

Model Licence Conditions for Dog Day Care

Licensing Committee

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Model Licence Conditions and Guidance for Dog Boarding Establishments

ANIMAL BOARDING ESTABLISHMENTS ACT 1963

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Model Licence Conditions and Guidance for Dog Boarding Establishments

1. INTRODUCTION

Local Authorities issue licences to proprietors of boarding kennels under the provision of The Animal Boarding Establishments Act 1963. The licence can stipulate a number of conditions to secure the following objectives:

- i) that dogs are kept in accommodation suitable in respect of construction, size, temperature, lighting, ventilation and cleanliness;
- ii) that dogs are adequately supplied with suitable food and drink, and are visited at suitable intervals;
- iii) that dogs are kept secure;
- iv) that reasonable precautions are taken to prevent the spread of infectious diseases;
- v) that appropriate steps be taken in the event of an emergency;
- vi) that a suitable consistent level of management is maintained.

In 1993 The Chartered Institute of Environmental Health (CIEH) published comprehensive guidance and model licence conditions to ensure that a consistent approach was maintained in the issuing of licences and the enforcement of the legislation by local authorities.

Following the publication of the guidance and model conditions it became apparent that the conditions were being applied by some local authorities too rigidly and without due regard to the detailed guidance notes, which in the original document, were separated from the model conditions. The Guidance Notes provided a detailed explanation for the conditions and provided a framework for a consistent approach while allowing freedom of interpretation and flexibility to be applied by the licensing authorities in accordance with local circumstances.

It should be stressed that the aim of licence conditions is to ensure high standards of animal care and health and safety are maintained in animal boarding establishments. If variations to the model conditions are made local authorities should bear in mind that the principal aim must still be met.

In new establishments there is an expectation that all appropriate conditions should be met as a basic minimum standard. In existing establishments it is accepted that some of the conditions may need to be phased in over a period of time by agreement between the establishment owner and the local authority in which case a licence, subject to an agreed scheme of works and a suitable realistic timescale for implementation should be issued. Where appropriate and as necessary the local authority should seek the advice and assistance of a veterinary surgeon.

For ease of reference and application the model conditions have been set out in the text in bold type with notes appended adjacent in italics giving additional information.

Throughout the text and as a licence condition the following applies:

1.1 Unless otherwise stated, these conditions shall apply to all the buildings and areas to which dogs have access and/or are used in association with the boarding of dogs.

Use of the term 'kennel' refers to combined sleeping and individual exercise areas.

2 LICENCE DISPLAY

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 relating to animal welfare and management. It is essential that consumers and those responsible for premises management are aware of the licence conditions:

LICENCE DISPLAY

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

Notes:

If displayed externally the licence and its conditions should be protected from the weather. Preferably the licence should be displayed in the reception area. The number of dogs for which the premises is licensed, the number of isolation and holding kennels must be specified on the licence. Guidance to their numbers are found in the notes below.

Other legislation and issues to be taken into consideration by kennel owners are:

INSURANCE

Notes:

Adequate insurance indemnity should be arranged by the operator of the premises. This should be maintained at a sufficient level to cover the maximum number of dogs boarded. Several companies offer policies specific to animal boarding establishments. Details are often advertised in pet publications.

Proprietors of animal boarding establishments are able to insure purely the liability aspect by taking out third party liability cover. In addition, you can insure against veterinary fees for accidents and illness, death from accidents, illness, death from accidents, death from illness and loss from theft and straying. You must insure against public liability. Employers Liability Insurance is mandatory for boarding establishment owners who employ staff.

Employers Liability (Compulsory Insurance) Act 1969.

Certificates of insurance must be prominently displayed.

STAFF FACILITIES

Notes:

Adequate toilet and washing facilities must be available for staff in accordance with health and safety requirements.

An adequate First Aid kit must be available for staff use.

Staff should be adequately trained in the safe handling of dogs, emergency procedures to be followed, and all other aspects of the licence conditions which are pertinent to their work. Staff should also be regularly vaccinated against Tetanus.

ESTABLISHMENTS RECEIVING BOTH DOGS AND CATS

Notes:

When the granting of the licence is being considered by the local authority, there will be a presumption against cats and dogs being kept within sight of each other, unless good reason can be made otherwise. [See companion booklet on model licence conditions and guidance for cat boarding establishments].

In consideration of "Good Reasons" existing facilities and management must be taken into account.

