

# Swindon Borough Council

## Special Meeting of the Licensing Committee

**Tuesday, 15 December 2015**

Committee Room 6, Civic Offices (Anticipated meeting room)

**At 6.10 p.m.**

### **Conservative Councillors**

Alan Bishop  
Michael Bray  
Oliver Donachie  
John Haines  
Eric Shaw  
Vera Tomlinson  
(Chair)  
Maureen Penny  
Caryl Sydney-Smith

### **Labour Councillors**

Junab Ali  
Abdul Amin  
John Ballman  
Derique Montaut  
Peter Watts  
Fay Howard  
Kevin Small

**Committee Officer:** Shaun Banks (Telephone: 01793 463606)

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Swindon Borough Council, Civic Offices, Euclid Street, Swindon, SN1 2JH  
(Telephone 01793 445500)

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## **AGENDA**

### **1. Apologies for Absence**

### **2. Declarations of Interest**

Members are reminded that at the start of the meeting they should declare any known interests in any matter to be considered, and also during the meeting if it becomes apparent that they have an interest in the matters being discussed.

### **3. Public Question Time**

See explanatory note below. Please phone the Committee Officer whose name and number appears at the top of this agenda if you need further guidance.

### **4. Model Licence Conditions for Pet Shops (Pages 3 - 118)**

### **5. Proposed Conditions for Dog Day Care (Pages 119 - 146)**

### **6. Model Licence Conditions for Catteries (Pages 147 - 220)**

**Date of Despatch:** 15 December 2015

**Public Question Time** - Swindon Borough Council remains committed to increasing its accountability to the public and to promoting active citizenship. 15 minutes will be allowed at the start of all Council meetings for questions to the Chair from the public about the work of the Committee (except for confidential matters, and matters relating to planning and licensing applications). We will give priority to those who submit questions in writing at least two days before the meeting. Questions must be relevant, clear, and concise. You may not use Public Question Time as an opportunity to make speeches or statements.

Questions in writing should be sent to the Committee Officer whose contact details appear on the agenda above or to the Director of Law and Democratic Services, we will publish it, along with the answer, alongside the Minutes. The process associated with asking a public question is set out in the "Public Question Time at Council Meetings Protocol and Guidance" available on the Council's Website.

(<http://www5.swindon.gov.uk/moderngov/ecCatDisplay.aspx?sch=doc&cat=13338&path=0>) or from the Committee Officer named above.

**Access Arrangements** – *The Venue is wheelchair accessible and an infrared receiver hearing system is provided. If you would wish to attend the meeting but have any special requirement to enable you to do so please contact the Committee Clerk above, as soon as possible prior to the date of the meeting.*

If you would like to receive any of the pages contained in this agenda in a larger print size please contact the Committee Officer whose name appears on the first page of this agenda.

# Model Licence Conditions for Pet Shops

**Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

Author: Kathryn Ashton – Licensing Manager

Wards: All

Locality Affected: All

Parishes Affected: All

## **1. Purpose and Reasons**

- 1.1 To consider the responses to the model conditions for Pet Shops Consultation exercise and to recommend approval of licence conditions for adoption.

## **2. Recommendations**

- 2.1 That Committee consider the responses to the model conditions for Pet Shops Consultation exercise and consider the adoption of licence conditions for Pet Shops. The summary of responses and proposed conditions are attached as Appendix 4 and 5 respectively.
- 2.2 The revised conditions to apply to any new applications made for Pet Shops within the Borough as well as existing premises.

## **3. Detail**

- 3.1 Local authorities in England, Scotland and Wales issue licences to proprietors of pet shops and other pet vendors under the provisions of the Pet Animals Act (1951).
- 3.2 This includes all commercial selling of pet animals, including pet shops and businesses selling animals over the internet. The definitions in the Act of the terms “pet animal” and “pet shop” are wide ranging
- 3.3 There are currently 7 pet shops licensed with this Authority.
- 3.4 Although the Licensing team use a set of model conditions to assist with their inspections it appears that these were never formally adopted by committee.
- 3.5 The Chartered Institute of Environmental Health (CIEH) has worked in partnership with Cats Protection, the Pet Care Trade Association, the British Veterinary Association (BVA), International Cat Care, the Ornamental Aquatic Trade Association (OATA), the Reptile and Exotic Trade Association (REPTA), the Dogs Trust and Rabbit Welfare

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

# Model Licence Conditions for Pet Shops

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Association and Fund (RWAFF) to produce a new set of model conditions and guidance.

- 3.6 A set of conditions was drafted and tabled at the Licensing Committee meeting on the 17th September 2015 (Appendix 1). A request that a consultation exercise be carried out and that the results of the consultation exercise and proposed licence conditions be brought back for consideration, was agreed by Members.
  - 3.7 In 2009 the committee made the decision to have a default condition to prohibit the sale of dogs in pet shops. The default condition may be removed in any particular case, where a special application is made and determined by the Licensing Committee
  - 3.8 In this instance a set of standard conditions as specified by committee at the time would apply (Appendix 2)
  - 3.9 The consultation document was posted on the Council web site, and copies were also sent to all currently licenced Pet Shops in the Borough - Appendix 2. Responses received are detailed in Appendix 3
  - 3.10 All responses have been acknowledged and all enquiries have been clarified as to the purpose and extent of the consultation.
  - 3.11 Summary of responses are detailed in Appendix 4
  - 3.12 The responses were generally positive. After considering all responses the recommendation to members would be as follows:
  - 3.13 To keep the default condition of prohibiting the sale of dogs in pet shops in place as well as the current standard conditions for the sale of dogs should a special application be granted by the Licensing Committee.
  - 3.14 To adopt the general conditions as proposed with the following changes:
  - 3.15 Condition 1 Schedule I: (parameters of dissolved oxygen, free ammonia and pH asterisked in the table with \*) \*These parameters should be checked first i.e. dissolved oxygen, free ammonia and pH. Only if a problem exists with these tests is it necessary to check nitrite and nitrate levels
  - 3.16 To Condition 9.1: Any observations or concerns witnessed in daily checks should be noted.
  - 3.17 Further under Schedule I Fish condition 3 to add: Checks of aquariums should be carried out for carcass removal as often as required to keep
- Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

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- aquaria clear of dead fish. This may be required multiple times through the day.
- 3.18 10.1 to add to guidance: It is recommended that dead livestock be placed in a yellow bag and disposed of via a vet or pet crematorium
- 3.19 To section G add from previous conditions: N.B. In accordance with: The Wildlife & Countryside Act 1981 (sec 8)
- 3.20 “No species of bird shall be housed in accommodation which does not afford that species sufficient space for natural free and full wing stretching and the number of birds housed shall be such that overcrowding does not significantly reduce that freedom. Long tailed birds or birds in full plumage must be provided with properly placed perches, and feeding and watering points to prevent that plumage being fouled or otherwise damaged
- 3.21 Schedule D condition 2 to add from previous conditions: The installation of shelving in rabbit cages is particularly beneficial to rabbits as they like to spend a lot of time off the cage floor.
- 3.22 Rabbits must be able to sit up in the cage without the ears touching the ceiling and be able to complete at least three hops along the diagonal length of the enclosure
- 3.23 The revised conditions are detailed in Appendix 5 with the changes in ***bold italic***

## 4. Alternative Options

- 4.1 The Council could decide not to adopt the conditions, however, this would mean that there would be no consistent guidelines when undertaking and licensing establishments or inspections and attaching appropriate conditions

## 5. Implications, Diversity Impact Assessment and Risk Management

### Financial and Procurement Implications

- 5.1 There are no direct financial implications arising from the report. All future consultation will be undertaken within existing budget.
- 5.2 Licensees can appeal to the Magistrates Court, where they are aggrieved by any condition subject to which such a licence is proposed to be granted (section 4 Pet Animals Act 1951)

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

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## Legal and Human Rights Implications

- 5.3 Legal and Human Rights considerations have been taken fully into account in compiling this report. It is considered that the recommendations of this report are compatible with Convention Rights. The Council is required to comply with the statutory provisions referred to in the report. All other legal and human rights implications have been considered in the preparation of this report.

## All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

## Diversity Impact Assessment

- 5.4 A Diversity Impact Assessment has been undertaken.

## **6. Consultees**

- 6.1 The Board Director, Resources (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.
- 6.2 All Licensed pet shops within the Borough

## **7. Background Papers**

- 7.1 Pet Animals Act 1951
- 7.2 Animal Welfare Act 2006
- 7.3 Model Standards for Pet Shop Licence Conditions 1998
- 7.4 Model Conditions for Pet Vending Licensing 2013

## **8. Appendices**

- 8.1 Appendix 1 Proposed Model conditions for Pet Shops
- 8.2 Appendix 2 Model Conditions for Pet Shops wishing to sell Dogs (puppies) in Swindon
- 8.3 Appendix 3 Responses received
- 8.4 Appendix 4: Summary of consultations received and officer responses
- 8.5 Appendix 5: Revised conditions for Pet Shops

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

# **Model Licence Conditions for Pet Shops**

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Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

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# Model Licence Conditions for Pet Shops

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Date: 15<sup>th</sup> December 2015

## Appendix 1 Proposed conditions for Pet Shops



Model Conditions for  
Pet Shops under Pet  
Animals Act 1951

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Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

# **Model Licence Conditions for Pet Shops**

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**Date: 15<sup>th</sup> December 2015**

## **Introduction**

These Model Conditions should not be considered as a complete manual on animal husbandry. It is a living document which will be revised from time to time to take into account new knowledge of animal physiology and behaviour as well as advances and development in standards of animal welfare.

Local authorities in England, Scotland and Wales issue licences to proprietors of pet shops and other pet vendors under the provisions of the Pet Animals Act (1951). Before granting a licence the local authority must be satisfied that the animals are kept in accommodation that is suitable; that they are supplied with appropriate food and drink; and are adequately protected from disease and fire.

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

Under the Animal Welfare Act (2006)<sup>1</sup> which applies in England and Wales and the Animal Health and Welfare (Scotland) Act 2006<sup>2</sup> in Scotland those responsible for animals, including pet vendors, have a responsibility towards the welfare of the animals in their care.

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

The Acts define an animal's needs as including:

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

During the inspection, prior to the issue of a licence, it is important that the five needs as outlined above are considered. Defra, the Welsh Assembly Government and the Scottish Government have produced various Codes of Practice under the Animal Welfare Acts, which outline in more detail certain species' needs that can be referred to for guidance.

Issues specific to pet shops and other pet vendor are covered in this document.

The Animal Welfare Acts also increased the minimum age at which a person can buy an animal to 16 and prohibit giving animals as prizes to unaccompanied children under this age.

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

# **Model Licence Conditions for Pet Shops**

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Another key objective in developing these model licensing conditions is to encourage conditions in pet shops licensing and a consistency of approach across local authorities which minimises the risk of transmission of disease from animals to humans, alongside the need to protect animals from cruelty and ill-treatment and to encourage good standards of animal husbandry in pet vending.

Zoonoses, or zoonotic disease are infectious diseases transmissible between humans and other animals; many thousands of zoonotic disease have been identified. While the reported instances of transmission are infrequent, they nevertheless represent significant disease prevalence. The risk to humans depends on the kind of disease and the type of exposure.

Legislation/Orders that are relevant:

**Pet Animals Act 1951**

**Dangerous Dogs Act 1991**

**Dangerous Wild Animals Act 1976**

**Breeding of Dogs Act 1973**

**EU Regulation on the protection of animals during transport (EC) 1/2005**

**Welfare of Animals (Transport) (England) Order 2006**

**Animal Welfare Act 2006**

**Docking of Working Dogs' Tails (England) Regulations 2007**

**Mutilations (Permitted Procedures) (England) Regulations 2007**

**EU Wildlife Trade Regulations: Council Regulation (EC) No. 338/97, implements CITES (Convention on International Trade in Endangered Species of Flora and Fauna) in the European Community**

**The Conservation of Habitats and Species Regulations 2010, implements the EU Habitats Directive: Council Directive 92/43 EEC.**

**The Microchipping of Dogs (England) Regulations 2014**

Definition of terms

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

\*\*m<sup>2</sup> is a measurement of area. One m<sup>2</sup> measures one metre by one metre. Consequently two m<sup>2</sup> measures 2 metres by 1 metre. (4 square metres measures 2 metres by 2 metres).

# **Model Licence Conditions for Pet Shops**

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### Schedule A – General conditions

#### 1.1.1 Licence Display

##### Condition

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

##### Guidance

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

#### 2. Accommodation

##### 2.1 Condition

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

##### Guidance

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

##### 2.2 Condition

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

##### Guidance

The spread of airborne infections can be a significant risk. Excessive or inadequate humidity can cause other health problems.

##### 2.3 Condition

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

##### Guidance

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

##### 2.4 Condition

# **Model Licence Conditions for Pet Shops**

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

### **Guidance**

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

### **2.5 Condition**

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

### **Guidance**

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

### **2.6 Condition**

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

### **Guidance**

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

### **2.7 Condition**

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

### **Guidance**

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

### **2.8 Condition**

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

### **Guidance**

This will prevent contamination of the lower cages. This does not apply to centrifuged fish systems or aviaries where perching and ground birds are housed together.

### **2.9 Condition**

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

# **Model Licence Conditions for Pet Shops**

## **Licensing Committee**

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

### **Guidance**

To stimulate the performance of natural behaviours.

## **3. Exercise Facilities**

### **3.1 Condition**

Suitable and sufficient facilities must be available where appropriate.

### **Guidance**

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

## **4. Register of Animals**

### **4.1 Condition**

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

### **Guidance**

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

### **4.2 Condition:**

A sales register must be maintained for:

#### **4.2.1 Dogs**

#### **4.2.2 Cats**

#### **4.2.3 Psittacines**

#### **4.2.4 Species contained in the Schedule to the Dangerous Wild Animals Act 1976**

### **Guidance**

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

### **4.3 Condition**

Animals under veterinary treatment must be identifiable.

## **5. Stocking Numbers and Densities**

### **5.1 Condition**

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

# **Model Licence Conditions for Pet Shops**

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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 which will be split into Coldwater, Tropical and Marine

Please refer to Schedules for individual species for more details.

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

### **5.2 Condition**

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

#### **Guidance**

Details can be found in the relevant schedules.

## **6. Health Disease and Acclimatisation**

### **6.1 Condition**

All animals for sale must be in good health

#### **Guidance**

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

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

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

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

### **6.2 Condition**

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

#### **Guidance**

"Care and treatment" may include euthanasia but under no circumstances may an animal be euthanised other than in a humane and effective manner. In case of doubt, veterinary advice must be sought.

### **6.3 Condition**

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

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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.

### **Guidance**

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

### **6.4 Condition**

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

### **Guidance**

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

### **6.5 Condition**

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

### **Guidance**

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

### **6.6 Condition**

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

### **Guidance**

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

Precautions may include employment of dedicated pest control services or in house pest control.

Areas, especially areas where feed is stored must be kept clean and neat with spilled feed swept up forthwith

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).



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### **7. Food and Drink**

#### **7.1 Condition**

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

#### **Guidance**

Water should be available at all times except for those species where it may be harmful. An SOP should be produced for basic nutritional needs for each species or species group, and age group if appropriate. The owner should be advised to continue feeding consistent with the diet given by the pet shop.

#### **7.2 Condition**

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

#### **Guidance**

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

### **8. Food Storage**

#### **8.1 Condition**

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

#### **Guidance**

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

#### **8.2 Condition**

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

#### **Guidance**

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

### **9. Observation**

#### **9.1 Condition**

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

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

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## **Guidance**

Regular checks and observation records aid in early detection of illness, injury or behavioural problems and should be considered very important for all animals.

A system of recording observation should be maintained. Any observations or concerns witnessed in daily checks should be noted

## **10. Disposal of Waste**

### **10.1 Condition**

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

## **Guidance**

This is important for biosecurity and odour reduction.

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

There should be appropriate arrangements in place for removal of dead animals. It is recommended that dead livestock be placed in a yellow bag and disposed of via a vet or pet crematorium

## **11. Transportation to the Premises**

### **11.1 Condition**

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

### **11.2 Condition**

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

### **11.3 Condition**

Animals must be transported or handed to purchasers in suitable containers for the species,

## **Guidance**

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

Fish should be sold in plastic bags filled with 1/3 of water and 2/3 air for short journeys. The corners should be tied off to prevent suffocation. For longer journeys oxygen can be used. A double bag should be used for catfish or species with sharp fins or spines. The plastic bag should be covered with a brown bag to prevent light frightening the fish.

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

# **Model Licence Conditions for Pet Shops**

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### **12. Sale of Animals**

#### **12.1 Condition**

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

#### **Guidance**

Young mammals require nutritional and behavioural support from their mothers.

#### **12.2 Condition**

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

### **13. Dangerous Wild Animals as defined by the Dangerous Wild Animals Act 1976**

#### **13.1 Condition**

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

#### **Guidance**

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

#### **13.2 Condition**

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

#### **Guidance**

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

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

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

### **14. Pet care advice, staff training and knowledge**

#### **Condition**

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

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

# **Model Licence Conditions for Pet Shops**

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### **Guidance**

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

#### **14.1 Condition**

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

### **Guidance**

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

#### **14.2 Condition**

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

### **Guidance**

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

#### **14.3 Condition**

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

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

#### **14.4 Condition**

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

### **Guidance**

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

## **15. Fire and other emergency precautions**

#### **15.1 Condition**

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

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

# **Model Licence Conditions for Pet Shops**

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## **Guidance**

Staff should be aware of these procedures and a copy should be displayed for staff to refer to as and when needed. Evacuation should be regularly practised and practices recorded. All staff should undergo regular training and records should be kept of such training.

## **15.2 Condition**

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

## **Guidance**

To facilitate risk free evacuation if needed, when designing accommodation, consideration should be given to using systems which would allow timely removal of the animals in the case of emergency. This provision would not usually apply to aquaria and ponds.

## **15.3 Condition**

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

## **Guidance**

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

## **15.4 Condition**

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

## **Guidance**

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

## **15.5 Condition**

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

## **Guidance**

For contact in cases of emergency.

## **15.6 Condition**

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

## **Guidance**

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

## **15.7 Condition**

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

## **Model Licence Conditions for Pet Shops**

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

#### **Guidance**

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

#### **15.8 Condition:**

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

#### **Guidance**

For health and safety of staff and animals.

#### **15.9 Condition**

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

#### **Guidance**

Some species are very sensitive to temperature fluctuation.

#### **16 Sale of Farm Animals**

All cattle, sheep, goats and pigs are subject to various legislation regarding their sale, movement etc regardless if they are being sold as pet or as farm livestock. Licensees **MUST** contact the Animal Health Officer at Swindon Borough Council before embarking on selling any of the above species to ensure they comply with the legislation

#### **17 Boarding of Animals**

No pet shop should be used for the purpose of boarding any species of animal for which they are not licensed to sell.

NB. Boarding of cats and dogs is subject to separate licence issued under the Animal Boarding Establishments Act 1963

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.

# **Model Licence Conditions for Pet Shops**

## **Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

### **Schedule B – Dogs**

#### **1. Condition**

Puppies must be weaned before leaving the mother and not before 8 weeks old.

#### **Guidance**

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

#### **2. Condition**

The minimum kennel size must be:

**2.1** For a batch of small breed puppies – max 6 pups – 1.5m<sup>2</sup> for sleeping, plus 2m<sup>2</sup> for exercise

**2.2** For a batch of medium breed puppies – max 4 pups – 2m<sup>2</sup> for sleeping, plus 2m<sup>2</sup> for exercise

**2.3** For a batch of large breed puppies – max 2 pups – 2m<sup>2</sup> for sleeping, plus 2m<sup>2</sup> 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 is not a defence if the welfare of the animals is in question.

#### **Guidance**

The kennel area should be large enough to allow separate sleeping and activity areas. The kennel should allow each puppy to be able to walk, turn around and wag its tail without touching the sides of the kennel. The puppies should have sufficient room to play, stand on their hind limbs and to lie down without touching another individual. The kennel size required will increase in relation to the size and number of puppies housed at any one time.

The length and the width should be sufficient to allow all the puppies to lie outstretched without their noses or tails touching the walls or other individuals. In certain circumstances it is permissible to have separate exercise areas to sleeping areas but in such cases puppies must be given access to the exercise area at least four times a day. Any separate exercise area should be fully cleaned and disinfected between its uses by different batches of puppies.

#### **3. Condition**

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

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

# **Model Licence Conditions for Pet Shops**

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## **4. Condition**

Extreme temperatures must be avoided.

### **Guidance**

Puppies are relatively sensitive to high/low temperatures. Temperatures should not normally go below 12°C or exceed 26°C

## **5. Condition**

General bedding must include an adequate amount of absorbent material.

### **Guidance**

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

## **6. Condition**

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

### **Guidance**

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

## **7. Condition**

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

### **Guidance**

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

## **8. Condition**

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

### **Guidance**

The diet should be appropriate for puppies.

## **9. Condition**

Puppies must have frequent, quality contact time with staff.

### **Guidance**

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

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.



# **Model Licence Conditions for Pet Shops**

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## **10. Condition**

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

### **Guidance**

Puppies are particularly susceptible to disease as they have immature immune systems. The new owner should be advised to register the puppy with a vet.

## **11. Condition**

Ideally, single puppies must not be left alone in a kennel, but where they are, special attention should be paid to specific human interaction.

When they are mixed they should be of similar size, age and temperament and there should be good supervision of mixing.

### **Guidance**

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

## **12. Condition**

There must be environmental enrichment in all kennels.

### **Guidance**

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

**\*\* Please see 'Schedule A – General Conditions' for food, water and isolation conditions**

NB All Pet Shops in Swindon must abide by the general Model Conditions. It is the default position in the Borough that dogs are not to be sold on a Pet Shop licence but an individual can make an application to the Licensing Committee. This may be granted but the additional standards that Pet Shops selling dogs (i.e. puppies) must adhere to can be found in *Model Conditions for Pet Shops wishing to sell Dogs (puppies) in Swindon – Appendix A*

# **Model Licence Conditions for Pet Shops**

**Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

## **Schedule C – Cats**

### **Condition**

Kittens must be weaned before leaving the mother.

### **Guidance**

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

### **Condition**

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

### **Guidance**

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

### **Condition**

Extreme temperatures must be avoided.

### **Guidance**

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

### **Condition**

Disposable or washable bedding must be provided and kept clean.

### **Guidance**

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

### **Condition**

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

### **Condition**

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

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

## **Model Licence Conditions for Pet Shops**

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Guidance

The diet should be appropriate for kittens.

### **Condition**

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

Guidance

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

### **Condition**

Kittens must have frequent, quality contact time with staff.

Guidance

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

### **Condition**

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

Guidance

To allow kittens to exhibit normal behaviours, particularly climbing. Toys should be easily cleaned or replaced between batches.

# **Model Licence Conditions for Pet Shops**

## **Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

### **Schedule D – Rabbits**

#### **Condition**

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

#### **Guidance**

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

#### **Condition**

The minimum enclosure size must be:

0.4m<sup>2</sup> for up to 4 standard juvenile rabbits and a height of 0.4m. 0.5m<sup>2</sup> for up to 2 giant breed juvenile rabbits and a height of 0.5m.

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

#### **Guidance**

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

The installation of shelving in rabbit cages is particularly beneficial to rabbits as they like to spend a lot of time off the cage floor.

#### **Condition**

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

#### **Guidance**

To allow rabbits to exhibit normal behaviours, indestructible toys; cardboard boxes; chewing substrates should be provided. Toys should be easily cleaned or replaced between batches.

Rabbits are prey animals and should have the opportunity to hide if scared or stressed.

#### **4. Condition**

Extreme temperatures must be avoided.

#### **Guidance**

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

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### **5. Condition**

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

#### **Guidance**

Rabbits need a warm, softly-bedded sleeping area away from the litter and food/water.

### **6. Condition**

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

#### **Guidance**

The disinfectant should be effective against viral, bacterial and parasitic infection and safe for use on rabbits. Check with a vet or manufacturer if unsure. Diseases such as E-cuniculi can be spread via urine, so thorough cleaning is required between new occupants.

Rabbits often choose to toilet in the sleeping area of a hutch and a litter tray could be placed here.

### **7. Condition**

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

#### **Guidance**

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

### **8. Condition**

Rabbits must have a constant supply of fresh hay and water, and be offered an appropriate amount of dry food for the breed and age.

Feed dishes should be suitable to ensure feed does not get contaminated by urine or faeces.

#### **Guidance**

Rabbits teeth are open rooted and therefore constant access to good quality hay is essential, for dental health, gastrointestinal health (without a constant supply of fibrous food, rabbit GI tracts slow down) and behavioural reasons (to relieve boredom). It is vital that hay is available throughout the day and sufficient provided for them at closing time to last them until the next business day.

