
- 28) If the Consent Holder is selling food or drink the stall/vehicle shall be registered with the local authority where it is normally kept under the provisions of the Food Premises (Registration) Regulations 1991.

- 29) If a Consent Holder fails to comply with any of the "Standard Conditions" or "Special Conditions" attached to the Consent he/she will risk having the Consent revoked and being prosecuted.

ICE CREAM VANS AND MOBILE TRADERS: SPECIAL CONDITIONS

- 30) The vehicle shall not remain in the same position for a period longer than 30 minutes unless prior permission is obtained from the Head of Regulatory Services.
- 31) The vehicle must not stop or park so as to cause a dangerous obstruction in the road. The vehicle must at all times comply with any parking restrictions as specified at the location, in the Highway Code and within Road Traffic Regulations.
- 32) The vehicle must not stop or park near a school entrance between the hours of 8.00 and 9.00 or 14.30 and 16.00.

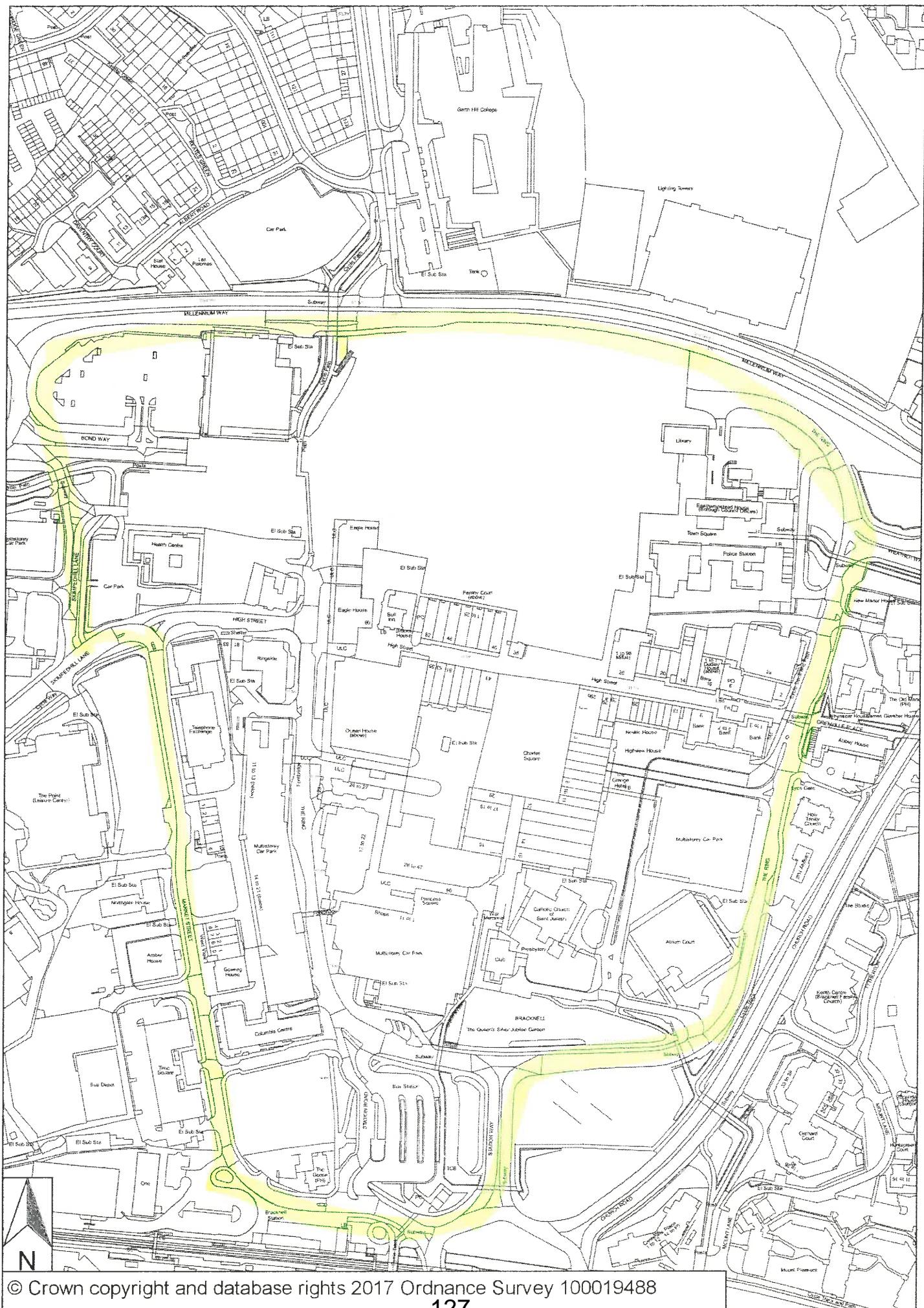
TOWN CENTRE: SPECIAL CONDITIONS

- 33) Prior to vehicles entering the town centre a vehicle entry permit shall be obtained and authorised by the Council and no other vehicle shall be used without the knowledge and consent of the Council. Entry to the town centre for vehicles shall be in accordance with the permit conditions.
- 34) The Consent Holder shall be liable for dealing with any claims arising out of the use of their vehicles or trading stalls in the town centre and shall report to the Council any damage to street furniture, paving slabs, etc.
- 35) Any towing vehicle shall only be parked in the town centre for the purposes of loading and unloading and shall be removed immediately such use has ended.
- 36) Unless otherwise agreed, a Consent Holder shall trade in the town centre for a minimum of four days a week.
- 37) The stall/vehicle shall be at the trading location by no later than 07:00 and must be removed along with all waste no earlier than 16:00 and no later than 18:00. Failure to arrive at the site by 07:00 will mean that the trader will not be able to be able to access the area to trade on that day.

LONGSHOT LANE: SPECIAL CONDITIONS

- 38) All packaging used must be marked in such a way that it would be clearly and easily identifiable that it has originated from the street trader.
- 39) At all trading times the Consent Holder must ensure that Thames Water has permanent, unrestricted and unobstructed access to its site at the sewerage pumping station.

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REGULATORY SERVICES PRACTICE NOTE

April 2017

STREET TRADING CONSENTS

1. Guiding Principle

- 1.1 Street Trading Consents are a means of enabling street trading to take place on or near a highway where it is appropriate to do so.
- 1.2 In determining appropriateness, officers are to have due regard to, in particular (but not at the exclusion of others), the following either individually or collectively:
 - (i) the likely impact on the existing highway users either as a result of the use of the road by the trader or by the trader's customers
 - (ii) the location relative to any residents or businesses likely to be affected by the use of the site
