

If you would like any further information or have any special requirements in respect of this Meeting, please contact Lynda Eastwood, Democratic Services Officer (01507) 613422

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Date: Thursday, 4 April 2024

Dear Councillor,

General Licensing Committee

You are invited to attend a Meeting of the **General Licensing Committee** to be held at **the Hub, Mareham Road, Horncastle, Lincolnshire LN9 6PH** on **Monday, 15th April, 2024** at **10.30 am**, for the transaction of the business set out in the attached Agenda.

The public and press may access the meeting via the following link <https://bit.ly/ELDCYT> where a livestream and subsequent recording of the meeting will be available or by attending the meeting.

Yours sincerely



Robert Barlow
Chief Executive

Conservative

Councillors Neil Jones (Vice-Chairman), Richard Avison, Stephen Evans, Carl Macey and Terry Taylor

District Independent/Liberal Democrat

Councillor Sandra Campbell-Wardman (Chairman)

Labour

Councillor Graham Cullen

East Lindsey Independent Group

Councillors Darren Hobson, George Horton and Andrew Leonard



Skegness Urban District Society (SUDS)

Billy Brookes

GENERAL LICENSING COMMITTEE AGENDA
Monday, 15 April 2024

Item	Subject	Page No.
1.	APOLOGIES FOR ABSENCE:	
2.	DISCLOSURE OF INTERESTS (IF ANY):	
3.	EXCLUSION OF PUBLIC AND PRESS: That under Section 100(A) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items on the grounds that, if they were present, there could be disclosed exempt information as defined at paragraphs 1, 2 and 3 of Part 1 of the Schedule 12A of the Act (as Amended).	
4.	APPLICATION FOR RENEWAL OF AN ANIMAL WELFARE LICENCE (ANIMAL BOARDING): Confidential report of the Group Manager Public Protection.	1 - 104
5.	DATE OF NEXT MEETING: The programmed date for the next Meeting of this Committee will be 22 April 2024.	

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STATUTORY INSTRUMENTS

2018 No. 486

The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018

PART 2

Grant, renewal and variation with consent of a licence and inspection of premises

Conditions of grant or renewal of a licence

4.—(1) This regulation applies where—

- (a) a local authority has received from an operator an application in writing for the grant or renewal of a licence to carry on a licensable activity on premises in the local authority's area, and
- (b) the application gives such information as the local authority has required.

(2) The local authority must—

- (a) appoint one or more suitably qualified inspectors to inspect any premises on which the licensable activity or any part of it is being or is to be carried on, and
- (b) following that inspection, grant a licence to the operator, or renew the operator's licence, in accordance with the application if it is satisfied that—
 - (i) the licence conditions will be met,
 - (ii) any appropriate fee has been paid in accordance with regulation 13, and
 - (iii) the grant or renewal is appropriate having taken into account the report submitted to it in accordance with regulation 10.

(3) A local authority must attach to each licence granted or renewed—

- (a) the general conditions, and
- (b) the relevant specific conditions.

(4) On receipt of an application in writing for the grant or renewal of a licence in respect of the activity described in paragraph 6 of Schedule 1, if no inspector appointed under paragraph (2)(a) is a listed veterinarian, the local authority must appoint a listed veterinarian to inspect the premises with the inspector appointed under that paragraph.

(5) On receipt of an application in writing for the grant of a licence in respect of the activity described in paragraph 8 of Schedule 1, if no inspector appointed under paragraph (2)(a) is a veterinarian, the local authority must appoint a veterinarian to inspect the premises with the inspector appointed under that paragraph.

(6) Paragraph (5) does not apply where the application is for the grant of such a licence which is to have effect immediately after the remainder of the term of a licence mentioned in regulation 27(5).

(7) In considering whether the licence conditions will be met, a local authority must take account of the applicant's conduct as the operator of the licensable activity to which the application for the

grant or renewal relates, whether the applicant is a fit and proper person to be the operator of that activity and any other relevant circumstances.

(8) A local authority must not grant a licence to an operator, or renew an operator's licence, in any circumstances other than those described in these Regulations.

(9) All licences granted or renewed in relation to any of the licensable activities are subject to the licence conditions.

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Statutory guidance

Cat boarding licensing: statutory guidance for local authorities

Updated 1 October 2023

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This publication is available at <https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/cat-boarding-licensing-statutory-guidance-for-local-authorities>

This guidance is for local authority inspectors in England. You should read it alongside the [Animal Welfare \(Licensing of Activities Involving Animals\) \(England\) Regulations 2018](https://www.legislation.gov.uk/ukxi/2018/486/schedule/4/made) (<https://www.legislation.gov.uk/ukxi/2018/486/schedule/4/made>).

To decide if an activity is covered by the regulations and needs a licence to operate, you should consider all of the following guidance.

All cat boarding activities need a licence if they're carried out as a commercial business.

To decide if an activity is a business and will need a licence, consider if the operator:

- makes any sale or carries out the activity to make a profit
- earns any commission or fee from the activity

You should also consider [HMRC's 9 badges of trade](https://www.gov.uk/hmrc-internal-manuals/business-income-manual/bim20205) (<https://www.gov.uk/hmrc-internal-manuals/business-income-manual/bim20205>).

If someone has a trading income below the [HMRC trading income allowance](https://www.gov.uk/guidance/tax-free-allowances-on-property-and-trading-income#trade) (<https://www.gov.uk/guidance/tax-free-allowances-on-property-and-trading-income#trade>), they do not require a licence for their activities.

If someone has a trading income above the HMRC trading income allowance, they do not automatically qualify as a business.

To be in scope, they must:

- provide housing for other people's cats, as part of, or as the only activity of, the business
- arrange housing for other people's cats - for example, businesses which connect pet owners with people willing to look after their animals for no fee, just minor expenses - they must meet conditions in [schedules 2 and 4 of the regulations](https://www.legislation.gov.uk/ukxi/2018/486/schedule/2/made) (<https://www.legislation.gov.uk/ukxi/2018/486/schedule/2/made>)
- provide overnight housing for cats in purpose built cattery units
- home board cats, when they are kept in cattery units

Every business must keep an up-to-date list of all their premises where they carry out activities covered by the LAIA 2018 regulations.

Activities that fulfil one or more of the following criteria do not require a licence:

- veterinary practices where the housing provided is part of the cat's treatment
- businesses that look after the cat within their owner's home such as cat sitters

Minimum standards

It is expected that all businesses will meet and maintain minimum standards. If on a renewal inspection you identify minor failings that do not compromise welfare standards, follow the [risk-based approach to renewing a licence](https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/animal-activity-licensing-process-statutory-guidance-for-local-authorities#granting-or-renewing-a-licence-risk-based-approach) (<https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/animal-activity-licensing-process-statutory-guidance-for-local-authorities#granting-or-renewing-a-licence-risk-based-approach>).

To grant a new animal activities licence for cat boarding, you must check that businesses meet all of the minimum standards in this guidance.

Higher standards

Businesses that meet the higher standard will get a 4 or 5 star rating in the [animals activity star rating system](https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/animal-activity-licensing-process-statutory-guidance-for-local-authorities#granting-or-renewing-a-licence-risk-based-approach) (<https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/animal-activity-licensing-process-statutory-guidance-for-local-authorities#granting-or-renewing-a-licence-risk-based-approach>).

Higher standards are required or optional. To achieve a higher rating, businesses boarding cats need to achieve:

- 100% of the required higher standards
- at least 50% of the optional higher standards

If a business meets the higher standards, it will qualify for a longer licence that's valid for 2 or 3 years rather than one year. This lowers the cost of the licence.

See [Animal activity licensing process: statutory guidance for local authorities](https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/animal-activity-licensing-process-statutory-guidance-for-local-authorities#granting-or-renewing-a-licence-risk-based-approach) (<https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/animal-activity-licensing-process-statutory-guidance-for-local-authorities#granting-or-renewing-a-licence-risk-based-approach>) for an explanation of the animal activity star rating system and how it incorporates a risk assessment of the business.

Part A – General conditions (Schedule 2 of the Regulations)

Paragraph numbers relate to the conditions in the schedules of the regulations.

1.0 Licence display

1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.

The licensed premises address must be displayed on the licence. It must be displayed in a public-facing area of the premises such as the entrance.

1.2 The name of the licence holder followed by the number of the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity.

2.0 Records

2.1 The licence holder must ensure that at any time all the records that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form.

2.2 The licence holder must keep all such records for at least 3 years beginning with the date on which the record was created.

Electronic records must be backed up.

3.0 Use, number and type of animal

3.1 No animals or types of animal other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity.

The licence applies only to boarding cats. If you are concerned about the welfare of other animals, you should inform the relevant person in the local authority, the police or a suitable animal welfare organisation.

3.2 The number of animals kept on any premises at any time must not exceed the maximum that is reasonable taking into account the facilities and staffing.

The licence must clearly state the maximum number of cats that are allowed on the premises. Undeclared numbers are a breach of the licence, especially if staffing levels are not increased.

You should take into account any other cats that are on the premises (such as pets) and the impact on facilities and staffing. If a cat is located in a different part of the facility, it wouldn't necessarily need to be included in the figure for the licence.

4.0 Staffing

4.1 Sufficient numbers of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of all the animals are met.

The business must have enough staff to fully meet the welfare needs of each cat.

Each member of staff should have 25 cats or less to care for.

If there is evidence that the cats' welfare needs are not being met, you should consider the staffing levels against:

- the size of premises
- the layout of the premises (the number of cats that are allowed in each separate area)
- the qualifications and experience of staff
- advice from the local authority's veterinary officer
- use of part-time staff or volunteers

4.2 The licence holder or a designated manager and any staff employed to care for the animals must have competence to both:

- identify the normal behaviour of the species for which they are caring
- recognise signs of and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour

You should look at training records as evidence of suitable induction training of staff in:

- animal welfare, including recognising poor welfare
- animal handling
- animal behaviour
- cleanliness and hygiene
- feeding and food preparation
- disease prevention and control
- recognition and first aid treatment of sick or injured animals

Staff who care for the cats must either:

- hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role
- show they have relevant and sufficient knowledge and experience

If no accredited training course exists that is appropriate to the activity, then other evidence of training must be provided, such as industry generated courses.

Individuals undertaking an Ofqual regulated qualification must have suitably progressed in 12 months and have completed the qualification within 2 years.

4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.