Dry food should be provided for youngsters to assist growth, see manufacturer's instructions, but should not be fed ad-lib.

### **9 Condition**

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

### **Guidance**

Due to the delicate digestive system, particularly under stress, if diets are to be changed then a slow transition between diets is advisable.

# **Model Licence Conditions for Pet Shops**

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Schedule E – Other small mammals

## **Condition**

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

Guidance

To help avoid unwanted litters, all animals should be sexed immediately on arrival to the premises and housed in single sex groups.

Animals from different sources should not be mixed.

## **Condition**

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

Guidance

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

## **Condition**

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

Guidance

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

## **Condition**

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

Guidance

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

## **Condition**

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

Guidance

Animals must be given the opportunity to hide as a natural instinct and be given suitable accessories to allow for stimulation and to reduce stress. Chinchillas and Degus should be given the opportunity to use a sand bath by offering one on a regular basis, e.g. 10 minutes daily. Rodents need to express natural behaviour such as running and chewing/

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

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gnawing. Toys such as hides, tunnels, paper bags filled with hay and fruit twigs are ideal for expressing natural foraging behaviour.

Animals should be able to move away from direct lighting. Cool hides should be provided to prevent overheating.

#### **Condition**

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

#### **Guidance**

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

Bottles should be kept clean and free from algae.

#### **Condition**

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

#### **Guidance**

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

#### **Condition**

All rodents must be fully weaned on admission.



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Minimum accommodation requirements – small rodents

Area in square metres

No. of Animals	1 - 4	5	6	7	8	9	10	Min Cage Height (m)	Min Cage Depth (m)
Mice, Hamsters, Gerbils	0.068	0.079	0.09	0.1	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	0.5	0.625	0.75	0.875	1.0	0.45	0.45
Chipmunks	0.25	0.375	0.5	0.625	0.75	0.875	1.0	0.90	0.45

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

# **Model Licence Conditions for Pet Shops**

## **Licensing Committee**

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### **Schedule F – Ferrets**

#### **Condition**

Ferrets must be at least eight weeks old

#### **Guidance**

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

#### **Condition**

Ferrets must be housed with batch companions

#### **Guidance**

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

#### **Condition**

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

#### **Guidance**

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

#### **Condition**

Batches of ferrets must not be mixed

#### **Guidance**

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

#### **Condition**

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

#### **Guidance**

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

#### **Condition**

Sleeping quarters must be draught free and dark

#### **Guidance**

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

#### **Condition**

Ferrets must have suitable bedding.

#### **Guidance**

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

#### **Condition**

Extreme temperatures must be avoided.

#### **Guidance**

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

#### **Condition**

Ferret kibble must be provided at appropriate intervals.

#### **Guidance**

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

#### **10. Condition**

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

#### **Guidance**

Ferrets are renowned for tipping bowls

# **Model Licence Conditions for Pet Shops**

## **Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

### **Schedule G – Birds**

#### **Condition**

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

#### **Guidance**

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

#### **Condition**

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

#### **Condition**

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

#### **Guidance**

Birds are more sensitive to high temperatures.

#### **Condition**

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

#### **Guidance**

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

#### **Condition**

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

#### **Guidance**

Enclosures should be placed on a hard surface. Some species require more robust materials. Materials such as loose zinc coating can be toxic to birds.

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**Date: 15<sup>th</sup> December 2015**

### **Condition**

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

#### **Guidance**

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

### **Condition**

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

#### **Guidance**

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

N.B. In accordance with: The Wildlife & Countryside Act 1981 (sec 8)

“No species of bird shall be housed in accommodation which does not afford that species sufficient space for natural free and full wing stretching and the number of birds housed shall be such that overcrowding does not significantly reduce that freedom. Long tailed birds or birds in full plumage must be provided with properly placed perches, and feeding and watering points to prevent that plumage being fouled or otherwise damaged

## Model Licence Conditions for Pet Shops

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### Stocking Densities for Birds in Cages

Type	Length of Bird (cm)	Floor Area (m <sup>2</sup> ) housing up to 4 birds	Linear comes per additional bird on either cage length or depth <sup>*3</sup>
Budgerigar		0.15	5
Canary		0.15	5
Cockatiel		0.48	7.5
Finches	Less than 12.5	0.113	5
	12.5 – 17.5	0.15	5
	More than 17.5	0.225	7.5
Parakeets and Lovebirds <sup>*1</sup>	Less than 25	0.42	7.5
	15-30 <sup>*1</sup>	0.48	7.5
	More than 30 <sup>*1</sup>	0.675	7.5
Parrots	Less than 30	0.225	10
	30-35 <sup>*2</sup>	0.4050	15
	More than 35 <sup>*2</sup>	0.4725	20
Chickens		1.6	
Bantams		1.6	
Quails		1.6	

\*1. It is recommended that, wherever possible, these species are displayed for sale in aviaries or flights rather than cages per se.

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

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

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

## Model Licence Conditions for Pet Shops

Licensing Committee

Date: 15<sup>th</sup> December 2015

### Stocking Densities for Birds in Aviaries and Flights

Type	Length of Bird (cm)	Floor Area (m <sup>2</sup> ) housing up to 4 birds	Linear comes per additional bird on either cage length or depth <sup>*3</sup>
Budgerigar		0.15	5
Canary		0.15	5
Cockatiel		0.48	7.5
Finches	Less than 12.5	0.113	5
	12.5 – 17.5	0.15	5
	More than 17.5	0.225	7.5
Parakeets and Lovebirds <sup>*1</sup>	Less than 25	0.42	7.5
	15-30 <sup>*1</sup>	0.48	7.5
	More than 30 <sup>*1</sup>	0.675	7.5
Parrots	Less than 30	0.225	10
	30-35 <sup>*2</sup>	0.4050	15
	More than 35 <sup>*2</sup>	0.4725	20
Chickens		1.6	
Bantams		1.6	
Quails		1.6	

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

# Model Licence Conditions for Pet Shops

## Licensing Committee

Date: 15<sup>th</sup> December 2015

### Schedule H – Reptiles and Amphibians

#### Condition

Stocking and density must be appropriate to the species.

#### Guidance

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

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

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

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

**Tortoises and Terrapins:** only terrapins of similar size and habit and from the similar geographical area should be kept communally.

Tortoises of different species should be housed individually. Also, adult males in breeding condition should be housed individually.

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

**Newts and Salamanders:** only species of similar size and from similar geographical areas should be kept together.

Generally mixed taxa [e.g. lizards and tortoises] are not recommended, although paludaria which combine fish with small reptiles and/ or amphibians of appropriate species are acceptable.

#### Condition

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

#### Guidance

**Snakes:** The recommendation is that the snake may not be longer in length than the longest diagonal of the enclosure.



# Model Licence Conditions for Pet Shops

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**Lizards:** the length of the enclosure should be three times the full length of the lizard, or larger.

**Tortoises and Terrapins:** the length of the enclosure should be a minimum of 90cms, or four times the length of the animal, or larger.

For aquatic species [turtles, terrapins] the enclosure should allow the animal to swim adequately, i.e. have water depth at least 4 times that of the animal, although some terrapins (e.g. Cora sp., Terrapin sp. And Glyptemys sp.) do not require such deep water.

Terrapins must also have an adequate land basking area.

**Frogs and Toads:** the length of the enclosure should be minimum 30cm x 30 cm x 30cm, or at least three times the length of the animal, or larger. For sedentary species, such as horned frogs (Ceratophrys sp.) and African bull frogs (Pyxicephalus sp.) the enclosure can be smaller.

Fully aquatic species should be able to swim adequately, i.e. water depth should be at least 4 times the depth of the animal.

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

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

### Condition

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

#### Guidance

Ambient and basking temperatures should be appropriate to the species concerned, with the following guidance for commonly kept species.

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

### Condition

Lighting must be appropriate to the species.

#### Guidance

An appropriate light period should be observed. Species requiring UVB lighting, e.g. diurnal lizards and tortoises, should have appropriate UVB emitting lamps. These should

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

## **Model Licence Conditions for Pet Shops**

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be replaced according to manufacturer's recommendations. Mercury Vapour or Metal Halide UVB emitting lamps may also be used to provide a daytime heat source. UV light sources must not be screened by non UV transmitting glass or plastic. Animals should have areas of shade so that they can escape from the light if desired.

#### **Condition**

Substrate appropriate to the species must be present.

#### **Guidance**

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

#### **Condition**

Enrichment must be provided appropriate to the species.

#### **Guidance**

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

#### **Condition**

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

#### **Guidance**

Feeding habits vary between species and between individuals. Staff should have knowledge of the requirements for all the species held. Food should be presented in a form or pattern that is acceptable to the species concerned. Food supplements [vitamin and minerals] should be provided as appropriate to the species concerned. Live food intended for use should be housed in suitable escape proof containers, and fed appropriately.

Fresh foods [salads] should be kept refrigerated where appropriate. Frozen foods intended for use must be stored in an appropriate deepfreeze and defrosted thoroughly before use.

Feeding records for hatchling snakes should be kept and made available to purchasers.

Fresh water should be available at all times, with the exception of certain desert species, such as Uromastix sp. which should be offered water periodically. Certain species, such as chameleons, do not drink from standing water and should be offered water appropriately, e.g. by a dripper system or sprayer.

#### **Condition**

Hygiene: enclosures must be cleaned appropriately.

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

## **Model Licence Conditions for Pet Shops**

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### **Guidance**

Spoiled food stuffs should be removed at appropriate time periods, at least daily.

Substrates should be replaced as appropriate, and spot cleaned daily. Décor should be sanitised as appropriate. Enclosures should be disinfected with appropriate disinfectant as necessary and always between different batches of animals. Disinfectant should be appropriate for the contaminants likely to be encountered. Disinfectant hand gels should be available for staff to use between animals, to prevent the external environment being contaminated. Water bowls should be cleaned as appropriate and disinfected at least weekly.

Slough [shed skins] should be removed daily.

### **Condition**

Handling must be kept to a minimum at all times.

### **Guidance**

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

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

# Model Licence Conditions for Pet Shops

Licensing Committee

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## Schedule I – Fish

### Condition

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

Minimum water standards must be:

#### Cold Water Species

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

#### Tropical Freshwater Species

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

#### Tropical Marine Species

*Free Ammonia	max 0.01mg/l
Nitrite	max 0.125mg/l
Nitrate	max 100mg/l
*pH	min 8.1
*Dissolved Oxygen	min 4.0 mg/l

### Guidance

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

The water quality standards should not be met at the expense of a correct feeding regime. Exceptions to these standards might occur e.g. when aquatic organisms are diseased,

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# **Model Licence Conditions for Pet Shops**

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after transport or other stress. However in these cases appropriate remedial actions e.g. treatment, acclimatisation or isolation should be undertaken. Sea water holds less oxygen than fresh water. The recommended level is 5.5 mg/l so extra care is needed to ensure that levels do not routinely fall below this.

### **Condition**

Water quality must be checked regularly and records kept of all tests. Centralised systems must be tested weekly. 10% of individually filtered tanks or vat must be tested weekly.

\*These parameters should be checked first i.e dissolved oxygen, free ammonia and pH. Only if a problem exists with these tests is it necessary to check nitrite and nitrate levels.

On aquaria or vats in which visual inspection indicates unusual behaviour or deaths, water quality inspections should be undertaken.

### **Guidance**

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

### **Condition**

Holding systems must be cleaned and checked regularly. Checks of aquariums should be carried out for carcass removal as often as required to keep aquaria clear of dead fish. This may be required multiple times through the day.

### **Guidance**

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

### **Condition**

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

### **Guidance**

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

# **Model Licence Conditions for Pet Shops**

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## **Information**

### **Register of Wild Animals and Endangered Species**

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

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

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

### **Breeding and Sale of Dogs Act**

Puppies/dogs should be identifiable whilst at the shop. Under this legislation, the record should show:

#### **The identification of the animal**

#### **The date of birth, breed, sex and any distinguishing features**

**Details of any veterinary care provided while under care of the shop In addition, it is also good practice to record:**

**Details of any feedback provided to the breeder on health issues such as disease or inherited defects**

**Details of any health screening tests performed on the parents**

## **Model Licence Conditions for Pet Shops**

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### Useful Contacts

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

#### General

British Veterinary Zoological Society

Email: [secretary@bvzs.org](mailto:secretary@bvzs.org)

Chartered Institute of Environmental Health

Chadwick Court, 15 Hatfields, London SE1 8DJ

Telephone: 020 7928 6006

[www.cieh.org](http://www.cieh.org)

Department for Environment, Food and Rural Affairs

Animal Welfare Unit, Nobel House, 17 Smith Square

London SW1P 3JR Telephone: 08459 33 55 77

Email: [helpline@defra.gsi.gov.uk](mailto:helpline@defra.gsi.gov.uk)

<https://www.gov.uk/government/topics/wildlife-and-animal-welfare>

Local Government Association,

c/o LGconnect, Local Government Group,

Local Government House, Smith Square,

London SW1P 3HZ

Telephone: 020 7664 3000

Email: [info@local.gov.uk](mailto:info@local.gov.uk)

[www.lga.gov.uk](http://www.lga.gov.uk)

### Veterinary Contacts

British Small Animal Veterinary Association

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

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### **Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

Woodrow House, 1 Telford Way,  
Waterwells Business Park, Quedgeley,

Gloucester GL2 2AB

Telephone: 01452 726700

[www.bsava.com](http://www.bsava.com)

British Veterinary Association

7 Mansfield Street,

London W1G 9NQ

Telephone: 020 7636 6541

Email: [bvahq@bva.co.uk](mailto:bvahq@bva.co.uk)

[www.bva.co.uk](http://www.bva.co.uk)

Royal College of Veterinary Surgeons

Belgravia House, 62-64 Horseferry Road,

London SW1P 2AF

[www.rcvs.org.uk](http://www.rcvs.org.uk)

All Species

The Blue Cross

Shilton Road, Burford, Oxon OX18 4PF

Tel: 01993 822651

Email: [info@bluecross.org.uk](mailto:info@bluecross.org.uk)

[www.bluecross.org.uk](http://www.bluecross.org.uk)

Pet Industry Federation

Bedford Business Centre,

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).



## **Model Licence Conditions for Pet Shops**

### **Licensing Committee**

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170 Mile Road, Bedford MK42 9TW

Telephone: 01234 273 933

[www.petcare.org.uk](http://www.petcare.org.uk)

People's Dispensary for Sick Animals (PDSA)

Head Office, Whitechapel Way,

Priorslee, Telford, Shropshire TF2 9PQ

Telephone: 01952 290999

[www.pdsa.org.uk](http://www.pdsa.org.uk)

Royal Society for the Prevention of Cruelty to Animals

RSPCA Enquiries Service, Wilberforce Way,

Southwater, Horsham, West Sussex RH13 9RS

Telephone: 0300 1234 555

[www.rspca.org.uk](http://www.rspca.org.uk)

Wood Green Animal Shelters

Kings Bush Farm, London Road,

Godmanchester, Cambs PE29 2NH

Telephone: 0844 248 8181

Email: [info@woodgreen.org.uk](mailto:info@woodgreen.org.uk)

[www.woodgreen.org.uk](http://www.woodgreen.org.uk)

Cats

International Cat Care

Taeselbury, High Street, Tisbury,

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

## **Model Licence Conditions for Pet Shops**

### **Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

Wiltshire SP3 6LD

Telephone: 01747 871872

Email: [info@icatcare.org](mailto:info@icatcare.org).

[www.icatcare.org](http://www.icatcare.org)

Governing Council of the Cat Fancy

5 King's Castle Business Park,

The Drove, Bridgwater, Somerset TA6 4AG

Telephone: 01278 427575

Email: [info@gccfcats.org](mailto:info@gccfcats.org)

[www.gccfcats.org](http://www.gccfcats.org)

Dogs

Dogs Trust

17 Wakley Street, London EC1V 7RQ

Telephone: 0207 833 7685

Email: [info@dogstrust.org.uk](mailto:info@dogstrust.org.uk)

[www.dogstrust.org.uk](http://www.dogstrust.org.uk)

The Kennel Club

1-5 Clarges Street, Piccadilly, London W1J 8AB

Telephone: 08444 633 980

Email: [info@thekennelclub.org.uk](mailto:info@thekennelclub.org.uk)

[www.thekennelclub.org.uk](http://www.thekennelclub.org.uk)

Rabbits and small mammals,

British Rabbit Council

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

## **Model Licence Conditions for Pet Shops**

### **Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

Purefoy House,  
7 Kirkgate,  
Newark, Notts NG24 1AD  
Telephone: 01636 676042  
[www.thebrc.org](http://www.thebrc.org)

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

Fish  
Ornamental Aquatic Trade Association  
1st Floor Office Suite, Wessex House,  
40 Station Road, Westbury,  
Wiltshire BA13 3JN  
Tel: 01373 301353  
[www.ornamentalfish.org](http://www.ornamentalfish.org)

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

### **Qualifications and Training**

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

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

## **Model Licence Conditions for Pet Shops**

### **Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

Animal Medicines Training Regulatory Authority

Unit 1c, Woolpit Business Park,

Windmill Avenue, Woolpit,

Bury St. Edmunds IP30 9UP

Telephone: 01359 245801

Email: [info@amtra.org.uk](mailto:info@amtra.org.uk)

[www.amtra.org.uk](http://www.amtra.org.uk)

City & Guilds

1 Giltspur Street, London EC1A 9DD

Telephone: 0844 543 0000

[www.cityandguilds.com](http://www.cityandguilds.com)

LANTRA

Lantra House, Stoneleigh Park,

Coventry, Warwickshire CV8 2LG

Telephone: 0845 707 8007

Email: [connect@lantra.co.uk](mailto:connect@lantra.co.uk)

[www.lantra.co.uk](http://www.lantra.co.uk)

Permanent identification databases

Microchipping Advisory Group

[www.bsava.com/Advice/MicrochipAdvice/tabid/154/Default.aspx](http://www.bsava.com/Advice/MicrochipAdvice/tabid/154/Default.aspx)

National Dog Tattoo Register

Telephone: 01255 552455

[www.dog-register.co.uk](http://www.dog-register.co.uk)

Animalcare

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

## **Model Licence Conditions for Pet Shops**

### **Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

Telephone: 01904 487 687

Email: [office@animalcare.co.uk](mailto:office@animalcare.co.uk)

[www.animalcare.co.uk](http://www.animalcare.co.uk)

AVID Plc

PO Box 190, Lewes, East Sussex BN7 9GD

Telephone: 0800 652 7 977

Email: [pettrac@avidplc.com](mailto:pettrac@avidplc.com)

[www.avidplc.com](http://www.avidplc.com)

Petlog

The Kennel Club,

4A Alton House,

Gatehouse Way, Aylesbury, Bucks HP19 8XU

Telephone: 0844 463 3999

Email: [petlogadmin@thekennelclub.org.uk](mailto:petlogadmin@thekennelclub.org.uk) [www.petlog.org.uk](http://www.petlog.org.uk)

Pet Protect

Furness House, 53 Brighton Road,

Redhill, Surrey RH1 6RD

Telephone: 0800 587 0660

[www.petprotect.co.uk](http://www.petprotect.co.uk)

# Appendix A

Model Conditions for Pet Shops wishing to sell Dogs (puppies) in Swindon

NB All Pet Shops in Swindon must abide by the general Model Conditions. It is the default position in the Borough that dogs are not to be sold on a Pet Shop licence but an individual can make an application to the Licensing Committee. This may be granted but the following are additional standards that Pet Shops selling dogs (i.e. puppies) must adhere to.

1. No dog shall be kept or sold as part of the business unless it has been obtained directly from the dog breeder. It is not permissible to obtain a dog through any other dealer or via any other intermediary who has acquired the dog or has the dog in their care.
2. The source breeder shall be the owner and keeper of the female parent of the litter.
3. No dog shall be sourced from a breeder unless that breeder is either a). Licensed or b) is exempt from the requirement to be licensed but who nevertheless adheres to the Pet Care Trust's Charter for Breeding Dogs.
4. No dog shall be sourced from a breeder whose dogs are kept at a location more than 45 miles distant from the premises specified in the pet shop licence
5. Before any dog is sold, the purchaser shall be given the contact details for the dog breeder, including contact name, address of the establishment, telephone contact number and where there is one, an e-mail address.
6. No contract with a dog breeder for the supply of dogs shall be entered into, unless a condition is placed on the breeder that they shall offer a reasonable level of information, guidance and assistance to the end purchaser of any dog bred by them, for a period of six months following acquisition by the final purchaser.
7. The dealer shall not sell any dog unless the contract with the breeder includes a requirement that a DNA profile for both of the parents is provided with any puppy supplied. When selling to the final owner, the holder of the pet shop licence shall provide copies of those profiles to the purchaser.

8. No dog shall be sold unless test results are supplied either for the dog or for both of its parents, demonstrating that it is free from the genetic defects commonly associated with the breed in question.
9. No puppy shall pass into the keeping of the dealer (holder of the pet shop licence) unless it has remained with the dam and at the place of birth for a minimum period of eight weeks.
10. No dog shall be sold unless it has been permanently identified by the insertion of a microchip or by some other means.
11. No dog shall be received or kept by the dealer unless the dog has started a course of standard vaccinations. The original documentation issued in connection with those vaccinations shall be passed to the final purchaser. No such documentation shall be considered valid unless it bears the stamp or details of the veterinary practice, which administered the vaccination(s), together with the signature of the veterinary surgeon that performed the procedure(s).
12. The dealer shall give each dog kept or supplied a unique identifying number and that shall be recorded in a logbook. All such logbooks kept in the course of the business shall be made available on request at any reasonable time to an authorised enforcement officer.
13. While in the keeping of the dealer, each dog shall wear a collar with an attached identifying tag or badge, which indicates the breeding establishment from which the dog was obtained, and the unique log number for that dog.
14. Where a pedigree dog is sold, the pedigree certificate for that dog shall accompany it. The breeder shall have signed the pedigree certificate. The dealer is not authorised to purport independently that the dog is of pedigree stock.
15. When a dog is sold, the purchaser shall be provided with detailed, written good husbandry advice for the breed in question or be directed to specific sources of expert information on the breed, particularly with regard to diet, training, grooming and exercise.
16. No dog shall pass into the keeping of the dealer unless it is accompanied by a health care report prepared by a veterinary surgeon, for that dog. The original of the health care certificate shall be given to the final purchaser.

## **Appendix 2      Model Conditions for Pet Shops wishing to sell Dogs (puppies) in Swindon**

NB All Pet Shops in Swindon must abide by the general Model Conditions. It is the default position in the Borough that dogs are not to be sold on a Pet Shop licence but an individual can make an application to the Licensing Committee. This may be granted but the following are additional standards that Pet Shops selling dogs (i.e. puppies) must adhere to.

No dog shall be kept or sold as part of the business unless it has been obtained directly from the dog breeder. It is not permissible to obtain a dog through any other dealer or via any other intermediary who has acquired the dog or has the dog in their care.

The source breeder shall be the owner and keeper of the female parent of the litter.

No dog shall be sourced from a breeder unless that breeder is either a). Licensed or b) is exempt from the requirement to be licensed but who nevertheless adheres to the Pet Care Trust's Charter for Breeding Dogs.

No dog shall be sourced from a breeder whose dogs are kept at a location more than 45 miles distant from the premises specified in the pet shop licence

Before any dog is sold, the purchaser shall be given the contact details for the dog breeder, including contact name, address of the establishment, telephone contact number and where there is one, an e-mail address.

No contract with a dog breeder for the supply of dogs shall be entered into, unless a condition is placed on the breeder that they shall offer a reasonable level of information, guidance and assistance to the end purchaser of any dog bred by them, for a period of six months following acquisition by the final purchaser.

The dealer shall not sell any dog unless the contract with the breeder includes a requirement that a DNA profile for both of the parents is provided with any puppy supplied. When selling to the final owner, the



holder of the pet shop licence shall provide copies of those profiles to the purchaser.

No dog shall be sold unless test results are supplied either for the dog or for both of its parents, demonstrating that it is free from the genetic defects commonly associated with the breed in question.

No puppy shall pass into the keeping of the dealer (holder of the pet shop licence) unless it has remained with the dam and at the place of birth for a minimum period of eight weeks.

No dog shall be sold unless it has been permanently identified by the insertion of a microchip or by some other means.

No dog shall be received or kept by the dealer unless the dog has started a course of standard vaccinations. The original documentation issued in connection with those vaccinations shall be passed to the final purchaser. No such documentation shall be considered valid unless it bears the stamp or details of the veterinary practice, which administered the vaccination(s), together with the signature of the veterinary surgeon who performed the procedure(s).

The dealer shall give each dog kept or supplied a unique identifying number and that shall be recorded in a logbook. All such logbooks kept in the course of the business shall be made available on request at any reasonable time to an authorised enforcement officer.

