



Exeter
City Council

Animal Welfare Act 2006
Animal Boarding Establishments Act 1963
Pet Animals Act 1951 and Pet Animals Act 1951 (Amendment)
Act 1983
Riding Establishments Act 1964 and 1970
Dangerous Wild Animals Act 1976
Breeding of Dogs Act 1973 and 1991
Breeding and Sale of Dogs (Welfare) Act 1999
Zoo Licensing Act 1981

Animal Licensing Policy

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Issue Date:

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Section 1 – Purpose

- 1.1. Exeter City Council (the Council) has statutory responsibilities for the licensing of a number of activities relating to the welfare of animals under a number of different Acts of Parliament. This legislation is aimed at protecting animals and makes it an offence for any person to possess, own or keep animals in order to carry out certain businesses, or have possession of certain animals within Exeter, without first being licensed by the Council.

Section 2 – Scope of Policy

- 2.1 This policy sets out the general principles that the Council will follow in relation to the enforcement of animal welfare legislation. The Policy describes the types of animal licensing matters that are likely to occur and how the Council will deal with them.
- 2.2 This Policy and the conditions included represent guidance on details of the service provided and the general principles that the Council follows in relation to the enforcement of animal licensing legislation and the discretionary functions it undertakes.
- 2.3 Animal licensing related matters included within the scope of this policy are the licensing regulation and enforcement of licence conditions in respect of:
 - Animal boarding establishment licences
 - Horse riding establishment licences
 - Pet shop licences
 - Dangerous wild animal licences
 - Dog breeding establishment licences
 - Zoo licences
- 2.4 The above licences are regulated by the Council under the following Acts:
 - Animal Welfare Act 2006
 - Animal Boarding Establishments Act 1963
 - Pet Animals Act 1951 and Pet Animals Act 1951 (Amendment) Act 1983
 - Riding Establishments Act 1964 and 1970
 - Dangerous Wild Animals Act 1976
 - Breeding of Dogs Act 1973 and 1991
 - Breeding and Sale of Dogs (Welfare) Act 1999
 - Zoo Licensing Act 1981
- 2.5 These Acts are referred to in this policy as the “primary licensing Acts.” It should also be noted that the Performing of Animals (Regulation) Act 1925 is the responsibility of the Leicestershire County Council who maintain a register of animals involved in performances. Queries about animal performances should therefore be directed to them.

Section 3 – Animal Welfare Act

- 3.1 The Animal Welfare Act 2006 (“the Act”) consolidated and updated a range of previous legislation to promote the welfare of animals. This Act is the primary piece of legislation controlling animal welfare in England and Wales and established set welfare standards that must be maintained by all people who are responsible for an animal. The Act also places responsibilities on to numerous enforcement agencies, including this Council.
- 3.2 The Act introduces a ‘duty of care’ on any person that is responsible for an animal to ensure that the needs of that animal are met. A person does not have to be the owner of the animal for the ‘duty of care’ to apply.
- 3.3 The Act creates an offence of failing to provide for the needs of an animal in a persons care and increases the penalties for animal abuse allowing the courts to disqualify a person from being in charge of animals. Any person disqualified under the Act will also be disqualified from holding a licence under any of the primary licensing Acts.
- 3.4 The Act permits the Department for the Environment, Food and Rural Affairs (DEFRA) to pass regulations that may repeal or amend any of the primary licensing Acts or create new forms of licences. DEFRA have not presently decided to pass any further regulations but this policy shall be reviewed and updated as soon as possible should DEFRA do so.
- 3.5 Section 9 of the Animal Welfare Act 2006 creates five overarching principles of animal welfare. The Act refers to these as the ‘five needs’ of all animals. It is the duty of any person responsible for an animal to ensure that each of these five needs are met.
- 3.6 The ‘five needs’ are:
- The need for a suitable environment;
 - The need for a suitable diet;
 - The need to be able to exhibit normal behaviour patterns;
 - Any need to be housed with, or apart from, other animals; and
 - The need to be protected from pain, suffering, injury and disease.

Section 4 – Aims of the Policy

- 4.1. This Policy will ensure that the Council carries out its animal licensing responsibilities in a fair, equitable and consistent manner.
- 4.2 It will help ensure that the public, councillors and those engaged in animal licensing activities understand what the law requires and how the Council will approach its enforcement duties.

Section 5 – Enforcement of the Policy

- 5.1 The Council will seek to ensure compliance with the legislation and will carry out its duty in an appropriate manner according to the following principles
- seek to achieve compliance in a fair, consistent, proportional, transparent and targeted manner;
 - seek to assist businesses and others in meeting their legal obligations through education and advice, and aim to be clear, open and helpful in its approach to enforcement;
 - focus on prevention rather than cure;
 - seek to target enforcement resources at areas of highest risk, including non-compliant businesses and individuals;
 - take firm action against those who knowingly contravene the law or act irresponsibly;
 - where appropriate work jointly with other regulatory or enforcement agencies to solve problems. Such bodies include the Police, RSPCA and Trading Standards.
- 5.2 Enforcement will be carried out in a firm and fair way. There are four principles that support this:
- a) **Proportionality:** this means relating enforcement activity to risk. When the law requires that risks should be controlled so far as is reasonably practicable the cost of the remedy as well as the degree of risk will be taken into account. In some cases there are specific requirements in the law to take account of the cost of the remedy.
 - b) **Consistency:** this does not mean uniformity of approach but rather that a similar approach is taken in similar circumstances to achieve similar ends. Officers will take account of many variables including; the scale of impact, the attitude and actions of management and the history of previous incidents or breaches. Decisions on enforcement action are a matter of professional judgment. Arrangements to deliver consistency are in place including supervised quality monitoring visits, agreed protocols between the district councils throughout Devon and arrangements for auditing of activity by officers from other authorities in Devon.
 - c) **Transparency:** this is important to maintain public confidence in the Council's ability to regulate. It means helping those regulated, and others, to understand what is expected of them and what they should expect from the Council. It also means making it clear why the Council intends to, or has taken, enforcement action. The Council will clearly distinguish between legal requirements and advice or guidance about what is desirable but not compulsory. A person having a legal duty will be advised of the rights of officers and the level of service that can be expected. All information and advice issued will be in plain language and the Council will provide information in a format that is available to the recipient.
 - d) **Targeted:** this means making sure that inspections or actions are directed primarily to those activities which give rise to the most serious risks or where hazards are least well controlled. Routine inspections of businesses are prioritised according to an

assessment of the risk they pose. The Council's policies provide a framework for assessing priority in non-planned areas of activity such as setting response times to complaints.

- 5.3 Appendix C of the Environment Enforcement Policy provides more specific information on the Council's approach to enforcement of licensing legislation. A link to this document is provided below:

<https://exeter.gov.uk/council-and-democracy/council-information/strategies-policies-and-plans/environmental-health-and-licensing/>

Section 6 – What the Council will do?

- 6.1 The primary licensing Acts set out individual application requirements and standards that the Council must be satisfied of before it can grant a licence. Each of those primary Licensing Acts permits the Council to impose conditions on each licence it grants.
- 6.2 The purpose of requiring a licence is primarily to ensure the welfare of the animals. When considering applications and in undertaking enforcement duties the Council will have regard to its own Animal Licensing Objectives set out in this Policy.
- 6.3 The Council will inspect premises in accordance with legislative requirements, veterinary advice and any statutory codes of practice before issuing or renewing a licence.
- 6.4 Where appropriate, inspections will be carried out with a qualified vet. Each licence has conditions attached to it and should be renewed in accordance with legislative requirements. Where inspections identify areas of concern which cannot be addressed by the licence conditions, officers will consider the use of the Animal Welfare Act 2006 and / or liaise with other organisations such as the RSPCA.
- 6.5 The Council will investigate reports and intelligence relating to unlicensed establishments and/or breaches of conditions, respond to any issues, and when necessary take enforcement action. All enforcement action will be taken in accordance with the Office of the Assistant Director Environment's Enforcement Policy.

Section 7 – Policy Application

- 7.1 When carrying out its functions under the primary licensing Acts the Council will seek to promote the following objectives:
- Animal Welfare (the five needs)
 - Public safety
 - Integration with other relevant strategies and legal requirements
 - Positive relations with licence holders and proportionate regulation
- 7.2 In addition to the danger to the welfare of animals by unlicensed or irresponsible animal owners there is also a danger that may arise to members of the public. For instance the effect of diseases affecting animals, or harmful bacteria stemming from poor hygiene could spread and affect other members of the public and their animals. Additionally licence

holders that permit members of the public onto their premises have a duty to ensure that they do not put them at risk of illness or injury. Public safety will therefore be a paramount consideration by the Council at all times.

- 7.3 There are a number of different areas that may affect or be affected by licence holders or potential licence holders under the primary licensing Acts and where necessary these will be considered by the Council in carrying out its functions under the Animal Welfare Act 2006.
- 7.4 In addition to being licensed to carry out certain activities a licence holder and their premises may need to comply with other legislation such as planning and building regulations. Where the appropriate permissions or consents are not in place, or where they are being breached, the Council may take enforcement action which could lead the closure of such premises. The subsequent effect on the welfare of the animal(s) could be damaging.
- 7.5 Therefore, the Council will not grant a licence where the appropriate planning permissions or building control consents are not in place or may revoke a licence where such legislation, regulation or conditions are breached.
- 7.6 Under Section 17 of the Crime and Disorder Act 1998, local authorities must have regard to the likely effect of the exercise of their functions on, and do all that they can to prevent, crime and disorder in their area. The Council may therefore consider the implication of an application or existing licence in the context of local crime and disorder in the area.
- 7.7 This Policy should be read in conjunction with, and without prejudice to, other existing National and European Union legislation, such as the Human Rights Act 1998 and the Equality Act 2010.
- 7.8 Each licence type has its own application process and requirements that the Council need to take into consideration before granting a licence. Details on how to apply for a licence are contained in the relevant appendices attached to this policy.
- 7.9 Each of the primary licensing Acts states clearly the criteria which the Council must be satisfied of before any licence is granted. Where the relevant licensing officer is not satisfied that the relevant legal requirements are met, or where an Environmental Health Officer of the Council or Veterinary Surgeon has raised concerns that the legal requirements or standards are not met or unlikely to be met, the applicant for the licence will be notified.
- 7.10 The applicant will have the opportunity to address these matters in the hope of satisfying the relevant criteria.
- 7.11 If the relevant Licensing Officer feels that the application should be refused they will submit a report to a Licensing Sub Committee to determine the matter.
- 7.12 Each of the primary licensing Acts allows the Council to attach conditions to the licences it grants.
- 7.13 Within the relevant appendix for each licence type are standard or model conditions which will ordinarily be imposed on that licence type. These conditions are based on the relevant national standards devised by various bodies such as the Chartered Institute of Environmental Health. However these conditions may be varied by the Council to suit the individual merits of an application.