The staff training policy must be reviewed and updated each year. It must include:

- an annual appraisal
- planned and continued professional development
- recognition of knowledge gaps

This applies to all staff including the licence holder.

Staff participation can be shown by:

- keeping records of the courses they are taking
- keeping records of written or online learning
- keeping up to date with any research or developments for specific breeds
- annual appraisal documents

Evidence of staff attendance or completion of the training must be provided.

Required higher standard for staffing

There must be at least one full time member of staff for every 20 cats, or a higher number of qualified staff.

Optional higher standard for staffing

There must be at least one member of staff that has a relevant Ofqual regulated Level 3 qualification.

5.0 Suitable environment

5.1 All areas, equipment and appliances that animals can access must present minimal risks of injury, illness and escape.

They must be constructed in materials that are robust, safe and durable, in a good state of repair and well-maintained

Timber must be good quality and well kept. Any damaged areas must be sealed or over-clad. Wood must be smooth, treated, properly maintained and waterproof.

Interior surfaces, including floors, must be smooth and waterproof. Surfaces must be able to be disinfected, where appropriate. Floors must have a non-slip, solid surface. Junctions between sections must be covered or sealed.

There must not be any sharp edges, projections, rough edges or other hazards which could injure a cat.

Windows and doors must be:

- escape proof
- strong enough to resist scratching
- capable of being secured properly

Access doors must not be propped open.

All wire mesh or fencing must be strong and rigid. It must be kept in good repair to prevent escape.

External doors or gates must be lockable. Staff must have easy access to keys in case of an emergency.

Gaps or openings must be small enough to prevent a cat's head passing through, or trapping any limb or body parts.

Unit doors should open inwards to protect the health and safety of staff. If this is not possible, there must be a documented procedure to demonstrate the safety of staff.

Door openings must be constructed in a way that the passage of water or waste is not prevented. Water or waste must not be allowed to gather because of inaccessibility.

If cats have access to mesh, the diameter of the wire must not be less than 1.6 millimetres (16 gauge welded mesh). Mesh size must not exceed 25 millimetres in one direction. It should be positioned on the inside of the framework of runs to prevent damage of uprights by cats scratching any woodwork.

Any drainage must be effective to make sure there is no standing or pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off. Waste or water must not run off into neighbouring pens or cat units.

Units must open onto secure corridors or other secure areas so that cats cannot escape from the premises.

Units should be designed so cats can exercise and be handled within the unit.

5.2 Animals must be kept in an environment suitable to their species and condition (including health status and age) at all times, with respect to:

- (a) their behavioural needs
- (b) its situation, space, air quality, cleanliness and temperature
- (c) the water quality (where relevant)
- (d) noise levels
- (e) light levels
- (f) ventilation

Cats must not be restricted to areas that get too hot or too cold, causing them distress. The insulation and temperature must keep some part of the sleeping area between 15°C and 26°C. The temperature must never go below 10°C.

Additional heat may be provided by heated beds or pads, but they must not be the main source of heat for the cats. The cat must be able to remove itself from the source of heat.

Heaters must not be sited in a way or location where they present a risk of burning or electrocution to cats or humans, or risk a fire.

Cats must be monitored to check if they are too hot or too cold. If a cat is showing signs of heat or cold intolerance steps must be taken to protect the welfare of the cat.

Cats must not be exposed to:

- excessive or continuous noise - such as dogs barking
- draughts

Ventilation must be provided in interior areas to avoid excess humidity.

5.3 Staff must ensure that the animals are kept clean and comfortable.

Cats must benefit from routine health regimes, including grooming. If necessary this must include cleaning of the eyes, keeping long fur from matting and inspection for parasites.

Cats must not routinely be removed from their cattery unit whilst it is being cleaned unless it is causing stress for the cat and there is a safe alternative temporary unit.

5.4 Where appropriate for the species, a toileting area and regular opportunities for toileting must be provided.

Cats must have a litter tray. Scented litter must not be used.

Bedding must be changed, cleaned and disinfected between cats or when soiled.

5.5 Procedures must be in place to make sure housing and any equipment within it is cleaned as often as necessary and good hygiene standards are maintained. The housing must be capable of being thoroughly cleaned and disinfected.

Units must be inspected each day and kept in a clean condition. This must be done in line with the documented cleaning and disinfection procedure.

Each occupied unit must be cleaned at least once each day.

Units must be disinfected between new occupants and when necessary. Effective spot cleaning is allowed.

If a pest problem is identified, a pest control programme must be put in place.

5.6 The animals must be transported and handled in a manner that protects them from pain, suffering, injury and disease. This includes considering housing, temperature, ventilation and frequency.

All animals must be transported according to the [regulations laid down in current legislation \(https://www.legislation.gov.uk/uksi/2006/3260/contents/made\)](https://www.legislation.gov.uk/uksi/2006/3260/contents/made).

The licence holder must demonstrate that a suitable vehicle is available to transport the cats. It does not have to be owned by the licence holder.

Cats must always be transported in a suitable, strong cat carrier.

This applies to travel:

- within the cattery
- in a vehicle
- to and from a vehicle

Vehicles must be cleaned and disinfected after each collection or delivery of any new cats.

Cats must not be left in vehicles for unreasonable periods. They must never be left unattended in a car or other vehicle where the temperature may pose a risk to the cat. Consideration must be given to whether it is necessary to transport cats when the temperature poses a risk.

Enough breaks must be given for water and food where appropriate.

5.7 All the animals must be easily accessible to staff and for inspection. There must be sufficient light for the staff to work effectively and observe the animals.

Where practicable this must be natural light, but artificial light must be available. If artificial lighting is used it must be within a range of 10 to 12 hours daily.

Lights must be turned off overnight to provide a period of darkness.

5.8 All resources must be provided in a way (for example as regards frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals.

If cats from the same household share a unit there must be multiples of all resources equal or greater than the number of cats.

Examples of resources include:

- food
- water
- litter trays
- resting and sleeping areas
- enrichment items (such as toys)

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

All cats must be checked often throughout the day. The licence holder or responsible person must visit the cats at regular intervals no more than 3 hours apart (from 8am until 6pm). Cats must also be checked as often as needed for their individual health, safety and welfare.

Required higher standards for providing a suitable environment for cats

All cats must be checked at least once at an appropriate interval out of hours (between 6pm and 8am) by a person or CCTV.

Temperature in the sleeping area must be between 18°C and 26°C.

The environment must have a layout and design that gives the cats choice.

Optional higher standards for providing a suitable environment cats

Ventilation must be a managed, fixed or portable, air system to maintain appropriate temperatures in all weathers. This can be an air conditioning unit or removable fans - but these must be safely installed away from cats.

6.0 Suitable diet

6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any new feeds must be introduced gradually to allow the animals to adjust to them.

Adult cats must have at least 2 meals a day at least 8 hours apart, as appropriate to the cat's needs.

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

One feeding bowl and one water bowl must be provided for each cat. These must be separate containers.

Food and water must be kept away from each other and away from the litter tray (at least 60 centimetres apart).

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

If a cat has no appetite for longer than 48 hours, veterinary advice must be sought. Seek advice from a vet earlier if there are specific concerns or known health problems.

Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking too much.

The general condition of the cats must be observed. Cats displaying significant weight loss or gain must be checked by a vet and treated as needed.

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

Food bowls should be emptied and cleaned following feeding so that food, particularly wet food, is not left out until the next feeding time.

Fridges for feed storage must be provided.

Feed must be stored away from risk of vermin and in cool and dry places.

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Receptacles must be:

- non-porous
- cleaned daily
- disinfected between different cats
- disinfected at least once every week
- disposed of if damaged

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

Fresh, clean drinking water must be provided each day. It must be in a clean container and changed or refreshed as often as needed.

Several water bowls must be available to make sure all the cats have access to water.

6.6 Where feed is prepared on the premises, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

A separate hand wash basin with an adequate supply of hot and cold water must be available for staff to wash their hands. This must be connected to a suitable drainage system.

Soap and hygienic hand drying facilities must also be available.

The food preparation area must be kept clean and free from vermin at all times.

Receptacles for a cat's food and drink must not be used for any other purpose.

7.0 Monitoring behaviour and training

7.1 Active and effective environmental enrichment must be provided to the animals in inside and outside environments.

The business must have a documented programme that shows how they provide an enriching environment to the cats.

All cats must have access to:

- appropriate toys
- scratching posts
- hiding places

Items must be checked each day to make sure they remain safe.

Feeding enrichment can be provided too, unless a vet advises against it.

7.2 For species whose welfare depends partly on exercise, opportunities to exercise which benefit the animals' physical and mental health must be provided, unless advice from a vet suggests otherwise.

Cats must not be taken from their individual units except in an emergency or for veterinary treatment.

Communal exercise areas are not acceptable.

7.3 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a vet or, in the case of fish, any person competent to give such advice if adverse or abnormal behaviour is detected.

The behaviour of each cat must be monitored each day. Changes in behaviour must be recorded and acted upon if there are signs of:

- suffering
- stress
- fear
- aggression
- anxiety

Staff must get advice from a vet, who may refer the cat to a suitably qualified animal behaviourist.

7.4 Where used, training methods or equipment must not cause pain, suffering or injury.

Cats are not likely to be trained when staying in a boarding cattery.

7.5 All immature animals must be given suitable and adequate opportunities to:

(a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare

(b) become habituated to noises, objects and activities in their environment

Habituation and socialisation happens early in cats - mostly before 8 weeks of age. It's not likely that kittens under 8 weeks of age will be boarding in a cattery.

If they are, they should be with their mother.

Kittens would be very susceptible to disease. They would also need an appropriate environment to learn and develop.

Optional higher standards for monitoring animal behaviour

Behavioural observations must be recorded daily.

8.0 Animal handling and interactions

8.1 All people responsible for the care of the animals must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease.

Cats must always be handled humanely and appropriately to suit their individual needs. Handling must minimise stress and distress such as anxiety, fear, frustration and pain.

Cats must never be punished so that they become frightened or display agitated behaviour. People must have the competence to handle cats correctly. They must be able to identify cats that are anxious or fearful about contact.

A cat must not be picked up by the scruff of its neck (scruffing), unless it is an absolute last resort.

8.2 The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals. No animals from a social species may be isolated or separated from others of their species for any longer than is necessary.

Cats from different households must never share a unit. If cats from the same household share a unit, the owner must have given written consent. The cats must also be monitored. Consent from the owner must include authority to separate cats, if there are any problems.