 - (iii) the nature of the trade
 - (iv) the trading times
 - (v) appearance
 - (vi) impact upon street scene
- 1.3 Clearly there can be a location "suitable" for use at night but not during the day for example. Some traders are by their nature more likely to give rise to odours than others. Sites close to residential or office blocks are more likely to be sensitive sites because of the visual and potential nuisance impact.
- 1.4 In order to avoid any one trader developing a monopoly, the maximum number of Consents given to any one trader or business shall be three.

2. Officer Role

- 2.1 The role of the licensing officer is to make an initial assessment of the potential suitability of the site.
- 2.2 Only if officers are of the opinion as regards the potential suitability of the site, they should consult as follows (**NB see also the requirements for the Town Centre in section 4**).

(i) Highways Network Management	The likely impact upon the highway both in respect of the use and the customers.
(ii) Development Control	The considered view as regards the visual impact upon the street scene.
(iii) Environmental Health (Commercial and Environmental Protection)	The suitability of the vehicle/stall/trader and any likely environmental impacts on other nearby land users
(iv) Ward Members	An informal view as regards the likely impact of the proposed use upon the local community (not required for the Town Centre)
(v) Thames Valley Police	The likely impact upon the road network, and the local community.

- 2.3 Upon receipt of any representations/expiry of the deadline for responses, officers must make a reasoned decision as to the way forward.
- 2.4 In the event that following consultation the application is refused by officers, a sum of 50% of the application fee is payable as a refund. If the application is refused by a Panel, no refund is payable.

3. Trial Period

- 3.1 The maximum period for a new site is one month. This enables the opportunity for review. Should the need arise during the trial, the Consent should be revoked and a pro-rata refund made to the Consent holder.
- 3.2 Where a Consent is revoked or an application to renew a Consent is refused, the Consent holder/applicant has a right of appeal to the Licensing Panel. Where an appeal is lodged against a refusal to renew a Consent, the appellant has a right to continue to trade as long as the appropriate fee has been paid for the trading period. If the application is refused by a Panel, no refund of the application fee is payable.
- 3.3 Where the need arises then the Council will consider seeking injunctions to stop unlawful trading.

4. Town Centre

- 4.1 The general presumption is **against** granting Consents within the Lexicon, Town Centre or on any of the adjoining road or public spaces.
- 4.2 Should an application be made it will need to be considered as above but in addition, the Town Centre Management Group must be consulted, regardless of land ownership.
- 4.3 The expectation in dealing with enquiries for street trading in the town centre is that the stall and the nature of trade gives added value to the total trading environment.