While in the keeping of the dealer, each dog shall wear a collar with an attached identifying tag or badge, which indicates the breeding establishment from which the dog was obtained, and the unique log number for that dog.

Where a pedigree dog is sold, the pedigree certificate for that dog shall accompany it. The breeder shall have signed the pedigree certificate. The dealer is not authorised to purport independently that the dog is of pedigree stock.

When a dog is sold, the purchaser shall be provided with detailed, written good husbandry advice for the breed in question or be directed to specific sources of expert information on the breed, particularly with regard to diet, training, grooming and exercise.

No dog shall pass into the keeping of the dealer unless it is accompanied by a health care report prepared by a veterinary surgeon, for that dog. The original of the health care certificate shall be given to the final purchaser.

### **Appendix 3 List of Consultees**

<b>Mr Neil Eatwell</b>	<b>Manor Garden Ctre Cheney Manor Rd Swindon SN2 2QJ</b>
<b>Pets at Home</b>	<b>Unit 1 St Margarets Retail Pk Stratton St Margaret Swindon SN3 4ES</b>
<b>Pets at Home</b>	<b>Pets at home, Bridgemead, Mannington, Swindon</b>
<b>Mr Philip Basford</b>	<b>Wyevale Gdn Centre Hyde Road Swindon SN2 7SE</b>
<b>Mr Philip Basford</b>	<b>Waterlife Centre Manor Gdn Centre Cheney Manor Rd Swindon SN2 2QJ</b>
<b>Mr Newman</b>	<b>Bodyhorse Hill Hinton Parva Swindon SN4 0DH</b>
<b>Mr Brian Mountjoy</b>	<b>28 Banwell Ave Park North Swindon SN3 2NJ</b>
<b>Arran Williams</b>	

## Appendix 4 Responses received

Condition 4 Register of Animals

Condition 4.2 A sales register must be maintained.

Clarification- This is not required for fish.

Schedule I – Fish.

Testing of water quality

Condition 2

Water quality must be checked weekly,-

Question What parameters must be tested weekly? Ammonia and nitrite or all parameters in condition 1?( ie Ammonia, Nrite, Oxygen levels and Nitrate)

Section 9. Observations

“Regular checks and observations should be done regularly”

Question How regularly, once a day? once a week?

There does not seem to be any provision of doing quality checks (ie looking for dead fish) in aquariums and removing carcasses, or providing any recordings of having done this in a routine process? Although there is a vague observation requirement in

Section 9. Observations. it is not clear. This may be added to, by adding QC checks of aquariums for carcass removal as often as required to keep aquaria clear of dead fish.

There is also no provision of disposal of carcasses process (in this case fish.) How and where are you wishing the carcasses to be disposed of? (In general waste? In a particular way to minimise issues?)

Mr Arran Williams

## Appendix 5 Summary of consultations received and officer responses

Consultee	Summary	Response	Action
<b>Mr Arran Williams</b>	<b>Condition 4.2 A sales register must be maintained.</b>  Clarification- This is not required for fish	<b>Considered to be valid point</b>	<b>Amend as follows: Condition 4.2 in Guidance to read “This is not required for other species but is recommended with the exception of fish”</b>
	<b>What parameters must be tested weekly</b>	<b>To add further detail as per old MLC for clarity</b>	2. Amend as follows: (parameters asterisked in the table of Condition 1 Schedule I with *) These parameters should be checked first i.e dissolved oxygen, free ammonia and pH. Only if a problem exists with these tests is it necessary to check nitrite and nitrate levels
	<b>How regular should checks/obs be</b>	States in the MLC that all animals should be attended to as a minimum once daily	<b>Amend as follows: To aid clarification to guidance on 9: Any observations or concerns witnessed in daily checks should be noted</b>  <b>Further, to add to Sch I (3): Checks of aquariums should be carried out for carcass removal as often as required to keep aquaria clear of dead fish. This may be required multiple times through the day.</b>
	<b>There is no provision of disposal of carcasses process</b>	<b>10.1 states appropriate measures be in place. Can add additional clarification</b>	<b>Amend as follows. 10.1 guidance add: It is recommended that dead livestock be placed in a yellow bag and disposed of via a vet or pet crematorium</b>

## Appendix 5



### Model Conditions for Pet Shops under Pet Animals Act 1951

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## Introduction

These Model Conditions should not be considered as a complete manual on animal husbandry. It is a living document which will be revised from time to time to take into account new knowledge of animal physiology and behaviour as well as advances and development in standards of animal welfare.

Local authorities in England, Scotland and Wales issue licences to proprietors of pet shops and other pet vendors under the provisions of the Pet Animals Act (1951). Before granting a licence the local authority must be satisfied that the animals are kept in accommodation that is suitable; that they are supplied with appropriate food and drink; and are adequately protected from disease and fire.

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

Under the Animal Welfare Act (2006)<sup>1</sup> which applies in England and Wales and the Animal Health and Welfare (Scotland) Act 2006<sup>2</sup> in Scotland those responsible for animals, including pet vendors, have a responsibility towards the welfare of the animals in their care.

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

The Acts define an animal's needs as including:

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

During the inspection, prior to the issue of a licence, it is important that the five needs as outlined above are considered. Defra, the Welsh Assembly Government and the Scottish Government have produced various Codes of Practice under the Animal Welfare Acts, which outline in more detail certain species' needs that can be referred to for guidance.

Issues specific to pet shops and other pet vendor are covered in this document.

The Animal Welfare Acts also increased the minimum age at which a person can buy an animal to 16 and prohibit giving animals as prizes to unaccompanied children under this age.

Another key objective in developing these model licensing conditions is to encourage conditions in pet shops licensing and a consistency of approach across local authorities which minimises the risk of transmission of disease from animals to humans, alongside the need to protect animals from cruelty and ill-treatment and to encourage good standards of animal husbandry in pet vending.

Zoonoses, or zoonotic disease are infectious diseases transmissible between humans and other animals; many thousands of zoonotic disease have been identified. While the reported instances of transmission are infrequent, they nevertheless represent significant disease prevalence. The risk to humans depends on the kind of disease and the type of exposure.

Legislation/Orders that are relevant:

Pet Animals Act 1951

Dangerous Dogs Act 1991

Dangerous Wild Animals Act 1976

Breeding of Dogs Act 1973

EU Regulation on the protection of animals during transport (EC) 1/2005

Welfare of Animals (Transport) (England) Order 2006

Animal Welfare Act 2006

Docking of Working Dogs' Tails (England) Regulations 2007

Mutilations (Permitted Procedures) (England) Regulations 2007

EU Wildlife Trade Regulations: Council Regulation (EC) No. 338/97, implements CITES (Convention on International Trade in Endangered Species of Flora and Fauna) in the European Community



The Conservation of Habitats and Species Regulations 2010, implements the EU Habitats Directive: Council Directive 92/43 EEC.

The Microchipping of Dogs (England) Regulations 2014

Definition of terms

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

\*\*m<sup>2</sup> is a measurement of area. One m<sup>2</sup> measures one metre by one metre. Consequently two m<sup>2</sup> measures 2 metres by 1 metre. (4 square metres measures 2 metres by 2 metres).

## **Schedule A – General conditions**

### **Licence Display**

#### Condition

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

#### Guidance

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

### **2. Accommodation**

#### **2.1 Condition**

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

#### Guidance

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

#### **2.2 Condition**

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

#### Guidance

The spread of airborne infections can be a significant risk. Excessive or inadequate humidity can cause other health problems.

### 2.3 Condition

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

#### Guidance

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

### 2.4 Condition

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

#### Guidance

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

### 2.5 Condition

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

#### Guidance

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

### 2.6 Condition

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

#### Guidance

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

### 2.7 Condition

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

## Guidance

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

### 2.8 Condition

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

## Guidance

This will prevent contamination of the lower cages. This does not apply to centrifuged fish systems or aviaries where perching and ground birds are housed together.

### 2.9 Condition

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

## Guidance

To stimulate the performance of natural behaviours.

## 3. Exercise Facilities

### 3.1 Condition

Suitable and sufficient facilities must be available where appropriate.

## Guidance

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

## 4. Register of Animals

### 4.1 Condition

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

## Guidance

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

#### 4.2 Condition:

A sales register must be maintained for:

##### 4.2.1 Dogs

##### 4.2.2 Cats

##### 4.2.3 Psittacines

##### 4.2.4 Species contained in the Schedule to the Dangerous Wild Animals Act 1976

#### Guidance

The purpose of the register is for emergency contact of purchasers. The name, address and telephone number of the purchaser should be obtained. This is not required for other species but is recommended ***with the exception of fish***

#### 4.3 Condition

Animals under veterinary treatment must be identifiable.

### 5. Stocking Numbers and Densities

#### 5.1 Condition

No animals other than those specified in the licence, may be stocked. The licence conditions should clearly state the numbers for each species or species group that may be kept on the premises, except fish which will be split into Coldwater, Tropical and Marine

Please refer to Schedules for individual species for more details.

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

#### 5.2 Condition

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

#### Guidance

Details can be found in the relevant schedules.

### 6. Health Disease and Acclimatisation

#### 6.1 Condition

All animals for sale must be in good health

#### Guidance

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

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

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

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

#### 6.2 Condition

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

#### Guidance

"Care and treatment" may include euthanasia but under no circumstances may an animal be euthanised other than in a humane and effective manner. In case of doubt, veterinary advice must be sought.

#### 6.3 Condition

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

#### Guidance

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

## 6.4 Condition

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

### Guidance

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

## 6.5 Condition

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

### Guidance

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

## 6.6 Condition

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

### Guidance

“Rodent” and “Insect” excludes animals for sale or feeding

Precautions may include employment of dedicated pest control services or in house pest control.

Areas, especially areas where feed is stored must be kept clean and neat with spilled feed swept up forthwith

## 7. Food and Drink

### 7.1 Condition

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

#### Guidance

Water should be available at all times except for those species where it may be harmful. An SOP should be produced for basic nutritional needs for each species or species group, and age group if appropriate. The owner should be advised to continue feeding consistent with the diet given by the pet shop.

### 7.2 Condition

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

#### Guidance

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

## 8. Food Storage

### 8.1 Condition

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

#### Guidance

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

### 8.2 Condition

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

#### Guidance

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

## 9. Observation

### 9.1 Condition



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

#### Guidance

Regular checks and observation records aid in early detection of illness, injury or behavioural problems and should be considered very important for all animals.

A system of recording observation should be maintained. ***Any observations or concerns witnessed in daily checks should be noted***

### 10. Disposal of Waste

#### 10.1 Condition

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

#### Guidance

This is important for biosecurity and odour reduction.

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

There should be appropriate arrangements in place for removal of dead animals. ***It is recommended that dead livestock be placed in a yellow bag and disposed of via a vet or pet crematorium***

### 11. Transportation to the Premises

#### 11.1 Condition

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

#### 11.2 Condition

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

#### 11.3 Condition

Animals must be transported or handed to purchasers in suitable containers for the species,

#### Guidance

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

Fish should be sold in plastic bags filled with 1/3 of water and 2/3 air for short journeys. The corners should be tied off to prevent suffocation. For longer journeys oxygen can be used. A double bag should be used for catfish or species with sharp fins or spines. The plastic bag should be covered with a brown bag to prevent light frightening the fish.

## 12. Sale of Animals

### 12.1 Condition

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

#### Guidance

Young mammals require nutritional and behavioural support from their mothers.

### 12.2 Condition

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

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

### 13.1 Condition

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

#### Guidance

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

### 13.2 Condition

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

#### Guidance

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

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

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

#### 14. Pet care advice, staff training and knowledge

##### Condition

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

##### Guidance

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

##### 14.1 Condition

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

##### Guidance

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

##### 14.2 Condition

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

##### Guidance

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

#### 14.3 Condition

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

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

#### 14.4 Condition

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

#### Guidance

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

### 15. Fire and other emergency precautions

#### 15.1 Condition

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

#### Guidance

Staff should be aware of these procedures and a copy should be displayed for staff to refer to as and when needed. Evacuation should be regularly practised and practices recorded. All staff should undergo regular training and records should be kept of such training.

#### 15.2 Condition

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

#### Guidance

To facilitate risk free evacuation if needed, when designing accommodation, consideration should be given to using systems which would allow timely removal of the animals in the case of emergency. This provision would not usually apply to aquaria and ponds.

### 15.3 Condition

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

#### Guidance

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

### 15.4 Condition

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

#### Guidance

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

### 15.5 Condition

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

#### Guidance

For contact in cases of emergency.

### 15.6 Condition

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

#### Guidance

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

### 15.7 Condition

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

#### Guidance

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

#### 15.8 Condition:

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

#### Guidance

For health and safety of staff and animals.

#### 15.9 Condition

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

#### Guidance

Some species are very sensitive to temperature fluctuation.

#### 16 Sale of Farm Animals

All cattle, sheep, goats and pigs are subject to various legislation regarding their sale, movement etc regardless if they are being sold as pet or as farm livestock. Licensees MUST contact the Animal Health Officer at Swindon Borough Council before embarking on selling any of the above species to ensure they comply with the legislation

#### 17 Boarding of Animals

No pet shop should be used for the purpose of boarding any species of animal for which they are not licensed to sell.

NB. Boarding of cats and dogs is subject to separate licence issued under the Animal Boarding Establishments Act 1963

**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.**

## Schedule B – Dogs

### Condition

Puppies must be weaned before leaving the mother and not before 8 weeks old.

### Guidance

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

### Condition

The minimum kennel size must be:

For a batch of small breed puppies – max 6 pups – 1.5m<sup>2</sup> for sleeping, plus 2m<sup>2</sup> for exercise

For a batch of medium breed puppies – max 4 pups – 2m<sup>2</sup> for sleeping, plus 2m<sup>2</sup> for exercise

For a batch of large breed puppies – max 2 pups – 2m<sup>2</sup> for sleeping, plus 2m<sup>2</sup> 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 is not a defence if the welfare of the animals is in question.

### Guidance

The kennel area should be large enough to allow separate sleeping and activity areas. The kennel should allow each puppy to be able to walk, turn around and wag its tail without touching the sides of the kennel. The puppies should have sufficient room to play, stand on their hind limbs and to lie down without touching another individual. The kennel size required will increase in relation to the size and number of puppies housed at any one time.

The length and the width should be sufficient to allow all the puppies to lie outstretched without their noses or tails touching the walls or other individuals. In certain circumstances it is permissible to have separate exercise areas to sleeping areas but in such cases puppies must be given access to the exercise

area at least four times a day. Any separate exercise area should be fully cleaned and disinfected between its uses by different batches of puppies.

#### Condition

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

#### Condition

Extreme temperatures must be avoided.

#### Guidance

Puppies are relatively sensitive to high/low temperatures. Temperatures should not normally go below 12°C or exceed 26°C

#### Condition

General bedding must include an adequate amount of absorbent material.

#### Guidance

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

#### Condition

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

#### Guidance

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

#### Condition

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

#### Guidance

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

#### Condition



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

#### Guidance

The diet should be appropriate for puppies.

#### Condition

Puppies must have frequent, quality contact time with staff.

#### Guidance

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

#### Condition

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

#### Guidance

Puppies are particularly susceptible to disease as they have immature immune systems. The new owner should be advised to register the puppy with a vet.

#### Condition

Ideally, single puppies must not be left alone in a kennel, but where they are, special attention should be paid to specific human interaction.

When they are mixed they should be of similar size, age and temperament and there should be good supervision of mixing.

#### Guidance

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

#### Condition

There must be environmental enrichment in all kennels.

#### Guidance

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

\*\* Please see 'Schedule A – General Conditions' for food, water and isolation conditions

NB All Pet Shops in Swindon must abide by the general Model Conditions. It is the default position in the Borough that dogs are not to be sold on a Pet Shop licence but an individual can make an application to the Licensing Committee. This may be granted but the additional standards that Pet Shops selling dogs (i.e. puppies) must adhere to can be found in *Model Conditions for Pet Shops wishing to sell Dogs (puppies) in Swindon – Appendix A*

## Schedule C – Cats

### Condition

Kittens must be weaned before leaving the mother.

### Guidance

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

### Condition

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

### Guidance

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

### Condition

Extreme temperatures must be avoided.

### Guidance

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

### Condition

Disposable or washable bedding must be provided and kept clean.

### Guidance

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

#### Condition

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

#### Condition

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

#### Guidance

The diet should be appropriate for kittens.

#### Condition

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

#### Guidance

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

#### Condition

Kittens must have frequent, quality contact time with staff.

#### Guidance

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

#### Condition

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

#### Guidance

To allow kittens to exhibit normal behaviours, particularly climbing. Toys should be easily cleaned or replaced between batches.

## Schedule D – Rabbits

### Condition

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

### Guidance

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

### Condition

The minimum enclosure size must be:

0.4m<sup>2</sup> for up to 4 standard juvenile rabbits and a height of 0.4m. 0.5m<sup>2</sup> for up to 2 giant breed juvenile rabbits and a height of 0.5m.

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

### Guidance

Dwarf Lops/Dutch rabbits are the most commonly available in pet shops and weigh up to 4kgs. The height should allow the rabbit to rear up to perform natural behaviour. Rabbits should be kept in store in groups. Rabbits need to be able to move freely and to be able to perform vital behaviours such as caecotrophy and rearing. ***Rabbits must be able to sit up in the cage without the ears touching the ceiling and be able to complete at least three hops along the diagonal length of the enclosure***

The installation of shelving in rabbit cages is particularly beneficial to rabbits as they like to spend a lot of time off the cage floor.

### Condition

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

### Guidance

To allow rabbits to exhibit normal behaviours, indestructible toys; cardboard boxes; chewing substrates should be provided. Toys should be easily cleaned or replaced between batches.

Rabbits are prey animals and should have the opportunity to hide if scared or stressed.

#### 4. Condition

Extreme temperatures must be avoided.

##### Guidance

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

#### 5. Condition

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

##### Guidance

Rabbits need a warm, softly-bedded sleeping area away from the litter and food/water.

#### 6. Condition

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

##### Guidance

The disinfectant should be effective against viral, bacterial and parasitic infection and safe for use on rabbits. Check with a vet or manufacturer if unsure. Diseases such as E-cuniculi can be spread via urine, so thorough cleaning is required between new occupants.

Rabbits often choose to toilet in the sleeping area of a hutch and a litter tray could be placed here.

#### 7. Condition

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

##### Guidance

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

#### 8. Condition

Rabbits must have a constant supply of fresh hay and water, and be offered an appropriate amount of dry food for the breed and age.

Feed dishes should be suitable to ensure feed does not get contaminated by urine or faeces.

#### Guidance

Rabbits teeth are open rooted and therefore constant access to good quality hay is essential, for dental health, gastrointestinal health (without a constant supply of fibrous food, rabbit GI tracts slow down) and behavioural reasons (to relieve boredom). It is vital that hay is available throughout the day and sufficient provided for them at closing time to last them until the next business day.

Dry food should be provided for youngsters to assist growth, see manufacturer's instructions, but should not be fed ad-lib.

#### 9 Condition

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

#### Guidance

Due to the delicate digestive system, particularly under stress, if diets are to be changed then a slow transition between diets is advisable.

## Schedule E – Other small mammals

### Condition

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

### Guidance

To help avoid unwanted litters, all animals should be sexed immediately on arrival to the premises and housed in single sex groups.

Animals from different sources should not be mixed.

### Condition

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

### Guidance

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

### Condition

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

### Guidance

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

### Condition

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

### Guidance

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

### Condition

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

### Guidance



Animals must be given the opportunity to hide as a natural instinct and be given suitable accessories to allow for stimulation and to reduce stress. Chinchillas and Degus should be given the opportunity to use a sand bath by offering one on a regular basis, e.g. 10 minutes daily. Rodents need to express natural behaviour such as running and chewing/ gnawing. Toys such as hides, tunnels, paper bags filled with hay and fruit twigs are ideal for expressing natural foraging behaviour.

Animals should be able to move away from direct lighting. Cool hides should be provided to prevent overheating.

#### Condition

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

#### Guidance

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

Bottles should be kept clean and free from algae.

#### Condition

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

#### Guidance

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

#### Condition

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	Min Cage Height (m)	Min Cage Depth (m)
Mice, Hamsters, Gerbils	0.068	0.079	0.09	0.1	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	0.5	0.625	0.75	0.875	1.0	0.45	0.45
Chipmunks	0.25	0.375	0.5	0.625	0.75	0.875	1.0	0.90	0.45

## Schedule F – Ferrets

### Condition

Ferrets must be at least eight weeks old

### Guidance

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

### Condition

Ferrets must be housed with batch companions

### Guidance

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

### Condition

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

### Guidance

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

### Condition

Batches of ferrets must not be mixed

### Guidance

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

### Condition

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

#### Guidance

Enclosures should be placed on a hard surface and anchored to the ground. Ferrets require space for their toilet area removed from their sleeping or eating areas. Ferrets require space to exhibit their normal active behaviour – running backwards, forwards and

sideways and to climb, explore and play. Ferrets are naturally clean and will usually select one corner as their toilet

#### Condition

Sleeping quarters must be draught free and dark

#### Guidance

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

#### Condition

Ferrets must have suitable bedding.

#### Guidance

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

#### Condition

Extreme temperatures must be avoided.

#### Guidance

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

#### Condition

Ferret kibble must be provided at appropriate intervals.

#### Guidance

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

#### 10. Condition

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

#### Guidance

Ferrets are renowned for tipping bowls

## Schedule G – Birds

### Condition

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

### Guidance

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

### Condition

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

### Condition

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

### Guidance

Birds are more sensitive to high temperatures.

### Condition

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

### Guidance

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

### Condition

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

#### Guidance

Enclosures should be placed on a hard surface. Some species require more robust materials. Materials such as loose zinc coating can be toxic to birds.

#### Condition

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

#### Guidance

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

#### Condition

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

#### Guidance

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

#### ***N.B. In accordance with: The Wildlife & Countryside Act 1981 (sec 8)***

***“No species of bird shall be housed in accommodation which does not afford that species sufficient space for natural free and full wing stretching and the number of birds housed shall be such that overcrowding does not significantly reduce that freedom. Long tailed birds or birds in full plumage must be provided with properly placed perches, and feeding and watering points to prevent that plumage being fouled or otherwise damaged***

### Stocking Densities for Birds in Cages

Type	Length of Bird (cm)	Floor Area (m <sup>2</sup> ) housing up to 4 birds	Linear comes per additional bird on either cage length or depth <sup>*3</sup>
Budgerigar		0.15	5
Canary		0.15	5
Cockatiel		0.48	7.5
Finches	Less than 12.5	0.113	5
	12.5 – 17.5	0.15	5
	More than 17.5	0.225	7.5
Parakeets and Lovebirds <sup>*1</sup>	Less than 25	0.42	7.5
	15-30 <sup>*1</sup>	0.48	7.5
	More than 30 <sup>*1</sup>	0.675	7.5
Parrots	Less than 30	0.225	10
	30-35 <sup>*2</sup>	0.4050	15
	More than 35 <sup>*2</sup>	0.4725	20
Chickens		1.6	
Bantams		1.6	
Quails		1.6	

**\*1.** It is recommended that, wherever possible, these species are displayed for sale in aviaries or flights rather than cages per se.

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

**\*3.** The extra-linear centimetre per additional bird, is intended to refer to an increase in either width or length or a combination of the two i.e., a



**20cm increase could refer to 20cm width, 20cm length or say 10cm width combined with 10cm length.**

## Stocking Densities for Birds in Aviaries and Flights

Type	Length of Bird (cm)	Floor Area (m <sup>2</sup> ) housing up to 4 birds
Budgerigar		18
Canary		18
Cockatiel		8
Finches	Less than 12.5	24
	12.5 – 17.5	18
	More than 17.5	12
Parakeets and Lovebirds <sup>*1</sup>	Less than 25	10
	15-30	6
	More than 30	4
Parrots	Less than 30	10
	30-35	6
	More than 35	4
Chickens		4 (min height 0.9m)
Bantams		6 (min height 0.9m)
Quails		8 (min height 0.9m)

## Schedule H – Reptiles and Amphibians

### Condition

Stocking and density must be appropriate to the species.

### Guidance

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

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

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

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

Tortoises and Terrapins: only terrapins of similar size and habit and from the similar geographical area should be kept communally.

Tortoises of different species should be housed individually. Also, adult males in breeding condition should be housed individually.

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

Newts and Salamanders: only species of similar size and from similar geographical areas should be kept together.

Generally mixed taxa [e.g. lizards and tortoises] are not recommended, although paludaria which combine fish with small reptiles and/ or amphibians of appropriate species are acceptable.

### Condition

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

#### Guidance

Snakes: The recommendation is that the snake may not be longer in length than the longest diagonal of the enclosure.