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Cats must have human interactions specific and appropriate to their needs. The needs of individual cats will be reassessed each day.

A cat must never be forced to interact with a person or people. A cat must be able to avoid people if it wishes.

Required higher standard for animal interactions

If more than one cat shares a unit, daily behavioural observations must be recorded and acted upon. These should especially focus on any signs of stress or aggression.

9.0 Protection from pain, suffering, injury and disease

9.1 Written procedures must:

- (a) be in place and implemented covering
 - (i) feeding regimes
 - (ii) cleaning regimes
 - (iii) transportation
 - (iv) the prevention of, and control of the spread of, disease
 - (v) monitoring and ensuring the health and welfare of all the animals
 - (vi) the death or escape of an animal (including the storage of carcasses)
- (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency

The procedures must demonstrate how the conditions in this guidance are met.

9.2 All people responsible for the care of the animals must be made fully aware of these procedures.

9.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.

The business must have a facility to isolate any cat that is:

- injured

- sick
- infectious or carrying a serious infectious disease

If a cat is in the isolation facility for more than 12 hours, the facility must follow the same size and facility requirements as a normal cattery unit.

If the isolation facility is at another location, such as a local veterinary practice, the licence holder must be able to show evidence that it's ready to use (for example, a letter from the practice).

All staff must understand the procedures to prevent the spread of infectious disease between cats.

When staff are handling cats in the isolation facility, they must:

- wear protective clothing and footwear
- follow cleaning procedures

The clothing must be kept in the isolation facility and only removed for cleaning and disinfection.

Protective garments must either be:

- changed and laundered with appropriate disinfectant
- disposed of after handling a cat with a suspected infectious disease

The following items must be stored in the isolation facility and ready to use:

- separate feeding and water bowls
- a dedicated safe cat basket and bedding
- litter trays and litter
- cleaning utensils

Any cats in the isolation facility must be checked as often as the other cats. Staff must visit them after the other cats. If a separate person is caring for cats in the isolation facility this does not apply.

9.4 All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.

The business owner must see an up-to-date veterinary vaccination record for all cats.

The cats must have current vaccinations against:

- feline panleukopenia
- feline parvovirus, also known as feline infectious enteritis
- feline respiratory viruses (feline herpesvirus and feline calicivirus)

Certification from a vet of a recent protective titre test may be accepted instead of a booster vaccination. The certificate must state that it is valid for the current period. It is the licensee's decision whether to accept such a certificate.

Vaccines used must be licensed for use in the UK. Homeopathic vaccination is not acceptable.

If there is evidence of external parasites, such as fleas, ticks or lice, the cat must be treated with a product authorised by the Veterinary Medicines Directorate (VMD). The product must be licensed for use in the UK.

Treatment must only happen after either:

- having a consultation with a vet, using the product as directed
- getting written consent from the owner or nominated person to treat the cat

9.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.

Waste (urine and faeces) must be:

- in a clearly-marked bin which is emptied each day or when full - whichever is sooner
- removed in line with the documented cleaning and disinfection procedure

Storage of waste must be away from areas where food or animals are kept.

9.6 Sick or injured animals must receive prompt attention from a vet or, in the case of fish, an appropriately competent person and the advice of that vet or, in the case of fish, that competent person must be followed.

When a trained first aider suspects a cat is ill or injured, contact a vet for advice immediately. The business must record any instructions for treatment and seek further advice if there's ongoing concern.

They must contact the cat's owner or nominated person.

9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.

Any preventative treatment must be given with the written consent of the owner and under the direction of the vet.

9.8 The licence holder must register with a vet with an appropriate level of experience in the health and welfare requirements of any animals specified in the licence and the contact details of that vet must be readily available to all staff on the premises used for the licensable activity.

The vet's details must be displayed where they can be easily seen by all staff members.

This must include:

- name
- address
- telephone number
- out of hours telephone number

The veterinary practice must be within a reasonable travel distance.

When cats are boarding, the licence holder must get written consent from the cat's owner to state which vet will be used.

9.9 Prescribed medicines must be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in accordance with the instructions of the vet.

All courses must be completed to the specifications given by the vet.

Any unused medications must be returned to the owner or prescribing vet.

A fridge must be available to store any medicines that need to be kept at certain temperatures.

9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or vet.

9.11 Cleaning products must be suitable, safe and effective against pathogens that pose a risk to the animals. They must be used, stored and disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering of the animals.

Disinfectant products must be able to kill viruses and bacteria (viricidal and bactericidal).

The choice of cleaning and disinfectant products must be based on:

- suitability
- safety
- compatibility
- effectiveness

Extra care must be taken to use products that are not toxic to cats, but may be safe for other animals, for example phenolic disinfectants.

Staff using cleaning products must be competent in the safe use of detergents and fluids.

Cleaning products must:

- be kept out of the reach of animals
- never be left in the cat unit

Any equipment that has been used on an infectious or suspected infectious cat must be cleaned and disinfected after use or disposed of.

Medication must only be used with prior consent of the owner or after a discussion with a vet.

9.12 No person may euthanise an animal except a vet or a person who has been authorised by a vet as competent for such purpose or:

(a) in the case of fish, a person who is competent for such purpose

(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose

Only a vet can euthanise a cat.

The licence holder must keep a record of:

- all euthanasia
- the qualified vet that carried it out

Euthanasia must not take place until the owner or nominated person gives consent - unless it is crucial for the welfare of the cat.

9.13 All animals must be checked at least once daily or more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be checked more frequently.

9.14 Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a vet (or in the case of fish, of an appropriately competent person) must be sought and followed.

Inspectors must be able to access any record and associated checklists.

Presence or absence of faeces and urine must be monitored each day. Any abnormalities must be recorded and acted upon as needed.

Cats staying long-term (over 3 weeks) must be checked for weight-loss or gain. If there are any concerns, advice must be sought from a vet.

Optional higher standard for protecting cats from pain, suffering, injury and disease

Designated on site isolation facilities must be available. They must be the same size and have the same facility requirements as a normal cattery unit.

10.0 Emergencies

10.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all the people on the premises used for the licensable activity. It must be followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdowns for essential heating, ventilation and aeration or filtration systems or other emergencies.

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

Suitable firefighting, prevention and detection equipment must be available. It must be maintained and in good working order.

Buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level or floor. Where appropriate, there must be at least one carbon monoxide detector.

An emergency drill programme must be in place with annual testing, or as required by fire risk assessments. All new members of staff must have this training as part of their induction programme.

There must be a plan for housing of the cats if the premises become uninhabitable.

There must be a written policy in place for dealing with extremes of temperature and weather conditions (hot and cold).

All electrical installations must be installed by a qualified person and maintained in a safe condition. They must be sited in a way that does not present a risk.

All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.

10.2 The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable. It must also include an emergency telephone list with fire service and police contact details.

10.3 External doors and gates must be lockable.

10.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance of the premises and available to attend in an emergency.

In a non-domestic setting, an emergency contact name and number must be displayed on the outside of the premises.

A reasonable distance is interpreted as no more than 30 minutes travelling time in normal conditions.

Required higher standard for emergencies

A competent person must be on site at all times.

Part B – Specific conditions: providing boarding in catteries for cats (schedule 4, part 1 of the regulations)

Paragraph numbers relate to the conditions in the schedules of the regulations.

2.0 Suitable environment

2.1 Cats within the licensed premises must be prevented from coming into direct contact with other animals from outside the premises.

Sneeze barriers must be in place to prevent contact with animals from outside.

They must be placed:

- on the end walls of the exercise run
- at each end of the cattery block

2.2 There must be a safe, secure, waterproof roof over the entire cat unit.

Materials used for the exercise run must be capable of filtering UV light and providing enough shade.

2.3 A cat unit may only be shared by cats from the same household.

2.4 Communal exercise areas are not permitted.

2.5 Each cat unit must be clearly numbered and there must be a system in place which ensures that information about the cat or cats in each cat unit is available to all staff and any inspector.

A one page summary of the cat or cats must be outside each unit or kept in an accessible place for staff.

The summary must include:

- the cat's name
- its age
- its sex
- any relevant medical, behavioural or dietary information

2.6 Each cat unit must provide the cat with sufficient space to:

- (a) walk
- (b) turn around
- (c) stand on its hind legs
- (d) hold its tail erect
- (e) climb
- (f) rest on the elevated area
- (g) lie down fully stretched out without touching another cat or its walls

Minimum sizes for cat units

The size of a cat unit includes the sleeping area plus the run area. The minimum height for all cat units is 1.8 metres.

These minimum areas and dimensions must be achieved to give cats a suitable and appropriate comfortable space.

Minimum sizes for walk in sleeping accommodation

A unit for one cat must be at least:

- 0.85 square metres for the area
- 0.9 metres for the dimension, for example 0.9m by 0.95m

A unit for up to 2 cats must be at least:

- 1.5 square metres for the area
- 1.2 metres for the dimension, for example 1.2m by 1.25m

A unit for up to 4 cats must be at least:

- 1.9 square metres for the area
- 1.92 metres for the dimension, for example 1.2m by 1.6m

New builds should not have the one cat size option.

Minimum sizes for penthouse sleeping accommodation

Penthouse sleeping accommodation is an enclosed boxed sleeping area or pod raised off the ground. The pod needs to be high enough to be able to clean

underneath, but not too high that would make cleaning inside the box difficult.

Facilities must be easily accessible and provide safe easy access by a ramp or steps to the penthouse. Extra consideration must be given for elderly, ill, very young or disabled cats.

The minimum height for all penthouse sleeping boxes or pods is one metre.

A box or pod for one cat must be at least:

- 0.85 square metres for the area
- 0.9 metres for the dimension, for example 0.9m by 0.95m

A box or pod for up to 2 cats must be at least:

- 1.1 square metres for the area
- 0.9 metres for the dimension, for example 0.9m by 1.20m

A box or pod for up to 4 cats must be at least:

- 1.7 square metres for the area
- 0.9 metres for the dimension, for example 0.9m by 1.9m

New builds should not have the one cat size option.

Minimum sizes for exercise runs in full height walk in and penthouse style units

The minimum height for exercise runs must be 1.8 metres.