Section 8 – Animal Boarding Establishments

- 8.1 Anyone boarding cats or dogs for financial gain must be licensed by the Council under the provisions of the Animal Boarding Establishments Act 1963. Officers inspect these premises to ensure compliance with licence conditions and, in particular, that the animals are in satisfactory accommodation and are properly cared for.
- 8.2 Establishments where the boarding of animals is being carried on as a business are subject to the 1963 Act, which requires such premises to be licensed by the local authority. For the purpose of this Act the keeping of such establishments is defined as the carrying on at any premises, including a private dwelling, of a business of providing accommodation for other people's cats and dogs. Boarding dogs at another person's home may require a licence, if payment is received and this occurs regularly, as do day care facilities, whether in a persons home or purpose built unit.
- 8.3 DEFRA has stated that the home boarding of cats should be discouraged and the Council supports that view.
- 8.4 The licence is granted at the discretion of the local authority which may take into account the suitability of the accommodation and whether the animals are well fed, exercised and protected from disease and fire. It is an annual licence which expires on 31 December each year, regardless of when it is issued.
- 8.5 An application for a licence must be made to the Council on its application form. The application form is available from the Council's website.
- 8.6 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.
- 8.7 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the Vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 8.8 Before granting a licence the Council must be satisfied:
- That the animals will be kept in suitable accommodation at all times. Suitable accommodation takes into account the construction and size of the accommodation, the number of animals to be housed in it, facilities for exercising the animals, cleanliness and temperature, lighting and ventilation provisions.
 - That suitable food, drink and bedding materials will be provided and that the animals are exercised and visited regularly.
 - That all reasonable precautions will be taken to prevent and control the spread of disease among the animals and that isolation facilities are in place.
 - That adequate protection is provided to the animals in the case of fire and other emergencies.
 - That a register is kept. The register should contain a description of all animals received, their arrival and departure date and the name and address of the owner. The register should be available to be inspected at any time by a local authority officer, veterinary surgeon or practitioner.

- 8.9 If the Council are satisfied that the requirements of the Animal Boarding Establishments Act 1963 are met, and there are no other concerns about the welfare of animals or the objectives of this policy being undermined, the licence will be granted.
- 8.10 The Council may attach any condition to the licence that it feels are necessary and expedient for securing the objectives above.
- 8.11 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 8.12 If a licence holder is not complying with their licence conditions the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Animal Boarding Establishments Act 1963 and the Animal Welfare Act 2006.
- 8.13 The Council has adopted the Chartered Institute of Environmental Health “Model Licence Conditions and Guidance for Dog Boarding Establishments 2016”. The model conditions are split into a number of schedules including conditions relating to environment, diet, behaviour, company, and health & welfare. These conditions will be applied to each dog boarding licence issued. Applicants will also be referred to Annex C of the model conditions “Emergency Evacuation Plan”, and Officers will refer to Annex D “Kennel Unit/ Run Sizes” when assessing new licence applications.
- 8.14 The Council has also adopted the Chartered Institute of Environmental Health “Model Licence Conditions and Guidance for Cat Boarding Establishments 2013”. The model conditions are split into a number of schedules including conditions relating to environment, diet, behaviour, company, and health & welfare. These conditions will be applied to each cat boarding licence issued. Applicants will also be referred to Annex B of the model conditions “Emergency Evacuation Plan”.

Section 9 – Riding Establishments

- 9.1 The Council licenses all riding schools under the provisions of the Riding Establishments Act 1964 and 1970 in order to ensure the suitability of the person in charge to undertake such a business.
- 9.2 The Act defines the keeping of a riding establishment as:
- The carrying on of a business of keeping horses for either the purpose of their being let out on hire for riding and/or the purpose of their being used in providing, in return for payment, instruction in riding.*
- 9.3 The licence is granted at the discretion of the local authority which may take into account the suitability of the accommodation and whether the animals are well fed, exercised and protected from disease and fire. It is an annual licence which expires on 31 December each year, regardless of when it is issued.
- 9.4 An application for a licence must be made to the Council on its application form. The application form is available from the Council’s website.

- 9.5 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.
- 9.6 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the Vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 9.7 Additionally the Council will ensure that all employees and workers at the premises are adequately trained in all appropriate aspects of animal welfare. Suitably qualified vets are appointed to inspect all animals used in the business to ensure that the horses are fit and healthy and suitable for use and are adequately cared for.
- 9.8 The vet will also ensure that the tack, riding equipment and stalls used for the stabling of animals is fit for purpose, safe and the stalls for horses are a suitable size.
- 9.9 In determining whether to grant a licence for a riding establishment, the Council shall consider compliance with the following matters along with the model conditions:
- a) whether that person appears to them to be suitable and qualified, either by experience in the management of horses or by being the holder of an approved certificate or by employing in the management of the riding establishment a person so qualified to be the holder of such a licence; and
 - b) the need for securing:
 - i. that paramount consideration will be given to the condition of the horses and that they will be maintained in good health, and in all respects physically fit and that, in the case of a horse kept for the purpose of its being let out on hire for riding or a horse kept for the purpose of its being used in providing instruction in riding, the horse will be suitable for the purpose for which it is kept;
 - ii. that the feet of all animals are properly trimmed and that, if shod, their shoes are properly fitted and in good condition;
 - iii. that there will be available at all times, accommodation for horses suitable as respects construction, size, number of occupants, lighting, ventilation, drainage and cleanliness and that these requirements be complied with not only in the case of new buildings but also in the case of buildings converted for use as stabling.
 - iv. that in the case of horses maintained at grass there will be available for them at all times during which they are so maintained adequate pasture and shelter and water and that supplementary feeds will be provided as and when required;
 - v. that horses will be adequately supplied with suitable food, drink and (except in the case of horses maintained at grass, so long as they are so maintained) bedding material, and will be adequately exercised, groomed and rested and visited at suitable intervals;
 - vi. that all reasonable precautions will be taken to prevent and control the spread among horses of infectious or contagious disease and that veterinary first-aid equipment and medicines shall be provided and maintained in the premises;
 - vii. that appropriate steps will be taken for the protection and extrication of horses in case of fire and, in particular, that the name, address and telephone number of the licence holder or some other responsible person will be kept displayed in a prominent position in the outside of the premises and that instructions as to action to be taken in the event of fire, with particular regard to the extrication of horses, will be kept displayed in a prominent position on the outside of the premises;

- viii. that adequate accommodation will be provided for forage, bedding, stable equipment and saddlery.
- 9.10 With the exception of those detailed below, any riding establishment that does not sufficiently meet the Council's licensing conditions will not be granted a licence.
- 9.11 Where the Licensing Authority is not satisfied that the establishment complies with the relevant legislation and conditions at a riding establishment, it may refuse the licence application.
- 9.12 The applicant will be informed in writing of the reasons for the refusal and of their right to appeal the decision to the Magistrates Court. Any decision to refuse a licence will be evidence-based and fully documented.
- 9.13 The Licensing Authority may use a Temporary Licence where it is satisfied that it would not be justified in issuing a full licence. A Temporary Licence lasts for 3 months from the date at which they are granted. The 3 month period can be extended to 6 months but cannot be used for more than 6 months in any one year.
- 9.14 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 9.15 If a licence holder is not complying with their licence conditions the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Pet Animals Act 1951 (as amended) and the Animal Welfare Act 2006.

Section 10 – Dog Breeding Establishments

- 10.1 These activities are controlled by the Breeding and Sales of Dogs (Welfare) Act 1999, which amended and extended the provisions of the Breeding of Dogs Act 1973.
- 10.2 A person keeps a breeding establishment for dogs if, at any premises, he or she carries on the business of breeding dogs for sale, whether or not the breeding is done by him or her.
- 10.3 Any person who keeps an establishment for the breeding of dogs commits an offence if they do so without the requisite licence from the Council.
- 10.4 The Breeding of Dogs Act 1973 (as amended), in conjunction with the Breeding of Dogs Act 1991 (as amended) and the Breeding and Sale of Dogs (Welfare) Act 1999 (as amended), governs the activities of dog breeders.
- 10.5 A person will not be treated as running a breeding establishment if they sell the offspring of any bitch kept by them at their premises, provided that the number of litters sold by them does not, when taken with any other litter produced by a bitch kept by that person, a relative of that person or at the same premises, exceed more than three in any one year.
- 10.6 Breeding records must be kept to ensure that these requirements are adhered to. Puppies that are produced at licensed breeding establishments can only be sold at those premises or a licensed pet shop.

- 10.7 Presently only the breeding of dogs requires a licence and not any other animal. However the breeding of any animal for sale may result in the breeder falling within the definition of a pet shop.
- 10.8 An application for a Dog Breeding Establishment licence must be made to the Council on its application form. The application form is available from the Council's website.
- 10.9 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.
- 10.10 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the Vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 10.11 Before granting a licence the Council must be satisfied:
- a) that dogs 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;
 - b) that the dogs will be adequately supplied with suitable food, drink and bedding material, adequately exercised and visited at suitable intervals;
 - c) that all reasonable precautions will be taken to prevent and control the spread among dogs of infectious or contagious diseases;
 - d) that appropriate steps will be taken for the protection of the dogs in the case of fire or other emergency;
 - e) that all appropriate steps will be taken to ensure that dogs will be provided with suitable food, drink and bedding material and adequately exercised when being transported to or from the breeding establishment.
 - f) that bitches are not mated if they are less than one year old
 - g) that bitches do not give birth to more than six litters each.
 - h) that bitches do not give birth to puppies before the end of the period of 12 months beginning with the day on which they last gave birth to puppies
 - i) that accurate records are kept at the premises and made available for inspection for any authorised officer of the local authority to examine. The particular records to be kept are listed in the Breeding of Dogs (Licensing Records) Regulations 1999 (section 1(4)).
- 10.12 Any licence granted will expire on December 31 of the year in which it is granted.
- 10.13 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 10.14 If a licence holder is not complying with their licence conditions the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Breeding and Sales of Dogs (Welfare) Act 1999 and the Animal Welfare Act 2006.
- 10.15 The Council has adopted the Chartered Institute of Environmental Health "Model Licence Conditions and Guidance for Dog Breeding Establishments". The model conditions are split into a number of schedules including conditions relating to accommodation, management etc. These conditions will be applied to each dog breeding licence issued.