Lizards: the length of the enclosure should be three times the full length of the lizard, or larger.

Tortoises and Terrapins: the length of the enclosure should be a minimum of 90cms, or four times the length of the animal, or larger.

For aquatic species [turtles, terrapins] the enclosure should allow the animal to swim adequately, i.e. have water depth at least 4 times that of the animal, although some terrapins (e.g. *Cora* sp., *Terrapin* sp. And *Glyptemys* sp.) do not require such deep water.

Terrapins must also have an adequate land basking area.

Frogs and Toads: the length of the enclosure should be minimum 30cm x 30 cm x 30cm, or at least three times the length of the animal, or larger. For sedentary species, such as horned frogs (*Ceratophrys* sp.) and African bull frogs (*Pyxicephalus* sp.) the enclosure can be smaller.

Fully aquatic species should be able to swim adequately, i.e. water depth should be at least 4 times the depth of the animal.

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

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

#### Condition

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

#### Guidance

Ambient and basking temperatures should be appropriate to the species concerned, with the following guidance for commonly kept species.

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

#### Condition

Lighting must be appropriate to the species.

#### Guidance

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

#### Condition

Substrate appropriate to the species must be present.

#### Guidance

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

#### Condition

Enrichment must be provided appropriate to the species.

#### Guidance

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

#### Condition

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

## Guidance

Feeding habits vary between species and between individuals. Staff should have knowledge of the requirements for all the species held. Food should be presented in a form or pattern that is acceptable to the species concerned. Food supplements [vitamin and minerals] should be provided as appropriate to the species concerned. Live food intended for use should be housed in suitable escape proof containers, and fed appropriately.

Fresh foods [salads] should be kept refrigerated where appropriate. Frozen foods intended for use must be stored in an appropriate deepfreeze and defrosted thoroughly before use.

Feeding records for hatchling snakes should be kept and made available to purchasers.

Fresh water should be available at all times, with the exception of certain desert species, such as *Uromastix* sp. which should be offered water periodically. Certain species, such as chameleons, do not drink from standing water and should be offered water appropriately, e.g. by a dripper system or sprayer.

## Condition

Hygiene: enclosures must be cleaned appropriately.

## Guidance

Spoiled food stuffs should be removed at appropriate time periods, at least daily.

Substrates should be replaced as appropriate, and spot cleaned daily. Décor should be sanitised as appropriate. Enclosures should be disinfected with appropriate disinfectant as necessary and always between different batches of animals. Disinfectant should be appropriate for the contaminants likely to be encountered. Disinfectant hand gels should be available for staff to use between animals, to prevent the external environment being contaminated. Water bowls should be cleaned as appropriate and disinfected at least weekly.

Slough [shed skins] should be removed daily.

## Condition

Handling must be kept to a minimum at all times.

## Guidance

Handling must be kept to a minimum at all times. Staff should receive training on how to handle animals and animals which may be aggressive should only be

handled by competent staff. Staff and customers should wash hands after handling specimens, and any equipment used should also be disinfected.

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

## Schedule I – Fish

### Condition

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

Minimum water standards must be:

#### Cold Water Species

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

#### Tropical Freshwater Species

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

#### Tropical Marine Species

*Free Ammonia	max 0.01mg/l
Nitrite	max 0.125mg/l
Nitrate	max 100mg/l
*pH	min 8.1
*Dissolved Oxygen	min 4.0 mg/l

### Guidance

It is virtually impossible to determine the quantity of aquatic organisms to be kept in a system purely on a weight or number of aquatic organisms per unit, volume, or water surface area. The variation in holding system used, the quality of husbandry and the types of aquatic organisms stocked vary so greatly that it



would render any such system too complicated to be practical or too simple to be useful. The maintenance of water quality standards can be used to determine working stocking densities.

The water quality standards should not be met at the expense of a correct feeding regime. Exceptions to these standards might occur e.g. when aquatic organisms are diseased, after transport or other stress. However in these cases appropriate remedial actions e.g. treatment, acclimatisation or isolation should be undertaken. Sea water holds less oxygen than fresh water. The recommended level is 5.5 mg/l so extra care is needed to ensure that levels do not routinely fall below this.

#### Condition

Water quality must be checked regularly and records kept of all tests. Centralised systems must be tested weekly. 10% of individually filtered tanks or vat must be tested weekly.

***\*These parameters should be checked first i.e dissolved oxygen, free ammonia and pH. Only if a problem exists with these tests is it necessary to check nitrite and nitrate levels.***

On aquaria or vats in which visual inspection indicates unusual behaviour or deaths, water quality inspections should be undertaken.

#### Guidance

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

#### Condition

Holding systems must be cleaned and checked regularly. Checks of aquariums should be carried out for carcass removal as often as required to keep aquaria clear of dead fish. This may be required multiple times through the day.

#### Guidance

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

#### Condition

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

#### Guidance

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

## Information

### Register of Wild Animals and Endangered Species

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

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

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

### Breeding and Sale of Dogs Act

Puppies/dogs should be identifiable whilst at the shop. Under this legislation, the record should show:

The identification of the animal

The date of birth, breed, sex and any distinguishing features

Details of any veterinary care provided while under care of the shop In addition, it is also good practice to record:

Details of any feedback provided to the breeder on health issues such as disease or inherited defects

Details of any health screening tests performed on the parents

## **Useful Contacts**

**All pet shop licences are issued by your local authority who should be your first point of contact**

### **General**

**British Veterinary Zoological Society**

**Email: [secretary@bvzs.org](mailto:secretary@bvzs.org)**

**Chartered Institute of Environmental Health**

**Chadwick Court, 15 Hatfields, London SE1 8DJ**

**Telephone: 020 7928 6006**

**[www.cieh.org](http://www.cieh.org)**

**Department for Environment, Food and Rural Affairs**

**Animal Welfare Unit, Nobel House, 17 Smith Square**

**London SW1P 3JR Telephone: 08459 33 55 77**

**Email: [helpline@defra.gsi.gov.uk](mailto:helpline@defra.gsi.gov.uk)**

**<https://www.gov.uk/government/topics/wildlife-and-animal-welfare>**

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

#### **Veterinary Contacts**

**British Small Animal Veterinary Association**  
**Woodrow House, 1 Telford Way,**  
**Waterwells Business Park, Quedgeley,**

**Gloucester GL2 2AB**  
**Telephone: 01452 726700**  
**[www.bsava.com](http://www.bsava.com)**

**British Veterinary Association**  
**7 Mansfield Street,**  
**London W1G 9NQ**  
**Telephone: 020 7636 6541**  
**Email: [bvahq@bva.co.uk](mailto:bvahq@bva.co.uk)**  
**[www.bva.co.uk](http://www.bva.co.uk)**

**Royal College of Veterinary Surgeons**  
**Belgravia House, 62-64 Horseferry Road,**  
**London SW1P 2AF**  
[www.rcvs.org.uk](http://www.rcvs.org.uk)

**All Species**  
**The Blue Cross**  
**Shilton Road, Burford, Oxon OX18 4PF**  
**Tel: 01993 822651**  
**Email: [info@bluecross.org.uk](mailto:info@bluecross.org.uk)**  
[www.bluecross.org.uk](http://www.bluecross.org.uk)

**Pet Industry Federation**  
**Bedford Business Centre,**  
**170 Mile Road, Bedford MK42 9TW**  
**Telephone: 01234 273 933**  
[www.petcare.org.uk](http://www.petcare.org.uk)

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

**Royal Society for the Prevention of Cruelty to Animals**

**RSPCA Enquiries Service, Wilberforce Way,**

**Southwater, Horsham, West Sussex RH13 9RS**

**Telephone: 0300 1234 555**

**[www.rspca.org.uk](http://www.rspca.org.uk)**

**Wood Green Animal Shelters**

**Kings Bush Farm, London Road,**

**Godmanchester, Cambs PE29 2NH**

**Telephone: 0844 248 8181**

**Email: [info@woodgreen.org.uk](mailto:info@woodgreen.org.uk)**

**[www.woodgreen.org.uk](http://www.woodgreen.org.uk)**

**Cats**

**International Cat Care**

**Taeselbury, High Street, Tisbury,**

**Wiltshire SP3 6LD**

**Telephone: 01747 871872**

**Email: [info@icatcare.org](mailto:info@icatcare.org).**

**[www.icatcare.org](http://www.icatcare.org)**

**Governing Council of the Cat Fancy**

**5 King's Castle Business Park,**

**The Drove, Bridgwater, Somerset TA6 4AG**

**Telephone: 01278 427575**

**Email: [info@gccfcats.org](mailto:info@gccfcats.org)**

**[www.gccfcats.org](http://www.gccfcats.org)**

## **Dogs**

### **Dogs Trust**

**17 Wakley Street, London EC1V 7RQ**

**Telephone: 0207 833 7685**

**Email: [info@dogstrust.org.uk](mailto:info@dogstrust.org.uk)**

**[www.dogstrust.org.uk](http://www.dogstrust.org.uk)**

### **The Kennel Club**

**1-5 Clarges Street, Piccadilly, London W1J 8AB**

**Telephone: 08444 633 980**

**Email: [info@thekennelclub.org.uk](mailto:info@thekennelclub.org.uk)**

**[www.thekennelclub.org.uk](http://www.thekennelclub.org.uk)**

## **Rabbits and small mammals,**

### **British Rabbit Council**

**Purefoy House,**

**7 Kirkgate,**

**Newark, Notts NG24 1AD**

**Telephone: 01636 676042**

**[www.thebrc.org](http://www.thebrc.org)**



**Rabbit Welfare Association and Fund**

**PO Box 603, Horsham,**

**West Sussex RH13 5WL**

**Telephone: 0844 324 6090**

**Email: [hq@rabbitwelfare.co.uk](mailto:hq@rabbitwelfare.co.uk) [www.rabbitwelfare.co.uk](http://www.rabbitwelfare.co.uk)**

**Fish**

**Ornamental Aquatic Trade Association**

**1st Floor Office Suite, Wessex House,**

**40 Station Road, Westbury,**

**Wiltshire BA13 3JN**

**Tel: 01373 301353**

**[www.ornamentalfish.org](http://www.ornamentalfish.org)**

**Reptiles**

**REPTA (Reptile & Exotic Pet Trade Association)**

**Telephone: 02380 440999**

**Email: [info@repta.org](mailto:info@repta.org)**

**[www.repta.org](http://www.repta.org)**

## **Qualifications and Training**

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

### **Animal Medicines Training Regulatory Authority**

**Unit 1c, Woolpit Business Park,**

**Windmill Avenue, Woolpit,**

**Bury St. Edmunds IP30 9UP**

**Telephone: 01359 245801**

**Email: [info@amtra.org.uk](mailto:info@amtra.org.uk)**

**[www.amtra.org.uk](http://www.amtra.org.uk)**

### **City & Guilds**

**1 Giltspur Street, London EC1A 9DD**

**Telephone: 0844 543 0000**

**[www.cityandguilds.com](http://www.cityandguilds.com)**

### **LANTRA**

**Lantra House, Stoneleigh Park,**

**Coventry, Warwickshire CV8 2LG**

**Telephone: 0845 707 8007**

**Email: [connect@lantra.co.uk](mailto:connect@lantra.co.uk)**

**[www.lantra.co.uk](http://www.lantra.co.uk)**

**Permanent identification databases**

**Microchipping Advisory Group**

[www.bsava.com/Advice/MicrochipAdvice/tabid/154/Default.aspx](http://www.bsava.com/Advice/MicrochipAdvice/tabid/154/Default.aspx)

**National Dog Tattoo Register**

Telephone: 01255 552455

[www.dog-register.co.uk](http://www.dog-register.co.uk)

**Animalcare**

Telephone: 01904 487 687

Email: [office@animalcare.co.uk](mailto:office@animalcare.co.uk)

[www.animalcare.co.uk](http://www.animalcare.co.uk)

**AVID Plc**

PO Box 190, Lewes, East Sussex BN7 9GD

Telephone: 0800 652 7 977

Email: [pettrac@avidplc.com](mailto:pettrac@avidplc.com)

[www.avidplc.com](http://www.avidplc.com)

**Petlog**

The Kennel Club,

4A Alton House,

Gatehouse Way, Aylesbury, Bucks HP19 8XU

Telephone: 0844 463 3999

Email: [petlogadmin@thekennelclub.org.uk](mailto:petlogadmin@thekennelclub.org.uk) [www.petlog.org.uk](http://www.petlog.org.uk)

**Pet Protect**

**Furness House, 53 Brighton Road,**

**Redhill, Surrey RH1 6RD**

**Telephone: 0800 587 0660**

**[www.petprotect.co.uk](http://www.petprotect.co.uk)**

# Model Licence Conditions for Pet Shops

## ANNEX A

Date: 17<sup>th</sup> September 2015

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### Model Conditions for Pet Shops wishing to sell Dogs (puppies) in Swindon

**NB All Pet Shops in Swindon must abide by the general Model Conditions. It is the default position in the Borough that dogs are not to be sold on a Pet Shop licence but an individual can make an application to the Licensing Committee. This may be granted but the following are additional standards that Pet Shops selling dogs (i.e. puppies) must adhere to.**

No dog shall be kept or sold as part of the business unless it has been obtained directly from the dog breeder. It is not permissible to obtain a dog through any other dealer or via any other intermediary who has acquired the dog or has the dog in their care.

The source breeder shall be the owner and keeper of the female parent of the litter.

No dog shall be sourced from a breeder unless that breeder is either a). Licensed or b) is exempt from the requirement to be licensed but who nevertheless adheres to the Pet Care Trust's Charter for Breeding Dogs.

No dog shall be sourced from a breeder whose dogs are kept at a location more than 45 miles distant from the premises specified in the pet shop licence

Before any dog is sold, the purchaser shall be given the contact details for the dog breeder, including contact name, address of the establishment, telephone contact number and where there is one, an e-mail address.

No contract with a dog breeder for the supply of dogs shall be entered into, unless a condition is placed on the breeder that they shall offer a reasonable level of information, guidance and assistance to the end purchaser of any dog bred by them, for a period of six months following acquisition by the final purchaser.

The dealer shall not sell any dog unless the contract with the breeder includes a requirement that a DNA profile for both of the parents is provided with any puppy supplied. When selling to the final owner, the holder of the pet shop licence shall provide copies of those profiles to the purchaser.

No dog shall be sold unless test results are supplied either for the dog or for both of its parents, demonstrating that it is free from the genetic defects commonly associated with the breed in question.

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

# **Model Licence Conditions for Pet Shops**

**Licensing Committee**

**Date: 17<sup>th</sup> September 2015**

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No puppy shall pass into the keeping of the dealer (holder of the pet shop licence) unless it has remained with the dam and at the place of birth for a minimum period of eight weeks.

No dog shall be sold unless it has been permanently identified by the insertion of a microchip or by some other means.

No dog shall be received or kept by the dealer unless the dog has started a course of standard vaccinations. The original documentation issued in connection with those vaccinations shall be passed to the final purchaser. No such documentation shall be considered valid unless it bears the stamp or details of the veterinary practice, which administered the vaccination(s), together with the signature of the veterinary surgeon that performed the procedure(s).

The dealer shall give each dog kept or supplied a unique identifying number and that shall be recorded in a logbook. All such logbooks kept in the course of the business shall be made available on request at any reasonable time to an authorised enforcement officer.

While in the keeping of the dealer, each dog shall wear a collar with an attached identifying tag or badge, which indicates the breeding establishment from which the dog was obtained, and the unique log number for that dog.

Where a pedigree dog is sold, the pedigree certificate for that dog shall accompany it. The breeder shall have signed the pedigree certificate. The dealer is not authorised to purport independently that the dog is of pedigree stock.

When a dog is sold, the purchaser shall be provided with detailed, written good husbandry advice for the breed in question or be directed to specific sources of expert information on the breed, particularly with regard to diet, training, grooming and exercise.

No dog shall pass into the keeping of the dealer unless it is accompanied by a health care report prepared by a veterinary surgeon, for that dog. The original of the health care certificate shall be given to the final purchaser.

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

## Proposed conditions for Dog Day Care

Licensing Committee Date:

15<sup>th</sup> December 2015

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Author:	Kathryn Ashton – Licensing Manager
Wards:	All
Locality Affected:	All
Parishes Affected:	All

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### 1. Purpose and Reasons

- 1.1 To consider the responses to the Dog Day Care “crèches” Model Licence Conditions Consultation exercise and to recommend approval of licence conditions for adoption.

### 2. Recommendations

#### That Committee:

- 2.1 Approve the recommended licence conditions for adoption as detailed in Appendix 5. The revised conditions to apply to any new applications made for day care centres within the Borough.
- 2.2 Agree for the results of the consultation exercise to be brought back to Committee for consideration with a view to formal adoption of conditions

### 3. Detail

- 3.1 The Council currently uses Model conditions for boarding establishments based on the Local Government Association guidance produced. These are for kennels and home boarding establishments
- 3.2 It has been recognised that these do not include specific conditions for dog day care facilities.
- 3.3 A set of conditions were drafted and tabled at the Licensing Committee meeting on the 17th September. These are attached as Appendix 1.
- 3.4 It was agreed by the Licensing Committee that a consultation exercise be carried out and that the results of the consultation exercise and proposed licence conditions be brought back for consideration and adoption with any amendments as considered necessary.
- 3.5 The consultation document was posted on the Council web site, and copies were also sent to all currently licensed boarding establishments in the district. These are attached as Appendix 2.
- 3.6 The responses received are detailed in Appendix 3
- 3.7 All responses have been acknowledged and all enquiries have been clarified as to the purpose and extent of the consultation.

Further information on the subject of this report can be obtained from Kathryn Ashton, Licensing Manager on 01793 466113 or by email: [kashton@windon.gov.uk](mailto:kashton@windon.gov.uk)

## Proposed conditions for Dog Day Care

Licensing Committee Date:

15<sup>th</sup> December 2015

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- 3.8 A summary of responses are detailed in Appendix 4
- 3.9 Responses received are positive on the whole although some queries have been raised. After considering all responses the recommendation to members would be as follows:
- 3.10 Although they did not put in a formal response, several of our home boarding licensees asked if these conditions would apply to them as they carry out day care (as well as overnight boarding).
- 3.11 To clarify an additional section has been added to the introduction: These conditions are intended for purpose built Dog Day Care Centres. Although day care may be carried out at a home boarding facility these conditions may not be appropriate for such a site and the relevant Model Licence Conditions for Home Boarding premises should be used.
- 3.12 Further specific conditions are available for Kennels.
- 3.13 The Licensing Department can be contacted on 01793 466080 or [licensing@swindon.gov.uk](mailto:licensing@swindon.gov.uk) for clarification as to which Model Conditions are fitting for the premises.
- 3.14 In section 1.8 to add: As part of the emergency plan in 5.10.3, consideration must be made for the non-collection of dogs and appropriate measure considered for the overnight placement of unclaimed dogs.
- 3.15 In section 3.6 To ensure separation of dogs from different households in secure areas if have to be left unattended momentarily. Following risk assessment by licensee this may be relaxed with written permission from owners. This would be reviewed on annual inspections and if any issues identified the concession will be removed. NB see 5.8.2 a fit and proper person should always be in attendance
- 3.16 In section 5.8.1 to add: This should include practical experience of caring for dogs other than their own as well as a qualification in behaviour and first aid.
- 3.17 To add: 5.8.7 Only people of 16 years of age or over may have access to the day care centre facilities
- 3.18 To remove: 5.10.5 All doors to rooms should be kept shut at night in normal circumstances. This may be at Licensee's discretion following risk assessment
- 3.19 Section 4.6 to remove the words "at night"

### 4. Alternative Options

- 4.1 The Licensing Committee could choose not to adopt the proposed conditions for dog day care establishments. However should this be the case there would be no specific conditions to apply to such premises.

Further information on the subject of this report can be obtained from Kathryn Ashton, Licensing Manager on 01793 466113 or by email: [kashton@windon.gov.uk](mailto:kashton@windon.gov.uk)



## **Proposed conditions for Dog Day Care**

**Licensing Committee Date:**

**15<sup>th</sup> December 2015**

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### **5. Implications, Diversity Impact Assessment and Risk Management**

#### Financial and Procurement Implications

- 5.1 There are no direct financial implications arising from the report. Any future consultation will be undertaken within approved budgets.

#### Legal and Human Rights Implications

- 5.2 Legal and Human Rights considerations have been taken fully into account in compiling this report. It is considered that the recommendations of this report are compatible with Convention Rights as they fully in accord with the requirements of relevant legislation. The Council is required to comply with the statutory provisions referred to in the report, which the adoption of this policy \ regime will ensure it does. All other legal and human rights implications have been considered in the preparation of this report.

#### All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

#### Diversity Impact Assessment

- 3.20 A DIA has not been undertaken.

### **4. Consultees**

- 4.1 The Director of Law and Democratic Services (Monitoring Officer) is consulted in respect of all reports.

### **5. Background Papers**

- 5.1 Animal Boarding Establishments Act 1963  
5.2 Animal Welfare Act 2006

### **6. Appendices**

- 6.1 Appendix 1: Proposed conditions for Dog Day Care Centres  
6.2 Appendix 2: List of consultees  
6.3 Appendix 3: Responses received  
6.4 Appendix 4: Summary of consultations received and officer responses  
6.5 Appendix 5: Revised conditions for Dog Day Care Centres

Further information on the subject of this report can be obtained from Kathryn Ashton, Licensing Manager on 01793 466113 or by email: [kashton@windon.gov.uk](mailto:kashton@windon.gov.uk)

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### Appendix 1

#### Model Conditions for the Day Care of Dogs under Boarding Establishments Act 1963

The keeping of a boarding establishment for animals is defined by the Animal Boarding Establishments Act 1963 and means the carrying on at any premises, including a private dwelling, of a business providing accommodation for other people's cats and dogs.

Where a person provides accommodation in connection with a business but the provision of such accommodation is not the main activity of the business, for example a vet, then such activity falls outside of the definition.

The dictionary definition of 'board' means the provision of meals, with or without lodgings. Therefore, where a day care or 'crèche' is providing food and water for animals they are effectively providing board and are, to that end, a Boarding Establishment and would require a licence. However, if food and water were not provided the premises could still require a licence if the primary function is to board animals. A lack of food and/or water might constitute a welfare matter.

These standard conditions apply to all licences unless removed or varied by the Regulatory Committee.

The granting of a licence for an Animal Boarding Establishment shall not be deemed to convey any approval or consent which may be required under any enactment by law, regulation or order other than the Animal Boarding Act 1963 (as amended).

The business owner has an obligation to ensure their business complies with all relevant current legislation and acts accordingly.

The principal legislation dealing with animal boarding establishments is the Animal Boarding Establishments Act 1963 which addresses the areas to be covered by the licence in relating to animal welfare and management. It is essential that you are familiar with the licence conditions.

Planning permission may be required and this should be sought before any application is made to the authority to be licensed

# **Model Licence Conditions for Dog Day Care Centres**

**Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

## **General**

- 1.1 Unless otherwise stated, these conditions shall apply to all buildings and areas to which dogs have access and/or which are used in association with the boarding of dogs.
- 1.2 The Licensee must ensure that the establishment is covered by adequate and suitable insurance (including liability) and where necessary, adequate and suitable employees insurance
- 1.3 No dog registered under the Dangerous Dogs Act may be accepted for day care.
- 1.4 Dog hybrids (e.g. Wolf Hybrids) are not to be accepted for day care
- 1.5 Entire males and bitches in season or bitches due to be in season during the boarding, must not be boarded together or boarded with resident dogs.
- 1.6 Puppies under 6 months of age must not be boarded, unless in a separated area specifically used only for puppies.
- 1.7 This licence does not permit dogs to be boarded overnight. Written approval from the licensing authority following inspection is required for overnight boarding. The model licence conditions for kennels or home boarders must be adhered to as applicable.
- 1.8 Permitted operating hours will be stipulated on each licence issued by the Council.

## **2. Licence display**

- 2.1 A copy of the licence and its associated conditions must be suitably displayed to the public in a prominent position in, on or about the premises or made available to each boarder

## **3. Number of animals**

- 3.1 A staffing ratio of 2 staff for up to 10 dogs must be present at all times and an extra handler for every 6 dogs thereafter is required. All staff must be experienced in the handling of dogs
- 3.2 Only dogs from the same household maybe boarded at any one time in an area unless written consent is gained from the owners following a trial familiarisation session.
- 3.3 Where dogs from different families are permitted by the Licensing Authority to be boarded together at any one time, the additional requirements are to be followed:
- 3.4 To obtain specific written consent of each household showing confirmation that they are content for their dogs to be boarded with others
- 3.5 To conduct a mandatory, trial (documented) familiarisation session for all dogs prior to stay.
- 3.6 To ensure separation of dogs from different households in secure areas when left unattended. Following risk assessment by licensee this may be relaxed with written permission from owners. This would be reviewed on annual inspections and if any issues identified the concession will be removed
- 3.7 To carry out separate feeding of dogs to minimise the likelihood of dispute and aggression. Following risk assessment by licensee this may be relaxed with written permission from owners.