Runs for one cat must be at least:

- 1.65 square metres for the area
- 0.9 metres for the dimension, for example 0.9m by 1.85m

Runs for up to 2 cats must be at least:

- 2.2 square metres for the area
- 1.2 metres for the dimension, for example 1.2m by 1.85m

Runs for up to 4 cats must be at least:

- 2.8 square metres for the area
- 1.2 metres for the dimension, for example 1.2m by 2.35m

For new builds, the measurement of the run area for penthouse units must include the area in front of the penthouse, not the area underneath it. Cats do not use the underneath area.

The 'one cat' size option has also been removed for new builds.

Older catteries will have one cat size unit and shorter runs - this is acceptable. New builds must use the bigger dimensions.

2.7 Each cat unit must have sufficient space for each cat to sit, rest, eat and drink away from the area where it urinates and defecates.

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

2.8 Cats must have constant access to their sleeping area.

A raised bed may help to avoid cats sleeping in any draughts. All beds and bedding areas must be kept clean, dry and parasite free.

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

A cat must not be left without bedding, unless instructed otherwise by the cat's owner.

Soft bedding materials must be provided and adapted if needed for old, young or infirm cats to help regulate their body temperature.

Access between the exercise and sleeping accommodation must be through a securely fitted and suitably sized cat flap. It must be capable of being securely propped open if needed.

2.9 A litter tray must be provided at all times in each cat unit. A safe and absorbent litter material must be provided. Litter trays must be regularly cleaned and disinfected.

In a multiple cat unit, the number of trays must be appropriate to the number of cats.

Trays must be impermeable, easy to clean, disinfect or dispose of.

The tray must be:

- large enough for the cat to turn around - at least 30 centimetres by 42 centimetres
- deep enough for digging in litter - at least 3 centimetres deep

The following materials are not considered acceptable to use as litter:

- loose sawdust
- shredded newspaper
- sheet newspaper
- soil

2.10 Each cat unit must include an elevated area.

These must be large enough for a cat to lie on and available in the sleeping accommodation or the run.

Facilities must be available to give safe, easy access to elevated areas for any elderly, ill, very young or disabled cats.

2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.

For new builds, sneeze barriers must be at a minimum translucent. This means allowing light to pass through, but only enough so that objects on the other side cannot be clearly distinguished. This reduces stress when cats cannot see each other.

New builds using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.

2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.

The width of the corridor between facing units must be at least 1.2 metres. If the width of a corridor is less than 1.2 metres, sneeze barriers must be applied to the front of the units.

2.13 Any cat taken out of a cat unit must be secured in a suitable carrier.

A spare cat carrier must be kept at the cattery in case the owners do not arrive with their cat in a secure carrier.

2.14 The sleeping area must form part of the cat unit and be free from draughts.

Required higher standards for providing a suitable environment for cats

Cat units must be 1.5 times the minimum area sizes in this guide. The calculation of the total area can include raised areas.

Sneeze barriers must be completely opaque rather than translucent.

They will be:

- up to 600 millimetres and behind any shelves
- 300 millimetres above and to the side of any shelves

Each cat must have access to at least 2 raised areas - one of which must be in the sleeping area and one must be in the exercise area.

3.0 Monitoring behaviour and training

3.1 There must be an area within the unit in which the cat can avoid seeing other cats and people if it so chooses.

Cats must be provided with a hiding place. This can be as simple as providing any of the following in the units:

- a cardboard box
- an igloo-type bed
- the cat's own carrier
- other structures

Any reusable structures need to be replaced or cleaned and disinfected between each cat.

3.2 Each cat unit must include a facility for scratching. Any surface within a cat unit available for scratching must either be disinfected between uses by different cats or disposed of.

Each cat must have a scratching facility which can be disposed of, such as carpet squares or one that is waterproof such as wood. The scratching facilities must be capable of being cleaned.

If a scratching facility is provided by the owner it must be kept within that cat's unit and used for that cat only. It must be returned to the owner at the end of the cat's stay.

3.3 All cats must be provided with toys or feeding enrichment (or both) unless advice from a vet suggests otherwise.

3.4 All toys and other enrichment items must be checked daily to ensure they remain safe and must be cleaned and disinfected at least weekly.

If toys or feeding enrichment equipment are provided by the cat's owner, they must be kept within that cat's unit and used for that cat only. They must be returned to the owner at the end of the cat's stay.

All toys and enrichment equipment must be cleaned and disinfected between different cats.

Toys must be disposed of if they are not safe.

4.0 Records

4.1 A register must be kept of all the cats on the premises which must include:

- (a) the dates of each cat's arrival and departure
- (b) each cat's name, age, sex, neuter status and a description of it or its breed
- (c) each cat's microchip number, where applicable
- (d) the number of any cats from the same household
- (e) a record of which cats (if any) are from the same household
- (f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details
- (g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency
- (h) the name and contact details of each cat's normal vet and details of any insurance relating to the cat
- (i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise

(j) details of each cat's diet and related requirements

(k) any required consent forms

(l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments

(m) details of any medical treatment each cat is receiving

Consent forms must cover:

- veterinary treatment
- consent to share or separate cats if needed
- consent for toys or interaction preferences
- record of baskets or items left at the cattery

5.0 Protection from pain, injury, suffering and disease

5.1 A cat must remain in its assigned cat unit, except when it is moved to an isolation cat unit or to a holding cat unit.

5.2 Where any other activity involving animals is undertaken on the premises, it must be kept entirely separate from the area where the activity of providing boarding for cats takes place.

Units housing rescue or breeding cats must be separated by a door or solid partition. Extra precautions must be taken to prevent the spread of disease. A separate member of staff should attend to these cats.

5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.

5.4 A preventative healthcare plan agreed with the vet with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

5.5 A holding cat unit must only be used in an emergency and must not be used for longer than is necessary and in any event for no longer than a total

of 12 hours in any 24 hour period.

5.6 In this paragraph, 'holding cat unit' means a cat unit, separate from any other cat unit, in which a cat may be housed temporarily.

A holding cat unit should be a minimum of 2.25 square metres for the floor area and 0.7 metres for the height. It needs to be able to fit a litter tray and bowls. A fold-up crate is acceptable.

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Statutory guidance

Dog kennel boarding licensing: statutory guidance for local authorities

Updated 1 October 2023

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This guidance is for local authority inspectors in England. You should read it alongside the [Animal Welfare \(Licensing of Activities Involving Animals\) \(England\) Regulations 2018](https://www.legislation.gov.uk/ukxi/2018/486/schedule/4/made) (<https://www.legislation.gov.uk/ukxi/2018/486/schedule/4/made>).

To decide if an activity is covered by the regulations and needs a licence to operate, you should consider all of the following guidance.

All dog kennel boarding activities need a licence if they are carried out as a commercial business.

To decide if an activity is a business and will need a licence, consider if the operator:

- makes any sale or carries out the activity to make a profit
- earns any commission or fee from the activity

You should also consider [HMRC's 9 badges of trade](https://www.gov.uk/hmrc-internal-manuals/business-income-manual/bim20205) (<https://www.gov.uk/hmrc-internal-manuals/business-income-manual/bim20205>).

If someone has a trading income below the [HMRC trading income allowance](https://www.gov.uk/guidance/tax-free-allowances-on-property-and-trading-income#trade) (<https://www.gov.uk/guidance/tax-free-allowances-on-property-and-trading-income#trade>), they do not require a licence for their activities.

If someone has a trading income above the HMRC trading income allowance, they do not automatically qualify as a business.

To be in scope, they must:

- provide housing for other people's dogs, where the provision of that housing is part or solely the activity of the business
- arrange housing for other people's dogs - for example, businesses which connect pet owners with people willing to look after their animals for no fee, just minor expenses - they must meet conditions in [schedules 2 and 4 of the regulations](https://www.legislation.gov.uk/ukxi/2018/486/schedule/2/made) (<https://www.legislation.gov.uk/ukxi/2018/486/schedule/2/made>)

Every business must keep an up-to-date list of all their premises where they carry out activities covered by the LAIA 2018 regulations.

Activities that fulfil one or more of the following criteria do not require a licence:

- veterinary practices where the housing provided is part of the veterinary treatment of the animal
- businesses that provide day care for dogs and do not keep them overnight - these are under the scope of dog day care facilities

Minimum standards

It is expected that all businesses will meet and maintain minimum standards. If on a renewal inspection you identify minor failings that do not compromise welfare standards, follow the [risk-based approach to renewing a licence](https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/animal-activity-licensing-process-statutory-guidance-for-local-authorities#granting-or-renewing-a-licence-risk-based-approach) (<https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/animal-activity-licensing-process-statutory-guidance-for-local-authorities#granting-or-renewing-a-licence-risk-based-approach>) .

To grant a new animal activities licence for kennel boarding dogs, you must check that businesses meet all of the minimum standards in this guidance.

Higher standards

Businesses that meet the higher standard will get a 4 or 5 star rating in the [animals activity star rating system](https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/animal-activity-licensing-process-statutory-guidance-for-local-authorities#granting-or-renewing-a-licence-risk-based-approach) (<https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/animal-activity-licensing-process-statutory-guidance-for-local-authorities#granting-or-renewing-a-licence-risk-based-approach>).

Higher standards are required or optional. To achieve a higher rating, businesses boarding dogs need to achieve:

- 100% of the required higher standards
- at least 50% of the optional higher standards

If a business meets the higher standards, it will qualify for a longer licence that's valid for 2 or 3 years rather than one year. This lowers the cost of the licence.

See [Animal activity licensing process: statutory guidance for local authorities](https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/animal-activity-licensing-process-statutory-guidance-for-local-authorities#granting-or-renewing-a-licence-risk-based-approach) (<https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/animal-activity-licensing-process-statutory-guidance-for-local-authorities#granting-or-renewing-a-licence-risk-based-approach>) for an explanation of the animal activity star rating system and how it incorporates a risk assessment of the business.

Part A – General conditions (Schedule 2 of the Regulations)

Paragraph numbers relate to the conditions in the schedules of the regulations.

1.0 Licence display

1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.

The licensed premises address must be displayed on the licence. It must be displayed in a public-facing area of the premises, such as the entrance.

1.2 The name of the licence holder followed by the number of the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity.

2.0 Records

2.1 The licence holder must ensure that at any time all the records that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form.

2.2 The licence holder must keep all such records for at least 3 years beginning with the date on which the record was created.

Electronic records must be backed up.