Section 11 - Dangerous Wild Animals

- 11.1 Anyone who keeps an animal scheduled as a dangerous wild animal must be licensed under the Dangerous Wild Animals Act 1976.
- 11.2 The Dangerous Wild Animals Act (DWA) of 1976 aims to ensure that where private individuals keep dangerous wild animals they do so in circumstances which create no risk to the public and, to a lesser extent, safeguard the welfare of the animals.
- 11.2 When applications for a licence are received, the Council seeks the appropriate advice of veterinary and/or other professionals to ensure that any special needs of the animal are fulfilled and the applicant is a suitable person to hold such a licence. The Council must also be satisfied that it would not be contrary to public interest on the grounds of safety or nuisance
- 11.3 Special needs in this context mean the suitability of accommodation, heating, lighting and appropriate foodstuffs for the species identified in the application.
- 11.4 An application for a Dangerous Wild Animal licence must be made to the Council on its application form. The application form is available from the Councils website.
- 11.5 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.
- 11.6 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the Vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 11.7 Before granting a licence the Council must be satisfied:
- that the animal will be kept only by a person or persons named on the licence;
 - that restrictions will be adhered to on the movement of the animal from the premises as specified on the licence; and
 - that the licence holder has a current insurance policy which insures both licence holders and others against any liability caused by the animal.
 - It is not contrary to the public interest on the grounds of safety, nuisance or otherwise to grant the licence;
 - The applicant for the licence is a suitable person to hold a licence under The Dangerous Wild Animals Act 1976 (as amended);
 - Any animal concerned will at all times of its being kept only under the authority of the licence—
 - be held in accommodation which secures that the animal will not escape, which is suitable as regards construction, size, temperature, lighting, ventilation, drainage and cleanliness and which is suitable for the number of animals proposed to be held in the accommodation, and
 - be supplied with adequate and suitable food, drink and bedding material and be visited at suitable intervals;
 - Appropriate steps will at all such times be taken for the protection of any animal concerned in case of fire or other emergency;
 - All reasonable precautions will be taken at all such times to prevent and control the spread of infectious diseases;

- While any animal concerned is at the premises where it will normally be held, its accommodation is such that it can take adequate exercise.

11.8 The licensing procedure does not apply to animals kept in:

- A zoo within the meaning of the Zoo Licensing Act 1981;
- A circus;
- Pet shops; and
- Places which are designated establishments under the Animal (Scientific Procedures) Act 1986.

11.9 A person is held to be the keeper of the animal if they have it in their possession. The assumption of possession continues even if the animal escapes or it is being transported. This removes the need for carriers or veterinary surgeons to be licensed.

11.10 Any licence granted will expire on December 31 of the year in which it is granted.

11.11 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.

11.12 If a licence holder is not complying with their licence conditions the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Dangerous Wild Animals Act 1976 (as amended) and the Animal Welfare Act 2006.

Section 12 – Pet Shops

12.1 Under the Pet Animals Act 1951 (as amended), a licence is required where any person keeps animals at a premises for the purpose of being sold as pets. A licence is required even if the premises are not open to members of the public.

12.2 The Pet Animals Act 1951 (as amended) forbids the sale of animals as pets in any part of a street or public place or at a stall or barrow in a market.

12.3 The Pet Animals Act 1951 (as amended) exempts persons who sell the offspring of animal they own as a pet from requiring a licence as well as those who breed from a pedigree animal kept by them. However these exemptions are strict and with certain conditions. The onus is on any person who believes they are exempt from holding a licence to check this with the Licensing Team

12.4 An application for a Pet Shop licence must be made to the Council on its application form. The application form is available from the Councils website.

12.5 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.

- 12.6 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the Vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 12.7 Before granting a licence the Council must be satisfied:
- That the animals are kept in accommodation that is suitable as respects size, temperature, lighting, ventilation and cleanliness;
 - That animals are adequately supplied with appropriate food and drink and (so far as necessary) visited at suitable intervals;
 - That animals, being mammals, will not be sold at too early an age;
 - That all reasonable precautions will be taken to prevent the spread among animals of infectious diseases;
 - That appropriate steps will be taken in case of fire or other emergency.
 - If the Council are satisfied that the requirements of the Pet Animals Act 1951 (as amended) are met, and there are no other concerns about the welfare of animals or the objectives of this policy being undermined, the licence will be granted.
 - The Council may attach any condition to the licence that it feels necessary and expedient for securing the objectives above.
- 12.8 Any licence granted will expire on December 31 of the year in which it is granted.
- 12.9 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 12.10 If a licence holder is not complying with their licence conditions the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Pet Animals Act 1951 (as amended) and the Animal Welfare Act 2006.
- 12.11 The Council has adopted the Chartered Institute of Environmental Health “Model Conditions for Pet vending Licensing 2013”. The model conditions are split into a number of schedules including a general conditions schedule applicable to all Pet Shop licences (Schedule A), and also specific schedules for different types of animals. The remaining schedules (B to I), will be applied to the licence on a case by case basis depending on the types of animals kept.
- 12.12 The Council takes the view that Primates are not suitable companion animals as their welfare needs are unlikely to be met in a domestic environment. The Council’s position is therefore to recommend refusal of any applications for licences to keep or sell primates.

Section 13 – Fees and Charges

- 13.1 The Assistant Director Environment will arrange for the setting of Animal Welfare Licensing fees through the Council and will annually review the fee structure.

Section 14 - General

- 14.1 This policy will be the subject of periodic monitoring and review and will be applied in a manner which is consistent with the Council's equalities and diversity policies. The statement must also be reviewed from "time to time" and any amended parts re-consulted upon. The revised statement must be then re-published.
- 14.2 Before publishing this policy the Council consulted widely upon this statement before finalising and publishing.
- 14.3 The consultation included:
- The Chief Officer of Police;
 - Those current licensed by the Council
 - Those who appear to the authority to represent the interests of persons carrying on animal licensing businesses in the authority's area;
 - Devon County Council Trading Standards;
 - Devon and Somerset Fire and Rescue Service
 - Environmental Health
 - Veterinary Surgeons
- 14.4 The full list of comments made and the consideration by the Council of those comments will then be published with the final version of the policy which needs to be approved at a meeting of the Full Council.
- 14.5 Any comments relating to this policy statement please should be submitted to the Licensing Authority via e-mail or letter to the following contact:

Environmental Health and Licensing Manager, Licensing Team, Civic Centre Paris Street
Exeter EX1 1RQ E-mail: licensing.team@exeter.gov.uk

Appendix A – Standard Conditions for Animal Boarding Establishment Licence

- A.1 A copy of the licence must be suitably displayed to the public in a prominent position in the boarding establishment.
- A.2 The Council has adopted the Chartered Institute of Environmental Health “Model Licence Conditions and Guidance for Dog Boarding Establishments 2016”. The model conditions are split into a number of schedules including conditions relating to environment, diet, behaviour, company, and health & welfare. These conditions will be applied to each dog boarding licence issued. Applicants will also be referred to Annex C of the model conditions “Emergency Evacuation Plan”, and Officers will refer to Annex D “Kennel Unit/ Run Sizes” when assessing new licence applications.

A free copy of the model conditions can be downloaded via the link below:

<http://www.cieh.org/policy/dog-guidance-2016.html>

The Council has also adopted the Chartered Institute of Environmental Health “Model Licence Conditions and Guidance for Cat Boarding Establishments 2013”. The model conditions are split into a number of schedules including conditions relating to environment, diet, behaviour, company, and health & welfare. These conditions will be applied to each cat boarding licence issued. Applicants will also be referred to Annex B of the model conditions “Emergency Evacuation Plan”.

A free copy of the model conditions can be downloaded via the link below:

<http://www.cieh.org/policy/model-licence-conditions-and-guidance-for-cat-boarding-establishments.html>

Appendix A Continued– Standard Conditions for Cat Boarding

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

A.1 Physical Construction and Integrity

1. General

1.1 The cattery must be safe, secure and free from hazards, to minimise any chance of injury to a cat or escape of a cat.

2 Drainage

2.1 Drainage must be effective to ensure there is no standing water in the cattery, as this can be a reservoir for infectious agents.

3 Safety corridor/entrance lobby

3.1 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.

4 Roofing

4.1 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

A.2 Cat Units

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

1 Lighting

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

2 Ventilation and Humidity

2.1 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.

3 Interior Surfaces

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

4 Accessing the cat unit

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

5 Litter Trays

5.1 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.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.

1 Size of full height walk-in unit sleeping accommodation

1.1 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

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

2.1 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.

3 Temperature in sleeping accommodation

3.1 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.

4 Bedding

4.1 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.

5 Access to run

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

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.

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

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		
Up to two cats			
Up to four cats			

2. Sneeze barriers

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

3. Shelving or raised areas in exercise run

3.1 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.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.

Section B – Diet: Providing the cat(s) with an appropriate diet

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.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.

Section C – Behaviour: Allowing the cat(s) to express normal behaviour patterns

C.1 General points on cat behaviour

1. General points on cat behaviour

1.1 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.

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

2. Hiding places

2.1 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.

3. Play

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

3.2 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.

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

4. Scratching

4.1 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.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.3 Long stay cats

1.1 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.

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

1.1 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.

1.2 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.2 Human company and interactions

2.1 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.

2.2 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.

2.3 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).

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

D.3 Multi-cat units

1.3 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.

Section E – Health and Welfare: Protecting the cat(s) from pain, suffering, injury and disease

E.1 Monitoring cats

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

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

1.3 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.

1.4 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.2 Keeping records

2.1 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.

E.3 Disease control

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

3.2 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.

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

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

3.5 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.

3.6 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.

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

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

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

E.4 Hygiene practices

1. Cleaning and disinfectant products

1.1 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.

2. Cleaning and disinfecting routines for units when cats are resident

2.1 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.

2.2 Cats prefer clean, comfortable dry bedding. Bedding should not be a source of infection.

2.3 Cats can ingest infective agents from dirty dishes and may excrete viruses themselves in saliva. Clean and disinfected dishes reduce the risk of disease.

2.4 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.

2.5 Litter trays need to be cleaned and disinfected in a separate area away from food preparation.

2.6 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.