Signed:



Chief Officer: Environment and Public Protection

Date: 3 May 2017

TO: LICENSING AND SAFETY COMMITTEE
13 JULY 2017

HOUSE OF LORDS SELECT COMMITTEE REVIEW OF LICENSING ACT 2003 **Public Protection Manager**

1 INTRODUCTION

- 1.1 On 25 May 2016, the House of Lords appointed a Select Committee to “consider and report on the Licensing Act 2003”. The report of this Committee, “The Licensing Act 2003: post-legislative scrutiny” was published on 4 April 2017.
- 1.2 The introduction to the report concludes that ‘while the implementation of the Act leaves a great deal to be desired, to a large extent this is caused by an inadequate statutory framework whose basic flaws have, if anything, been compounded by subsequent piecemeal amendments. A radical comprehensive overhaul is needed, and this is what our recommendations seek to achieve’.

2 SUPPORTING INFORMATION

- 2.1 Key conclusions and recommendations in the report include the following:

- The Government made a substantial error in creating new committees for local authorities to deal with licensing. The evidence received about the poor operation of licensing committees was convincing and the committee was extremely concerned by what it heard. Planning committees are more effective and reliable, and are well-equipped for making licensing decisions. They should take over the licensing function. Coordination between the licensing and planning systems should begin immediately.
- Licensing appeals should no longer go to magistrates' courts but should, like planning appeals, go to the planning inspectorate.
- The Late Night Levy does not pay for the cost of policing as intended, and in its current form is fundamentally wrong in principle and in practice. Unless amendments already made prove effective, the Late Night Levy should be repealed. So should Early Morning Restriction Orders, which no local authority has yet introduced.
- Fees for licensing should be set locally, not nationally. In doing so, local authorities must bear in mind that there are doubts about the legality of any element of a fee which goes beyond what is needed to process the application.
- There is no justification for the Licensing Act not applying to sales airside at airports.
- The legality of Minimum Unit Pricing is still under consideration by the Supreme Court. If it is found to be lawful and is introduced in Scotland, and is found to be effective in cutting down excessive drinking, England and Wales should follow Scotland's lead.
- Scotland's example should also be followed in helping disabled people to access licensed premises by requiring an application for a premises licence to include a disabled access statement
- There is not presently a case for further deregulation
- Creation of a national database for personal licence holders

- An 'Agent of Change' principle be adopted in both planning and licensing guidance to help protect both licensed premises and local residents from consequences arising from any new development in their nearby vicinity
- Notices of application should not need to be given by an advertisement in a local paper.

2.2 The Chairman of the Committee, Baroness McIntosh of Pickering, said:

"It was a mistake and a missed opportunity to set up new licensing committees when the planning system was already available to regulate the use of land for many different purposes. The planning system is well suited to dealing with licensing applications and appeals, and the interests of residents are always taken into account.

The Committee was shocked by some of the evidence it received on hearings before licensing committees. Their decisions have been described as 'something of a lottery', 'lacking formality', and 'indifferent', with some 'scandalous misuses of the powers of elected local councillors'."

2.3 The Berks and Bucks Licensing Group are compiling a response to an Institute of Licensing Survey on the report to inform further discussions with bodies such as the Local Government Association.

2.4 The Government is obliged to respond to the Select Committee's report and recommendations, and further updates on this matter will follow in due course.

3 EQUALITIES IMPACT ASSESSMENT

3.1 None.

4 STRATEGIC RISK MANAGEMENT ISSUES

4.1 None.

Background Papers

None

Contact for further information

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**TO: LICENSING AND SAFETY COMMITTEE
13 JULY 2017**

**ANNUAL REPORT
Public Protection Manager**

1 INTRODUCTION

- 1.1 This report covers the activities carried out by the Licensing Section during the period 1 April 2016 to 31 March 2017.

2 SUPPORTING INFORMATION

- 2.1 Attached as Annex A is a list of the licences, registrations, permits and consents that are current as of 1 April 2017 or were processed within the last year. The list includes details of numbers for the previous two years for comparison purposes. This is a single indicator of the number of transactions that the Licensing Section has with businesses operating within the Borough. Legislation requiring a licence/permit for a business activity is generally enacted on health and safety grounds to protect users of a service or those that might be affected due to their proximity to the licensed premises or their interaction with a licensed person.
- 2.2 The Licensing Service considers and issues a range of licences and permits required by businesses in order that they can deliver a range of services and goods to residents and visitors to Bracknell Forest. The service is aware that the licensing function, whilst offering protection, can also act as a barrier to others who wish to deliver services or supply goods and every effort is made to assist businesses to understand and progress rapidly through the licensing process. The service therefore has a number of functions including business advice, processing of applications, monitoring compliance and where necessary taking enforcement action.
- 2.3 A number of the licences require the submission of documents which have to be validated by the Licensing Service. These include such items as vehicle insurance documents and inspection certificates, medical reports, criminal record disclosures and risk assessments. These checks are essential to ensure the continued confidence of the Council, and ultimately the user, in the safety of the service or goods being supplied.
- 2.4 The service sets itself a target to issue licences within either 2 or 3 working days of receipt of a complete and valid application on 95% of occasions. The service achieved 94% in 2016/17. Whilst on target for most of the year, there was a sharp drop for the final three months of the year during transition to the new database and due to the Operational Support team being short-staffed.
- 2.5 A further aspect is that of assisting businesses to grow whilst complying with the legal requirements and conditions. The service provides an extensive range of advice and information sheets via the Council's website. Additionally officers regularly meet with applicants or licence holders to give guidance, such as attendance at Pubwatch meetings run by the trade, and meeting private hire operators at their offices and taxi drivers at the ranks. The Licensing Section dealt with just over 876 complaints and requests for service in 2016/2017 (compared with approximately 1000 complaints and requests for service in 2015/2016).