3.0 Use, number and type of animal

3.1 No animals or types of animal other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity.

This licence applies only to the boarding of dogs. However, if there are welfare concerns relating to other animals then the inspector should inform any or all of the following, as appropriate:

- the relevant person in the local authority
- the police
- a suitable animal welfare organisation

3.2 The number of animals kept for the activity at any time must not exceed the maximum that is reasonable, taking into account the facilities and staffing on any premises used for the licensable activity.

The licence conditions must clearly state the numbers of dogs that are kept for the licensable activity permitted at the premises. Undeclared numbers would be a breach of the licence, especially if not reflected in increased staffing levels.

Consideration of what is reasonable should take into account where a licenced premises keeps other dogs that are outside of the licenced activity, but who are cared for by the same staff which might impact facilities and staffing (for example, pets and retired dogs).

4.0 Staffing

4.1 Sufficient numbers of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of all the animals are met.

Each member of staff should have 25 dogs or less to care for.

If there is evidence that the dog's welfare needs are not being met, you should consider the staffing levels against:

- the size of premises
- the layout of the premises (the number of dogs that are allowed in each separate area)
- the type of dog
- the qualifications and experience of staff
- additional services offered by the facility
- use of part-time staff or volunteers
- advice from the local authority's veterinary officer

4.2 The licence holder or a designated manager and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take

appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour

You should look at training records as evidence of suitable induction training of staff in:

- animal welfare, including recognising poor welfare
- animal handling
- animal behaviour
- cleanliness and hygiene
- feeding and food preparation
- disease prevention and control
- recognition and first aid treatment of sick or injured animals

Staff who care for the dogs must either:

- hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role
- show they have relevant and sufficient knowledge and experience

If no accredited training course exists that is appropriate to the activity, then other evidence of training must be provided, such as industry generated courses.

Individuals undertaking an Ofqual regulated qualification must have suitably progressed in 12 months and have completed the qualification within 2 years.

4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.

The staff training policy must be reviewed and updated each year.

It must include:

- an annual appraisal
- planned and continued professional development
- recognition of knowledge gaps

This applies to all staff including the licence holder.

Staff participation can be shown by:

- records of the courses they are taking
- records of written or online learning

- keeping up to date with any research or developments for specific breeds
- annual appraisal documents

Evidence of staff attendance or completion of the training must be provided.

Required higher standard for staffing

The licence holder needs to have at least one full-time member of staff for every 15 dogs kept.

Optional higher standard for staffing

There must be a member of permanent, full-time staff with an appropriate Level 3 Ofqual regulated qualification.

5.0 Suitable environment

5.1 All areas, equipment and appliances that animals can access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.

The interior and exterior of the buildings must be maintained in good repair. Outer paths, gardens, exercise areas and general surroundings must be kept in a good, clean, presentable condition.

There must not be any sharp edges, projections, rough edges or other hazards that could risk injuring a dog.

Timber, if used, must be:

- good quality
- well-kept
- sealed or over-clad if there are any damaged areas

Exposed wood must be smooth and treated and properly maintained to render it waterproof. All structural exterior wood (for example, fence posts) must be properly treated against wood rot (for example, tanalised). Only non-toxic products may be used.

No standing water from cleaning or urine is acceptable. Drainage must be permanently unblocked, with liquids able to run off into drains immediately. Drainage channels should be provided so that urine is not allowed to pass over walk areas in corridors and communal access areas.

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

All interior surfaces that dogs have access to must be cleaned regularly and maintained in good order and repair. Wherever possible, interior surfaces must be smooth, waterproof and able to be cleaned. Floors must be non-hazardous for dogs to walk on, in particular to avoid slipping.

Doors and windows to the outside must be escape proof, securable, strong enough to resist impact and scratching, and to prevent injury. External doors and gates must be lockable. Those involved in the care of the dogs must have easy access to keys and any key code in case of emergency.

There must be at least 2 secure physical barriers (for example, a door or gate) between a dog and any entrance or exit to the property to the outer curtilage to avoid escape.

All wire fencing must be strong and rigid, sufficient height and kept in good repair to prevent an escape and dig-proof structure. If dogs have access to mesh, the diameter of the wire must not be less than 2 millimetres (British Standard 14 gauge welded mesh).

Square mesh size must not exceed 50 millimetres by 50 millimetres and for chain link it must not exceed 75 millimetres by 50 millimetres. Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts.

Any electrical sockets and appliances in the dog designated rooms and where the dogs have access to must be secure and protected against damage.

Unit doors should open inwards to protect the health and safety of attending staff. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff. For kennels where there are facing dog units accessed by an indoor corridor, the corridor should be at least 1.2 metres wide. If this is not feasible, demonstrable measures must be in place to protect the safety of staff.

Door openings must be constructed so that the passage of water and waste is not slowed or allowed to gather due to inaccessibility.

Kennels and runs must open onto secure corridors or other secure areas so that dogs are not able to escape from the premises. These corridors and areas must not be used as an exercise area.

Each unit should have a minimum headroom height of 1.8 metres and be designed to allow staff to access dogs and clean all parts of the unit safely. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.

5.2 Animals must be kept in an environment suitable to their species and condition (including health status and age) at all times, with respect to:

- (a) their behavioural needs
- (b) its situation, space, air quality, cleanliness and temperature
- (c) the water quality (where relevant)
- (d) noise levels
- (e) light levels
- (f) ventilation

Dogs must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in the kennels must aim to keep the temperature in some part of the sleeping area above an absolute minimum of 10°C and below a maximum of 26°C.

Dogs must be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance, steps must be taken to ensure the welfare of the dog. A dog must be able to remove itself from a direct source of heat.

Adequate ventilation must be provided to all interior areas without the creation of excessive, localised draughts, and to avoid excess humidity.

Heaters and electrical equipment must not be placed in a manner or location where they present a risk of burning or electric shock to dogs or humans, or a risk of fire.

Dogs that may be adversely affected by the barking of other dogs should be located in the quietest part of the kennel facility. Excessive noise must be avoided.

Dogs must have exposure to natural light for at least parts of the day.

5.3 Staff must ensure that the animals are kept clean and comfortable.

Each occupied kennel must be cleaned daily at a minimum.

Dogs must be removed from the area when it is being cleaned.

Dogs should benefit from adequate routine grooming and other health regimes as needed and agreed with the owner. For example, eye cleaning or preventing

long fur from matting. This must include attention to coat, teeth, ears and nails and inspection for parasites.

5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.

Dogs must have regular opportunities during the day for toileting, taking into account individual needs.

There must be direct and continuous access to a run for toileting or the dog must be removed from the kennel unit to toilet away from its bed at least 4 times a day.

5.5 Procedures must be in place to make sure housing and any equipment within it is cleaned as often as necessary and good hygiene standards are maintained. The housing must be capable of being thoroughly cleaned and disinfected.

Kennel units must be inspected daily and kept in a clean condition, in accordance with the cleaning and disinfection procedure produced by the facility.

Kennels must be disinfected at least once a week and at occupancy change.

Faeces must be removed from all areas as often as necessary and in any case a minimum of twice a day. Where a pest problem is identified, a control programme must be implemented.

5.6 The animals must be transported and handled in a manner that protects them from pain, suffering, injury and disease. This includes considering housing, temperature, ventilation and frequency.

All animals must be transported according to the [regulations laid down in current legislation \(https://www.legislation.gov.uk/uksi/2006/3260/contents/made\)](https://www.legislation.gov.uk/uksi/2006/3260/contents/made).

The licence holder must demonstrate that a suitable vehicle is available to transport the dogs. It does not have to be owned by the licence holder.

During transport, dogs must be suitably restrained to prevent injury using any of the following:

- dog crate
- transport harness

- dog guard

Dog crates need to be of adequate size for the dog to stand, lie down and turn around freely. Crates must be designed to provide good ventilation and be firmly secured.

Vehicles must be cleaned and disinfected after each collection and delivery of any dogs.

Dogs must not be left in vehicles for unreasonable periods and must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal. Consideration must be given to whether it is necessary to transport animals when the temperature poses a risk.

Sufficient breaks must be offered for water, food where appropriate and the chance to go to the toilet.

Dogs must be transported to vet facilities in an appropriate manner for their condition, taking care that transport does not cause further suffering. Veterinary advice on the condition of the animal and suitability for transport should be sought before transport.

5.7 All the animals must be easily accessible to staff and for inspection. There must be sufficient light for the staff to work effectively and observe the animals.

Where practicable this must be natural light, but artificial light must be available. Where artificial lighting is used, this must be within a range of 10 to 12 hours daily.

Lights must be turned off to provide a period of darkness overnight.

5.8 All resources must be provided in a way (for example as regards frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals.

There must be multiples of all resources equal or greater than the number of dogs in the unit.

Resources include, but are not limited to:

- food
- water
- enrichment items (such as toys)
- resting and sleeping areas

Dogs must be carefully monitored, especially at feeding times.

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

Trained and competent staff must observe dogs regularly throughout the day as necessary for the individual health, safety and welfare of each dog.

Required higher standards for providing a suitable environment for dogs

Dogs must be provided with a design and layout that gives them choice.

All individual dogs must be checked at least once at an appropriate interval during the out of hours period (for example, between 6pm and 8am) by CCTV or in person. There must be documented records for checking.

Optional higher standards for providing a suitable environment for dogs

Ventilation must be a managed, fixed or portable air system to make sure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or removable fans safely installed away from animals.

A noise management plan to reduce noise to the dogs must be in place.

For example:

- physical barriers
- sound-absorbing build structure
- positive reinforcement training to keep barking down
- kennel design to prevent noise generation with demonstration of effectiveness

6.0 Suitable diet

6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any new feeds must be introduced gradually to allow the animals to adjust to them.

Adult dogs must be fed at least once per day and in accordance with the individual dog's needs. Dogs must be fed a complete diet appropriate to their age, breed, activity level and stage in the breeding cycle.

The diet must be agreed with the dog's owner. If there are concerns about an individual dog's diet, staff must tell the owners and seek veterinary advice.

Dogs must be fed separately from other dogs, unless the owner has agreed dogs from the same household can share a unit.

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours. If there are concerns, staff must seek veterinary advice.

Water intake must be checked and staff must seek veterinary advice if the dog is not drinking or is drinking excessively.

The general condition of all long-stay dogs must be monitored and dogs displaying significant weight loss or gain must be evaluated by a vet and treated as necessary.