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

# **Model Licence Conditions for Dog Day Care Centres**

**Licensing Committee**

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This would be reviewed on annual inspections and if any issues identified the concession will be removed

## **4. Construction**

- 4.1 Plan of the layout of the establishment is to be attached to application to be approved by the licensing authority
- 4.2 No animals other than dogs are to be boarded within the licensed area as identified on the plan
- 4.3 All floors of licensed areas must be constructed and maintained in such a condition to prevent pooling of liquids.
- 4.4 Communal exercise areas must be suitably drained.
- 4.5 There must be adequate space, light, heat and ventilation for the dogs.
- 4.6 It is recommended that temperatures should not normally fall below 10°C (at night) or exceed 26°C. Establishments should have a hot and cold weather policy to protect animals from extreme temperatures. However different dogs tolerate different ranges of temperature therefore this should be considered for individual dogs.
- 4.7 Consideration must given to how types of dogs may be separated – e.g. puppy room, old/frail dog room etc. Individual pens/pods must be available to be used for time out/rest periods
- 4.8 There must be sufficient space available to be able to keep all the dogs separately if required.
- 4.9 If a collection and delivery service is provided, a suitable vehicle with a dog guard or cage in the rear must be provided and the licence holder must comply with the Welfare of Animals (Transport) Order 1997
- 4.10 The premises shall have its own entrance and must not have shared access
- 4.11 As far as reasonably practicable all areas/rooms to which boarded dogs have access, must have no physical or chemical hazards that may cause injury to the dogs.
- 4.12 Windows when a security risk must be protected by welded mesh, or be made of reinforced glass, polycarbonate or other impact resistant material.

## **5. Management**

### **5.1 Training**

5.1 A written training policy for staff must be provided. Systematic training of staff must be demonstrated to have been carried out (where applicable).

### **5.2 Cleanliness**

5.2.1 All areas where the dogs have access to, including the kitchen etc must be kept clean and free from accumulations of dirt and dust and must be kept in such a manner as to be conducive to maintenance of disease control and dog comfort.

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

# **Model Licence Conditions for Dog Day Care Centres**

**Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

5.2.2 All excreta and soiled material must be removed from all areas used by dogs forthwith with a thorough clean of the facility completed at the end of each day. Disposal facilities for animal waste must be agreed with Licensing Authority

5.2.3 All bedding areas must be kept clean and dry.

5.2.4 Upon vacation a dog unit including all fittings and bedding must be thoroughly cleaned, disinfected and dried, before another dog is placed in the unit.

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

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

## **5.3 Food & water supplies**

5.3.1 All dogs shall have an adequate supply of suitable food as directed by the client.

5.3.2 Fresh drinking water must be available at all times (unless advised otherwise by a veterinary surgeon) and the drinking vessel cleaned daily. The water must be changed at least twice a day.

5.3.3 Bedding must be washed on a boil wash cycle. Clients may bring their own bedding

5.3.4 Eating and drinking vessels must be provided, and where so, they must be capable of being easily cleansed and disinfected to prevent cross-contamination. They must also be maintained in a clean condition. Feeding bowls must be cleaned after each meal and each dog must be provided with its own bowl. Drinking bowls must be cleaned at least once a day.

## **5.4 Kitchen facilities**

5.4.1 Airtight containers must be provided for the storage of dry foods. Uncooked food and the remains of opened tins must be stored in covered, non-metal leak proof containers in the fridge.

5.4.2 All bulk supplies of food shall be kept in vermin proof containers.

## **5.5 Disease control & vaccination**

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

5.5.2 Proof must be provided that dogs boarded or resident have current vaccinations against Canine Distemper, Infectious Canine Hepatitis (Canine adenovirus), Leptospirosis (*L. canicola* and *L. icterohaemorrhagicae*) 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 instructions. A record that this proof has been supplied must be kept on-site throughout the period that the dog is boarded.

5.5.3 Advice from a veterinary surgeon must be sought in case of signs of disease, injury or illness.

# **Model Licence Conditions for Dog Day Care Centres**

**Licensing Committee**

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Where any dog is sick or injured any instructions for its treatment, which have been given by a veterinary surgeon must be strictly followed.

5.5.4 A well-stocked first-aid kit suitable for use on dogs must be available and accessible on site. Commercial kits are available for a minimal cost or consider recommendations of Blue Cross or other relevant agency if assembling own.

5.5.5 The licensee must be registered with a veterinary practice that can provide 24-hour help and advice. The clients own veterinary practice must be known and consulted if necessary.

5.5.6 Precautions must be taken to prevent the spread of fleas, ticks, intestinal parasites and other parasites in both boarded and resident dogs. Proof must be maintained of all routine and emergency treatment for parasites.

5.5.7 The premises must be regularly treated for fleas and parasites with a veterinary recommended product. A good standard of hygiene must be achieved. Records must be kept when the premises are treated with dates and what product was used.

5.5.8 Veterinary advice must be sought in relation to cleaning substances so that they or their fumes cannot be harmful to an animal.

## **5.6 Isolation and Contagious Disease Outbreak**

5.6.1 Dogs showing signs of any disease or illness shall be isolated from any other dogs until veterinary advice is obtained.

5.6.2. The Licensee must make available an isolation facility in the event of an outbreak of infectious disease in a dog or dogs boarded at the day care centre facility.

5.6.3 These isolation facilities must be in compliance with the other boarding requirements but must be separate and physically isolated from the main kennels. This must be a minimum 5m (15ft) from the main accommodation area or, if not suitable, then an arrangement with the appointed vet to the premises can be made to accommodate the dog/dogs at their practice. This must be agreed in writing.

5.6.4 Hands must be washed after leaving the isolation facilities before visiting the other kennels.

5.6.5 Protective clothing and specific equipment, for use only in the isolation facility, must be used to reduce the spread of infection

5.6.6 The licensee must inform the licensing authority on the next working day if a dog develops an infectious disease.

5.6.7 Following an episode of infectious disease during any stay, the premises must undergo a reasonable quarantine period before new boarders are admitted. The Licensing Authority as agreed with their authorised veterinary surgeon will specify this period.

5.6.8 The Licensing Authority must be informed of any animal death on the premises. The Licensee must make arrangements for the body to be stored at the vets until the owners return unless prior written consent is gained from the owner for the body to be disposed of through a licensed pet crematorium.

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

### 5.7 Register

5.7.1 A register must be kept of all dogs boarded. The information kept must include the following:

- ☐ ☐ date of arrival
- ☐ ☐ name of dog, any identification system such as microchip number, tattoo
- ☐ ☐ description, breed, age and gender of dog
- ☐ ☐ name, address and telephone number of owner or keeper
- ☐ ☐ name, address and telephone number of contact person whilst boarded
- ☐ ☐ name, address and telephone number of dog's veterinary surgeon
- ☐ ☐ anticipated and actual date of departure
- ☐ ☐ Proof of current vaccinations, medical history and requirements
- ☐ ☐ health, welfare nutrition and exercise requirements

5.7.2 The register must be kept readily available for a minimum of 3 years and kept in such a manner as to allow an authorised officer easy access to such information.

5.7.3 If medication is to be administered, this must be recorded.

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

5.7.5 A system must be in place to ensure that relevant information about the dog/s in the kennel or area are readily available.

### 5.8 Supervision

5.8.1 The licensee must be able to demonstrate competency to the satisfaction of the licensing authority in the knowledge and care of dogs

5.8.2 A fit and proper person with relevant experience must always be present to exercise supervision and deal with emergencies whenever dogs are boarded at the premises. This person must not have any conviction or formal cautions for any animal welfare related offence

5.8.3 If the business has employees a written training policy should be provided. Systematic training of staff must be demonstrated to have been carried out and records kept.

5.8.4 Licence holders and key staff must have completed a pet first aid course to administer emergency treatment in the event of an accident

5.8.5 Dogs must be monitored at all times, as necessary for their health, safety and welfare

5.8.6 Only people over 18 years of age are allowed to walk the dogs in public places.



# **Model Licence Conditions for Dog Day Care Centres**

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## **5.9 Exercise**

5.9.1 Dogs must be exercised in accordance with their owner's wishes. If dogs are taken off the premises, they must be kept on leads

5.9.2 All dogs must have adequate daily exercise. Exercise facilities shall be provided as follows:-

Any small runs must be paved or surfaced in such a way as to allow adequate cleaning and disinfection. Grass exercise areas are only allowed in paddocks large enough to prevent the ground from becoming unduly fouled or trodden and the entrance and inside perimeter should be paved or surfaced with suitable material.

5.9.3 There must be provided within the grounds of the day care facility an outdoor area that has been securely fenced to prevent escape and can be used for the purposes of exercising the boarded dogs. This outdoor area must be exclusive to the licensee. This area shall be kept clean and faeces shall be removed forthwith

5.9.4 The exercise/garden area of the premises and any other area to which the boarded dogs may have access, must be totally secure and safe. Fencing must be adequate to offer security to prevent escape and be safe, with no dangerous sharp objects or protrusions. Gates must be able to be locked.

5.9.5 If there is a pond, it must be covered to avoid drowning.

5.9.6 Dogs must wear a collar and identity tag during their time in boarding. The tag must display the name, address and telephone number of the boarding premises.

5.9.7 The licensing authority must be informed immediately if a dog is lost (24 hour number: 01793 466453).

## **5.10 Fire & emergency precautions**

5.10.1 Appropriate steps must be taken for the protection of the dogs in case of fire or other emergencies.

5.10.2 Careful consideration needs to be given to the sleeping area for dogs to ensure that they can be easily evacuated in the event of a fire, without putting the occupiers of the property at risk.

5.10.3 A fire warning procedure and emergency evacuation plan – including details of where dogs are to be evacuated to in the event of a fire or other emergency - must be drawn up, brought to the attention of those involved in the day care arrangements and/or displayed in a prominent place on the premises. The Licensee must have suitable arrangements for the temporary boarding of dogs in the event that the licensed premises is rendered uninhabitable.

5.10.4 Fire detection equipment must be provided in accordance with general advice given by the Fire Safety Officer. The home must have at least 2 working smoke detectors located at the top & bottom of the staircase, or other appropriate location.

5.10.5 All doors to rooms should be kept shut at night in normal circumstances. This may be at Licensee's discretion following risk assessment

# **Model Licence Conditions for Dog Day Care Centres**

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- 5.10.6 All electrical installations and appliances must be maintained in a safe condition.
- 5.10.7 All Heating Appliances must be free of risk of fire as is reasonably practicable
- 5.10.8 Heating appliances must not be sited in a location or manner where they may present a risk of fire, or risk to dogs and dogs must not have access to any heater with a direct flame.
- 5.10.9 No dog must be left alone in a room with loose or trailing cables or wires.
- 5.10.10 There must be no use of freestanding gas or oil appliances.
- 5.10.11 A relative, friend or neighbour within 5 minutes travelling time must have a spare set of keys and access to the premises in case of an emergency. These details must be made available to the Licensing Authority.
- 5.10.12 An emergency contact number must be displayed on the front of the property

# Model Licence Conditions for Dog Day Care Centres

**Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

## Appendix 2

### List of Consultees

Avalon	Shelly Taunt	21 Lechlade Road, Highworth, Wiltshire, SN6 7QR
	Lynne and Steve Kellow	21 Ullswater Close, Liden, Swindon, SN3 6LH
Broome Manor Cattery	Sally Luckes	1 Nightingale Cottages, Broome Manor Lane, Swindon, SN3 1NA
Bryonyhill Cattery & Pet Grooming	Mr And Mrs Hood	427 Cricklade Rd. Swindon, SN2 1AQ
Chimneys Cattery	Mr Brad Owen	1 The Broadway Moreton Swindon SN25 3BN
The Dogs House	Mrs Helen Bellinger	25, Norris Close, Chiseldon, SN4 0LP
The Dog House	Michelle Roberts	50 Wynwards Road, Swindon, SN25 4ZP
The Dog Walker Swindon	Mrs Lisa Cobb	26 Copse Avenue, Swindon, SN1 2PX
Doggy Styles	Mrs Emma Dickson	125 Cricklade Road, Swindon, SN2 1AD
Drove Way Kennels	Adrian Lyle	Droveyway House The Droveyway Castle Eaton Swindon SN6 6JX
The Fairy Dogmothers	John and Dawn Forde	19 Chartwell Road, Swindon, SN25 2ES

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Highworth Pet Care	Nicola Dangerfield	19 Wessex Way, Highworth, SN6 7NT
K9 Walkies	Steve and Carol Blanchard	19 Burden Close Stratton St Margaret Swindon SN3 4HE
Paw-fit Pet Services	Alex Giles	19 Goddard Avenue, Swindon, SN1 4HR
Pitcher's Pet Care	Deborah Pitcher	27 Ashburnham Close, Freshbrook, Swindon, SN5 8RA
Shelley's Animal Services	Shelley and James Pattison	28 Dunley Close, Swindon, SN25 2BL
Steppes Lodge Cattery	Mrs Jan Graham	15-16 Dore's Road Upper Statton Swindon SN2 7QT
TLC Pets	Michelle Tucker	10 Nythe Road Swindon SN3 4AN
Tilly's Home Boarding	Marilyn Simpson	27 Windflower Road, Swindon, SN25 1QS
Wag and Walks	Mandie Hussey	4 Lismore Road, Highworth, Swindon, SN6 7HU
Wagging Tails	Hilary Coates	3 Tregoze Way, The Prinnels, Swindon, SN5 6NW
Waggy Walks	Amanda Prosser	31 Cobbet Close Abbey Meads Swindon SN25 4GZ
Walks with Paws	Luke Bartley	33 Swindon Road, Old Town, Swindon SN1 3JJ

# Model Licence Conditions for Dog Day Care Centres

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Val's Pals	Mrs Val Wakefield	33 Oxford Road Stratton St Margaret Swindon SN3 4HP
Westleaze Cat Hotel	Mr R Cooper	1 Mill Lane, Swindon, SN1 4NU
Highmead Cattery	Mr and Mrs Richens	Eddystones, Kingsdown Lane, Blunsdon, Swindon, SN25 5DL

## Carers and Franchise Holders

Claire Newport	Chestnut Cottage, Ampney St Mary, GL7 5SP
Clare Brown	16 Inholmes, Hungerford, RG17 7SX
Joanne Tomlinson	64 Queen Elizabeth Drive, Swindon, SN25 1UF
Caroline Barnard	6 Bosworth Close, Grange Park, Swindon, SN5 6AL
Kerry Webster	7 Lynwood Grove, Swindon, SN2 2LY
Ellen Bothwick	ellen@petstay.net
Mel Hickey	125 Montague Street, Rodbourne, Swindon, SN2 2HN
Lisa Reid	9 Courtsnap, Swindon, SN1 5JL
Shirley Jones	123 Clifton Street, Swindon, SN1 3QB
Mr and Mrs Adams	15 Cromwell, Freshbrook, Swindon, SN5 8LZ
Mr and Mrs Sturrock	28 Godolphin Close, Freshbrook, Swindon, SN5 8RL
Mrs King	1 Orchard Grove, Swindon, SN2 7QR
Mrs Hines	54 Pheobe Way, Swindon, SN25 2JP

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

# Model Licence Conditions for Dog Day Care Centres

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Mr and Mrs Light	25 Thyme Close, Swindon, SN2 2QZ
Barbara Webb	521 Ferndale Road, Swindon,
Mr and Mrs Bennett	12 Portland Avenue, Swindon, SN1 4JW
Kay Hunt	83 Montrose Close, Moredon, Swindon,
Gill Blackwood	30 Lansdown Road, Swindon, SN1 3NE
Amanda Togher	3 Poveys Place, Bishopstone, Swindon, SN6 8PE
Tim Kells	14 Tracy Close,
Mr Krien Dawson	30 Drew Street, Swindon, SN2 2HP
Amy Offley	24 Plymouth Street, Swindon, SN1 2LA
Ian & Audrey Donaldson	26 White Castle, Swindon, SN5 8HU
Samantha Harper	60 High Street, Blunsdon, SN26 7AE
Caroline Ansems	4 Meadowcroft, Swindon, SN2 7JR

# **Model Licence Conditions for Dog Day Care Centres**

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**Date: 15<sup>th</sup> December 2015**

Appendix 3 Responses received

I have a few points I wish to raise with reference to the draft model conditions:

Items 1.7 and 5.7.1 seem to be contradictory in that the estimated and actual date of departure of any dog should be the day it arrives, as we are talking about day care facilities, not boarding overnight. Surely item 5.7.1 should be amended with the removal of the 'anticipated and actual date of departure'?

The only time that any dog should be boarded overnight at a day care facility is in an emergency, how will that be dealt with if staff do not live at the premises?

Item 3.1

How large are the facilities that are intended to be built or used for day care if there is talk of 2 staff for up to 10 dogs?

Item 3.2 & 3.5

How will it be possible to conduct trial familiarisations if dogs are booked in last minute? Or even when they are booked in a few weeks in advance...it would be difficult to arrange to get relevant owners there together.

Item 3.6 & 5.8.2

These appear to be mutually exclusive, depending upon the facility – if it is a specifically built day care facility, I don't believe that the dogs should be left unattended for any time at all, regardless of whether they are able to be separated, as item 5.8.2 indicates that 'a fit and proper person with relevant experience must always be present to exercise supervision and deal with emergencies whenever dogs are boarded at the premises'.

Item 5.8.1

What exactly will be determined to be 'competency in the knowledge and care of dogs'?

Item 5.9.1

It may be extremely difficult to exercise dogs in accordance with their owners' wishes if a few owners wish their dogs to be taken off the premises for walks – how many staff will be allocated for such walks and will this impact the ratio of staff to dogs at the facility?

I look forward to hearing more about the consultation and the end result.

Best wishes,

Hilary Coates

# Model Licence Conditions for Dog Day Care Centres

**Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

## Appendix 4 Summary of consultations received and officer responses

Consultee	Summary	Response	Action
Hilary Coates	As cannot be boarded overnight should remove date of departure	Reasonable point, however is prescribed in legislation	No change
	Emergency overnight boarding of dogs	Valid point that should have been included	Amend as follows: 1.8 As part of the emergency plan in 5.10.3, consideration must be made for the non-collection of dogs and appropriate measure considered for the overnight placement of unclaimed dogs.
	How large are the facilities that are intended to built	Conditions will be for any future facilities of any size	No change
	How can familiarisation visits be carried out	Up to the individual premises but is reasonable could be carried out on day of admission as long as had alternative accommodation available	No change
	Item 3.6 & 5.8.2 should dogs be left unattended at all	Noted but provisions must be in place if dogs have to be unattended momentarily	Amend as follows: 3.6 To ensure separation of dogs from different households in secure areas if have to be left unattended momentarily. Following risk assessment by licensee this may be relaxed with written permission from owners. This would be reviewed on annual inspections and if any issues identified the concession will be removed. NB see 5.8.2 a fit and proper person should always be in attendance



# Model Licence Conditions for Dog Day Care Centres

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Hilary Coates	5.8.1 what is determined to be competent	Difficult to state specific course as such a wide variety available but can clarify further	Amend as follows: add to 5.8.1 This should include practical experience of caring for dogs other than their own as well as a qualification in behaviour and first aid.
	5.9.1 how can staff be allocated for walks and will it impact ratio of staff to dogs at facility	Up to facility how carry out exercise but staffing ratio cannot change.	No change

# Model Licence Conditions for Dog Day Care Centres

Licensing Committee

Date: 15<sup>th</sup> December 2015

Appendix 5 Revised Conditions for Dog Day Care Centres

## Model Conditions for the Day Care of Dogs under Boarding Establishments Act 1963

The keeping of a boarding establishment for animals is defined by the Animal Boarding Establishments Act 1963 and means the carrying on at any premises, including a private dwelling, of a business providing accommodation for other people's cats and dogs.

Where a person provides accommodation in connection with a business but the provision of such accommodation is not the main activity of the business, for example a vet, then such activity falls outside of the definition.

The dictionary definition of 'board' means the provision of meals, with or without lodgings. Therefore, where a day care or 'crèche' is providing food and water for animals they are effectively providing board and are, to that end, a Boarding Establishment and would require a licence. However, if food and water were not provided the premises could still require a licence if the primary function is to board animals. A lack of food and/or water might constitute a welfare matter.

These standard conditions apply to all licences unless removed or varied by the Regulatory Committee.

The granting of a licence for an Animal Boarding Establishment shall not be deemed to convey any approval or consent which may be required under any enactment by law, regulation or order other than the Animal Boarding Act 1963 (as amended).

The business owner has an obligation to ensure their business complies with all relevant current legislation and acts accordingly.

The principal legislation dealing with animal boarding establishments is the Animal Boarding Establishments Act 1963 which addresses the areas to be covered by the licence in relating to animal welfare and management. It is essential that you are familiar with the licence conditions.

Planning permission may be required and this should be sought before any application is made to the authority to be licensed

***These conditions are intended for purpose built Dog Day Care Centres. Although day care may be carried out at a home boarding facility these conditions may not be appropriate for such a site and the relevant Model Licence Conditions for Home Boarding premises should be used.***

***Further specific conditions are available for Kennels***

***The Licensing Department can be contacted on 01793 466080 or [licensing@swindon.gov.uk](mailto:licensing@swindon.gov.uk) for clarification as to which Model Conditions are fitting for the premises***

# Model Licence Conditions for Dog Day Care Centres

Licensing Committee

Date: 15<sup>th</sup> December 2015

## General

- 1.1 Unless otherwise stated, these conditions shall apply to all buildings and areas to which dogs have access and/or which are used in association with the boarding of dogs.
- 1.2 The Licensee must ensure that the establishment is covered by adequate and suitable insurance (including liability) and where necessary, adequate and suitable employees insurance
- 1.3 No dog registered under the Dangerous Dogs Act may be accepted for day care.
- 1.4 Dog hybrids (e.g. Wolf Hybrids) are not to be accepted for day care
- 1.5 Entire males and bitches in season or bitches due to be in season during the boarding, must not be boarded together or boarded with resident dogs.
- 1.6 Puppies under 6 months of age must not be boarded, unless in a separated area specifically used only for puppies.
- 1.7 This licence does not permit dogs to be boarded overnight. Written approval from the licensing authority following inspection is required for overnight boarding. The model licence conditions for kennels or home boarders must be adhered to as applicable.
- 1.8 As part of the emergency plan in 5.10.3, consideration must be made for the non-collection of dogs and appropriate measure considered for the overnight placement of unclaimed dogs.**
- 1.9 Permitted operating hours will be stipulated on each licence issued by the Council.

## 2. Licence display

- 2.1 A copy of the licence and its associated conditions must be suitably displayed to the public in a prominent position in, on or about the premises or made available to each boarder

## 3. Number of animals

- 3.1 A staffing ratio of 2 staff for up to 10 dogs must be present at all times and an extra handler for every 6 dogs thereafter is required. All staff must be experienced in the handling of dogs
- 3.2 Only dogs from the same household maybe boarded at any one time in an area unless written consent is gained from the owners following a trial familiarisation session.
- 3.3 Where dogs from different families are permitted by the Licensing Authority to be boarded together at any one time, the additional requirements are to be followed:
- 3.4 To obtain specific written consent of each household showing confirmation that they are content for their dogs to be boarded with others
- 3.5 To conduct a mandatory, trial (documented) familiarisation session for all dogs prior to stay.
- 3.6 To ensure separation of dogs from different households in secure areas **if have to be left** unattended **momentarily**. Following risk assessment by licensee this may be relaxed with written

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

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permission from owners. This would be reviewed on annual inspections and if any issues identified the concession will be removed. ***NB see 5.8.2 a fit and proper person should always be in attendance***

3.7 To carry out separate feeding of dogs to minimise the likelihood of dispute and aggression. Following risk assessment by licensee this may be relaxed with written permission from owners.

This would be reviewed on annual inspections and if any issues identified the concession will be removed

## 4. Construction

4.1 Plan of the layout of the establishment is to be attached to application to be approved by the licensing authority

4.2 No animals other than dogs are to be boarded within the licensed area as identified on the plan

4.3 All floors of licensed areas must be constructed and maintained in such a condition to prevent pooling of liquids.

4.4 Communal exercise areas must be suitably drained.

4.5 There must be adequate space, light, heat and ventilation for the dogs.

4.6 It is recommended that temperatures should not normally fall below 10°C (~~at night~~) or exceed 26°C. Establishments should have a hot and cold weather policy to protect animals from extreme temperatures. However different dogs tolerate different ranges of temperature therefore this should be considered for individual dogs.