3. Handling cats

3.1 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.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.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.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.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.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.

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.

1. Cat units

1.1 Previous smallest size units (for 1 cat) are considered difficult to clean and manage efficiently.

1.2 Having 2 cat size units gives much greater flexibility for the cattery.

2. Sleeping accommodation

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

2.2 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.

3. In new build

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 2 cats	1.5 m ²	1.2m (eg 1.2m x 1.25m wide)	1.8m
Up to 4 cats	1.9 m ²	1.2m (eg 1.2m x 1.6m wide)	1.8m

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:
Up to 2 cats	1.1 m ²	0.9m (eg 0.9m x 1.25m wide)	1.8m
Up to 4 cats	1.7 m ²	0.9m (eg 0.9m x 1.9m wide)	1.8m

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 2 cats	2.2 m ²	1.20m (eg. 1.2m x 1.85m)	1.8m
Up to 4 cats	2.8 m ²	1.20m (eg 1.20m deep x 2.35 m)	1.8m

4. 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.

5. 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.

6. Hygiene facilities

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

7. 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.

8. 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.

Appendix A continued – Standard Conditions for Dog Boarding Establishments

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

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

1.1 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).

1.2 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.

2.1 The kennels must be structurally sound, and maintenance and repair of the whole establishment must be carried out regularly.

2.2 The kennels must be constructed of materials that are robust, safe and durable, and be well maintained in good order and repair.

2.3 Materials and paints/substances used in construction or maintenance must not expose dogs to any harmful chemicals.

2.4 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.

2.5 There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog.

2.6 Windows must be escape-proof at all times.

2.7 Doors must have secure latches or other closing devices.

2.8 All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure.

2.9 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.

2.10 All exterior wood must be properly treated and of good quality.

2.11 Any storage areas must be dry and free from vermin.

2.12 Fixed electrical installations and all portable electrical appliances must be installed and maintained in accordance with current legislation.

Drainage

Drainage needs to be effective to ensure there is no standing water in the kennel, as this can be a reservoir for infectious agents.

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

2.14 Waste water must not run off into adjacent pens.

2.15 Adequate drainage must prevent pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off.

2.16 Any drain covers in areas where dogs have access must be designed and located to prevent toes/claws from being caught

2.17 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.

2.18 There must be an escape-proof area beyond the kennel unit to ensure that dogs are unable to escape from the premises.

2.19 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.

2.20 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.

2.21 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.

2.22 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.

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

2.24 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.

2.25 The secure area must not be used as an exercise area.

Roofing

2.26 There must be a safe, secure, waterproof roof which should cover all of the sleeping accommodation and at least 50% of the attached individual run. For the run, roof materials used must be capable of filtering UV light and providing adequate shade.

A3: Dog Units

A boarded dog is accommodated in a 'unit' comprising enclosed sleeping accommodation and an adjoining or designated individual run exclusive to that dog unit.

3.1 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.

3.2 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.

3.3 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.

3.4 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.

3.5 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.

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

3.7 Surfaces which are peeling, scratched, chipped or in disrepair must be repaired or resealed to an acceptable standard, or replaced.

3.8 Ceilings must be capable of being easily cleaned and disinfected.

3.9 Junctions between sections must be coved or sealed.

3.10 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.

3.11 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).

3.12 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.

3.13 Each unit must have a securable, full height door for access.

3.14 Kennel doors must be strong enough to resist impact, scratching and chewing. They must be fitted to ensure they can be effectively secured.

3.15 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.

3.16 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.

3.17 Large apertures in order to unlock a door must be avoided. See Annex E for further guidance

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

3.19 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.

A sleeping platform can improve barrenness, improve comfort and give a vantage point to small dogs

4.1 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.

4.2 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.

4.3 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.

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.

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

4.5 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.

4.6 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.

4.7 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.

4.8 The dog must be able to remove itself from a direct source of heat e.g. lamp.

4.9 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.

4.10 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.

4.11 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.

4.12 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.

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

4.14 Bedding must be changed between dogs. Dog units and bedding must be cleaned and disinfected on being vacated.

4.15 All beds and bedding areas must be kept clean and dry.

A5: Designated run (in addition to and not including sleeping accommodation)

The attached run is an integral part of the individual dog unit.

A dog should have free access, at least during working hours, between the sleeping accommodation and attached run so that it can easily and safely access all parts of its unit.

Size of attached/designated run: This should be at least 2.42 sq m (26 sq feet) for dogs up to 60cm at the shoulder or 3.34 (36 sq feet) for larger dogs

5.1 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.

5.2 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.

5.3 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.

5.4 The run must not be used as the primary sleeping / bedding area.

5.5 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.

5.6 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.

5.7 Where a dog poses a health and welfare risk to other dogs, he or she should be kept in a dog unit with full height solid partition walls (these can be temporary)

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

Outdoor areas can provide opportunities for dogs to exercise, explore, investigate and interact with staff. Enrichment equipment and toys should be used as they can encourage activity and exploration of the area. Outdoor areas cannot have strict temperature regulation but need to protect dogs from extremes of weather.

Outdoor exercise areas for common use can be beneficial in terms of exercise/change of environment but increase the risk of disease spread, in particular worms, and the potential for injury.

There is a potential for injury if dogs from different households are allowed to exercise in the exercise area at the same time. In principle this should be avoided. However, if on occasion dogs which normally mix well socially are boarded at the same time and owners wish them to be able to exercise together in this area, then it is essential that informed consent for named dogs is sought.

All areas should be provided with an impervious, cleanable surface at least at the entrances (concrete, laid to a suitable fall to prevent ponding and promote drainage).

6.1 Dogs must be monitored whilst in outdoor exercise areas.

6.2 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.

6.3 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.

6.4 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.

6.5 Informed written consent from owners must be obtained to enable a dog to be walked outside the kennel facility.

6.6 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.

6.7 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.

6.8 Equipment such as tunnels, platforms and toys must be safe and maintained in a safe and clean condition.

6.9 For Exercise: see Section C.

A7: Fire and other emergencies

Appropriate steps need to be taken to prevent fire and to protect dogs and staff in case of fire and other emergencies.

7.1 A Fire Safety Risk Assessment and implementation of all necessary control measures must be in place.

7.2 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.

7.3 Firefighting equipment must be provided and maintained in good working order. Records of maintenance and inspection must be kept and made available for inspection.

7.4 Fire exits must be clearly marked and access left unrestricted.

7.5 The premises must comply with current legislation with regards to electricity, gas and other services (if connected).

7.6 There must be a residual current circuit breaker system installed on the electrical supply to each block of kennels.

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

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.

1.1 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.

1.2 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 crosscontamination such as when handling raw foods, the use of sealed containers and washing hands after handling food stuffs.

2.1 There must be exclusive facilities (animal kitchens), hygienically constructed and maintained, for the storage and preparation of food for the dogs.

2.2 Refrigeration facilities must be provided.

2.3 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.

2.4 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.

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

2.6 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.

2.7 Food must be unspoilt, palatable, and free from contamination.

2.8 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.

2.9 One feeding bowl must be provided per dog.

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

2.11 Food intake must be monitored daily and any problems recorded.

2.12 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.

2.13 Dietary requirements, agreed with the owner, must be followed. If there are concerns about an individual dog's diet, veterinary advice must be sought.

2.14 Dogs displaying significant weight loss/gain during their stay must be evaluated by a vet and treated as necessary.

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.

1.1 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.**

1.2 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.

1.3 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

1.4 Dogs need to be exercised on a daily basis away from the kennel unit. This can be on lead or off lead in a secure exercise area. Dogs which cannot be exercised must be provided with alternative forms of mental stimulation. This can include positive interaction with people and additional forms of toy and food enrichment.

C2: Noise

Dog hearing is more sensitive than human hearing and thus noise levels uncomfortable for humans are likely to be very uncomfortable for dogs. Excessive noise contributes to adverse behavioural and physiological response. Dogs may be adversely affected by the sound of other barking dogs.

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

Soothing background music can be beneficial and may be provided but loud music may be stressful and should be avoided.

2.1 Procedures, management and the kennel construction must contribute towards avoiding exposure to excessive / continuous noise.

2.2 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.

2.3 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**.

3.1 A written Standard Operating Procedure (SOP) must be in place explaining how to ensure the health and welfare of long stay dogs.

Section D– Company: Providing a dog with the company he/she needs

It is important from a welfare perspective to ensure that any need a dog has to be housed, with or apart from, other animals, is met. Dogs are sociable animals and most need and enjoy company. For many dogs, one of the greatest stressors upon arrival into a kennel environment is the separation from their familiar social group.

D1: Canine company and interactions

It is the responsibility of the establishment to ensure that all dogs remain safe from physical injury, the stress of inappropriate interactions and disease. It is often difficult to practically and safely introduce unfamiliar dogs to one another within a boarding environment. Equally, not all dogs may benefit/ tolerate interaction with other dogs. Therefore, in a boarding environment interaction with dogs from different households should be avoided.

It is advised that a documented procedure to deal with in-season bitches is in place.

1.1 Only dogs from the same household may share a dog unit.

1.2 Dogs which share a dog unit must have sufficient space and adequate resources. See A4.1 and D3

1.3 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

1.4 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.

1.5 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.

2.1 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.

2.2 All dog handling equipment must be suitably maintained.

2.3 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.

2.4 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.

3.1 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.

3.2 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.

3.3 There must be sufficient space for multiple dogs in the dog unit. See A4.1.

3.4 A separate bed must be provided for each dog.

D4: Handling dogs

4.1 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.

4.2 All staff must have the competence to handle dogs correctly.

4.3 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.

4.4 When removing individual dogs from dog units, staff must try to minimise disturbance to dogs in neighbouring dog units, e.g. staff must choose the exit that passes the fewest dogs.

Section E– Health and Welfare: Protecting the dog(s) from pain, suffering, injury and disease

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

E1: Keeping records

In order to keep dogs healthy the proprietor needs to have an organised system for registering all dogs at the kennels.

It is useful to know if dogs are insured, should problems occur.

The Control of Dogs Order 1992 requires that all dogs, whilst in a public area, must wear a collar and tag stating the name and address of the owner. It is recommended that all dogs boarded at the establishment should wear a collar and tag identifying the name and telephone number of the owner, or have the collar and tag secured immediately outside the kennel unit.

Under The Microchipping of Dogs (England) Regulations 2015 all dogs over the age of 8 weeks in England must be fitted with a microchip, unless a veterinary surgeon has certified (on an approved form) that a dog should not be microchipped for reasons of the animals health.