Staff must follow veterinary advice must be followed if they feed dogs that:

- are debilitated, underweight or ill
- have specific dietary requirements

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

Food bowls should be emptied and cleaned following feeding so that food, particularly wet food, is not left out until the next feeding time.

The premises must have fridges to store feed.

Feed must be stored:

- away from risk of vermin
- in appropriately cool and dry places

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

Receptacles must be:

- non-porous

- cleaned daily
- disinfected between different dogs
- disinfected at least once every week
- disposed of if damaged

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

Fresh clean drinking water must be provided daily in a clean container and changed or refreshed as often as necessary.

There must be multiple water bowls provided so that all dogs have ready access to water.

6.6 Where feed is prepared on the premises, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

A separate hand wash basin with an adequate supply of hot and cold water must be provided for staff to wash their hands. This must be connected to a suitable drainage system.

Soap and hygienic hand drying facilities must also be available.

The food preparation area must be kept clean and vermin-free at all times.

Receptacles for a dog's food and drink must not be used for any other purposes.

7.0 Monitoring behaviour and training

7.1 Active and effective environmental enrichment must be provided to the animals in inside and outside environments.

A documented programme must be available and agreed with the owner, setting out enrichment both inside and outside. This includes grooming, socialisation and play.

All dogs must receive appropriate toys or feeding enrichment (or both) unless veterinary advice suggests otherwise.

Items must be checked daily to make sure they are safe and must not be left with dogs when staff are not on the premises.

Potential competition between dogs must be avoided.

7.2 For species whose welfare depends partly on exercise, opportunities to exercise which benefit the animals' physical and mental health must be provided, unless advice from a vet suggests otherwise.

Opportunities to exercise must involve at least one walk per day or access to a secure open space away from the kennel unit.

Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.

No more than 6 dogs per person can be walked at one time. The owner's consent is needed for a dog to walk with other dogs. Dogs must be familiarised with each other before the walk.

Dogs that cannot be exercised must be provided with alternative forms of mental stimulation.

Outdoor areas must not be used by more than one dog at any one time, unless they are from the same household or prior written consent has been obtained from the owners.

Outdoor areas must be cleared of all potential hazards after each use. Faeces must be picked up between dogs using an area.

Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards.

Dogs must not have direct access to bins.

The outdoor or garden area of the premises and any other area that boarded dogs may have access to must be secure and safe.

Dogs must not have unsupervised access to ponds, pools, wells and any other garden feature that might be a threat.

7.3 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a vet or, in the case of fish, any person competent to give such advice if adverse or abnormal behaviour is detected.

The behaviour of each dog must be monitored daily. Changes in behaviours must be recorded and acted upon if there are signs of:

- suffering
- stress
- fear
- aggression

All staff must be able to identify dogs that are anxious or fearful about contact. Records of assessment must be kept.

Dogs that are showing (or are likely to show) signs of nerves or stress must be kept in a suitable part of the business, especially if they are:

- elderly
- nervous
- on certain medication

Staff must also take account of their individual needs.

Staff must get advice where necessary from a suitably qualified clinical animal behaviourist.

7.4 Where used, training methods or equipment must not cause pain, suffering or injury.

Training must be reward based. This means staff must reward desired behaviour and ignore unwanted behaviour.

7.5 All immature animals must be given suitable and adequate opportunities to:

(a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare

(b) become habituated to noises, objects and activities in their environment

Documented processes must be in place to accommodate the needs of dogs under one year of age.

Required higher standards for monitoring dogs' behaviour and training

There must be a clear plan setting out 2 periods of exercise per dog each day for a minimum of 20 minutes each. There must be an alternative form of

enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.

8.0 Animal handling and interactions

8.1 All people responsible for the care of the animals must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease.

Dogs must always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress. Dogs must never be punished so that they become frightened or display agitated behaviour.

People must have the competence to handle dogs correctly.

A policy must be in place for dealing with difficult dogs, to include members of staff appropriately trained in dog handling and the use of appropriate equipment. They must also have the ability to recognise and act upon dogs with undesirable behaviours, as well as anxious or fearful dogs.

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

8.2 The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals. Animals from a social species must not be isolated or separated from others of their species for any longer than is necessary.

Only dogs from the same household can share a kennel unit and they must be monitored. The owner must give written authorisation to do this and consent must also include the authority to separate the dogs if there are problems.

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Animals should be encouraged, but never forced to interact with people.

9.0 Protection from pain, suffering, injury and disease

9.1 Written procedures must:

- (a) be in place and implemented covering
 - (i) feeding regimes
 - (ii) cleaning regimes
 - (iii) transportation
 - (iv) the prevention of, and control of the spread of, disease
 - (v) monitoring and ensuring the health and welfare of all the animals
 - (vi) the death or escape of an animal (including the storage of dead animals)
- (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency

The procedures must include how the conditions outlined in this guidance are met.

9.2 All people responsible for the care of the animals must be made fully aware of these procedures.

9.3 Appropriate isolation in separate self-contained facilities must be available for the care of sick, injured or potentially infectious animals.

The business must have a facility to isolate any dog that is:

- injured
- sick
- infectious or carrying a serious infectious disease

If the isolation facility is at another location, such as a local veterinary practice, the licence holder must be able to provide evidence that the practice can do this (for example, a letter from the practice).

All staff must understand the procedures to prevent the spread of infectious disease.

Where infectious disease is present in the whole premises, barrier nursing procedures, and people trained in these, must be implemented. This includes use of protective clothing and footwear (where applicable) changed between enclosures, separate storage of equipment and segregation of waste.

Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area.

Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to. Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.

Dogs in the isolation facility must be checked at least as frequently as other dogs. Dogs showing signs of infectious disease must be visited after all the other dogs, unless there is a separate person only looking after the isolated dogs.

9.4 All reasonable precautions must be taken to prevent and control the spread of infectious diseases, pathogens and parasites.

An up-to-date veterinary vaccination record must be seen to show that dogs, including resident dogs, have current vaccinations against:

- canine parvovirus
- canine distemper
- infectious canine hepatitis (adenovirus)
- leptospirosis
- other relevant diseases

Vaccination against other diseases such as kennel cough (*bordetella bronchiseptica* or canine parainfluenza virus) may be required.

A vet certificate of a recent protective titre test may be accepted instead of a booster vaccination. The certificate must state that it is valid for the current period. It is up to the licence holder whether to accept such a certificate.

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

Vaccines used must be licensed for use in the UK. Homeopathic vaccination is not acceptable.

If there is evidence of external parasites such as fleas, ticks or lice, the dog must be treated with an appropriate product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must

be discussed with a vet before giving it to the dog. The owner must consent to this.

9.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.

This must be in a clearly-marked bin which is emptied either daily or when full, whichever is the sooner. Excreta must be removed in accordance with the documented cleaning and disinfection procedure. Storage of excreta must be away from areas where animals or food are kept.

9.6 Sick or injured animals must receive prompt attention from a vet or, in the case of fish, an appropriately competent person. The advice of that vet or, in the case of fish, that competent person must be followed.

9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.

When a dog is suspected by the trained first aider of being ill or injured a vet must be contacted for advice immediately and any instructions for treatment recorded. Further advice must be sought if there is ongoing concern.

Any preventive treatment must be administered with written consent from the owner and under the direction of a vet.

9.8 The licence holder must register with a vet that has an appropriate level of experience in the health and welfare requirements of any animals specified in the licence. The contact details of that vet must be readily available to all staff on the premises used for the licensable activity.

The vet's details must be displayed where they can be easily seen by all staff members.

This must include:

- name
- address
- telephone number
- out of hours telephone number

The veterinary practice must be within a reasonable travel distance.

The licence holder will decide which vet they will use. They must get written consent from the dog's owner before taking the dog to the vet.

9.9 Prescribed medicines must be stored safely and securely in a locked cupboard, at the correct temperature, and used in accordance with the instructions of the vet.

All courses must be completed to the specifications given by the vet.

Any unused medications must be returned to the owner, nominated contact or prescribing vet.

A fridge must be available to store medicines that need to be kept at low temperatures.

9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or vet.

All medications must only be used with prior consent of the owner and in discussion with a vet.

9.11 Cleaning products must be suitable, safe and effective against pathogens that pose a risk to the animals.

They must be used, stored and disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering of the animals.

The choice of cleaning and disinfectant products must be based on suitability, safety, compatibility and effectiveness. Disinfectant products must be virucidal as well as bacteriocidal.

Staff using cleaning products must be competent in the safe use of detergents and fluids. Cleaning products must be kept entirely out of the reach of animals, and must never be left in kennels.

Standing water must not be allowed to accumulate due to the possibility of pathogens residing in these moist environments.

Grooming equipment must be kept clean and in a good state of repair. If provided by the owner, it must only be used on that dog and must be sent home with the dog.

Toys must be cleaned and disinfected between uses for different dogs, disposed of, or returned to the dog's owner (if they came in with the dog).

Kennels of long stay dogs must undergo periodical thorough cleaning, disinfection and drying.

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

9.12 No person may euthanise an animal except a vet or a person who has been authorised by a vet as competent for such purpose or:

(a) in the case of fish, a person who is competent for such purpose

(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose

Only a vet may euthanise a dog.

The licence holder must keep a record of all euthanasia and the identity of the qualified vet that carried it out. The owner or designated main point of contact must be contacted to give consent. Unless imperative for the welfare of the dog, euthanasia must not take place until consent is given.

9.13 All animals must be checked at least once daily or more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be checked more frequently.

9.14 Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a vet (or in the case of fish, of an appropriately competent person) must be sought and followed.

Records and any associated checklists must be made available to inspectors.

Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.

10.0 Emergencies

10.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all the people on the premises used for the licensable activity. It must be followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdowns for essential heating, ventilation and aeration or filtration systems or other emergencies.

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

Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level or floor. Where appropriate, there must be at least one carbon monoxide detector.

A first aid kit suitable for treatment of dogs must be kept on site.

An emergency drill programme must be in place with annual testing, or as determined by fire risk assessments. All new members of staff must have this as part of their induction programme.

There must be a plan for housing of the dogs should the premises become uninhabitable.

There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold).

All electrical installations must be installed by appropriately qualified persons in a location where they do not present a risk.

All equipment must be maintained in a safe condition and good state of repair and must be serviced according to manufacturer's guidelines.

10.2 The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable. It must also include an emergency telephone list with fire service and police contact details.

10.3 External doors and gates must be lockable.

10.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance of the premises and available to attend in an emergency.