3 CONSTRUCTION

3.1 GENERAL

3.1.1 The establishment must, at all times, be laid out and operated in accordance with an approved plan, to be attached to the licence, Before carrying out any alterations, plans must be submitted to and approved by the licensing officer of the local authority.

- 3.1.2 Where wood has been used in existing construction it must be smooth and treated to render it impervious. Wood should not be used in exposed construction of walls, floors, partitions, doorframes or doors in the dog kennelling area. There must be no projections liable to cause injury
- 3.1.3 Fencing material must be secure and safe.
- 3.1.4 Sleeping areas of kennels must be so insulated as to prevent extremes of temperature.
- 3.1.5 The construction must be such that the security of the dog is ensured.
- 3.1.6 All exterior wood must be properly treated against wood rot, e.g. Tanalised. Only products which are not toxic to cats may be used.
- 3.1.7 All internal surfaces used in the construction of walls, floors, partitions, doors and door frames to be durable, smooth and impervious. There must be no projections or rough edges liable to cause injury.

Notes:

The conversion of existing buildings should be discouraged. Experience shows that they may be more expensive to adapt and less efficient to operate.

At least 20% of the individual exercise runs must be covered with a suitable mesh. Where galvanised welded mesh is used for fencing the wire diameter must not be less than 2.0mm (14 standard wire gauge) excluding any covering and the mesh size must not exceed 5.0cm (2").

Application for building works may well require approval from the building control department and/or the planning department.

The interior and exterior of the buildings should be kept in good decorative order and repair. Outer paths, gardens, exercise areas and general surroundings must be kept in a good, clean, presentable condition. Failure to comply with this recommendation may be a consideration in any decision by the local authority to withdraw the licence for any reason.

A safe system of work must ensure correct use of chemicals and materials used in the kennel and must include constructional details suitable to reduce spread of infection, disease and contamination.

Wood in Kennels:

The purpose of avoiding wood on surface structures of kennel interiors is because of the possibility of damage to the material caused by scratching by animals. Worn and splintered material is difficult to clean, harbours bacteria, viruses etc. and allows the splinters produced to penetrate the animals' skin.

The whole point of hygienic and safe practice is to provide easy to clean surfaces.

3.2 WALLS AND PARTITIONS

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

Notes:

This condition is to provide a physical barrier to infection. It will also reduce aggression while allowing socialisation. Suitable materials for the construction of partition walls would be properly surfaced impervious brick/block constructions, moulded plastic, glass reinforced plastic (GRP), pre-formed plastic surfaced board, etc. Such solid construction

may be from floor to ceiling, but this should not be detrimental to other welfare considerations such as the dog's outlook, lighting and ventilation. Sealing refers to the use of a proprietary water proofing agent for sealing the wall against damp-penetration. Under certain circumstances sealing of brickwork can only be achieved by rendering prior to sealing.

In individual exercise areas it is recommended that the solid partition be of a minimum of 675mm (27 inches) high from the ground and in existing construction this condition should be phased in over a suitable period taking into consideration existing construction and the condition of the kennels.

3.3 FLOORS

3.3.1 Floors of all buildings, individual exercise areas and kennels, must be of smooth, impervious materials, capable of being easily cleansed and in new kennels must incorporate a damp proof membrane.

3.3.2 All floors of kennels and individual exercise areas must be constructed and maintained in such a condition as to prevent ponding of liquids.

Notes:

Floors of kennels and related exercise areas should be constructed in impervious material and be readily cleansable while providing sufficient grip for the animal to walk or run without sustaining injury.

Drainage channels should be provided near to the kennel edge so that urine is not allowed to pass over walk areas in corridors and communal access areas. It is reasonable to face a bedding area in the opposite direction to the exercise area if separate drainage channels are approximately sited.

Before beginning any alterations you are advised to contact the building control section of the local authority. Waste water outlets may need approval from the National Rivers Authority (contact your local area office for advice).

"Communal" facilities must not be used by more than one dog at any one time unless they are from the same household.

Communal exercise areas should generally be discouraged – see Notes in Section 4.

3.3.3 In new construction floors must be laid to a minimum fall of 1 in 80 leading to a shallow drainage channel or effectively covered deep drainage channel.

3.3.4 Communal exercise areas must be suitably drained but need not comply with conditions 3.3.1 and 3.3.2.

3.4 CEILINGS

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

Notes:

Where kennels are provided, within converted outbuildings, consideration should be given to ease of cleaning, energy conservation, wildlife access, lighting and ventilation.