1.1 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.

1.2 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.

1.3 If a dog on the Index of Exempted Breeds to be boarded the owners must produce a copy of the dog's licence and insurance certificate in order to admit the dog. The exemption certificate must be produced and be complied with throughout the dogs' stay in kennels. Dogs must not participate in any communal activities. Inspectors have authority to demand paperwork relating to boarders. The paperwork must be produced on demand and be appropriate and correct.

1.4 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.

2.1 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.

2.2 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.

2.3 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.

3.1 Documented Standard Operating Procedures (SOPs) must be in place and followed to prevent spread of disease, and staff trained in these procedures.

3.2 Dogs must not share a dog unit with another dog unless it is from the same household.

3.3 Dogs must not be allowed to roam in the secure area (safety corridor).

3.4 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

3.5 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.

3.6 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.

3.7 Isolation facilities must be available.

3.8 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.

3.9 Any other activity undertaken by the proprietor, such as work with rescue dogs, stray dogs, or the breeding of dogs must be kept completely separate, and extra precautions taken to prevent the spread of disease, including separate facilities away from boarded dogs.

E4: Cleaning regimes

Cleaning regimes need to be implemented and checked. Proper cleaning and disinfection helps to reduce the spread of infectious disease to both animals and people. Cleaning regimes may include daily, weekly and monthly activities as appropriate.

Cleaning and disinfectant products:

4.1 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.

4.2 Cleaning agents and disinfectants must be non-toxic to dogs if and when used appropriately.

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

4.4 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.

4.5 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.

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

4.7 Drinking and feeding vessels must be changed/cleaned and disinfected at least once a day, or disposed of.

4.8 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.

4.9 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.

4.10 Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use.

4.11 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).

4.12 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.

4.13 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.

4.14 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.

E5: Vaccination, fleas, worms and other parasites

Vaccination is a vital part of disease control and kennels should understand the potential consequences of dogs that have not been adequately vaccinated in terms of the risk to those particular dogs, other dogs and their own insurance.

If owners have treated their dogs for worms and fleas before entry to the kennel, the proprietor must note when this occurred and what products were used.

Vaccination against kennel cough (infectious tracheobronchitis) should be recommended.

5.1 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).

5.2 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.

5.3 Primary vaccination courses must be completed at least 2 weeks before boarding.

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

5.5 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.

6.1 All establishments must provide appropriate isolation to allow for the care of sick dogs that develop signs of infectious diseases.

6.2 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.

6.3 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.

6.4 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.

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

6.6 Hands must be washed and disinfected between handling dogs.

6.7 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.

6.8 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.

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

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

6.11 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.

7.1 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.

7.2 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.

7.3 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.

7.4 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.

7.5 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.

7.6 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.

8.1 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.

8.2 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.

9.1 Any relevant transport legislation must be complied with to protect welfare, prevent injury or unnecessary suffering.

9.2 Dogs must be comfortable and suitably restrained whilst in transit.

9.3 All vehicles and equipment must be kept clean and disinfected after each collection or delivery.

9.4 Dogs must not be left unattended in vehicles.

9.5 External temperature can pose a risk to a dog's welfare; therefore vehicles must have adequate ventilation and temperature control.

Conditions for Home Boarding

A.24 Number of Dogs Permitted

- 1.1 The maximum number of dogs to be boarded at any one time is **XX**. Numbers to be agreed by Veterinary Surgeon on inspection.
- 1.2 All dogs boarded must be from the same household. No mixed families of dogs are permitted.

A.25 General Conditions

- 1.3 Any dog-boarding activities should be in accordance with appropriate planning consents for the property.
- 1.4 Each dog shall wear a visible tag bearing the name, address and telephone number of the Licensee for the duration of the stay.
- 1.5 Dogs and equipment shall not be placed or kept in such a position to cause obstruction in case of fire or other emergency.
- 1.6 Any vehicles used by the establishment for the transportation of dogs must be regularly serviced and kept clean. During transportation, dogs should be carried in cages of adequate size. All vehicles must be secure.
- 1.7 Measures must be taken to keep the establishment free of rodents, insects and other pests.

A.26 Accommodation

- 1.8 Dogs will at all times be kept in accommodation that is adequate in size. Where dogs are kept in cages within the house these must be of sufficient size for the dog to lie down, stand up and turn around comfortably, and allow the dog to defecate away from the sleeping area. These size guidelines are adequate for short periods only and should not be regarded as suitable for permanent accommodation. Such cages should be used principally for sleeping quarters and animals should not be confined to them for long periods of the day.
- 1.9 Accommodation provided for dogs must be to the satisfaction of the Licensing Authority with particular regard to construction, size, fixtures and fittings, temperature, ventilation and cleanliness.
- 1.10 All excreta and soiled material shall be removed as often as necessary and at least daily from all living and exercise areas. Waste materials must be disposed of as per current regulations to the satisfaction of Head of Environmental Health
- 1.11 The accommodation and ancillary establishment shall be maintained so as to prevent odour or nuisance to occupiers and users of adjacent premises.
- 1.12 Suitable bedding equipment must be provided which allows the dogs 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 must be maintained in a clean, parasite-free and dry condition.

- 1.13 Suitable cleansing between boarding must be achieved, a protocol for which must be drawn up and approved at the time of inspection by the Veterinary Surgeon.
- 1.14 All areas in which the dogs run freely must have a suitable and adequate fence to secure the site from possible escape and to prevent unauthorised access. Doors, gates and fencing must not have any projections liable to cause injury to dogs

A.27 Food and Water Supplies

- 1.15 All animals shall have an adequate supply of wholesome drinking water available at all times.
- 1.16 All animals shall be adequately supplied with suitable food.
- 1.17 Eating and drinking vessels must be cleaned or disposed of after each feed and re-usable vessels must be capable of being easily cleaned and disinfected.

A.28 Exercise

- 1.18 All dogs must be given adequate exercise and walked at least daily or as agreed by the dog owner.
- 1.19 Where exercise is provided off the premises all dogs must remain strictly on leads.
- 1.20 Where exercise is provided off the premises, arrangements must be made to immediately clean up any faeces deposited by the dogs and to dispose of any matter appropriately.
- 1.21 It is recommended that muzzles of varying sizes are made available.

A.29 Disease Control and Vaccination

- 1.22 Proof must be provided that dogs boarded have current vaccinations against Canine Distemper, Infectious Canine Hepatitis (Canine adenovirus), Leptospirosis (*L.canicola* and *L.Icterohaemorrhagiae*) 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 manufacturer's instructions. A record that this proof has been supplied must be kept on site throughout the period that the dog is boarded.
- 1.23 Advice from a Veterinary Surgeon must be sought in case of signs of disease, injury or illness. Where a dog is sick or injured, any instructions for its treatment, which have been given by a Veterinary Surgeon, must be strictly followed. No fees arising from the consultation with the Veterinary Surgeon will be borne by Exeter City Council.
- 1.24 Evidence of recent broad spectrum de-worming, flea and tick control, must be provided for dogs being cared for.
- 1.25 Dogs showing signs of disease or illness shall be isolated from any other dogs until veterinary advice is obtained.
- 1.26 Any medication prescribed by a Veterinary Surgeon must be stored appropriately and administered according to their instructions.

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

A.30 Register

- 1.28 A register must be kept of all dogs boarded at the premises and the information kept must include the following:
- Date of arrival.
 - Name of dog, and any other identification mark such as microchip number, tattoo or tag.
 - 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 cared for.
 - Name, address and telephone number of dog's Veterinary Surgeon.
 - Anticipated and actual date of arrival and departure.
 - Health, welfare and nutrition requirements.
 - Vaccination and worming details.
 - Date of last season if a bitch.
- 1.29 The register and associated records must be kept available for a minimum of **24** months and be kept in such a manner as to enable an authorised officer to easily access such information.

A.31 Supervision

- 1.30 A fit and proper/responsible person aged 18 or over shall at all times be present or within reasonable distance from the premises to give advice, exercise, supervision and deal with emergencies whenever dogs are being cared for at the premises. Proper care shall be afforded to the dogs in order to protect their health, safety and welfare.
- 1.31 Anyone supervising the care of the animals must have knowledge in animal welfare, cleanliness and hygiene, feeding and food preparation, disease control, health and safety, emergency procedures and the recognition and treatment of sick animals.

A.32 Fire Precautions

- 1.32 All electrical installations and appliances must be maintained in a safe condition. There must be a residual current circuit breaker system fitted.
- 1.33 Heating appliances must not be sited in a location or manner where they may present a risk of fire, or risk to dogs. Dogs must not have direct access to open flame heating devices.
- 1.34 The licensee shall ensure that a responsible person shall at all times be in, or within a reasonable distance from, the premises for the purpose of giving warning and

taking other necessary steps in the event of fire or other emergency. An adequate and accessible supply of water and sand/or an efficient fire extinguisher must always be available on the premises and the positions clearly marked.

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

A.33 Liability Insurance

- 1.36 Provide adequate and suitable public liability insurance (and where appropriate Employees Liability Insurance). A copy of the current certificate must be displayed.

A.34 Licence Display

- 1.37 A copy of the licence and its conditions must be suitably displayed to the customers in a prominent position.

A.35 Powers of Entry

- 12.1 The authorised officer of the Licensing Authority can, at any reasonable time, have a right of entry onto the premises for the purpose of carrying into effect any of the relevant statutory provisions. To enable these provisions to be carried out, the appointed officer may take any other person authorised by the Council that may be considered necessary.