A reasonable distance is interpreted as no more than 30 minutes travelling time in normal conditions.

In a non-domestic setting, an emergency contact name and number must be displayed on the outside of the premises.

Required higher standard condition for emergencies

A member of staff must be on site at all times.

Part B – Specific conditions: providing boarding in kennels for dogs (schedule 4, part 2 of the regulations)

Paragraph numbers relate to the conditions in the schedules of the regulations.

7.0 Suitable environment

7.1 Dogs within the licensed premises must be prevented from coming into contact with other animals from outside the premises.

7.2 In each kennel unit, the sleeping area must:

(a) be free from draughts (b) provide the dog with sufficient space without touching another dog or the walls to:

i) sit and stand at full height ii) lie down fully stretched-out iii) wag its tail iv) walk v) turn around without touching another dog or the walls

(c) have a floor area which is at least twice the area required for the dog in it to lie flat (d) if built after the date on which these Regulations come into force, have a floor area of at least 1.9 square metres.

This applies to new builds and extensions. It does not apply to kennels rebuilding on an existing footprint. It is expected that many new boarding facilities will be significantly larger than the minimum sizes currently provided.

7.3 Each kennel unit must be clearly numbered and there must be a system in place so that relevant information about the dog or dogs in each kennel unit is available to all staff and any inspector.

7.4 Each dog must have constant access to its sleeping area.

There must be a clean resting place to provide comfort and warmth that is situated out of draughts.

All beds and bedding areas must be kept clean, dry and parasite free.

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

Bedding must be changed, cleaned and disinfected between dogs.

A dog must not be left without bedding. Soft bedding materials must be provided and adapted if necessary for old, young or infirm dogs to help regulate their body temperature. If a dog chews or destroys its bedding, it must be replaced with an alternative.

7.5 Each dog must have a clean, comfortable and warm area within its sleeping area where it can rest and sleep.

7.6 Each exercise run must have a single, safe, secure, waterproof roof over a minimum of half its total area.

A dog should have constant access to an exercise run during the daytime. Where this is not possible, a dog must be removed from its kennel unit at least 4 times per day for exercise and toileting.

The roofing material must be of a material (ideally translucent) capable of filtering UV light and providing shade. A run must not be used as the primary sleeping area.

7.7 Where a dog poses a health or welfare risk to other dogs, it must be kept on its own in a kennel unit. If that kennel unit adjoins another kennel unit, any adjoining wall must be of full height and width to prevent the dog from coming into physical contact with any other dog.

Partition walls may be temporary, as long as they are safe and robust.

7.8 Only dogs from the same household may share a kennel unit.

Written authorisation from the owner is required.

Required higher standard for providing a suitable environment for dogs

The sleeping area must be at least 2.85 square metres.

8.0 Monitoring behaviour and training

8.1 Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

Items specific to a particular dog must be identified as such and only used for those dogs.

Items such as leads must be removed when the dog is in its kennel unit.

8.2 All dogs must be provided with toys or feeding enrichment (or both), unless advice from a vet suggests otherwise.

Supervised enrichment opportunities must be offered to each dog at least daily.

Food provision can be used to enhance enrichment. For example, through the use of devices increasing the time and effort taken to access food. This includes puzzle feeders, activity balls and stuffed rubber toys.

Where dogs are kept in pairs or larger groups, more devices must be available than the number of dogs and use must be supervised carefully to identify where adverse behaviour occurs.

Dogs which show adverse behaviour associated with feeding, or when provided with food based enrichment, must be separated from other dogs prior to feeding.

8.3 All toys and other enrichment items must be checked daily to ensure they remain safe and must be cleaned and disinfected at least weekly.

8.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.

8.5 Any dog, which on the advice of a vet, cannot be exercised must be provided with alternative forms of mental stimulation.

Walks must be replaced with 2 extra periods of human interaction during the day using grooming, toys or play. Toys will ideally be on a rotation so that their preferences for different toys can be established and to minimise stress.

8.6 There must be an area within each kennel unit for the dog to avoid seeing people and other dogs outside the kennel unit if it wants to.

This applies whether a dog is single, paired or group housed.

The dog must be able to hide to avoid visual contact with other dogs. For example, by using blankets, crates and beds with high sides or screens.

Required higher standard for monitoring dogs' behaviour and training

There must be a documented daily enrichment plan setting out 2 or more sessions with toys or feed enrichment per day (in addition to their exercise).

9.0 Records

9.1 A register must be kept of all the dogs at the premises which must include:

- (a) the dates of each dog's arrival and departure
- (b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed
- (c) the number of any dogs from the same household
- (d) a record of which dogs (if any) are from the same household
- (e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details

(f) the name, postal address, telephone number and email address of a local contact in an emergency for each dog

(g) the name and contact details of the dog's normal vet and details of any insurance relating to the dog

(h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise

(i) details of the dog's diet and related requirements

(j) consent forms

(k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments

(l) details of any medical treatment each dog is receiving

9.2 When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

10.0 Protection from pain, injury, suffering and disease

10.1 Where any other activity involving animals is undertaken on the premises, it must be kept entirely separate from the area where the activity of providing boarding for dogs in kennels takes place.

Units housing rescue or breeding dogs must be separate. Extra precautions must be taken to prevent the spread of disease and the licence holder must be able to demonstrate how this is managed. Ideally all equipment must be separate.

10.2 A preventative healthcare plan agreed with the vet with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

10.3 A holding kennel unit must only be used in an emergency and must not be used for longer than is necessary and in any event for no longer than a total of 12 hours in any 24 hour period.

10.4 In sub-paragraph (3), 'holding kennel unit' means a kennel unit, separate from any other kennel unit, in which a dog may be housed temporarily.

Holding kennels must comply with the conditions as required for main kennels. Holding kennels must be a minimum area to allow the dog to exhibit normal behaviour and dogs must be provided with a bed, food and water.

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APPENDIX H**Extract from this Authority's Animal Welfare Licensing Policy – Fit and Proper Status of Licence Applicants, Etc.****2.0 Policy Objectives**

2.1 The policy is designed to ensure that:

- any person who carries on, attempts to carry on or knowingly allows a licensable activity to be carried on, holds a licence in accordance with the Regulations.
- a licence holder is not disqualified from holding a licence in accordance with the requirements of the relevant Regulations.
- that the five overarching principles of animal welfare, (known as the “five needs”) introduced by the Animal Welfare Act 2006 are upheld in any decision.
- the safeguarding of any children or vulnerable persons in contact with a licensable activity is ensured, in accordance with the relevant legislation.
- each licence application is considered on its own merits.
- decisions made by the Council are transparent and consistent.

2.2 In addition, the Council will base its licensing regime on the following principles which arise from the responsibilities arising under the Animal Welfare Act 2006:

- Responsibility to protect the welfare of all fellow creatures.
- Ensuring the welfare of domestic or captive animals by implementing appropriate standards that promote the “five needs”.
- Ensuring that persons responsible for the management of animal welfare observe recognised standards of good practice.
- Ensuring that, so far as it falls within its powers, the requirements of all animal-related legislation will be pro-actively enforced.

3.0 Animal Welfare Act 2006

3.1 The Animal Welfare Act 2006 established that reasonable welfare standards must be maintained whilst unifying all animal legislation, including responsibilities falling to various enforcement agencies.

3.2 The Act introduced five overarching principles of animal welfare, known as the “five needs” which are:

1. The need for a suitable environment - *by providing an appropriate environment, including shelter and a comfortable resting area.*
2. The need for a suitable diet - *by ready access, where appropriate, to fresh water and a diet to maintain full health.*
3. The need to be able to exhibit normal behaviour patterns - *by providing sufficient space, proper facilities and the company of an animal of its own kind, where appropriate.*
4. Any need to be housed with, or apart from, other animals - *by providing the company of an animal of its own kind, where appropriate.*

5. The need to be protected from pain, suffering, injury and disease - *by prevention or rapid diagnosis and treatment, and ensuring conditions and treatment which avoid mental suffering.*

5.0 Suitability of Licence Applicants

5.1 In accordance with the Regulations, any individual who carries on a licensable activity will be designated as the ‘operator’ of the business and can apply for a licence, providing they are not disqualified from holding a licence in accordance with the Regulations.

.....

5.6 An applicant will be granted a licence if the Council is satisfied that the licence conditions will be met. In considering this, the Council will take into account whether the applicant is a fit and proper person to be the operator of the activity.

5.7 It is noted that no attempt is made within the legislation to define the term “fit and proper person”, and this policy document likewise makes no attempt to formulate such a definition. The Council may consider any relevant issue when making its determination on this point, and these guidelines should be regarded as examples of issues that may lead to the Council not being satisfied that an applicant is fit and proper, rather than an exhaustive list of the issues that may be taken into consideration.

5.8 As detailed above the term ‘fit and proper’ is not defined in the legislation or guidance. For the purpose of this Policy, the Council will normally consider a ‘fit and proper person’ to be an individual who can demonstrate upon application that they have:

- the right to work in the UK.
- no relevant convictions.
- not been disqualified from holding a licence.
- the knowledge, experience, compliance history and ability to comply with licence conditions and safeguard the welfare of animals in their care.
- made suitable management and training arrangements to safeguard and protect any staff and/or members of the public who may be affected by the licensed activity.

The above list does not limit the scope of the fit and proper assessment and the Council may take in to account other matters, should they be considered as relevant to the licensing process. The Council may fail to be satisfied that a person is a fit and proper person to hold a licence for any good reason.

5.9 The onus is on an applicant to satisfy the Council that they are ‘fit and proper’. Simply being free from convictions and disqualifications is not enough. Licence holders must remain ‘fit and proper’ to retain their licence.

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5.14 Any offences or behaviour not expressly covered by this Policy may still be taken into account.