3.5 DOORS

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

3.5.2 Where metal bars and frames are used, they must be of suitable gauge (approximately 10-14) with spacing adequate to prevent dogs escaping or becoming entrapped. Where metal edging is used, this must not present a risk of injury to the dog.

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

Notes:

See also General Construction for galvanised welded mesh use (Section 3.1).

Galvanised Weld Mesh should be a minimum of 2mm (14 gauge) in thickness. It is recommended that the spacing of the wire should not exceed 50mm (2 inches).

When designing kennel doors regard should be paid to the Health and Safety of the person working in the kennel, for example large dogs may push against the door which may give rise to difficulties in securing the door and even to accidents to the person on the opposite side of the door when it opens outwards. Therefore consideration could be given to opening the outer door in an inward direction in the interests of staff safety.

3.6 WINDOWS

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

Notes:

Windows when a security risk must be protected by welded mesh, or be made of reinforced glass, polycarbonate or other impact resistant material.

3.7 DRAINAGE

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

3.8 LIGHTING

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

3.8.2 Adequate supplementary lighting must be provided throughout the establishment.

Notes:

Natural and artificial lighting must be of sufficient standard to enable efficient working after daylight hours.

3.9 VENTILATION

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

Notes:

Draughts can be the outcome of ventilation provided for animal health. Heating can equally be removed by ventilation. A balance is necessary between adequate ventilation and the unnecessary removal of warm air. Ventilation is important as an aid to disease control, a protection against smell accumulation, and prevents excessive humidity of the atmosphere. High humidity increases the risk of kennel cough and should be avoided. Siting of the bed is an important consideration. Raising the bed and providing adequate protective sides to allow the dog "depth" to seek protection are consideration in protecting the dog.

3.10 MAINTENANCE

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

4 NUMBER OF ANIMALS

4.1 NUMBER OF DOGS PERMITTED

4.1.1 The maximum number of dogs is determined by the local authority dependent on the individual kennels capability

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

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

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

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

Notes:

The number of dogs permitted relates to the number and size of the kennels and must be stipulated clearly on the front sheet of the displayed licence. The decision regarding the number of dogs, as well as considering kennel size and numbers, will take into account the effectiveness of site management.

Dogs from the same family who normally live together, may prefer to share a kennel. It is a requirement that operators obtain written authorisation from the dog owner before kennel sharing is allowed. Where sharing occurs the dogs must be able to lie down comfortably in the sleeping area, with sufficient space for the door to open fully.

Holding Kennels

The number of holding kennels provided should be agreed between the kennel owner and the local authority and noted on the licence. In general holding kennels should not constitute more than 25% of the total number of residential kennels.

Identification and Control of Dogs on Site

The Control of Dogs Order 1992 requires that all dogs, whilst in a public area, must wear a collar and tag stating the name and address of the owner. It is recommended that all dogs boarded at the establishment should wear a collar and tag identifying the name of the owner, or have the collar and tag secured immediately outside the kennel. This will assist in the identification. It will also assist staff with dog control if one tries to escape, or if there is a fire or other emergency. In the case of sharing it will be necessary to take the collars off and hang them outside the kennel.

Dangerous Dogs

Dogs subject to contracts under current Dangerous Dogs Legislation must have a copy of the licence and insurance certificate lodged with the boarding kennel.

4.2 KENNEL SIZE, LAYOUT AND EXERCISE FACILITIES

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

Notes:

In existing kennels the new size requirements for sleeping areas should be phased in over a number of years after consultation between the kennel owner and local authority taking into account local circumstances

During kennel construction it is necessary to use an appropriate design and correct materials to overcome problems of noise emission and to ensure energy conservation. This is in order to minimise discomfort to the dog and to minimise the risk of nuisance to persons in the vicinity of the site.

4.2.2 Suitable bedding equipment must be provided which allows the dog to be comfortable and which is capable of being easily and adequately cleaned and sanitised. Such equipment must be sited out of draughts.

All bedding material must be maintained in a clean, parasite free and dry condition.

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

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

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

4.2.6 Exercise areas must not be used as bedding areas.

Adverse Weather:

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

In existing kennels the new size requirements for exercise areas should be phased in over a number of years after consultation between the kennel owner and local authority taking into account local circumstances. This exercise area should be roofed to a minimum of half the area, sufficient to give the dog protection against the weather. Some of this should be translucent material capable of filtering UV light and providing adequate shade.