Appendix B – Standard Conditions for Riding Establishment Licence

- B.1 A horse found on inspection of the premises by an authorised officer to be in need of veterinary attention shall not be returned to work until the holder of the licence has obtained at his own expense and has lodged with the Exeter City Council a veterinary certificate that the horse is fit for work.
- B.2 Before any horse or pony additional to those named in the attached schedule 'A' is taken into work at the establishment you shall lodge with Exeter City Council a veterinary declaration that the animal was found to be sound and suitable for use. It shall be on the form attached.
- B.3 No horse will be let out on hire for riding or used for providing instruction for riding without supervision by a responsible person of the age of 16 years or over unless (in the case of horse let out for hire for riding) the holder of the licence is satisfied that the hirer of the horse is competent to ride without supervision.
- B.4 The carrying on of the business of a riding establishment shall at no time be left in the charge of any person under the age of 16 years.
- B.5 The licence holder shall hold a current insurance policy which insures him against any liability for any injury sustained by those who hire a horse from him for riding and those who use a horse in the course of receiving from him, in return for payment, instruction in riding and arising out of the hire or use of a horse as aforesaid and which also insures such persons in respect of any liability which may be incurred by them in respect of injury to any person caused by or arising out of the hire or use of a horse as aforesaid.
- B.6 A register shall be kept by the licence holder of all horses in his possession aged three and under and usually kept on the premises which shall be available for inspection by an authorised officer at all reasonable times.
- B.7 Horses must be maintained in good health and in all respects physically fit and, in the case of a horse kept for the purpose of its being let out on hire for riding or a horse kept for the purpose of its being used in providing instruction in riding, the horse must be suitable for the purpose for which it is kept.
- B.8 No horse aged three years or under nor any mare heavy with foal nor any mare within three months after foaling may be let out on hire for riding or used, in return for payment, for instruction or in demonstrating riding.
- B.9 Any riding equipment supplied for a horse let out on hire must be free from visible defect which is likely to cause suffering to the horse or accident to the rider.
- B.10 The feet of all animals must be properly trimmed and, if shod, their shoes must be properly fitted and in good condition.
- B.11 In the case of horses maintained at grass there must be available for them at all times during which they are so maintained adequate pasture and shelter and water and supplementary feeds must be provided as and when required.

- B.12 Horses must be adequately supplied with suitable food, drink and (except in the case of horses maintained at grass, so long as they are so maintained) bedding material, and must be adequately exercised, groomed and rested and visited at suitable intervals.
- B.13 All reasonable precautions must be taken to prevent and control the spread among horses of infectious or contagious diseases and veterinary first aid equipment and medicines must be provided and maintained on the premises.
- B.14 The construction of the riding establishment must be substantial, adequate to contain the animals, and provide with warmth and shelter in clean and hygienic conditions. There must be convenient and safe access to stalls and boxes. Stalls must be large enough to allow the animal to lie down and get up without risk of injury. Boxes must be large enough to allow the animal to turn round.
- B.15 Yards must provide enough space for every animal kept there.
- B.16 Lighting must be adequate to render the use of artificial light unnecessary in daylight.
- B.17 Ventilation must provide fresh air without draughts.
- B.18 Drainage must be adequate to carry away liquid voided by the horses and keep the standings dry.
- B.19 There must be provision for storage and disposal of manure and spoiled straw.
- B.20 Adequate accommodation must be provided for forage bedding, stable equipment and saddlery.
- B.21 The Licence Holder must ensure that appropriate steps will be taken for the protection and extrication of horses in case of fire and in particular, that the name, address and telephone number of the Licence Holder or some other responsible person are kept displayed in a prominent position at the outside of the premises and that instructions as to action to be taken in the event of fire, with particular regard to the extrication of horses, are kept displayed in a prominent position on the outside of the premises.
- B.22 A register must be kept by the Licence Holder of all horses in his possession aged three years and under and usually kept on the premises which shall be available for inspection by an authorised officer.
- B.23 The Licensee must ensure that:
- a) escorts allocated to a particular ride are competent to supervise that ride;
 - b) the number of riders per escort in a ride do not exceed safe limits and that adequate control is exercised over the mounts at the paces that will be employed;
 - c) a horse allocated to a rider is capable of carrying the rider in safety.

Appendix C – Standard Conditions for Dog Breeding Establishment Licence

C.1 The Council has adopted the Chartered Institute of Environmental Health “Model Licence Conditions and Guidance for Dog Breeding Establishments”. The model conditions are split into a number of schedules including conditions relating to accommodation, management Etc. These conditions will be applied to each dog breeding licence issued.

C.2 A free copy of the model conditions can be downloaded via the link below:

http://www.cieh.org/CIEH-Model_Licence-Conditions-Guidance-Dog-Breeding-Establishments.html

Appendix C Continued – Standard Conditions for Dog Breeding Establishments

Accommodation

The following definitions are provided for the purposes of inspection:

Kennel – this is the physical structure and area that consists of an indoor sleeping area and outdoor run

Run – A run is defined as an area attached to and with direct and permanent access from a kennel

Outdoor exercise area – a separate area from the kennel itself where dogs may, for example, exercise, play, interact with other dogs and people

Crate – a safe, secure area that a dog can go into for short periods of time. Usually consists of a wire frame with a removable tray in the base for bedding, but can also be plastic, or fabric. Uses include security, transportation or following veterinary advice.

NB: this should only be a temporary enclosure for a dog and only where the dog is habituated to it

1. General

1.1 Dogs must at all times be kept in accommodation suitable as respects construction, size of quarters, numbers of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness;

Breeding and Sale of Dogs Act 1973 S.1(4)(a)

Dogs kept in domestic premises must have free access to more than one room and every dog must be provided with continual access to a comfortable, dry, draught-free, clean and quiet place to rest.

1.2 Dog crates, where used (and whilst not acceptable as permanent housing) must be of sufficient size to allow each dog to be able to sit and stand at full height, step forward, turn around, stretch and lie down in a natural position and wag its tail without touching the sides of the crate and to lie down without touching another individual.

2. Kennel Construction

2.1 Where kennels are provided, within converted outbuildings, consideration must be given to cleaning, wildlife access, vermin control, natural lighting and ventilation.

2.2 All internal surfaces used in the construction of walls, floors, ceilings, partitions, doors and door frames must be durable, smooth and impervious, easily cleaned and disinfected. Kennels must be free from hazards and there must be no projections or rough edges liable to cause injury. Sleeping areas of kennels must be insulated so as to prevent extremes of temperature.

2.3 All exterior wood should be properly treated against wood rot, e.g. tanalised. Only non-toxic products should be used.

The interior and exterior of the buildings should be kept in good decorative order and repair. Outer paths, gardens, exercise areas and general surroundings should be kept in good, clean, safe condition.

3. Security

3.1 The construction must be such that the security of the dog is ensured. Fencing material must be safe and secure.

4. Walls and Partitions

4.1 Walls with which dogs may come into contact must be of smooth impervious materials, capable of being easily cleaned and disinfected.

5. Floors

5.1 Flooring must be of a non-slip, urine-resistant material. It must be laid in a way and at a fall that avoids the pooling of liquids. Slatted or wire mesh floors must not be used.

5.2 Floors of all buildings, individual exercise areas and kennels must be of smooth, impervious materials, capable of being easily cleaned and disinfected while providing sufficient grip for the animal to walk or run without sustaining injury.

6. Ceilings

6.1 Ceilings must be capable of being cleaned and disinfected.

7. Doors

7.1 Kennel doors must be strong enough to resist impact and scratching and must be capable of being effectively secured.

8. Windows

8.1 Windows must not pose a security risk and must be escape proof for the protection of the dog as well as the public.

9. Drainage

9.1 The establishment must be connected to mains drainage or an approved sewerage disposal system. (See Environmental Protection under Other Relevant Legislation)

10. Lighting

10.1 During daylight hours light must be provided to exercise and sleeping areas so that all parts are clearly visible.

10.2 Where practicable this should be natural light.

Lighting must be of sufficient standard to enable efficient working both during and after daylight hours. Supplementary lighting, adequate to allow inspection, must be provided throughout the establishment.

11. Ventilation

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

12. Kennel Design (size, layout and exercise facilities)

12.1 Kennels must be divided into sleeping and activity areas. Kennels must be provided with an adequate size of sleeping area, such that dogs can stand, turn around, stretch and lie down flat in a natural position, with sufficient space for the door to open fully.

12.2 Adequate exercise areas must be provided for all kennels. How much space will depend upon the size of the dog as well as the circumstances of each breeding establishment. Dogs must be able to walk, turn around easily, wag their tails without touching the kennel sides, and lie down without touching another dog.

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

Exercise areas must not be used as sleeping areas

Outdoor areas where animals exercise and interact cannot have strict temperature regulation.

Dogs must not be restricted to such areas when climatic conditions may cause them distress.

They must have constant access to fresh clean water, shade and shelter so they can avoid rain, wind, snow, ice or direct sunlight, etc.

In adverse weather conditions, the responsible person must decide whether or not dogs are given free access to their run.

The run must be at least partially roofed to provide the dog with sufficient protection against all weathers.

13. Beds and Bedding

13.1 The bed must have clean bedding and be large enough for each dog to lie flat on their side. Beds must be suitable to allow dogs to be comfortable, ie of durable construction, be sited away from and offer protection from draughts and be of a suitable size for the size and type of dogs kept. Bedding must be capable of being easily cleaned and disinfected.

14. Number of Dogs Permitted

14.1 The maximum number of dogs to be kept at any one time is to be determined by the Local Authority (see also Appendix D).

The number of dogs permitted must relate to the number and size of the kennels or space available and should be stipulated clearly on the front sheet of the licence. The decision regarding the number of dogs permitted to be kept must take into account the maximum likely litter size as well as the effectiveness of site management.

15. Temperature in Accommodation

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

15.2 Devices used for heating and cooling must be safe and free from risk of burning or electrocution. Manufacturer's instructions must be followed. Open flame appliances must not be used. (See Health and Safety at Work Act 1974 under Other Relevant Legislation).

16. Cleanliness (see also Appendix E- cleaning standard operating procedure (SOP))

16.1 All kennels, corridors, common areas, kitchens and so on must be kept clean and free from accumulations of dirt and dust so that disease control is maintained. An agreed SOP must be followed. Each occupied kennel must be cleaned daily at a minimum.

16.2 All excreta and soiled material must be removed from all areas used by the dogs as necessary. All sleeping areas and bedding must be kept clean and dry. Facilities must be provided for the proper reception, storage and disposal of waste.

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

16.4 Foul waste water must be disposed of by discharge to the appropriate or an approved drainage system. Those wishing to operate an incinerator must seek advice from the Environment Agency and/or the local authority. (See Environmental Protection under Other Relevant Legislation)

17. Whelping Facilities

17.1 There must be a separate whelping pen or room for each whelping bitch in which to whelp. There must be direct access to the whelping area for kennel personnel without disturbing the general kennel population. Once separated there must be increased social contact with humans.

17.2 Each whelping pen must be constructed of easily cleanable impervious materials. The area must be cleaned regularly and a record kept of cleaning procedures. The whelping pen must have a divider to allow the bitch to access an area where she cannot be reached by the puppies. There must be natural daylight. There must be a whelping bed raised off the floor and with sides high enough to prevent new born puppies from falling out. The bed must contain sufficient bedding to ensure a soft surface for the bitch and to enable the absorption of mess resulting from whelping. The bed must be constructed of easily cleanable impervious material and must be thoroughly cleaned and disinfected between litters.

