

MODEL LICENCE CONDITIONS FOR DOG DAY CARE CENTRES

Licensing Committee

Date: 30th December 2015

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

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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.

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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.

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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.

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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.

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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.

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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

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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

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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
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

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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

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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

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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

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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

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Appendix 4 Summary of consultation responses received and officer comments

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

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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

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Appendix 5 Revised Conditions for Dog Day Care Centres

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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.

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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 for clarification as to which Model Conditions are fitting for the premises

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- 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

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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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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. 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. 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.

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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

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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

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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