Communal Areas for Exercise:

In general, communal areas should be discouraged because of the risk of disease spread, in particular worms, and fighting. With the provision of individual exercise areas to each kennel, the extra provision of a communal area need not be provided. Surface ponding of water must not occur and land drainage should be provided where necessary if normal site drainage proves inadequate.

The risk of spreading disease, in particular worms, is increased by use of communal areas.

All communal exercise areas should be provided with an impervious cleansable surface at least around the perimeter (concrete, laid to a suitable fall to prevent ponding and promote drainage).

5 Management

5.1 TRAINING

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

Notes:

The licensee must formulate a written training policy for permanent, part time and seasonal workers. The following are regarded as essential topics to be covered in the programme:

Animal Welfare

Cleanliness and Hygiene

Feeding and Food Preparation

Disease Control

Recognition and Treatment of Sick Animals

Health and Safety

Emergency Procedures

Transportation of Animals: All vehicles used by the establishment for the transportation of dogs must be regularly serviced and kept clean. They must be fitted with cages of adequate size for the safe transportation of dogs and be provided with adequate ventilation. All vehicles must be secure and should not be left unattended when transporting a dog.

NB The Welfare of Animals (Transport) Order. *If you transport animals as part of your business you must be authorised as an animal transporter. For long journeys (over eight hours), vehicles must have been inspected and approved. From January 2008 drivers or attendants responsible for transporting animals more than 65km are required to hold a certificate of competence*

5.2 TEMPERATURE IN KENNELS

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

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

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

Notes:

Many kennels have been built without proper concern for the welfare of the dog. The materials used on the kennel exterior may not offer adequate protection against temperature variations throughout the majority of the year.

There will be periods in the year where ambient external temperatures will cause temperatures to fluctuate above or below the recommended levels. If the higher temperature level is exceeded due to structural shortcomings rather than normal ambient temperature then artificial means of counteracting this high temperature should be introduced. Where temperatures lower than indicated are reached the use of individual heating lamps for dogs may prove adequate. In some circumstances additional background heating will also be required.

The temperature of the isolation kennels should not be allowed to fall below 15.5°C (60°F) generally, unless specific advice is given to the contrary by the Veterinary Surgeon.

The difficulty of providing maximum temperature levels is acknowledged. 26°C (79°F) is a realistic temperature which should not be exceeded in normal circumstances. It is important to remember that a minimum temperature of

10°C (50°F) is required, and if inadequate attention has been given to construction and insulation it will be necessary to use additional heating and thereby increase running costs. Failure to provide additional heating will cause dogs to suffer. Particular attention should be paid to design and construction. Geographical orientation is also relevant. Aspect affects temperature. It is often difficult to maintain adequate temperatures with north facing openings.

Correct attention to orientation of the kennel will allow maximum use of natural light.

Similarly in summer temperatures, poorly insulated exteriors will allow internal temperatures to build up (similar to car interiors) to excessive levels. Even with additional ventilation the dogs will suffer.

Some summer temperatures will naturally exceed 26°C (79°F). Inadequate construction or ventilation of the kennels must not be an excuse to allow unnecessarily high temperatures being attained.

Where temperatures are likely to rise above the maximum levels specified in the notes there should be some means of mechanical or automatic cooling/ventilation.

A safe system of heating must be provided so that risks of electrocution and burning are avoided. Open flame appliances must not be used.

5.3 CLEANLINESS

5.3.1 All kennels, corridors, common areas, kitchens etc. must be kept clean and free from accumulations of dirt and dust and must be kept in such a manner as to be conducive to maintenance of disease control and dog comfort.

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

5.3.3 All bedding areas must be kept clean and dry.

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

5.3.5 Facilities must be provided for the proper reception, storage and disposal of all waste.

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

Notes:

Arrangements must be made with the Waste Collection Authority or waste management contractor authorised for the purposes of the duty of care, for removal of other wastes from the establishment under the Environmental Protection Act 1990. Foul waste water must be disposed of by discharge to the approved drainage system.

Cleaning:

There are a range of alternative cleaning regimes.

Basically the regime should include:

1. Removal of solids

2. Washing
3. Disinfection
4. Drying

The physical collection (shovel and bucket) of faeces is usual.

The use of detergent and water will "wash down". Equally pressure hoses or steam cleaning will wash down more effectively.