17.3 The whelping area must be maintained at an appropriate temperature. The bitch must be able to move away from heat spots.

17.4 Bitches must be adequately supervised during whelping and records kept of:

- time of birth of each puppy
- puppies' sex, colour and weight
- placentae passed
- any other significant events.

Bitches must be allowed a minimum of four periods a day for toileting and exercise away from their puppies.

18. Bitches in Season

18.1 Consideration should be given to separating bitches in season and they should not be kept with entire male dogs.

Management

1. General

1.1 Dogs must be adequately supplied with suitable food, drink and bedding material, adequately exercised, and visited at suitable intervals; BDA 1973 S.1(4)(b)

The 1999 Act strengthens the requirements for dogs to be visited at suitable intervals.

The Animal Welfare Act (2006) sets out the Duty of Care which must be met by the person responsible for the animals (see Animal Welfare Act under Other Relevant Legislation)

2. Supervision

2.1 A fit and proper person must always be present to exercise supervision and deal with emergencies.

3. Number of Staff

3.1 Numbers of staff must be appropriate for the breed/ type and number of dogs being bred. Numbers must be sufficient to provide the level of care set out in these model conditions.

3.2 Sufficient adequately trained staff must be available every day to carry out all the interactions and procedures with dogs specified in this document.

3.3 Dogs must not be left alone for long periods and must be checked at the start and end of every working day and regularly by a member of staff at least every four hours during the day.

4. Environmental Enrichment and Exercise

4.1 Dogs must be provided with environmental enrichment and the ability to have some control over their environment.

4.2 Breeding establishments are the permanent home for some dogs and therefore provision of exercise facilities must be adequate for the long term. Dogs must not be kept permanently confined. Arrangements must be made for the dogs to be exercised at least twice a day.

5. Handling and Habituation

5.1 Breeding dogs must be handled and examined regularly to identify changes in health, weight and behaviour, also to ensure dogs are habituated to handling by people. This is particularly important for bitches, as fear of people will influence development of puppy behaviour

6. Food and Water Supplies

6.1 All dogs must be adequately supplied with suitable food. Clean water must be available at all times and changed at least daily. Dogs must be fed a diet appropriate to their age, breed, activity level and stage in the breeding cycle. Dogs must be fed individually with separate bowls. Food must be stored in vermin-proof containers and fresh food must be refrigerated.

6.2 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 and cleaned and disinfected or disposed of after each meal.

6.3 Dogs must be fed sufficiently well to maintain health.

7. Weaning Procedures

7.1 Puppies must start the weaning process as soon as they are capable of ingesting food on their own. The food offered must be appropriate for the stage of development of the puppies. Puppies at weaning must initially be offered food five times a day. It must be ensured that each puppy takes the correct share of the food offered.

7.2 During lactation, the bitch must have sufficient appropriate food to satisfy the demands being made upon her.

8. Kitchen Facilities

8.1 Facilities, hygienically constructed and maintained, must be provided for the storage and preparation of food for the dogs. Where fresh and cooked meats are stored, refrigeration facilities must be provided. Food contamination must be avoided. A sink with hot and cold running water must be available for washing kitchen utensils and eating and drinking vessels.

8.2 Containers for storing foods must be provided and must be constructed and maintained to guard against insects and other pests. Cross-contamination must be avoided.

9. First Aid Kit for Dogs

9.1 A fully maintained first-aid kit suitable for use on dogs and puppies must be available and accessible on the premises.

10. Isolation Facilities

10.1 Veterinary advice must be sought for any animal with a potentially infectious disease.

10.2 Facilities for isolation must be available when required. Isolation facilities must be used where the presence of infectious disease is suspected or known.

10.3 Isolation facilities must be in compliance with the other licence conditions but must be physically separate from other dogs.

10.4 Hands must be washed after leaving the isolation facilities before handling other dogs. Protective clothing, footwear and equipment, for use only in the isolation facility, must be used to reduce the spread of infection and must not be worn outside the isolation facility.

10.5 Complete disinfection of the isolation facilities and equipment must be carried out once vacated.

Disease Control, Vaccination and Worming

1. General

1.1 All reasonable precautions must be taken to prevent and control the spread among dogs of infectious or contagious diseases; BDA 1973 S.1(4)(c). Licence holders must take all reasonable steps to protect the animal from pain, suffering, injury and disease.

All breeding establishments must be registered with a Veterinary Practice and ensure full details are made available to the Licensing Authority.

Emergencies/Fire Prevention

1. General

1.1 There must be Emergency Evacuation and Contingency Plans (see Appendix J) in place which meets approval with the local authority, and in consultation with the local authority.

Transport

Section 1(4)(e) of the 1973 Act is concerned with safeguarding the welfare of dogs 'when being transported to or from the breeding establishment'.

1. General

1.1 Dogs and puppies being transported to and from breeding establishments must be properly supervised to ensure compliance with the obligations under the 1973 Act.

All appropriate steps must be taken to ensure that the dogs will be provided with suitable food, drink and bedding material and adequately exercised when being transported to or from the breeding establishment.

Bitches must not be transported in the last stages of pregnancy, ideally not from 54 days after mating, unless to a veterinary surgeon for treatment.

Bitches must not be transported for 48 hours after whelping unless it is to see a veterinary surgeon for treatment.

1.2 Whenever dogs are transported they must be fit and healthy for the intended journey. Injured and/ or diseased dogs must not be transported (except for minor illness or injury, as determined by trained and competent staff) unless they are being taken to a veterinary surgery.

1.3 Puppies must not be transported before eight weeks of age without their dam unless a veterinary surgeon agrees otherwise for health and/or welfare reasons, or in an emergency (See Welfare of Animals (Transport) Order (England) 2006 – Council Regulation (EC) No 1/2005).

Health and Welfare of the Breeding Stock and Litters

1. Mating

1.1 Bitches must not be mated if they are less than one year old. BDA 1973 S. 1(4) (f)

2. Maximum Number of Litters

2.1 Bitches must not give birth to more than six litters of puppies each in their lifetime.; BDA 1973 S. 1(4) (g)

3. Twelve Months Between Litter

3.1 Bitches must not give birth to puppies before the end of the period of twelve months beginning with the day on which they last gave birth to puppies; BDA 1973 S. 1(4) (h)#

4. Social Contact for Dogs and Socialisation of Puppies

Adult Dogs

4.1 Social contact is very important, and all dogs used for breeding must be kept in an environment that allows adequate social contact with both other dogs and people.

Puppies

See also Puppy Plan (Appendix B)

4.2 Puppies must be handled regularly from shortly after birth for short periods (e.g. gently picking up and examining) to habituate them to human contact and to examine them for any sign of disease and to ensure they are feeding properly.

4.3 From 3 weeks old puppies must be habituated to events likely to be encountered in a domestic environment.

4.4 To learn social skills with other dogs, puppies must be maintained as a litter or with puppies of a similar age and size.

5. Record Keeping

See also Appendix C

5.1 Accurate records in a form prescribed by regulations as shown below must be kept at the premises and made available for inspection there by any officer of the local authority or any veterinary surgeon, authorised by the local authority to inspect the premises; BDA 1973 S. 1(4) (i) The Breeding of Dogs (Licensing Records) Regulations 1999 (SI 1999 No 3192) prescribe the form of records to be kept by licensed breeding establishments. These records must be accurate

and kept on the premises and made available to local authority inspectors or any veterinary surgeon authorised by the local authority.

A record must be kept by every licensed dog breeder for each breeding bitch providing the name of the bitch, date of birth, address where she is kept, breed, description, date of mating and details of sire. Licensed dog breeders must also keep a record of any litters, including the sex of the puppies, date of birth, weight, description and total number in the litter. The record must also show the details of sale, namely the date of sale, name and address of who was supplied and the status of the purchaser (ie, private owner or pet shop).

Appendix D – Standard Conditions for Dangerous Wild Animals Licence

- D.1 These Standard Conditions will apply to all licences unless disapplied or varied by the the Council.
- D.2 The granting of a licence for a Dangerous Wild Animal shall not be deemed to convey any approval or consent which may be required under any enactment by law, order or regulation other than the Dangerous Wild Animals Act 1976 (as amended).
- D.3 While any animals are being kept under the authority of this licence;
- (i) the animal shall be kept by no person other than the person specified in the licence,
 - (ii) the animal shall normally be held at such premises as specified in the licence,
 - (iii) the animal shall not be moved from those premises except for veterinary treatment or with the written consent of the Council,
 - (iv) the licence holder shall hold a current insurance policy which insures him/her, and any other person entitled to keep the animal under the authority of this licence, against liability for any damage which may be caused by the animal, the terms of such policy being satisfactory in the opinion of the Council,
 - (v) the public liability insurance required in (iv) above shall provide cover to a minimum of ten million pounds. This figure may be reduced according to the number and species of animals, however, a minimum cover of £10,000,000.00 is required unless stated otherwise on the licence.
- D.4 The species and number of animals of each species which may be kept under the authority of this licence shall be restricted to those specified in the Schedule of Animals attached to the licence.
- D.5 The licence holder shall, at all reasonable times, make available the licence to any person entitled to keep any animal under the authority of the licence.
- D.6 Any change in species, or increase in numbers of a species, will only be permitted if written consent of the Council is first obtained and the Schedule of Animals attached to the licence is amended by the Council.
- D.7 **Special Conditions**

Given the unique nature of these establishments, the Council may impose specific special conditions relating to the individual premises and/or person based on the species and number of each species kept.

These conditions would be imposed in consultation with a specialist veterinary surgeon, or other recognised expert, and attached to the licence as a Schedule of Special Conditions.

Appendix E – Standard Conditions for Pet Shop Licence

Application for a Licence

- E.1 Although not provided for in that Act, it is recommended that applicants consult their local authority prior to submitting an application.

Trade Associations

- E.2 Licensees are recommended to apply for membership of an appropriate trade organisation which might act as a point of reference should any disputes over the licence conditions arise.