4.7 Consideration must given to how types of dogs may be separated – e.g. puppy room, old/frail dog room etc. Individual pens/pods must be available to be used for time out/rest periods

4.8 There must be sufficient space available to be able to keep all the dogs separately if required.

4.9 If a collection and delivery service is provided, a suitable vehicle with a dog guard or cage in the rear must be provided and the licence holder must comply with the Welfare of Animals (Transport) Order 1997

4.10 The premises shall have its own entrance and must not have shared access

4.11 As far as reasonably practicable all areas/rooms to which boarded dogs have access, must have no physical or chemical hazards that may cause injury to the dogs.

4.12 Windows when a security risk must be protected by welded mesh, or be made of reinforced glass, polycarbonate or other impact resistant material.

## 5. Management

### 5.1 Training

5.1 A written training policy for staff must be provided. Systematic training of staff must be

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# **Model Licence Conditions for Dog Day Care Centres**

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demonstrated to have been carried out (where applicable).

## **5.2 Cleanliness**

5.2.1 All areas where the dogs have access to, including the kitchen etc must be kept clean and free from accumulations of dirt and dust and must be kept in such a manner as to be conducive to maintenance of disease control and dog comfort.

5.2.2 All excreta and soiled material must be removed from all areas used by dogs forthwith with a thorough clean of the facility completed at the end of each day. Disposal facilities for animal waste must be agreed with Licensing Authority

5.2.3 All bedding areas must be kept clean and dry.

5.2.4 Upon vacation a dog unit including all fittings and bedding must be thoroughly cleaned, disinfected and dried, before another dog is placed in the unit.

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

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

## **5.3 Food & water supplies**

5.3.1 All dogs shall have an adequate supply of suitable food as directed by the client.

5.3.2 Fresh drinking water must be available at all times (unless advised otherwise by a veterinary surgeon) and the drinking vessel cleaned daily. The water must be changed at least twice a day.

5.3.3 Bedding must be washed on a boil wash cycle. Clients may bring their own bedding

5.3.4 Eating and drinking vessels must be provided, and where so, they must be capable of being easily cleansed and disinfected to prevent cross-contamination. They must also be maintained in a clean condition. Feeding bowls must be cleaned after each meal and each dog must be provided with its own bowl. Drinking bowls must be cleaned at least once a day.

## **5.4 Kitchen facilities**

5.4.1 Airtight containers must be provided for the storage of dry foods. Uncooked food and the remains of opened tins must be stored in covered, non-metal leak proof containers in the fridge.

5.4.2 All bulk supplies of food shall be kept in vermin proof containers.

## **5.5 Disease control & vaccination**

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

5.5.2 Proof must be provided that dogs boarded or resident have current vaccinations against

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Canine Distemper, Infectious Canine Hepatitis (Canine adenovirus), Leptospirosis (*L. canicola* and *L. icterohaemorrhagicae*) 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 instructions. A record that this proof has been supplied must be kept on-site throughout the period that the dog is boarded.

5.5.3 Advice from a veterinary surgeon must be sought in case of signs of disease, injury or illness.

Where any dog is sick or injured any instructions for its treatment, which have been given by a veterinary surgeon must be strictly followed.

5.5.4 A well-stocked first-aid kit suitable for use on dogs must be available and accessible on site. Commercial kits are available for a minimal cost or consider recommendations of Blue Cross or other relevant agency if assembling own.

5.5.5 The licensee must be registered with a veterinary practice that can provide 24-hour help and advice. The clients own veterinary practice must be known and consulted if necessary.

5.5.6 Precautions must be taken to prevent the spread of fleas, ticks, intestinal parasites and other parasites in both boarded and resident dogs. Proof must be maintained of all routine and emergency treatment for parasites.

5.5.7 The premises must be regularly treated for fleas and parasites with a veterinary recommended product. A good standard of hygiene must be achieved. Records must be kept when the premises are treated with dates and what product was used.

5.5.8 Veterinary advice must be sought in relation to cleaning substances so that they or their fumes cannot be harmful to an animal.

## **5.6 Isolation and Contagious Disease Outbreak**

5.6.1 Dogs showing signs of any disease or illness shall be isolated from any other dogs until veterinary advice is obtained.

5.6.2. The Licensee must make available an isolation facility in the event of an outbreak of infectious disease in a dog or dogs boarded at the day care centre facility.

5.6.3 These isolation facilities must be in compliance with the other boarding requirements but must be separate and physically isolated from the main kennels. This must be a minimum 5m (15ft) from the main accommodation area or, if not suitable, then an arrangement with the appointed vet to the premises can be made to accommodate the dog/dogs at their practice. This must be agreed in writing.

5.6.4 Hands must be washed after leaving the isolation facilities before visiting the other kennels.

5.6.5 Protective clothing and specific equipment, for use only in the isolation facility, must be used to reduce the spread of infection

5.6.6 The licensee must inform the licensing authority on the next working day if a dog develops an infectious disease.

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

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**Date: 15<sup>th</sup> December 2015**

5.6.7 Following an episode of infectious disease during any stay, the premises must undergo a reasonable quarantine period before new boarders are admitted. The Licensing Authority as agreed with their authorised veterinary surgeon will specify this period.

5.6.8 The Licensing Authority must be informed of any animal death on the premises. The Licensee must make arrangements for the body to be stored at the vets until the owners return unless prior written consent is gained from the owner for the body to be disposed of through a licensed pet crematorium.

## 5.7 Register

5.7.1 A register must be kept of all dogs boarded. The information kept must include the following:

- ☐ ☐ date of arrival
- ☐ ☐ name of dog, any identification system such as microchip number, tattoo
- ☐ ☐ description, breed, age and gender of dog
- ☐ ☐ name, address and telephone number of owner or keeper
- ☐ ☐ name, address and telephone number of contact person whilst boarded
- ☐ ☐ name, address and telephone number of dog's veterinary surgeon
- ☐ ☐ anticipated and actual date of departure
- ☐ ☐ Proof of current vaccinations, medical history and requirements
- ☐ ☐ health, welfare nutrition and exercise requirements

5.7.2 The register must be kept readily available for a minimum of 3 years and kept in such a manner as to allow an authorised officer easy access to such information.

5.7.3 If medication is to be administered, this must be recorded.

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

5.7.5 A system must be in place to ensure that relevant information about the dog/s in the kennel or area are readily available.

## 5.8 Supervision

5.8.1 The licensee must be able to demonstrate competency to the satisfaction of the licensing authority in the knowledge and care of dogs. ***This should include practical experience of caring for dogs other than their own as well as a qualification in animal behaviour and first aid.***

5.8.2 A fit and proper person with relevant experience must always be present to exercise supervision and deal with emergencies whenever dogs are boarded at the premises. This person must not have any conviction or formal cautions for any animal welfare related offence



# Model Licence Conditions for Dog Day Care Centres

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5.8.3 If the business has employees a written training policy should be provided. Systematic training of staff must be demonstrated to have been carried out and records kept.

5.8.4 Licence holders and key staff must have completed a pet first aid course to administer emergency treatment in the event of an accident

5.8.5 Dogs must be monitored at all times, as necessary for their health, safety and welfare

5.8.6 Only people over 18 years of age are allowed to walk the dogs in public places.

***5.8.7 Only people of 16 years of age or over may have access to the day care centre facilities.***

## **5.9 Exercise**

5.9.1 Dogs must be exercised in accordance with their owner's wishes. If dogs are taken off the premises, they must be kept on leads

5.9.2 All dogs must have adequate daily exercise. Exercise facilities shall be provided as follows:-

Any small runs must be paved or surfaced in such a way as to allow adequate cleaning and disinfection. Grass exercise areas are only allowed in paddocks large enough to prevent the ground from becoming unduly fouled or trodden and the entrance and inside perimeter should be paved or surfaced with suitable material.

5.9.3 There must be provided within the grounds of the day care facility an outdoor area that has been securely fenced to prevent escape and can be used for the purposes of exercising the boarded dogs. This outdoor area must be exclusive to the licensee. This area shall be kept clean and faeces shall be removed forthwith

5.9.4 The exercise/garden area of the premises and any other area to which the boarded dogs may have access, must be totally secure and safe. Fencing must be adequate to offer security to prevent escape and be safe, with no dangerous sharp objects or protrusions. Gates must be able to be locked.

5.9.5 If there is a pond, it must be covered to avoid drowning.

5.9.6 Dogs must wear a collar and identity tag during their time in boarding. The tag must display the name, address and telephone number of the boarding premises.

5.9.7 The licensing authority must be informed immediately if a dog is lost (24 hour number: 01793 466453).

## **5.10 Fire & emergency precautions**

5.10.1 Appropriate steps must be taken for the protection of the dogs in case of fire or other emergencies.

5.10.2 Careful consideration needs to be given to the sleeping area for dogs to ensure that they can be easily evacuated in the event of a fire, without putting the occupiers of the property at risk.

5.10.3 A fire warning procedure and emergency evacuation plan – including details of where dogs

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAShton@swindon.gov.uk.



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are to be evacuated to in the event of a fire or other emergency - must be drawn up, brought to the attention of those involved in the day care arrangements and/or displayed in a prominent place on the premises. The Licensee must have suitable arrangements for the temporary boarding of dogs in the event that the licensed premises is rendered uninhabitable.

5.10.4 Fire detection equipment must be provided in accordance with general advice given by the Fire Safety Officer. The home must have at least 2 working smoke detectors located at the top & bottom of the staircase, or other appropriate location.

~~**5.10.5 All doors to rooms should be kept shut at night in normal circumstances. This may be at Licensee's discretion following risk assessment**~~

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

5.10.7 All Heating Appliances must be free of risk of fire as is reasonably practicable

5.10.8 Heating appliances must not be sited in a location or manner where they may present a risk of fire, or risk to dogs and dogs must not have access to any heater with a direct flame.

5.10.9 No dog must be left alone in a room with loose or trailing cables or wires.

5.10.10 There must be no use of freestanding gas or oil appliances.

5.10.11 A relative, friend or neighbour within 5 minutes travelling time must have a spare set of keys and access to the premises in case of an emergency. These details must be made available to the Licensing Authority.

5.10.12 An emergency contact number must be displayed on the front of the property

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## Model Licence Conditions for Catteries

**Licensing Committee**

**Date: 15<sup>th</sup> December 2015**

Author: Kathryn Ashton – Licensing Manager

Wards: All

Locality Affected: All

Parishes Affected: All

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### **1. Purpose and Reasons**

- 1.1 To consider the responses to the Catteries Model Licence Conditions following the formal consultation.

### **2. Recommendations**

#### That Committee:

- 2.1 Approve the recommended licence conditions for adoption as detailed in Appendix 1.
- 2.2 Approve the revised conditions to apply to any new applications made for the boarding of cats and any existing licences within the Borough with the exception of the existing construction at Chimneys Cattery as detailed in paragraphs 3.10 to 3.12.

### **3. Detail**

- 3.1 Local authorities in England, Scotland and Wales issue licences to proprietors of Kennels, Catteries and Home Boarders under the Animal Boarding Establishments Act 1963.
- 3.2 There are currently 5 catteries licensed with Swindon Borough Council.
- 3.3 The Council currently uses a set of Model conditions for catteries based on the Local Government Association guidance produced. These were never formally adopted by the Committee although they have been used by officers to assist with inspections and determination of licence applications
- 3.4 The Chartered Institute of Environmental Health produced a new set of model conditions for catteries in 2013 in association with relevant organisations
- 3.5 A set of conditions was drafted and tabled at the Licensing Committee meeting on the 17th September, attached as Appendix 5. The Committee resolved that a consultation exercise be carried out and that the results of

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

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the consultation exercise and proposed licence conditions be brought back in order to allow Members to consider their adoption..

- 3.6 The consultation document was posted on the Council web site, and copies were also sent to all currently licensed boarding establishments in the Borough - Appendix 2. The responses received are detailed in Appendix 3
- 3.7 All responses have been acknowledged and all enquiries have been clarified as to the purpose and extent of the consultation.
- 3.8 A summary of the responses are detailed in Appendix 4
- 3.9 The responses were generally positive with some queries that were answered.
- 3.10 The only establishment that is affected by the change in the model conditions is "Chimneys Cattery" where the construction does not quite meet the new requirements with regards to size. This establishment has been in business for over 30 years with no complaints.
- 3.11 To make the required changes it would require either halving the number of pens in the cattery by knocking two into one or to have a complete rebuild. Given the history and acknowledgement of no complaints, it is recommended that the current proprietors be granted "grandfather rights" and they continue to be allowed to operate under their existing conditions until such time as either:
  - 3.11.1 the business is sold when the new owners would be required to update the pens to comply with the Model Licence Conditions for Catteries or such conditions as apply at that time
  - 3.11.2 or the current proprietors carry out necessary refurbishment works to comply with adopted conditions.

## **4. Alternative Options**

- 4.1 The Council could decide not to adopt the conditions; however, this would mean that there would be no consistent guidelines when undertaking inspections of proposed and existing establishments and attaching appropriate conditions.

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

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## **5. Implications, Diversity Impact Assessment and Risk Management**

### Financial and Procurement Implications

- 5.1 There are no direct financial implications arising from the report. All future consultation will be undertaken within existing budget.
- 5.2 Licensees can appeal to the Magistrates Court, where they are aggrieved by any condition subject to which such a licence is proposed to be granted (section 4 Pet Animals Act 1951)

### Legal and Human Rights Implications

- 5.3 Legal and Human Rights considerations have been taken fully into account in compiling this report. It is considered that the recommendations of this report are compatible with Convention Rights. The Council is required to comply with the statutory provisions referred to in the report. All other legal and human rights implications have been considered in the preparation of this report.

### All Other Implications (including Staff, Sustainability, Health, Rural, Crime and Disorder)

### Diversity Impact Assessment

- 5.4 A DIA has been undertaken.

## **6. Consultees**

- 6.1 The Board Director, Resources (Section 151 Officer) and Director of Law and Democratic Services (Monitoring Officer) are consulted in respect of all reports.
- 6.2 All Licensed boarding establishments within the Borough

## **7. Background Papers**

- 7.1 Animal Boarding Establishments Act 1963
- 7.2 Licensing Committee Paper- Thursday 17th September 2015 17:30

## **8. Appendices**

- 8.1 Appendix 1: Proposed conditions for Catteries
- 8.2 Appendix 2: List of consultees

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, KAshton@swindon.gov.uk.

# **Model Licence Conditions for Catteries**

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- 8.3 Appendix 3: Responses received
- 8.4 Appendix 4: Summary of consultations received and officer responses
- 8.5 Appendix 5: Model Conditions submitted to Committee in September 2015

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

# **Model Licence Conditions for Catteries**

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**Date: 15<sup>th</sup> December 2015**

Further information on the subject of this report can be obtained from Kathryn Ashton, 01793 466113, [KAshton@swindon.gov.uk](mailto:KAshton@swindon.gov.uk).

# Model Licence Conditions for Catteries

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# Model Licence Conditions for Catteries

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## Introduction

The Model Conditions set out in this document are the working group's recommendations for the basic minimum standards considered necessary to ensure the health, safety and welfare of animals in pet shops.

Licensing authorities should apply and enforce the licence conditions sensibly and appropriately.

These Model Conditions should not be considered as a complete manual on animal husbandry. It is a living document which will be revised from time to time to take into account new knowledge of animal physiology and behaviour as well as advances and development in standards of animal welfare.

Local authorities in England, Scotland and Wales issue licences to proprietors of pet shops and other pet vendors under the provisions of the Pet Animals Act (1951). Before granting a licence the local authority must be satisfied that the animals are kept in accommodation that is suitable; that they are supplied with appropriate food and drink; and are adequately protected from disease and fire. The local authority may attach conditions to the licence, may inspect the licensed premises at all reasonable times and may refuse a licence if the standards at the premises are unsatisfactory or if the terms of the licence are not being complied with.

Under the Animal Welfare Act (2006)<sup>1</sup>, which applies in England and Wales and the Animal Health and Welfare (Scotland) Act 2006<sup>2</sup> in Scotland those responsible for animals, including pet vendors, have a responsibility towards the welfare of the animals in their care. Under these Acts it is an offence to cause unnecessary suffering to a protected animal, whether by an act or omission. Vendors also have a legal 'duty of care' towards the animals in their care. Vendors must therefore take such steps as are reasonable in all the circumstances to meet the welfare needs of the animals, to the extent required by good practice. The Acts define an animal's needs as including:

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

During the inspection, prior to the issue of a licence, it is important that the five needs as outlined above are considered. Defra, the Welsh Assembly Government and the Scottish Government have produced various Codes of Practice under the Animal Welfare Acts, which outline in more detail certain species' needs that can be referred to for guidance. Issues specific to pet shops and other pet vendors are covered in this document.

The Animal Welfare Acts also increased the minimum age at which a person can buy an animal to 16 and prohibit giving animals as prizes to unaccompanied children under this age. In Scotland, there is a prohibition on giving animals as prizes.

Another key objective in developing these model licensing conditions is to encourage conditions in pet shops licensing and a consistency of approach across local authorities which minimises the risk of transmission of disease from animals to humans, alongside the need to protect animals from cruelty and ill-treatment and to encourage good standards of animal husbandry in pet vending.

Humankind shares a world with animals; it is unsurprising therefore that we also share some diseases. Zoonoses, or zoonotic disease are infectious diseases transmissible between humans and other animals; many thousands of zoonotic disease have been identified. While the reported instances of transmission are infrequent, they nevertheless represent significant disease prevalence. The risk to humans depends on the kind of disease and the type of exposure.

<sup>1</sup> [www.defra.gov.uk/foodfarm/farmanimal/welfare/act](http://www.defra.gov.uk/foodfarm/farmanimal/welfare/act)

<sup>2</sup> [www.oqps.gov.uk/legislation/acts/acts2006/pdf/asp\\_20060011\\_en.pdf](http://www.oqps.gov.uk/legislation/acts/acts2006/pdf/asp_20060011_en.pdf)

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## Legislation/Orders that are relevant:

### England

- Pet Animals Act 1951
- Dangerous Dogs Act 1991
- Dangerous Wild Animals Act 1976
- Breeding of Dogs Act 1973
- EU Regulation on the protection of animals during transport (EC) 1/2005
- Welfare of Animals (Transport) (England) Order 2006
- Animal Welfare Act 2006
- Docking of Working Dogs' Tails (England) Regulations 2007
- Mutilations (Permitted Procedures) (England) Regulations 2007
- EU Wildlife Trade Regulations: Council Regulation (EC) No. 338/97, implements CITES (Convention on International Trade in Endangered Species of Flora and Fauna) in the European Community
- The Conservation of Habitats and Species Regulations 2010, implements the EU Habitats Directive: Council Directive 92/43 EEC.

### Wales

- Pet Animals Act 1951
- Animal Welfare Act 2006
- The Welfare of Animals (Transport) (Wales) Order 2007
- The Docking of Working Dogs' Tails (Wales) Regulations 2007
- Mutilations (Permitted Procedures) (Wales) Regulations 2007
- Dangerous Dogs Act 1991
- Dangerous Wild Animals Act 1976
- Breeding of Dogs Act 1973
- EU Regulation on the protection of animals during transport (EC) 1/2005
- The Conservation of Habitats and Species Regulations 2010, implements the EU Habitats Directive: Council Directive 92/43 EEC.

The working group agreed that the LGA Model Standards<sup>4</sup> needed to be updated whilst anticipating secondary legislation under the Animal Welfare Act 2006. These conditions should therefore not be seen as a substitute for secondary legislation.

### Scotland

- Pet Animals Act 1951
- Dangerous Dogs Act 1991
- Control of Dogs (Scotland) Act 2010
- Dangerous Wild Animals Act 1976
- Breeding of Dogs Act 1973
- EU Regulation on the protection of animals during transport (EC) 1/2005
- Welfare of Animals (Transport)(Scotland) Order 2006
- Animal Health and Welfare (Scotland) Act 2006
- The Prohibited Procedures on Protected Animals (Exemptions) (Scotland) Regulations 2010
- The Licensing of Animal Dealers (Young Cats and Young Dogs) (Scotland) Regulations 2009

<sup>3</sup> All legislation referred to in this document is intended to represent the most recent version

<sup>4</sup> Local Government Association (1998) "The Pet Animals Act 1951: Model standards for pet shop licence conditions", LGA Publications

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## The groups consulted included:

- British Veterinary Association
- Cats Protection
- Chartered Institute of Environmental Health
- Department for Environment, Food and Rural Affairs (Defra)
- Dogs Trust
- Federation of Companion Animal Societies
- Feline Advisory Bureau
- Local Government Association
- Ornamental Aquatic Trade Association
- Pet Industry Federation
- Rabbit Welfare Association & Fund
- Reptile and Exotic Pet Trade Association
- Royal Society for the Prevention of Cruelty to Animals

## Special thanks also to:

- Peter Scott – Zoo and Aquatic Veterinary Group/Companion Animal Welfare Council
- William H Wildgoose – Fish Veterinary Society/Midland Veterinary Surgery
- Ian Strachan – Scottish Government
- Wood Green Animal Shelters
- OneKind

## Definition of terms

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

\*\*m<sub>2</sub> is a measurement of area. One m<sub>2</sub> measures one metre by one metre. Consequently two m<sub>2</sub> measures 2 metres by 1 metre. (4 square metres measures 2 metres by 2 metres).

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## Schedule A – General conditions

### 1.1 Condition

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

#### Guidance

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

## 2. Accommodation

### 2.1 Condition

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

#### Guidance

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

### 2.2 Condition

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

#### Guidance

The spread of airborne infections can be a significant risk. Excessive or inadequate humidity can cause other health problems.

### 2.3 Condition

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

#### Guidance

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

### 2.4 Condition

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

#### Guidance

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

### 2.5 Condition

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

#### Guidance

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

### 2.6 Condition

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

#### Guidance

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

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## 2.7 Condition

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

### Guidance

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

## 2.8 Condition

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

### Guidance

This will prevent contamination of the lower cages. This does not apply to centrifuged fish systems or aviaries where perching and ground birds are housed together.

## 2.9 Condition

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

### Guidance

To stimulate the performance of natural behaviours.

## 3. Exercise Facilities

### 3.1 Condition

Suitable and sufficient facilities must be available where appropriate.

### Guidance

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

## 4. Register of Animals

### 4.1 Condition

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

### Guidance

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

### 4.2 Condition:

A sales register must be maintained for:

### 4.2.1 Dogs

### 4.2.2 Cats

### 4.2.3 Psittacines

### 4.2.4 Species contained in the Schedule to the Dangerous Wild Animals Act 1976

### Guidance

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

## 4.3 Condition

Animals under veterinary treatment must be identifiable.

## 5. Stocking Numbers and Densities

### 5.1 Condition

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

The licence conditions should clearly state the numbers for each species or species group that may be kept on the premises, except fish. Please refer to Schedules for individual species for more details.

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

### 5.2 Condition

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

### Guidance

Details can be found in the relevant schedules.

## 6. Health Disease and Acclimatisation

### 6.1 Condition

All animals for sale must be in good health

### Guidance

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

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

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

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

### 6.2 Condition

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

#### Guidance

"Care and treatment" may include euthanasia but under no circumstances may an animal be euthanised other than in a humane and effective manner. In case of doubt, veterinary advice must be sought.

### 6.3 Condition

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

#### Guidance

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

### 6.4 Condition

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

#### Guidance

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

### 6.5 Condition

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

#### Guidance

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

### 6.6 Condition

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

#### Guidance

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

## 7. Food and Drink

### 7.1 Condition

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

#### Guidance

Water should be available at all times except for those species where it may be harmful. An SOP should be produced for basic nutritional needs for each species or species group, and age group if appropriate. The owner should be advised to continue feeding consistent with the diet given by the pet shop.

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### 7.2 Condition

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

#### Guidance

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

## 8. Food Storage

### 8.1 Condition

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

#### Guidance

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

### 8.2 Condition

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

#### Guidance

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

## 9. Observation

### 9.1 Condition

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

#### Guidance

Regular checks and observation records aid in early detection of illness, injury or behavioural problems and should be considered very important for all animals.

A system of recording observation should be maintained.

## 10. Disposal of Waste

### 10.1 Condition

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

#### Guidance

This is important for biosecurity and odour reduction.

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

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

## 11. Transportation to the Premises

### 11.1 Condition

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

### 11.2 Condition

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

### 11.3 Condition

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

#### Guidance

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

## 12. Sale of Animals

### 12.1 Condition

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

#### Guidance

Young mammals require nutritional and behavioural support from their mothers.