There is a need to control bacteria, viruses, and fungi within the sanitising process.

There is little point in putting down disinfectant only to wash it away in a short period of time. The long term activity of chemicals used in the control of viruses, bacteria and fungi should be considered.

Great care should be taken when using any chlorine based chemical, e.g. bleach. (See notes of COSHH)

Combinations of bactericides, fungicides and virucides may prove expensive to use and may not necessarily be the best system to use.

There is a balance between the dog enjoying a known environment and introducing infection and infestation in wickerwork baskets and old clothing/bedding, etc. Staff handling between kennels further increase the risk of disease spread. While owners' own baskets and bedding may help a dog to settle, particularly during its first stay in boarding conditions, their use should be discouraged as there is no immediate control over cleanliness and parasite transmission.

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

5.4 FOOD AND WATER SUPPLIES

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

5.4.2 Eating and drinking vessels must be capable of being easily cleansed and disinfected to prevent cross contamination. They must be maintained in a clean condition.

5.4.3 Eating vessels must be cleansed after each meal.

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

Notes:

Dogs should be fed to a standard compatible with the maintenance of health. Inspectors will observe the general nutritional status of the dogs and the type and quality of food in store and in the process of preparation. If necessary, a veterinary surgeon will be called into advise.

Food should not be left for excessive periods within the kennel in order to avoid smells and flies. More food and water may be required for old or young dogs. No food should be left outside at night.

Disposable eating dishes, although expensive, are recommended as hygienic since they cannot transmit infection and are a saving of time and labour since they are immediately disposable. Expanded polystyrene is not a suitable material for this use

5.5 KITCHEN FACILITIES

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

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

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

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

5.6 DISEASE CONTROL AND VACCINATION

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

5.6.2 Proof must be provided that dogs boarded or resident have current vaccinations against Canine Distemper, Infectious Canine Hepatitis (Canine adenovirus), Leptospirosis (*L. canicola* and *L. icterohaemorrhagiae*) and Canine Parvovirus and other relevant diseases.

The course of vaccination must have been completed at least four weeks before the first date of boarding or in accordance with manufacturers instructions. A record that this proof has been supplied must be kept on-site throughout the period that the dog is boarded.

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

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

Notes:

“Other relevant diseases” allows for the insertion of diseases which may as yet be unknown but which may be regarded as important in the future or which may be added according to circumstances.

Four weeks is the maximum time for all current vaccines to become fully effective. A shorter time is acceptable if suitable veterinary evidence is provided, based on manufacturers’ instructions. For example, intra-nasal vaccination for Bordetella bronchiseptica (part of the Kennel Cough complex) is regarded as giving solid protection after only 5 days.

Vaccination against Kennel Cough should be encouraged.

Kennel owners should seek the advice of their Veterinary Surgeon regarding accomplishment of this, as the disease is generally regarded as being multi-factorial. It is important that there are facilities and procedures for cleansing and disease control and that staff are familiar with the procedures and understand what action to take in the event of an outbreak of disease.

Phenolic disinfectants should not be used around dogs and dogs must be kept dry during cleaning of enclosures.

If there is evidence of external parasites (fleas, ticks, lice, etc.) the dog must be treated with a proprietary insecticide.

If there is evidence of internal parasites the advice of a veterinary surgeon should be sought.

All insecticides, disinfectants, etc. must be used strictly in accordance with the manufacturers instructions, and hazard sheets kept for staff which explain precautions to be taken by the user.

The first-aid for use on dogs must be kept well stocked at all times. Advice on contents should be available from the establishment’s veterinary surgeon.

It is important to consider procedures to be carried out in case of death or escape. All staff should be made fully aware of these procedures. They will also help to reassure owners that the establishment acted correctly in that situation. Any dog that has died on the premises must be referred to a veterinary surgeon and the licensing officer of the local authority must be informed.

A veterinary practice should be appointed for the establishment. The name, address and telephone number must be displayed in a prominent position in a public area.

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

The 24 hour telephone contact number of the veterinary surgeon used by the establishment should be displayed in a suitable place, close to the telephone and accessible to all members of staff.

5.7 ISOLATION

5.7.1 Isolation facilities must be provided.

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

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

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

Notes:

Isolation facilities must be provided at the rate of at least 1 isolation kennel for up to 50 kennels at the establishment and pro rata above that. The number should be noted on the Licence.