Categories of Animals which a Pet Shop may be Licensed to Keep

1. Dogs and Cats (puppies and kittens).
2. Smaller domesticated mammals e.g. rabbits, cavies, gerbils, hamsters, rats, mice.
3. Larger domesticated mammals, e.g. goats, pot bellied pigs.
4. Primates, e.g. marmosets.
5. Other mammals.
6. Parrots, parakeets and macaws.
7. Other birds
8. Reptiles
9. Amphibians
10. Fish
11. Other Species

RSPCA

- E.3 Permission to inspect the licensed premises shall be granted at all reasonable times to a duly authorised officer of the licensing authority and facilities to examine any animal shall be given to any veterinary practitioner (or officer of the RSPCA) who has been called in to carry out such examination by a duly authorised officer.
- E.4 The Council has adopted the Chartered Institute of Environmental Health “Model Conditions for Pet vending Licensing 2013”. The model conditions are split into a number of schedules including a general conditions schedule applicable to all Pet Shop licences (Schedule A), and also specific schedules for different types of animals. The remaining schedules (B to I), will be applied to the licence on a case by case basis depending on the types of animals kept.
- E.5 A free copy of the model conditions can be downloaded via the link below:

http://www.cieh.org/policy/Model_Conditions_for_Pet_Vending_Licensing_2013.aspx

Appendix E – Standard Conditions for Pet Shop Licence

Schedule A - General Conditions

1 Licence Display

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

2 Accommodation

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

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

2.3 If animals are displayed outdoors, they must have protection appropriate to their species.

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

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

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

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

2.8 Where accommodation is on a tiered system, water, food or droppings must not be allowed to enter the lower housing

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

3 Exercise Facilities

3.1 Suitable and sufficient facilities must be available where appropriate.

4 Register of Animals

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

4.2 A sales register must be maintained for:

4.2.1 Dogs

4.2.2 Cats

4.2.3 Psittacines

4.2.4 Species contained in the schedule to the Dangerous Wild Animals Act 1976

4.3 Animals under veterinary treatment must be identifiable.

5 Stocking Numbers and Densities

5.1 No animals other than those specified in the licence, may be stocked. The licence conditions should clearly state the numbers for each species or species group that may be kept on the premises, except fish.

Please refer to Schedules for individual species for more details.

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

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

6 Health Disease and Acclimatisation

6.1 All animals for sale must be in good health

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

6.3 Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably be expected to be carrying serious infectious diseases.

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

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

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

7 Food and Drink

7.1 Animals must be supplied with adequate amounts of food and drink, appropriate to their needs at suitable intervals, All food must be suitable for the species concerned.

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

8 Food Storage

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

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

9 Observation

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

10 Disposal of Waste

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

11 Transportation to the Premises

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

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

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

12 Sale of Animals

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

12.2 In the case of non-mammals, they must be capable of feeding themselves

13 Dangerous Wild Animals as defined by the Dangerous Wild Animals Act 1976

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

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

14 Pet care advice, staff training and knowledge

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

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

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

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

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

15 Fire and other emergency precautions

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

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

15.3 Suitable fire fighting, prevention and detection equipment must be provided, maintained, regularly serviced and sited as advised by the local fire protection/prevention officer and approved by the local authority.

- 15.4 The licensee, or a designated key holder, must at all times be within reasonable travelling distance of the premises and available to attend in case of emergency.
- 15.5 A list of key holders must be logged with the local police and local authority.
- 15.6 In the interests of animal welfare, the following notice must be displayed prominently at the front of the premises: "In case of an emergency dial 999".
- 15.7 When pet shops are sited within other premises, the licensee or key holders must have access at all times to the premises containing the animals.
- 15.8 All electrical installations and appliances must be maintained in a safe condition.
- 15.9 There must be an effective contingency plan for essential heating, ventilation and aeration/ filtration systems, as appropriate.

Schedule B – Dogs

1 Condition

- 1.1 Puppies must be weaned before leaving the mother.

2 Condition

2.1 The minimum kennel size must be:

- 2.1.1 For a batch of small breed puppies – max 6 pups – 1.5m² for sleeping, plus 2m² for exercise
- 2.1.2 For a batch of medium breed puppies – max 4 pups – 2m² for sleeping, plus 2m² for exercise
- 2.1.3 For a batch of large breed puppies – max 2 pups – 2m² for sleeping, plus 2m² for exercise

These are minimum requirements, for larger batches the size of the pens should be adjusted pro-rata accordingly. Ideally the puppies should have free access to the exercise area at all times. Any covered pens should have a minimum height of 1.8m or removable covers to allow adequate access by staff for cleaning.

These are minimum standards and meeting the correct size of pens alone are not a defence if the welfare of the animals are in question.

3 Condition

- 3.1 Suitable and sufficient exercise facilities must be available and accessible where appropriate

4 Condition

- 4.1 Extreme temperatures must be avoided.

5 Condition

- 5.1 General bedding must include an adequate amount of absorbent material.

6 Condition

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

7 Condition

7.1 A specific lying place must be provided lined with soft material

8 Condition

8.1 Puppies must be fed at least four times daily, at appropriate intervals.

9 Condition

9.1 Puppies must have frequent, quality contact time with staff.

10 Condition

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

11 Condition

11.1 Ideally, single puppies must not be left alone in a kennel, but where they are, special attention should be paid to specific human interaction. When they are mixed they should be of similar size, age and temperament and there should be good supervision of mixing.

12 Condition

12.1 There must be environmental enrichment in all kennels.

Schedule C - Cats

1 Condition

1.1 Kittens must be weaned before leaving the mother.

2 Condition

2.1 The minimum pen floor area for a batch of up to 4 kittens, up to 12 weeks of age, must be 1 m², with a minimum height of 0.6m (for example, 0.6m x 1 x 1) No dimension must be less than 0.6m. Any shelving or platforms must be in addition to the minimum floor area. Each additional kitten must have 0.25m² additional floor space.

3 Condition

3.1 Extreme temperatures must be avoided.

4 Condition

4.1 Disposable or washable bedding must be provided and kept clean.

5 Condition

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

6 Condition

6.1 Kittens must be fed at least four times daily, at appropriate intervals.

7 Condition

7.1 Batches must not be mixed and if several batches are kept in one area then the pen must have solid sides.

8 Condition

8.1 Kittens must have frequent, quality contact time with staff.

9 Condition

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

Schedule D – Rabbits

1 Condition

1.1 Rabbits must be correctly sexed and housed in same sex groups.

2 Condition

2.1 The minimum enclosure size must be:

0.4m² for up to 4 standard juvenile rabbits and a height of 0.4m. 0.5m² for up to 2 giant breed juvenile rabbits and a height of 0.5m.

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

3 Condition

3.1 There must be environmental enrichment in all enclosures. A hiding place must be provided

4 Condition

4.1 Extreme temperatures must be avoided.

5 Condition

5.1 Rabbits must be provided with a suitable substrate and bedding material in sufficient amounts

6 Condition

6.1 Visibly soiled substrate and bedding must be removed daily. The pen should be thoroughly cleaned and disinfected before introducing a new animal.

7 Condition

7.1 If batches are mixed you must ensure all animals are free from obvious parasitic infection.

8 Condition

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

9 Condition

9.1 Animals must be provided with an appropriate diet and any new feeds must be introduced slowly.

Schedule E – Other small mammals

1 Condition

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

2 Condition

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

3 Condition

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

4 Condition

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

5 Condition

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

6 Condition

6.1 Suitable food and drink receptacles must be provided and positioned to avoid faecal contamination.

7 Condition

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

8 Condition

8.1 All rodents must be fully weaned on admission.

Minimum accommodation requirements – small rodents

Area in square metres

No. of Animals	1-4	5	6	7	8	9	10	Minimum cage height (m)	Minimum cage depth (m)
Mice, Hamsters, Gerbils	0.068	0.079	0.09	0.100	0.113	0.124	0.135	0.30	0.25
Rats	0.135	0.157	0.18	0.202	0.225	0.247	0.27	0.30	0.28
Guinea Pigs, Degus	0.225	0.263	0.3	0.338	0.375	0.413	0.45	0.30	0.30
Chinchillas	0.25	0.375	0.50	0.625	0.75	0.875	1.0	0.45	0.45
Chipmunk	0.25	0.375	0.5	0.625	0.75	0.875	1.0	0.90	0.45

Schedule E – Other small mammals

1. Condition

1.1 Ferrets must be at least eight weeks old

2. Condition

2.1 Ferrets must be housed with batch companions

3. Condition

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

4. Condition

4.1 Batches of ferrets must not be mixed.

5. Condition

5.1 The minimum pen floor area for a litter of up to 4 ferrets, up to 12 weeks of age, must be 1 m², with a minimum height of 0.6m. No dimension must be less than 0.6m. Any shelving or platforms must be in addition to the minimum floor area. Each additional ferret must have 0.25m² additional floor space.

6. Condition

6.1 Sleeping quarters must be draught free and dark.

7. Condition

7.1 Ferrets must have suitable bedding.

8. Condition

8.1 Extreme temperatures must be avoided.

9. Condition

9.1 Ferret kibble must be provided at appropriate intervals.

10. Condition

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

Schedule G – Birds

1. Condition

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

2. Condition

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

3. Condition

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

4. Condition

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

5. Condition

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

6. Condition

6.1 Windproof nest boxes must be provided in all outside housing and inside where appropriate.

7. Condition

7.1 Flooring must be drop-through or easily washed/hosed.

Schedule H – Reptiles and Amphibians

1. Condition

1.1 Stocking and density must be appropriate to the species.

2. Condition

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

3. Condition

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

4. Condition

4.1 Lighting must be appropriate to the species.

5. Condition

5.1 Substrate appropriate to the species must be present.

6. Condition

6.1 Enrichment must be provided appropriate to the species.

7. Condition

7.1 Food and water must be provided in the appropriate manner for the species.

8. Condition

8.1 Hygiene: enclosures must be cleaned appropriately.

9. Condition

9.1 Handling must be kept to a minimum at all times.

Schedule I – Fish

1. Condition

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

Minimum water standards must be:

Cold Water Species

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

Tropical Freshwater Species

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

Tropical Marine Species

Free Ammonia	max 0.01mg/l
Nitrite	max 0.125mg/l

Nitrate	max 100mg/l	pH min 8.1
Dissolved Oxygen	min 4.0 mg/l	

2. Condition

2.1 Water quality must be checked regularly and records kept of all tests. Centralised systems must be tested weekly. 10% of individually filtered tanks or vat must be tested weekly On aquaria or vats in which visual inspection indicates unusual behaviour or deaths, water quality inspections should be undertaken.

3. Condition

3.1 Holding systems must be cleaned and checked regularly.

4. Condition

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