### 12.2 Condition

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



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

### 13.1 Condition

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

#### Guidance

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

### 13.2 Condition

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

#### Guidance

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

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

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

## 14. Pet care advice, staff training and knowledge

### Condition

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

#### Guidance

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

### 14.1 Condition

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

#### Guidance

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

### 14.2 Condition

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

#### Guidance

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

### 14.3 Condition

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

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

### 14.4 Condition

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

#### Guidance

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



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## 15. Fire and other emergency precautions

### 15.1 Condition

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

#### Guidance

Staff should be aware of these procedures and a copy should be displayed for staff to refer to as and when needed. Evacuation should be regularly practised and practices recorded. All staff should undergo regular training and records should be kept of such training.

### 15.2 Condition

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

#### Guidance

To facilitate risk free evacuation if needed, when designing accommodation, consideration should be given to using systems which would allow timely removal of the animals in the case of emergency. This provision would not usually apply to aquaria and ponds.

### 15.3 Condition

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

#### Guidance

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

### 15.4 Condition

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

#### Guidance

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

### 15.5 Condition

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

#### Guidance

For contact in cases of emergency.

### 15.6 Condition

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

#### Guidance

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

### 15.7 Condition

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

#### Guidance

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

### 15.8 Condition:

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

#### Guidance

For health and safety of staff and animals.

### 15.9 Condition

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

#### Guidance

Some species are very sensitive to temperature fluctuation.

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## Schedule B – Dogs

Puppies must be weaned before leaving the mother.

### Guidance

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

### 2. Condition

The minimum kennel size must be:

2.1 For a batch of small breed puppies – max 6 pups – 1.5m<sup>2</sup> for sleeping, plus 2m<sup>2</sup> for exercise

2.2 For a batch of medium breed puppies – max 4 pups – 2m<sup>2</sup> for sleeping, plus 2m<sup>2</sup> for exercise

2.3 For a batch of large breed puppies – max 2 pups – 2m<sup>2</sup> for sleeping, plus 2m<sup>2</sup> for exercise

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

### Guidance

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

least four times a day. Any separate exercise area should be fully cleaned and disinfected between its use by different batches of puppies.

### 3. Condition

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

### 4. Condition

Extreme temperatures must be avoided.

### Guidance

Puppies are relatively sensitive to high/ low temperatures. Temperatures should not normally go below 12°C or exceed 26°C

### 5. Condition

General bedding must include an adequate amount of absorbent material.

### Guidance

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

### 6. Condition

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

### Guidance

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

### 7. Condition

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

### Guidance

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

### 8. Condition

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

### Guidance

The diet should be appropriate for puppies.

# Model Licence Conditions for Catteries

Licensing Committee

Date: 15<sup>th</sup> December 2015

## 9. Condition

Puppies must have frequent, quality contact time with staff.

### Guidance

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

## 10. Condition

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

### Guidance

Puppies are particularly susceptible to disease as they have immature immune systems. The new owner should be advised to register the puppy with a vet.

## 11. Condition

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

### Guidance

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

## 12. Condition

There must be environmental enrichment in all kennels.

### Guidance

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

\*\* Please see 'Schedule A – General Conditions' for food, water and isolation conditions

# Model Licence Conditions for Catteries

Licensing Committee

Date: 15<sup>th</sup> December 2015

## Schedule C – Cats

Kittens must be weaned before leaving the mother.

### Guidance

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

### 2. Condition

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

### Guidance

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

### 3. Condition

Extreme temperatures must be avoided.

### Guidance

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

### 4. Condition

Disposable or washable bedding must be provided and kept clean.

### Guidance

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

### 5. Condition

A litter tray and appropriate litter must be available at all times and cleaned and disinfected at least once daily with an

appropriate disinfectant which is safe for use with cats and cleaned as appropriate. The disinfectant should be anti-viral and used in accordance with manufacturers' instructions, as some disinfectants are toxic to cats.

### 6. Condition

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

### Guidance

The diet should be appropriate for kittens.

### 7. Condition

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

### Guidance

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

### 8. Condition

Kittens must have frequent, quality contact time with staff.

### Guidance

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

### 9. Condition

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

### Guidance

To allow kittens to exhibit normal behaviours, particularly climbing. Toys should be easily cleaned or replaced between batches.

# Model Licence Conditions for Catteries

Licensing Committee

Date: 15<sup>th</sup> December 2015

## Schedule D – Rabbits

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

### Guidance

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

### 2. Condition

The minimum enclosure size must be:

0.4m<sup>2</sup> for up to 4 standard juvenile rabbits and a height of 0.4m. 0.5m<sup>2</sup> for up to 2 giant breed juvenile rabbits and a height of 0.5m.

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

### Guidance

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

### 3. Condition

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

### Guidance

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

Extreme temperatures must be avoided.

### Guidance

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

### 5. Condition

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

### Guidance

Rabbits need a warm, softly-bedded sleeping area away from the litter and food/water.

### 6. Condition

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

### Guidance

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

### 7. Condition

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

### Guidance

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

# Model Licence Conditions for Catteries

Licensing Committee

Date: 15<sup>th</sup> December 2015

## 8. Condition

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

### Guidance

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

## 9 Condition

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

### Guidance

Due to the delicate digestive system, particularly under stress, if diets are to be changed then a slow transition between diets is advisable.

# Model Licence Conditions for Catteries

Licensing Committee

Date: 15<sup>th</sup> December 2015

## Schedule E – Other small mammals

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

### Guidance

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

reduce stress. Chinchillas and Degus should be given the opportunity to use a sand bath by offering one on a regular basis, e.g. 10 minutes daily. Rodents need to express natural behaviour such as running and chewing/ gnawing. Toys such as hides, tunnels, paper bags filled with hay and fruit twigs are ideal for expressing natural foraging behaviour. Animals should be able to move away from direct lighting. Cool hides should be provided to prevent over heating.

### 2. Condition

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

### Guidance

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

### 3. Condition

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

### Guidance

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

### 4. Condition

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

### Guidance

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

### 5. Condition

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

### Guidance

Animals must be given the opportunity to hide as a natural instinct and be given suitable accessories to allow for stimulation and to

### 6. Condition

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

### Guidance

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

### 7. Condition

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

### Guidance

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

### 8. Condition

All rodents must be fully weaned on admission.

## Model Licence Conditions for Catteries

Licensing Committee

Date: 15<sup>th</sup> December 2015

### Minimum accommodation requirements –

#### 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	0.5	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



# Model Licence Conditions for Catteries

Licensing Committee

Date: 15<sup>th</sup> December 2015

## Schedule F – Ferrets

Ferrets must be at least eight weeks old

### Guidance

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

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

### 2. Condition

Ferrets must be housed with batch companions

### Guidance

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

### Guidance

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

### 3. Condition

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

### Guidance

Ferret kits can be easily be sexed at 8 weeks of age. Adult, un-neutered hobs (males) may exhibit dominant behaviour and fight, so requiring individual accommodation. House the Jill (female) kits at a reasonable distance to prevent aggression between the hobs as they

### 6. Condition

Sleeping quarters must be draught free and dark.

### Guidance

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

### 7.

mature at around 20 weeks. Adult jills (females) should be prevented from having repeated seasons. Jills (females) left in season are prone to estrogen induced anaemia, a factor in shortening their normal lifespan. Veterinary advice should be sought.

### Condition

Ferrets must have suitable bedding.

### Guidance

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

### 4. Condition

Batches of ferrets must not be mixed.

### Guidance

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

### 8. Condition

Extreme temperatures must be avoided.

### Guidance

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

# Model Licence Conditions for Catteries

Licensing Committee

Date: 15<sup>th</sup> December 2015

## 9. Condition

Ferret kibble must be provided at appropriate intervals.

### Guidance

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

## 10. Condition

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

### Guidance

Ferrets are renowned for tipping bowls

# Model Licence Conditions for Catteries

Licensing Committee

Date: 15<sup>th</sup> December 2015

## Schedule G – Birds

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

### Guidance

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

### 2. Condition

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

### 3. Condition

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

### Guidance

Birds are more sensitive to high temperatures.

### 4. Condition

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

### Guidance

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

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

### Guidance

Enclosures should be placed on a hard surface. Some species require more robust materials. Materials such as loose zinc coating can be toxic to birds.

### 6. Condition

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

### Guidance

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

### 7. Condition

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

### Guidance

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

# Model Licence Conditions for Pet Shops

Licensing Committee

Date: 17<sup>th</sup> September 2015

The Chartered Institute of Environmental Health – September 2013

## Stocking Densities for Birds in Cages

Type	Length of Bird (cm)	Floor Area (m <sup>2</sup> ) housing up to 4 birds	Linear cms per additional bird on either cage length or depth <sup>*3</sup>
Budgerigar		0.15	5
General			
Birds			
British Veterinary Zoological Society		0.15	5
Email: secretary@bvzs.org			
Cockatiel		0.48	7.5
Charles			
Charles Institute of Environmental Health		0.113	5
Chadwick Court, 15 Hatfields, London SE1 8DJ			
Telephone: 020 7928 6006	12.5 – 17.5	0.15	5
www.cieh.org	more than 17.5	0.225	7.5
Parakeets and	less than 25	0.42	7.5
Department for Environment,			
Food and Rural Affairs	25-30*1	0.48	7.5
Animal Welfare Unit, Nobel House, 17 Smith Square			
London SW1P 3JR Telephone: 08459 33 55 77		0.675	7.5
Email: helpline@defra.gsi.gov.uk			
Parrots	less than 30	0.225	10
https://www.gov.uk/government/topics/wildlife-and-animal-welfare	30 – 35*2	0.4050	15
	more than 35*2	0.4725	20
Chickens		1.6	
Bantams		1.6	
Quail		16	

\*1. It is recommended that, wherever possible, these species are displayed for sale in aviaries or flights rather than cages per se.

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

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

## Appendix 1.



### **Model Conditions for Catteries under Boarding Establishments Act 1963**

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## **Introduction**

There are two main pieces of legislation relevant to running a cattery:

### **Animal Boarding Establishments Act 1963**

The 1963 Act requires anyone who wishes to keep a boarding establishment (i.e. in this context a cattery) to be licensed by the local authority and abide by the conditions of the licence. If they do not they are in breach of the law. In particular the local authority will consider the ability of the establishment to ensure:

- Accommodation is suitable as respects construction, size, number of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness,
- Adequate supply of suitable food, drink and bedding material for the animals and that they are adequately exercised, and visited at suitable intervals,
- All reasonable precautions are taken to prevent and control the spread of infectious or contagious diseases, including the provision of isolation facilities,
- Appropriate steps are taken for the protection of animals in the case of fire or other emergency,
- A detailed register is maintained of any animals received into the establishment that is available for inspection at all times.

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

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

### **Animal Welfare Act 2006**

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

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

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

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

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

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

#### **Other current relevant regulations and legislation:**

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

- The Regulatory Reform (Fire Safety) Order 2005
- Health and Safety at Work etc Act 1974
- Environmental Protection Act 1990
- Electricity at Work Regulations 1989
- Control of Substances Hazardous to Health Regulations 1988
- Controlled Waste Regulations 1992
- Town & Country Planning Act 1990
- Welfare of Animals (Transport) (England) Order 2006
- Welfare of Animals (Transport) (Wales) Order 2006
- Regulation on the protection of animals during transport (EC) 1/2005

#### **Training**

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

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

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

### **Supervision/responsibility**

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

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

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

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

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

The following requirements list what must be present in a cat's environment, and details further measures that can be taken. Please note that the requirements are not presented in any order of importance but all hold equal standing with respect to the environmental needs of cats.

### **Cattery construction and principles of design**

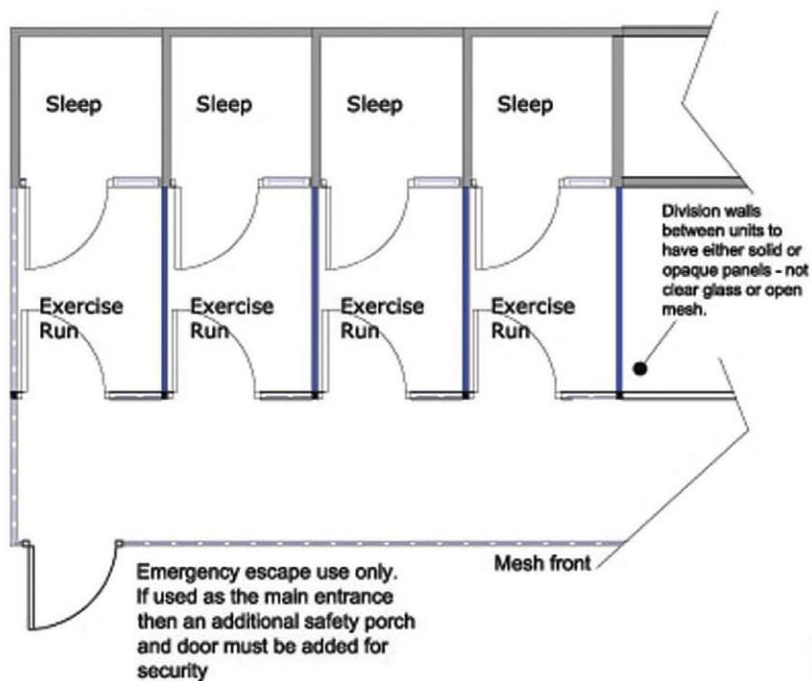
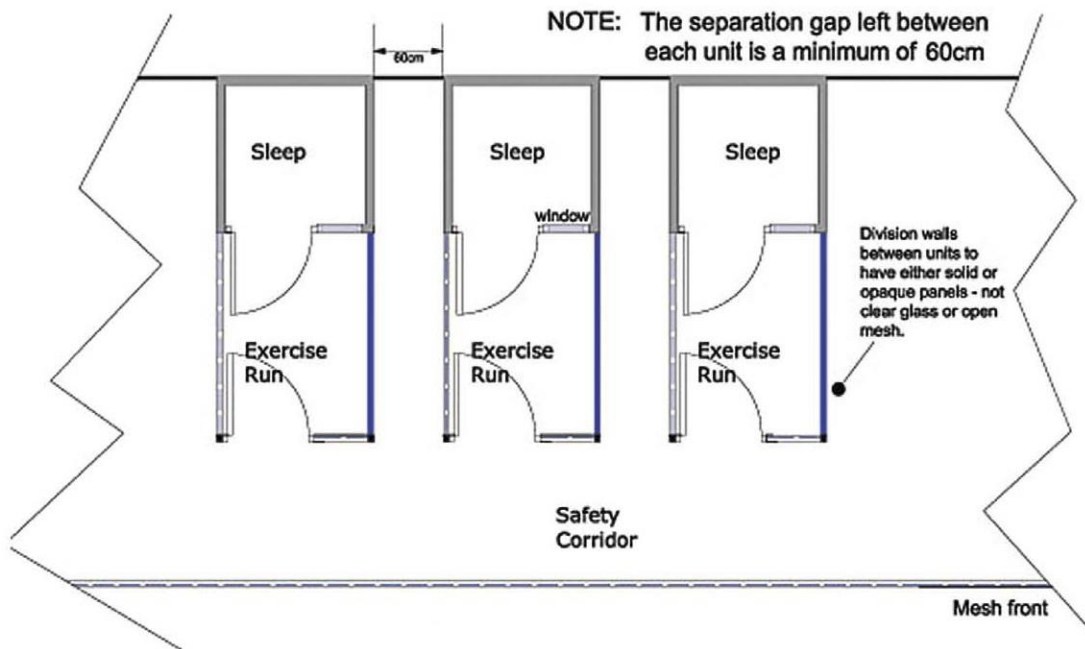
- The correct design and construction of a cattery is vital to prevent escape, minimise disease spread and stress to the cats, and to make maintenance and hygiene management straightforward and achievable by cattery proprietors.
- For disease control there must be no possibility of cats within the cattery (other than those from the same household), or other animals outside the cattery, coming into direct contact with each other or contacting droplets sneezed out by cats (for further information see Section E - Health and Welfare).
- Designs MUST include:



- Cat units with sleeping accommodation (with solid sides) and an individual attached run.
- Full height, full width, sneeze barriers between units. Alternatively, some catteries have gaps between units (minimum 0.6 m (see page 26 - New Build)).
- An enclosed area (corridor or lobby) outside the cat unit to minimise risk of escape.
- Provision to isolate cats if necessary.
- Ancillary facilities including a separate kitchen with hot and cold running water and refrigeration for food.
- A separate hand-washing facility for staff
- A litter tray cleaning area
- A reception area.

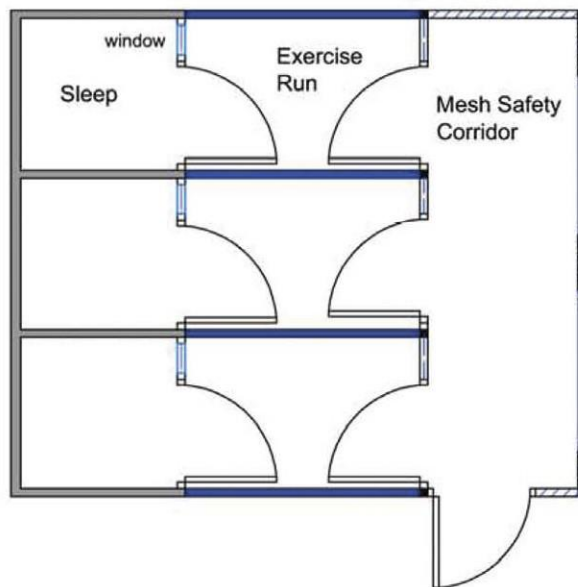
- Cattery design usually falls into three categories with the sleeping accommodation comprising of a full-height walk-in area or a penthouse (see section A3):

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



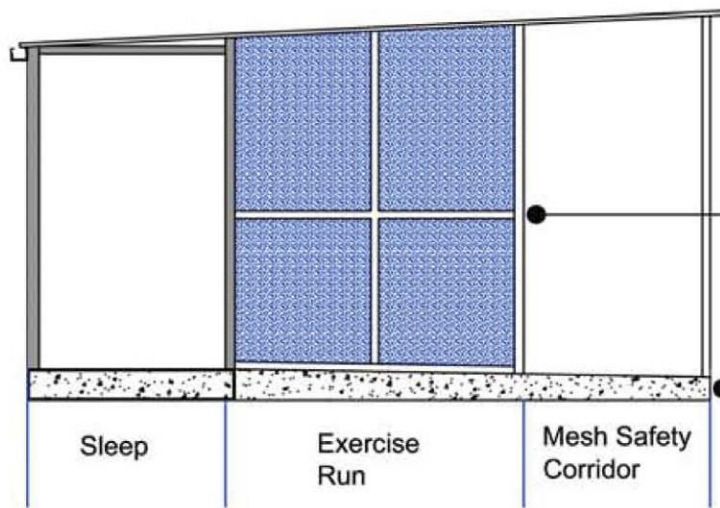
Not to scale

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



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

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



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

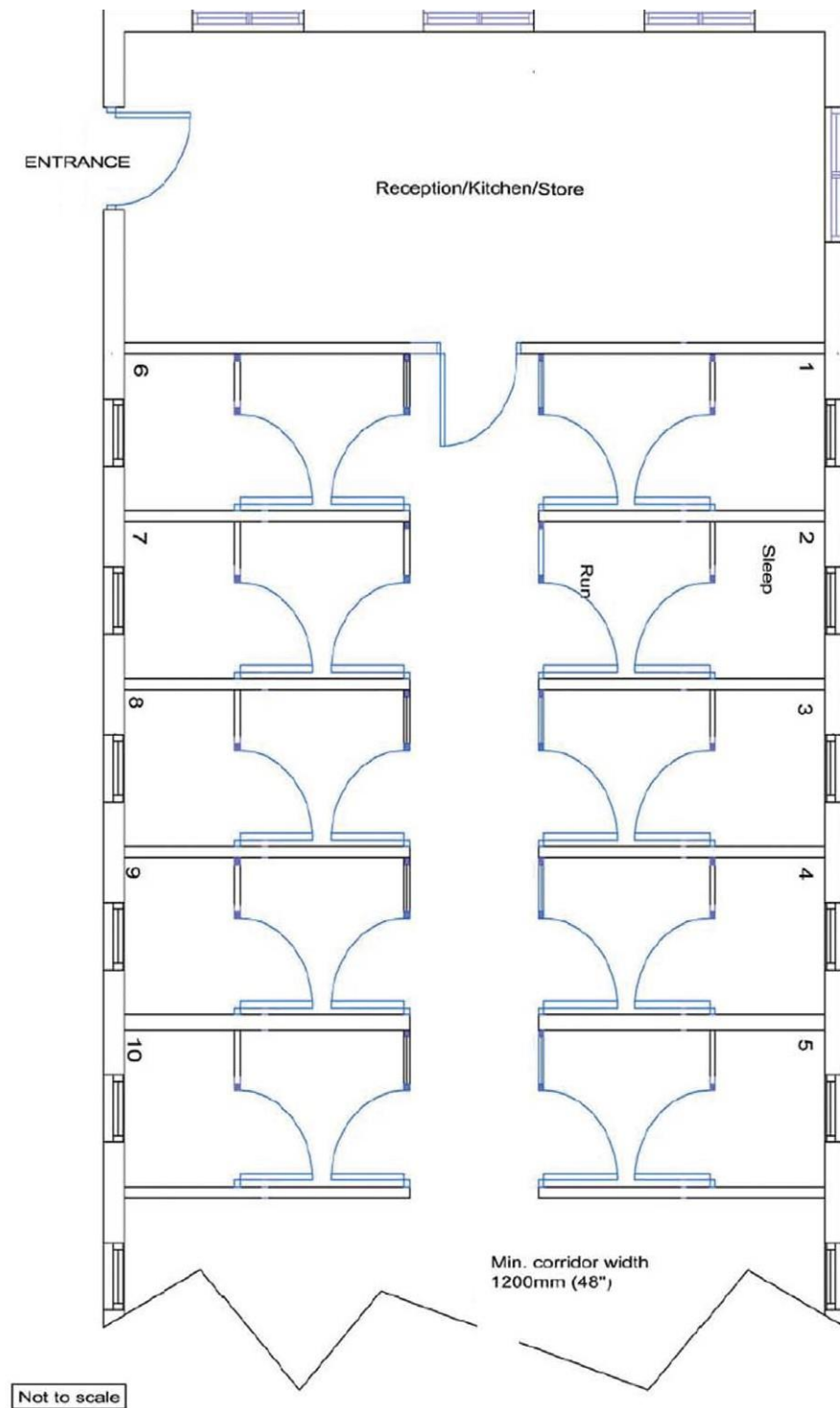
Concrete surface laid to fall to allow rain water to drain

2013 minimum size (suitable for up to 2 cats):

Sleep – 1.5m<sup>2</sup> (1.2m x 1.25m)

Run – 2.2m<sup>2</sup> (1.2m x 1.85m)

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



## **A.1 Physical construction and integrity**

### **General**

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

A.1.1 The cattery must be structurally sound.

A.1.2 The cattery must be constructed of materials that are robust, safe and durable and be well maintained in good decorative order and repair.

A.1.3 Materials used in construction or maintenance must not expose cats to any harmful chemicals.

A.1.4 The cattery must be built in compliance with good building practice (e.g. local authority guidelines), on a concrete base with a damp proof membrane. Where Building Regulations apply these must be adhered to.

A.1.5 There must be no sharp edges, projections, rough edges or other hazards which present risk of injury to a cat.

A.1.6 Windows must be escape-proof at all times.

A.1.7 Doors must have secure latches or other closing devices.

A.1.8 All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape-proof structure.

A.1.9 Timber, if used, must be of good quality, well maintained and any scratched areas sealed or over-clad.

A.1.10 Any storage areas must be dry and free from vermin.

A.1.11 Electrical equipment must be installed in line with current legislation and maintained in a safe condition.

### **Drainage**

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

A.1.12 Waste water must not run off into adjacent pens.

A.1.13 Adequate drainage must prevent pooling of liquids.

A.1.14 Any drain covers in areas where cats have access must be designed and located to prevent toes/claws from being caught.

### **Safety corridor/entrance lobby**

- An enclosed area (safety corridor/entrance lobby) is essential to ensure that if cats manage to slip out from their individual cat unit, they are still kept safely inside the cattery.

A.1.15 There must be an escape-proof area (safety corridor/entrance lobby) at the exit of each cat unit.

A.1.16 For catteries where there are facing units accessed by an indoor corridor, the corridor must be at least 1.2 m wide, or the doors of the units must be solid or have sneeze barriers.

A.1.17 At the end of the safety corridor there must be a securable door through which the inside of the cattery can be viewed from the outside and this must be kept closed when not in use.

A.1.18 The door from the cat unit to the safety corridor must be escape-proof, securable, strong enough to resist impact and scratching and kept closed at all times.

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

A.1.20 Outdoor safety corridors must be roofed.