The requirement for 5m distance between isolation facilities and main kennels is based upon consideration of the distance that a dog sneeze travels. Intervening buildings and constructional detail (i.e. window and door positions) should be taken into account. Individual circumstances may significantly vary the stated figure.

Isolation facilities must be used where the presence of infectious disease is suspected. Where stray dogs accepted by the kennels they must be kept in a separate area away from boarded dogs. Isolation facilities must only be used for this purpose in exceptional circumstances (i.e. where stray intake is minimal). Condition 5.5.5 would apply to staff handling strays.

Protective clothing and equipment, for use only in the isolation facility, must be used to reduce the spread of infection.

In new build isolation facilities separated 10 metres from the main units must be provided.

5.8 REGISTER

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

- date of arrival
- name of dog, any identification system such as microchip number or tattoo
- description, breed, age and gender of dog
- name, address and telephone number of owner or keeper
- name, address and telephone number of contact person whilst boarded
- name, address and telephone number of dog's veterinary surgeon
- anticipated and actual date of departure
- health, welfare and nutrition requirements

Notes:

Computerised, loose-leaf, index card and book register systems are acceptable. If a book register is used, pages must be consecutively numbered. Records of the owners agreement to share may be kept on a separate form if a computerised system is used. It is strongly urged that the establishment introduce formal boarding agreements, stating clearly the responsibilities of both parties during the duration of the kennelling. The Licensing Officer of the local authority will consider the details recorded in the register against the actual facts observed.

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

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

5.9 IDENTIFICATION OF KENNELS

5.9.1 Each kennel must be clearly marked (e.g. numbered), and a system in place which ensures that relevant information about the dog in that kennel is readily available.

Notes:

An alternative system of identification can be used with the approval of the Licensing Authority providing the system in use meets the criteria for identification and information provision for each dog and is readily accessible and easy to use.

The system of identification of units must be capable of containing relevant information such as feeding habits and frequencies, medicinal treatments, etc. If identified on the kennel it must not obscure the primary information. If additional information is stored electronically or manually away from the kennel the information must be readily and easily accessible.

5.10 SUPERVISION

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

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

Notes:

Suitable intervals for visiting means intervals of not less than four hours, starting at 8.00am, until 6.00pm.

An evening visit may be appropriate but must be balanced against the possibility of disturbing the dogs and causing noise nuisance.

5.11 FIRE PRECAUTIONS

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

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

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

5.11.4 All electrical installations and appliances must be maintained in a safe condition. There must be a residual current circuit breaker system on each block of kennels.

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

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

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

Notes:

It is recommended that plans and details of the establishment are logged with the police and fire authorities.

Fire protection advice must be sought from the Fire Prevention Officer regarding appropriate fire extinguishers and their correct siting, fire drills, fire escapes, etc. and implemented. The general maxim of "people first" in the event of fire is good advice.

Where rebuilding or providing new buildings, the Fire Prevention Officer will give advice on fireproofing requirements.

The advice given by the Fire Prevention Officer should be in writing and particular regard should be given to the safe storage of inflammable substances. Staff should know how to use the fire extinguishers. It is also advisable to install smoke detectors.

Dogs should not have direct access to open flame heating devices.

6. DOG SITTING SERVICES

See Model conditions for Home Boarding

7. OTHER RELEVANT LEGISLATION

HEALTH AND SAFETY AT WORK ETC ACT 1974

- i) There is a duty on all employers and employees to ensure safety of themselves, workmates and visitors to the site and contractors. This also extends to the self-employed.
- ii) An “accident book” must be provided to record details of accidents and “near misses”. An annual review will indicate how to keep staff safer by introducing safer practices based on experience.
- iii) Regard should be paid to providing safe systems of work for staff, particularly those involved in dog handling.
- iv) An establishment employing more than four people requires a written safety policy.
- v) There is a requirement for a risk assessment to be carried out to identify hazards in the workplace and assess risks, e.g. number of people affected etc, in order to assess any health and safety risk in an objective manner as far as possible.

Legislation is evolving all the time and reference should be made to enforcement authorities for up to date advice.

More details will be available from your local authority or from Management of Health and Safety at Work – Approved Code of Practice ISBN 0-11-886330-4 available from HSE Books, tel no. 0797 881165 (mail order).

ENVIRONMENTAL PROTECTION ACT 1990

- i) Under section 34 operators have a “duty of care” to ensure that all waste arising from their premises is disposed of without harm to human health or the environment. They may only pass their waste to registered carriers or appropriately licensed or authorised disposal facilities.