- 2.6 Officers use a risk based assessment programme to visit licensed premises to check compliance and provide assistance and advice for those businesses. In 2016/17 officers carried out 106 programmed inspections (182 in 2015/16). Additionally officers carried out 16 non-programmed inspections (60 in 2015/16), which includes visits outside of office hours where we had intelligence from residents, complaints or details passed to us by agencies such as Thames Valley Police that non-compliance was occurring.
- 2.7 These figures reflect the issues that have arisen in recent months with the short staffing of the support team, as officers have been required to fill the gap and log applications in order to meet the legislative deadlines. In addition, intelligence from Thames Valley Police has been minimal in recent months as the officer covering Bracknell has been asked to cover Oxford City in addition to his existing areas.
- 2.8 Officers initially deal with non-compliance by working with the business to raise standards and further unannounced visits may be made to verify improvement. Where non-compliance continues, officers use an Enforcement Policy which provides for a stepped process to include warnings, cautions, review, suspension or revocation of a licence or finally prosecution.
- 2.9 In the last year officers issued no formal written warnings in relation to licensing matters (6 in 2015/16), and 114 enforcement points were issued for 17 incidents of non-compliance (178 points for 27 incidents in 2015/16). The points were issued for the following matters:
- 10 drivers for failure to notify the council of convictions
 - 1 driver for failing to wear/display their badge
 - 2 drivers for illegal tyres
 - 1 driver of a private hire vehicle parked on a rank
 - 2 drivers for using a mobile phone whilst driving
 - 1 driver for illegal plying for hire
- 2.10 Over the course of the year, the following licences and applications were considered by Licensing Panels:
- 1 temporary event notice – refused
 - 1 personal licence – refused
 - 3 drivers – 2 warnings and 1 required to take practical driving assessment
 - 3 premises licence applications – two agreed by mediation prior to hearing and one variation was granted as applied for.
- 2.11 Other areas of work that were completed in 2016/17 include:
- A total of 9 multi-agency checks involving Council officers and Thames Valley Police were conducted. In addition officers assisted RBWM with checking licensed vehicles during the Royal Ascot event, and also attended enforcement operations at Heathrow airport.
 - An operation was held to test underage sales within alcohol licensed premises with gaming machines. Of the 12 premises tested, 10 premises failed. Further operations are planned for 2017 which will include re-testing the premises which failed.
 - The Safety Advisory Group received forms for 64 local events during 2016/17, and continues to receive positive feedback from event organisers who see it as helpful to them delivering safe events.

3 EQUALITIES IMPACT ASSESSMENT

3.1 None.

4 STRATEGIC RISK MANAGEMENT ISSUES

4.1 None.

Background Papers

None

Contact for further information

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Type	Numbers at 1 April 2015	Numbers at 1 April 2016	Numbers at 1 April 2017
Private Hire Operators	40	38	43
Private Hire Vehicles	165	171	174
Private Hire Drivers	134	138	139
Dual (Hackney Carriage and Private Hire) Drivers	163	161	165
Hackney Carriage Vehicles	83	85	85
Home to School Drivers	17	13	11
Home to School Vehicles	25	33	35
Animal Boarding Establishments	3	4	5
Home Boarders of Dogs	27	29	30
Riding Establishments	6	6	7
Performing Animals	4	5	4
Pet Shops	7	7	7
Scrap Metal Site	3	3	2
Scrap Metal Mobile Collectors	7	7	7
Hairdressers	61	64	60
Personal Licences	1140	1213	1292
Premises Licences	228	222	231
Temporary Event Notices	229	244	239
Club Premises Certificates	21	21	21
Street Traders	16	15	12
Street Collections	37	38	26
House to House Collections	50	30	17
Lotteries	59	60	56
Caravan Sites	17	19	19
Licensed Premises Gaming Machine Permits	10	10	13
Gaming Machine Notifications	35	31	30
Club Machine Permits	8	12	9
Club Gaming Permits	1	0	0
Bingo Premises	1	1	1
Adult Gaming Centres	1	1	1
Betting Premises	12	12	12

For TENs, street collections and house to house collections, the figure given is the total number of notices / applications received within the calendar year

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