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

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

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

## **Roofing**

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

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

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

## **A.2 Cat units**

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

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

## **Lighting**

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

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

### **Ventilation and humidity**

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

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

### **Interior surfaces**

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

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

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

A.2.6 Surfaces which are peeling, scratched, chipped or in disrepair must be repaired or resealed to an acceptable standard, or replaced.

A.2.7 Ceilings must be capable of being easily cleaned and disinfected.

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

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

### **Accessing the cat unit**

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

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

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

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

### **Litter trays**

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

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

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

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

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

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

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

### **A.3 Sleeping accommodation**

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

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

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

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

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





Timber full height  
walk-in unit



Timber penthouse  
style unit



uPVC full height  
walk-in unit



uPVC penthouse style  
cattery unit

## Size of full height walk-in unit sleeping accommodation:

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

Existing buildings, floor area and dimensions			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
One Cat	0.85 m <sup>2</sup>	0.9m (e.g. 0.90m x 0.95m)	1.8m
Up to two cats	1.5m <sup>2</sup>	1.2m (e.g. 1.20m x 1.25m)	1.8m
Up to four cats	0.9m <sup>2</sup>	1.2m (e.g. 1.20m x 1.60m)	1.8m

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

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

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

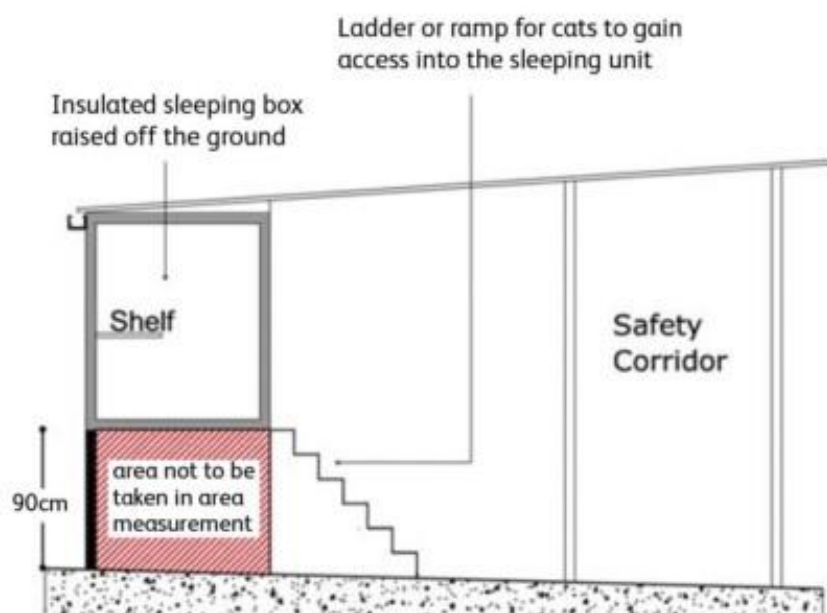
A.3.3 Facilities must be easily accessible and provide safe easy access to the shelf for elderly, ill, very young or disabled cats if required.

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

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



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



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

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

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

Existing buildings, floor area and dimensions			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
One Cat	0.85 m <sup>2</sup>	0.9m (e.g. 0.90m x 0.95m)	1m
Up to two cats	1.1m <sup>2</sup>	0.9m (e.g. 0.9m x 1.20m)	1m
Up to four cats	1.7m <sup>2</sup>	0.9m (e.g. 0.9m x 1.90m)	1m

➤ **FOR NEW BUILD SEE PAGE 29**

**Temperature in sleeping accommodation**

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

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

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

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

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

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

A.3.12 Open flame appliances must not be used.

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

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

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

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

**Bedding**

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

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

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

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

**Access to run**

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

A.3.20 A cat must have access between the sleeping accommodation and run (e.g. a cat flap) so it can easily and safely access all parts of its unit.

**A.4 Exercise run (in addition to and not including sleeping accommodation)**

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

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

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

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

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

A.4.5 Communal exercise areas must not be used.

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

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

Existing buildings, floor area and dimensions			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
One Cat	1.65 m <sup>2</sup>	0.9m (e.g. 0.90m x 1.85m)	1m
Up to two cats	2.2m <sup>2</sup>	0.9m (e.g. 1.2m x 1.85m)	1m
Up to four cats		1.20m (e.g. 0.9m x 2.35m)	1m

**FOR NEW BUILD SEE PAGE 26****Sneeze barriers**

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

A.4.7 Full height, full width solid sneeze barriers must be installed between cat units.

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

**Shelving or raised areas in exercise run**

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

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

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

A.4.11 All resting areas/shelving must be large enough for each cat to lie on.

A.4.12 Extra help (e.g. steps) to provide safe easy access to the shelf for elderly, ill, very young or disabled cats must be available if required.

### **A.5 Fire and other emergencies**

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

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

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

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

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

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

A model Emergency and Evacuation Plan is attached as Annex A.

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

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

**B.1 Drinking**

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

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

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

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

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

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

**B.2 Eating**

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

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

B.2.2 Refrigeration facilities must be provided.

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

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

B.2.5 Cats must be fed a balanced diet suitable for their age, health status, reproductive status and lifestyle.



The type of food, specific diet or prescription diet is usually by agreement with the owner.

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

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

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

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

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

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

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

B.2.13 Food intake must be monitored daily and any problems recorded.

B.2.14 Veterinary advice must be followed if feeding debilitated, underweight or ill cats, or those with specific dietary requirements.

B.2.15 Cats displaying marked weight loss/gain must be evaluated by a vet and treated as necessary.

### **Section C - BEHAVIOUR: Allowing the cat(s) to express normal behaviour patterns**

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

#### **C.1 General points on cat behaviour**

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

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

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

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

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

#### **Hiding places**

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

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

#### **Play**

- Encouraging cats to play can be a good way of keeping them active.
- Cats are playful animals (but individuals vary in their desire to play) and enjoy playing with toys (especially those which mimic prey), and with people. Cats have a need to express the innate predatory behaviour which is natural for them and therefore show most interest in toys that mimic prey.
- Environmental enrichment such as changing toys regularly can reduce boredom.

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

#### **Scratching**

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

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

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

#### C.2 Noise

- Cat hearing is more sensitive than human hearing and thus noise levels uncomfortable for humans are likely to be very uncomfortable for cats. Excessive noise contributes to adverse behavioural and physiological responses. Cats are adversely affected by the sound of barking dogs.
- The cattery environment should be as calm and quiet as possible with noise producing equipment located as far away from animals as possible.

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

#### C.3 Long stay cats

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

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

#### Section D - COMPANY: Providing the cat(s) with the appropriate company

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

##### D.1 Feline company and interactions

- Most adult cats will only be friendly to siblings or certain other cats they live with. Strange cats are usually avoided. Cats can find the presence of other cats very stressful and can suffer if they cannot avoid cats with whom they are not familiar or do not like. Housing cats at high densities increases the potential for them to be stressed. Only cats from the same household may share a unit.
- Where possible cats must be able to avoid seeing other cats by being provided with hiding places and translucent (allowing light to pass through, but only diffusely, so that objects on the other side cannot be clearly distinguished) barriers between units. (See page 26 - New Build).

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

##### D.2 Human company and interactions

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- Most cats enjoy and benefit from human company, but prefer to interact with people on their own terms. Cats socialised to humans can find human company stimulating and may show signs of stress when this interaction is decreased. However, other cats will prefer minimum contact.
- Cattery staff should find out from the owner and monitor each cat to ascertain how much human contact it wants and adapt to provide this.
- A cat should never be forced to interact with a person/people, and a facility should be provided for a cat to avoid people should they wish. (Ref to hiding place).
- Scruffing of cats (picking up a cat by the scruff of its neck) should not be done except as an absolute last resort.

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

### **D.3 Multi-cat units**

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

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

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

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

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

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

D.3.6 Several sources of water must be provided if multiple cats are housed.

### **Section E - HEALTH AND WELFARE:**

**Protecting the cat(s) from pain, suffering, injury and disease**

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

**E.1 Monitoring cats**

- In order to keep cats healthy the proprietor needs to have an organised system for registering and monitoring all cats at the cattery.
- It is recommended that a late-night round be carried out to check on all cats, heating etc.
- The well-being of the boarded cat is paramount. It is recommended that all cats are weighed on entry and exit from the cattery. This allows the proprietor to monitor any changes and provides information should clients challenge the cat's condition on their return. This is especially important for older cats and kittens. Geriatric, ill or debilitated cats should also be monitored more closely for appropriate management.
- It is recommended that cats that are boarded for longer than 2 weeks are weighed every 2 weeks, and older cats and kittens weighed weekly, and records kept.
- Written notes should be made on the cat's behaviour on entry into the cattery and any deviation from this to be noted on the form during its stay
- The cat shall be checked over by the cattery staff with the owner present before leaving the premises so all parties can be satisfied of its health

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

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

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

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

**E.2 Keeping records**

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

The information kept must include the following:

E.2.1 Date of arrival and departure.

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

E.2.3 Number of cats sharing from same household.

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

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

E.2.6 Cat's veterinary surgeon.

E.2.7 Cat's diet and relevant requirements.

E.2.8 Cats' relevant medical history.

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

E.2.10 Record of vaccination.

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

### **E.3 Disease control**

- Cats are vulnerable to a range of serious infectious diseases, therefore disease control and rapid response to any signs of illness is critical.
- The potential for infectious disease problems escalates where many cats are kept together and a cat's immune system can also be affected by stress.
- As outlined elsewhere, construction materials and equipment need to be easy to clean and disinfect (see Section A).
- No cats should be allowed in the safety corridor or to share an exercise area (unless they come from the same household).
- Infectious agents are spread in various ways -

- Feline leukaemia virus (FeLV) and feline immunodeficiency virus (FIV) need direct contact between cats, which should be impossible in the boarding situation.
  - Cat flu viruses such as feline herpesvirus [FHV], feline calicivirus [FCV], and other respiratory pathogens such as *Bordetella bronchiseptica*, are spread in sneeze droplets, on hands, clothes, shoes, equipment and environment.
  - Feline parvovirus (aka feline infectious enteritis (FIE)) can be spread on hands, clothing and shoes, litter trays and environment, and can remain in the environment for a long time.
- The source of feline parvovirus (FIE) is faeces from an infected cat and several other agents are spread via contact with other cats' faeces/litter trays and include Coronavirus, *Salmonella* and *Campylobacter* etc.
  - Ringworm spores can remain infectious in the environment for prolonged periods of time.
  - Preventing cat-to-cat contact, ensuring excellent hygiene protocols and management protocols to minimise stress can reduce the risk of disease spread.
  - The movement of people through the cattery should be minimised and supervised.
  - If rescue cats are boarded, these should be handled last

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

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

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

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

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

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

**E.4 Hygiene practices**

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

**Cleaning and disinfectant products**

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

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

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

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

Cleaning and disinfecting routines for units when cats are resident

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

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



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

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

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

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

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

E.4.9 Grooming equipment must either be cleaned and disinfected between use on different cats, or be disposable. If provided by the owner, it must only be used on that cat and must be sent home with the cat.

E.4.10 Toys and scratch posts must be cleaned and disinfected between use for different cats, disposed of, or returned to the cat's owner (if they came in with the cat).

### Handling cats

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

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

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

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

### E.5 Vaccination, fleas, worms and other parasites

➤ There must be a policy for cats coming to the cattery having vaccinations against appropriate diseases (Occasionally there will be veterinary advice on a

specific cat regarding vaccination and its health status and this should be taken into account).

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

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

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

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

#### **E.6 Isolation facilities**

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

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

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

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

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

E.6.5 Separate feeding and water bowls, litter trays, litter, a dedicated safe cat basket, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.

E.6.6 Any cats in the isolation facility must be checked regularly and unless a separate person is caring for them, they should be visited after the other cats.

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

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

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

### **E.7 Veterinary treatment and health care**

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

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

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

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

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

### **E.8 Holding units for temporary housing**

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

E.8.1 If, in an emergency, holding units/pens are used, they must not be sited in the reception.

E.8.2 Cats must be provided with a bed, litter tray, food and water.

### **E.9 Transportation of animals**

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

E.9.1 Any transport legislation must be complied with.

E.9.2 Cats must be secured in durable carrying baskets any time they are transported/carried outside the cat unit (A spare cat carrier should be kept at the cattery for situations where owners do not arrive with their cat in a secure carrier).

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

E.9.4 Cats must not be left in vehicles except for transportation.

### **SECTION F - New Build**

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

#### **NB.1 Cat units**

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

##### **NB.1.1 Sleeping accommodation sizes**

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

- Penthouse accommodation has a number of drawbacks in the cleaning and management of the cat and the units:
  - Cleaning adequately under the box can be difficult.
  - The box must not be too deep or the internal height of the sleeping box too high, in order to be able to clean it.

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### In new build

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

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

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

- Cleaning inside the sleeping box can be difficult and health and safety issues arise if the person doing the cleaning has to climb on a stool or climb into the box to reach the top or back.
- Cats in the box are at face height which could be potentially dangerous with an aggressive cat.
- Very young, old/infirm or disabled cats may find the ramp difficult /dangerous. It is advisable to have at least one full height unit for use for blind, old, infirm or severely disabled cats, or suitable provision made for these cats.

Full Height, walk-in units – floor area and dimensions			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
Up to two cats	1.5 m <sup>2</sup>	1.2m (e.g. 1.2m x 1.25m wide)	1m
Up to four cats	1.9m <sup>2</sup>	0.9m (e.g. 1.2m x 1.6m wide)	1m

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Penthouse accommodation – 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 two cats	1.1 m <sup>2</sup>	0.9m (e.g. 0.9m deep x 1.2m wide)	1m
Up to four cats	1.7m <sup>2</sup>	0.9m (e.g. 0.9m deep x 1.9m wide)	1m

### Exercise area sizes

Full Height, walk-in units and penthouse accommodation			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
Up to two cats	2.2 m <sup>2</sup>	1.20m (e.g. 1.2m x 1.85m wide)	1m
Up to four cats	2.8m <sup>2</sup>	1.20m (e.g. 1.20m deep x 2.35m)	1m

### Sneeze barriers

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

### Gaps between units

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

**Hygiene facilities**

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

**Materials**

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

**Noise**

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

**ANNEX A****Emergency and Evacuation Plan**

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

There should be an Emergency Evacuation Plan (EEP) and fire warning procedure in place. This should be posted where staff may become familiar with it. This procedure should include instructions dealing where cats are to be evacuated to and

contingency for their accommodation/care if the premises are rendered unsafe or unsuitable.

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

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

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

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

### **Fire Risk Assessment**

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

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

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

### **Upon Discovery of Fire**



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

### Upon Hearing of a Fire Condition

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

<b>Planning Your Escape</b>	<p>You only have a short time to get out so prepare a plan of escape in advance rather than waiting until there is a fire or evacuation of the establishment.</p> <p>Think of another way out in case the normal route is blocked.</p> <p>Know where door and window keys are kept. Know</p>	
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<b>If you discover a fire</b>		<p>Leave fire area immediately. Close all doors behind you.</p> <p>Sound the alarm and call 999 from any phone. Stay calm, speak clearly and listen to the operator. Where safe to do so, assist others to evacuate and remove animals to the safe holding area.</p> <p>If there is a fire elsewhere in the establishment, stay where you are and await instructions or if you have to move remember to check doors with the back of your hand before opening.</p> <p>If it feels warm, do not open it and go another way.</p> <p><del>If there is a lot of smoke, crawl</del></p>
<b>Contacts in an Emergency</b>	<p><b>(enter details here)</b></p> <ul style="list-style-type: none"> <li>• Proprietors name and Telephone Number(s)</li> <li>• Supervisors Name and Telephone Number(s)</li> <li>• Establishments Veterinary Surgeons Name(s) and Telephone Number(s)</li> </ul>	<p><b>(enter details here)</b></p> <ul style="list-style-type: none"> <li>• Telephone at (enter location)</li> <li>• Emergency equipment at (enter location)</li> <li>• RVP at (enter location)</li> <li>• Animal Holding area at (enter location)</li> <li>• Fire Extinguishers located at (enter location)</li> </ul>
<p><b>RVP = Rendezvous Point</b></p>		

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

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

Smoke detectors are recommended and you must make sure that Fire Detection and fighting equipment are easily accessible and regularly tested. Exit routes should be

kept clear. Staff should be familiar with the fire evacuation procedure by use of fire drills and how to use the fire extinguishers.

The Fire Precautions (Workplace) Regulations 1997 place a duty on employers to carry out a risk assessment for the premises not covered by a fire certificate.

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### Appendix 2 List of Consultees

Avalon	Shelly Taunt	21 Lechlade Road, Highworth, Wiltshire, SN6 7QR
	Lynne and Steve Kellow	21 Ullswater Close, Liden, Swindon, SN3 6LH
Broome Manor Cattery	Sally Luckes	1 Nightingale Cottages, Broome Manor Lane, Swindon, SN3 1NA
Bryonyhill Cattery & Pet Grooming	Mr And Mrs Hood	427 Cricklade Rd. Swindon, SN2 1AQ
Chimneys Cattery	Mr Brad Owen	1 The Broadway Moreton Swindon SN25 3BN
The Dogs House	Mrs Helen Bellinger	25, Norris Close, Chiseldon, SN4 0LP
The Dog House	Michelle Roberts	50 Wynwards Road, Swindon, SN25 4ZP
The Dog Walker Swindon	Mrs Lisa Cobb	26 Copse Avenue, Swindon, SN1 2PX
Doggy Styles	Mrs Emma Dickson	125 Cricklade Road, Swindon, SN2 1AD

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Drove Way Kennels	Adrian Lyle	Droeway House The Droeway Castle Eaton Swindon SN6 6JX
The Fairy Dogmothers	John and Dawn Forde	19 Chartwell Road, Swindon, SN25 2ES
Highmead Cattery	Mr and Mrs Richens	Eddystones, Kingsdown Lane, Blunsdon, Swindon, SN25 5DL
Highworth Pet Care	Nicola Dangerfield	19 Wessex Way, Highworth, SN6 7NT
K9 Walkies	Steve and Carol Blanchard	19 Burden Close Stratton St Margaret Swindon SN3 4HE
Paw-fit Pet Services	Alex Giles	19 Goddard Avenue, Swindon, SN1 4HR
Pitcher's Pet Care	Deborah Pitcher	27 Ashburnham Close, Freshbrook, Swindon, SN5 8RA
Shelley's Animal Services	Shelley and James Pattison	28 Dunley Close, Swindon, SN25 2BL
Steppes Lodge Cattery	Mrs Jan Graham	15-16 Dores Road Upper Statton Swindon SN2 7QT

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TLC Pets	Michelle Tucker	10 Nythe Road Swindon SN3 4AN
Tilly's Home Boarding	Marilyn Simpson	27 Windflower Road, Swindon, SN25 1QS
Wag and Walks	Mandie Hussey	4 Lismore Road, Highworth, Swindon, SN6 7HU
Wagging Tails	Hilary Coates	3 Tregoze Way, The Prinnels, Swindon, SN5 6NW
Waggy Walks	Amanda Prosser	31 Cobbet Close Abbey Meads Swindon SN25 4GZ
Walks with Paws	Luke Bartley	33 Swindon Road, Old Town, Swindon SN1 3JJ
Val's Pals	Mrs Val Wakefield	33 Oxford Road Stratton St Margaret Swindon SN3 4HP
Westleaze Cat Hotel	Mr R Cooper	1 Mill Lane, Swindon, SN1 4NU

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Carers and Franchise Holders

Mr and Mrs Adams	15 Cromwell, Freshbrook, Swindon, SN5 8LZ
Mr and Mrs Sturrock	28 Godolphin Close, Freshbrook, Swindon, SN5 8RL
Mrs King	1 Orchard Grove, Swindon, SN2 7QR
Mrs Hines	54 Pheobe Way, Swindon, SN25 2JP
Mr and Mrs Light	25 Thyme Close, Swindon, SN2 2QZ
Barbara Webb	521 Ferndale Road, Swindon,
Mr and Mrs Bennett	12 Portland Avenue, Swindon, SN1 4JW
Kay Hunt	83 Montrose Close, Moredon, Swindon,
Gill Blackwood	30 Lansdown Road, Swindon, SN1 3NE
Amanda Togher	3 Poveys Place, Bishopstone, Swindon, SN6 8PE
Tim Kells	14 Tracy Close,
Mr Krien Dawson	30 Drew Street, Swindon, SN2 2HP
Amy Offley	24 Plymouth Street, Swindon, SN1 2LA
Ian & Audrey Donaldson	26 White Castle, Swindon, SN5 8HU
Samantha Harper	60 High Street, Blunsdon, SN26 7AE
Caroline Ansems	4 Meadowcroft, Swindon, SN2 7JR

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Claire Newport	Chestnut Cottage, Ampney St Mary, GL7 5SP
Clare Brown	16 Inholmes, Hungerford, RG17 7SX
Joanne Tomlinson	64 Queen Elizabeth Drive, Swindon, SN25 1UF
Caroline Barnard	6 Bosworth Close, Grange Park, Swindon, SN5 6AL
Kerry Webster	7 Lynwood Grove, Swindon, SN2 2LY
Ellen Bothwick	ellen@petstay.net
Mel Hickey	125 Montague Street, Rodbourne, Swindon, SN2 2HN
Lisa Reid	9 Courtsnap, Swindon, SN1 5JL
Shirley Jones	123 Clifton Street, Swindon, SN1 3QB



**Appendix 3 Responses Received**

Hi Alison, we have received the Model Conditions consultation and have the following queries;

1. Since our cattery is over 30 years old its structure does not align with the requirements of these model conditions. If there is no leeway on the requirements on unit size our cattery would essentially have to be rebuilt, and upon being rebuilt would probably not have the capacity to make our cattery a viable business.

Specifically currently our single indoor units have a total footprint area of 0.9mx1.2m (1.08M<sup>2</sup>) with raised sleep boxes. The requirements in section A.3.1 are for the sleeping accommodation to be 0.85m<sup>2</sup> and the exercise area to be 1.65m<sup>2</sup>. In addition the corridor our safety corridor is 95cm or 85cm across. The model conditions require 1.2m.

In our outdoor units we have an exercise area of 0.85mx1.8m (1.53m<sup>2</sup>) and the sleep accommodation is 0.85mx0.75m (0.63m<sup>2</sup>) with corridors being 0.9m.

Given these measurements we do not currently meet the model conditions. If these conditions are enforced it is likely that we will either have to undertake a very expensive remodel or close the business. If these size requirements are to be enforced can we have an estimation of the timescales involved as this decision has potentially life changing consequences?

2. Currently our outdoor runs are heated solely through heat pads. Section A.3.14 states that this is no longer sufficient. Can you give some guidance on what system should be used to heat these outdoor runs?

3. Bedding (A3.19) - currently our bedding consists of waterproofed foam with changeable covers. When the waterproofing is damaged by clawing it is replaced. Is this sufficient or is there some other recommended bedding?

4. Scratch posts (C1.6) - We do not currently provide scratch posts as standard; how are scratch posts successfully disinfected between uses?

5. Sealant (A1.9) - the use of timber requires a sealant, can you recommend which sealant should be used?

6. Training – training is recommended for animal welfare and emergencies. Does this have to be external training or can on the job training be sufficient?

7. Vets (E7.1) - a veterinary practice must be appointed. Is this as simple as

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displaying the contact details of the vet or is some form of formal arrangement required?

Regards,  
Brad and Fran Owen

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### Appendix 4 Summary of consultations received and officer responses

Consultee	Summary	Response	Action
Brad & Fran Owen	1. cattery is over 30 years old so does not meet size requirements -has potentially life changing consequences	1. Would ask that be given "grandfather rights" to allow the cattery to continue in its current form.  Recommendation would be current proprietors. only and if made any major remodelling to the premises this would also have to include alterations to comply with the conditions	1. Take to committee for consideration
	2. Guidance on what system should be used to heat outdoor runs	2. Enclosed tubular heaters and heat lamps tend to be the most commonly used. International Cat Care can assist with queries	2. No change
	3. Is current bedding sufficient under new guidelines	3. would be fine to continue with that system for bedding	3. No change
	4. do not currently provide scratch posts as standard; how are scratch posts successfully disinfected between uses	4. Recommendation is to encourage owners to bring their own wherever possible. If cattery provides then should be disposable cardboard scratchpads	4. No change
	5. can you recommend which sealant should be used	5. Cannot say to use a particular brand. Must be safe to use with animals and make the wood impervious etc.	5. No change
	6. Does training have to be external	6. On the job is sufficient	6. No change
Brad and Fran Owen (cont.)	7. Is a formal arrangement with vet required	7. Does not need to show contract with vet, just contact details and vet being aware of business	7. No change