The definition of waste is currently under review. Reference to the local authority will help clarify the position with regard to waste material generated from boarding establishments.

- ii) Part III of this Act deals with nuisance. When setting up a boarding establishment, it is most important to consider the potential problem of noise or odour nuisance in order to prevent possible legal action which could lead to closure at a later date.

Environmental Health Officers are able to give further advice and guidance on nuisance problems and related statutory provisions.

Noise emission is often not considered by establishment owners. Monitoring a single dog barking at close range may produce a reading in the region of 95 dB(A). It is important to design and site kennels to minimise any cause of complaint from neighbours. The choice of appropriate materials, and their correct use in design, in terms of preventing noise nuisance is extremely important.

In view of the law allowing noise sensitive premises to be built near kennels, often after the kennel has been built, consideration should always be given to the need to retain noise within site boundaries as much as possible, having regard to local background noise levels.

- iii) The use of incinerators to dispose of animal carcasses may require licensing by your local authority who will advise you regarding the requirements of part 1 of the Environmental Protection Act 1990.

If you use an incinerator you are advised to notify the local authority.

The Environmental Protection Act 1990 places a duty of care on businesses to ensure that waste is disposed of by a registered carrier to an appropriate licensed or authorised disposal facility. Those wishing to dispose of waste on their premises or operate an

incinerator may need planning permission, and a waste management licence or authorisation under the Environmental Protection Act 1990. They should seek advice from their Waste Regulation Authority or Environmental Health Department.

Dog faeces and “sharps” such as needles, scalpels etc, constitute “clinical” waste and are likely to be subject to specific disposal conditions.

ELECTRICITY AT WORK REGULATIONS 1989

Apply to every employer or self employed person, and you therefore have a duty to comply with these Regulations ensuring your electrical fittings and equipment are maintained in a safe condition.

In the event of something going wrong, you will be asked to say why you thought the equipment was safe, which means regular testing of fittings is advisable.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS 1988 (COSHH)

i) These are known as the “COSHH” Regulations. They require you to keep chemical substances on your premises in a safe manner, and to review whether you are able to reduce the number of chemicals used and to see if you are able to use chemicals which are less hazardous in order to do the same job.

ii) They also deal with zoonoses (diseases transmitted from animals to people, such as Salmonellosis, Toxocariasis and Toxoplasmosis) and you should bring suitable advice on risks and precautions to the attention of your staff, and ensure that they are suitably vaccinated.

For further advice contact your medical practitioner and/or the environmental health department.

CONTROLLED WASTE REGULATIONS 1992

The definition of clinical waste in these regulations include animal tissue, blood or other body fluids, excretions, drugs or other pharmaceutical products, swabs, dressings or syringes, needles or other sharp instruments which unless rendered safe may prove hazardous to any persons coming into contact with it.

The Health and Safety Commission’s guidance document ‘Safe Disposal of Clinical Waste’ advises on best practice in the handling and disposal of such waste and you can also seek advice from the local Waste Regulation Authority or the Environment Agency Regional Office

THE CONTROL OF DOGS ORDER 1992 (S1901)

Every dog whilst in a place of public resort must wear a collar with the name and address of the owner inscribed upon it. “Public Place” means any street, road or other place (whether or not enclosed) to which the public have or are permitted to have access whether for payment or otherwise and includes the common parts of a building containing two or more separate dwellings.

It should be noted that premises may also be visited from time to time under the Animal Welfare Act 2006 which is principally concerned with animal welfare and the prevention of cruelty.

DANGEROUS DOGS ACT 1991

The Act prohibits persons from having in their possession or custody dogs belonging to types bred for fighting; it imposes restrictions in respect of such dogs; it enables restrictions to be imposed in relation to other types of dog which present a serious danger to the public; and makes further provision for ensuring that dogs are kept under proper control.

Model Licence Conditions for Dog Day Care

Licensing Committee

Date: 17th September 2015

Appendix 2

Model Conditions for the Home Boarding 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 '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.

If a home boarder is providing board during the day only then this will also require a licence. As noted in 4.1: Dogs must live in the home as family pets. There must be no external construction of buildings, cages or runs (the garden may be split into sections to provide separate exercise areas for dogs).

Introduction

1.1 Unless otherwise stated, these conditions shall apply to all buildings and areas to which dogs have access and/or which are used in association with the boarding of dogs.

1.2 Normally planning permission will not be required for the home boarding of animals on the scale proposed, however should complaints be received because of particular noise or odour problems, then the Council reserves the right to consider whether there has been a change of use which requires a planning application to be submitted.

1.3 The Licensee must ensure that the establishment is covered by adequate and suitable insurance (including liability) and where necessary, adequate and suitable employees insurance

1.4 No dog registered under the Dangerous Dogs Act may be accepted for home boarding.

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 Dog hybrids (e.g. Wolf Hybrids) are not to be accepted for home boarding

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 The absolute maximum number of dogs to be kept at any one time is 4, with a maximum of 1 additional resident dog(s). (The maximum numbers are subject to Veterinary and/or Inspector approval of the suitability of each individual premises and licensee to operate a home boarding establishment). If there are two resident dogs then the maximum number of boarders is 3 and so on.
- 3.2 Only dogs from the same household maybe boarded at any one time 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. This would be reviewed on annual inspections and if any issues identified the concession will be removed
- 3.8 Dogs must not be boarded with any cat, unless they normally live together in the same household.
- 3.9 Where there is a resident dog kept at the household, written consent from the owners of the boarded dog must be gained following a trial (documented) familiarisation session.
- 3.10 The Licensee will be required to make an assessment of the risks of home boarding to include the risk to or caused by children who are likely to be at the property.

4. Construction

- 4.1 Dogs must live in the home as family pets. There must be no external construction of buildings, cages or runs (the garden may be split into sections to provide separate exercise areas for dogs).
- 4.2 There must be adequate space, light, heat and ventilation for the dogs.
- 4.3 There must be sufficient space available to be able to keep the dogs separately if required.
- 4.4 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
- 4.5 The premises shall have its own entrance and must not have shared access e.g. communal stairs.
- 4.6 As far as reasonably practicable all areas/rooms within the home to which boarded dogs have access, must have no physical or chemical hazards that may cause injury to the dogs.

5. Management

5.1 Training

5.1.1 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.

5.2.2 All excreta and soiled material must be removed from all areas used by dogs at least daily and more often if necessary. 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 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.

5.2.5 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 Clients must be encouraged to provide each dog with its own bedding, bowls, grooming materials etc. These items must be cleaned regularly to prevent cross-infection. The Licensee however should also be able to provide extra bedding material.

5.3.4 Where necessary, 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.

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. icterohaemorrhagiae*) and Canine Parvovirus and other relevant diseases. The course of vaccination must have been completed at least four weeks before the first date of boarding or in accordance with manufacturer 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.

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. There must be sufficient facilities within the licensed premises to ensure effective separation of any sick animal

5.6.2 The licensee must inform the licensing authority on the next working day if a dog develops an infectious disease.

5.6.3 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.

5.6.4 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.

5.8 Supervision

5.8.1 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.

5.8.2 Dogs must be visited at regular intervals, as necessary for their health, safety and welfare, and must not be left longer than 3 hours and then not on a regular basis.

5.8.3 No home where there are children under 10 years of age will be licensed.

5.8.4 Only people over 16 years of age are allowed to walk the dogs in public places. Only people over 21 years of age may walk dogs off lead with owner's prior written consent

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 unless with the owners written permission.

5.9.2 There must be direct access to a suitable outside area. The area / garden must only be for use by the homeowner (not shared with other residents). The area must be kept clean.

5.9.3 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.

5.9.4 If there is a pond, it must be covered to avoid drowning.

5.9.5 If front garden fencing is not of equal height or higher than that of the back garden, a double door system must be employed so no dog has direct access to an external door if left alone in a hallway.

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 The occupier of the property must be aware of the location of the dogs in the property at all times.

5.10.3 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.

5.10.4 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 home boarding 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.

5.10.5 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.

5.10.6 All doors to rooms should be kept shut at night in normal circumstances. This may be at Licensee's discretion following risk assessment

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

5.10.8 All Heating Appliances must be free of risk of fire as is reasonably practicable

5.10.9 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.

5.10.10 No dog must be left alone in a room with loose or trailing cables or wires.

5.10.11 There must be no use of freestanding gas or oil appliances.

5.10.12 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.

5.10.13 An emergency contact number must be displayed where can be easily accessed by Emergency Services.

Appendix 3**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

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. 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.
- 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. 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.

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.

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

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