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7.0 Application Process

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7.3 The Council considers that how the applicant intends to operate their business is extremely important, given that the licence holder will be assuming responsibility for the welfare of animals, either their own that are being used in the running of their business, or customer's animals that they are caring for. The 2018 regulations set out a number of conditions that the licence holder will need to comply with, and we will be looking for the following when considering an application:

- a) **Applicant's Experience:** Confidence in the ability to handle and control an animal and a clearly demonstrated knowledge of its welfare needs are a paramount consideration and form part of the conditions in law. Experience over many years, and/or qualifications achieved in animal handling and care will be taken into account when scoring the application. Is the animal relaxed and happy in this environment? Applicants should be able to spot abnormal behaviours, and know when to seek veterinary advice or treatment if required. They should also be comfortable with maintaining the animal's health and condition while in their care – this may involve daily grooming, health checks of eyes, ears and feet, and ensuring they receive the correct diet for their species.
- b) **Premises Suitability:** This not only means the condition and security of the premises as a whole, but also any areas in which animals are to be contained. This could range from an outside kennel block, to stabling to cages, aviaries, aquariums or any other area or structure in which the animal would be kept. We would be looking to ensure that the sizes of such areas comply with or exceed the minimum sizes set out in the Regulations and that they:
 - are made of robust and non-porous or suitably treated materials, and,
 - are well lit/ventilated and clean.

This also applies to the conditions in which animals are transported, and the steps taken to ensure their comfort and safety en route. Generally, a premises should be in good condition, with all entrances and exits suitably secured to minimise risk of escape or theft. Boundary walls/fences should be in good condition, and suitably high to contain whichever species is cared for within.

- c) **Recording and Storing Information/Records:** This forms a large part of the legal requirements for businesses carrying out licensable activities involving animals. Before a premises is inspected we would expect to see templates of client forms, policies and procedures for the operation of the business that pay particular attention to the record keeping requirements set out in the regulations and address staff development (if staff are employed). Future inspections will require the licence holder to produce complete records for the period since the previous licence application/renewal.

7.4 The relevant Guidance produced by DEFRA for licences issued under these Regulations stipulate that once a Local Authority receives an application for the grant or renewal of a licence it must do all of the following before granting or renewing a licence:

- The Council must consider whether the conduct displayed by the applicant indicates that they are a fit and proper person to carry out the licensable activity and meet the licence conditions.
- The Council must inspect the site of the licensable activity and assess if it is likely to meet the licence conditions. The inspection must be completed by a suitably qualified inspector (as well as a veterinarian for the initial inspection of a dog breeding establishment, or a listed veterinarian for inspections of horse riding establishments). The inspector must prepare a report, in accordance with the requirements of the Regulations, to be submitted to the Local Authority following their inspection.
- The inspector’s report will contain information about the operator, any relevant premises, any relevant records, the condition of any animals and any other relevant matter and state whether or not the inspector considers that the licence conditions will be met.
- Ensure that the appropriate fees have been paid.

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13.0 Refusing a Licence Application

13.1 The following section provides a brief overview of the powers the Council have to refuse a licence application. It must be noted that the non-inclusion of information does not prevent the Council from refusing a licence on any other lawful grounds.

13.2 Depending on the licence being applied for, the Council will consider the report from the inspector(s) and any comments made by the applicant when deciding whether to issue a licence.

13.3 The Council may refuse to issue a licence if it considers that the applicant cannot meet the licence conditions. The Council may also refuse a licence if the granting of a licence could have a negative impact on animal welfare or if the level of accommodation, staffing or management is inadequate for the well-being of animals.

13.4 The Council will also refuse to issue or renew a licence if the applicant has a history of non-compliance with licensing conditions or requirements, is obstructive towards Officers, or if there are safeguarding concerns arising from the licensed activity. The above list is not exhaustive, but indicative of the circumstances where the Council may want to refuse an application.

13.5 The Council may also refuse an application if it considers that the applicant does not meet the ‘fit and proper person’ test.

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13.7 If a licence is refused, the applicant will have the right of appeal to a First-tier Tribunal within 28 days of the decision notice.

SCHEDULE 2

Regulation 2

General conditions

Licence display

1.—(1) A copy of the licence must be clearly and prominently displayed on any premises on which the licensable activity is carried on.

(2) The name of the licence holder followed by the number of the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity.

Records

2.—(1) The licence holder must ensure that at any time all the records that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form.

(2) The licence holder must keep all such records for at least three years beginning with the date on which the record was created.

Use, number and type of animal

3.—(1) No animals or types of animal other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity.

(2) The number of animals kept for the activity at any time must not exceed the maximum that is reasonable taking into account the facilities and staffing on any premises on which the licensable activity is carried on.

Staffing

4.—(1) Sufficient numbers of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of all the animals are met.

(2) The licence holder or a designated manager and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour.

(3) The licence holder must provide and ensure the implementation of a written training policy for all staff.

Suitable environment

5.—(1) All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape and must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.

(2) Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to—

- (a) their behavioural needs,
- (b) its situation, space, air quality, cleanliness and temperature,
- (c) the water quality (where relevant),
- (d) noise levels,

Changes to legislation: *There are currently no known outstanding effects for the The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, SCHEDULE 2. (See end of Document for details)*

- (e) light levels,
- (f) ventilation.
- (3) Staff must ensure that the animals are kept clean and comfortable.
- (4) Where appropriate for the species, a toileting area and opportunities for toileting must be provided.
- (5) Procedures must be in place to ensure accommodation and any equipment within it is cleaned as often as necessary and good hygiene standards are maintained and the accommodation must be capable of being thoroughly cleaned and disinfected.
- (6) The animals must be transported and handled in a manner (including for example in relation to housing, temperature, ventilation and frequency) that protects them from pain, suffering, injury and disease.
- (7) All the animals must be easily accessible to staff and for inspection and there must be sufficient light for the staff to work effectively and observe the animals.
- (8) All resources must be provided in a way (for example as regards. frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals.
- (9) The animals must not be left unattended in any situation or for any period likely to cause them distress.

Suitable diet

- 6.—(1) The animals must be provided with a suitable diet in terms of quality, quantity and frequency and any new feeds must be introduced gradually to allow the animals to adjust to them.
- (2) Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.
 - (3) Feed and drinking water provided to the animals must be unspoilt and free from contamination.
 - (4) Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.
 - (5) Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.
 - (6) Where feed is prepared on the premises on which the licensable activity is carried on, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

Monitoring of behaviour and training of animals

- 7.—(1) Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.
- (2) For species whose welfare depends partly on exercise, opportunities to exercise which benefit the animals' physical and mental health must be provided, unless advice from a veterinarian suggests otherwise.
 - (3) The animals' behaviour and any changes of behaviour must be monitored and advice must be sought, as appropriate and without delay, from a veterinarian or, in the case of fish, any person competent to give such advice if adverse or abnormal behaviour is detected.
 - (4) Where used, training methods or equipment must not cause pain, suffering or injury.
 - (5) All immature animals must be given suitable and adequate opportunities to—
 - (a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and

- (b) become habituated to noises, objects and activities in their environment.

Animal handling and interactions

8.—(1) All people responsible for the care of the animals must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease.

(2) The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals and no animals from a social species may be isolated or separated from others of their species for any longer than is necessary.

(3) The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Protection from pain, suffering, injury and disease

9.—(1) Written procedures must—

(a) be in place and implemented covering—

- (i) feeding regimes,
- (ii) cleaning regimes,
- (iii) transportation,
- (iv) the prevention of, and control of the spread of, disease,
- (v) monitoring and ensuring the health and welfare of all the animals,
- (vi) the death or escape of an animal (including the storage of carcasses);

(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

(2) All people responsible for the care of the animals must be made fully aware of these procedures.

(3) Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.

(4) All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.

(5) All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.

(6) Sick or injured animals must receive prompt attention from a veterinarian or, in the case of fish, an appropriately competent person and the advice of that veterinarian or, in the case of fish, that competent person must be followed.

(7) Where necessary, animals must receive preventative treatment by an appropriately competent person.

(8) The licence holder must register with a veterinarian with an appropriate level of experience in the health and welfare requirements of any animals specified in the licence and the contact details of that veterinarian must be readily available to all staff on the premises on which the licensable activity is carried on.

(9) Prescribed medicines must be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in accordance with the instructions of the veterinarian.

(10) Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.

Changes to legislation: *There are currently no known outstanding effects for the The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, SCHEDULE 2. (See end of Document for details)*

(11) Cleaning products must be suitable, safe and effective against pathogens that pose a risk to the animals and must be used, stored and disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering of the animals.

(12) No person may euthanase an animal except a veterinarian or a person who has been authorised by a veterinarian as competent for such purpose or—

- (a) in the case of fish, a person who is competent for such purpose;
- (b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.

(13) All animals must be checked at least once daily and more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour and vulnerable animals must be checked more frequently.

(14) Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.

Emergencies

10.—(1) A written emergency plan, acceptable to the local authority, must be in place, known and available to all the staff on the premises on which the licensable activity is carried on, and followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdowns of essential heating, ventilation and aeration or filtration systems or other emergencies.

(2) The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable and an emergency telephone list that includes the fire service and police.

(3) External doors and gates must be lockable.

(4) A designated key holder with access to all animal areas must at all times be within reasonable travel distance of the premises and available to attend in an emergency.

Changes to legislation:

There are currently no known outstanding effects for the The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, SCHEDULE 2.

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SCHEDULE 4

Regulation 2

Specific conditions: providing boarding for cats or dogs

PART 1

Providing boarding for cats

Interpretation**1.** In this Part—

“cat unit” means the physical structure and area that comprises a sleeping area and an exercise run;

“exercise run” means an enclosed area forming part of the cat unit attached to and with direct and permanent access to the sleeping area;

“premises” means the premises on which the licensable activity of providing boarding for cats is carried on.

Suitable environment

2.—(1) Cats within the premises must be prevented from coming into direct contact with other animals from outside the premises.

(2) There must be a safe, secure, waterproof roof over the entire cat unit.

(3) A cat unit may only be shared by cats from the same household.

(4) Communal exercise areas are not permitted.

(5) Each cat unit must be clearly numbered and there must be a system in place which ensures that information about the cat or cats in each cat unit is available to all staff and any inspector.

(6) Each cat unit must provide the cat with sufficient space to—

(a) walk,

(b) turn around,

(c) stand on its hind legs,

(d) hold its tail erect,

(e) climb,

(f) rest on the elevated area, and

(g) lie down fully stretched out,

without touching another cat or the walls.

(7) Each cat unit must have sufficient space for each cat to sit, rest, eat and drink away from the area where it urinates and defecates.

(8) Cats must have constant access to their sleeping area.

(9) A litter tray and safe and absorbent litter material must be provided at all times in each cat unit and litter trays must be regularly cleaned and disinfected.

(10) Each cat unit must include an elevated area.

(11) Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.

(12) Any gaps between cat units must be a minimum of 0.6 metres wide.

Status: This is the original version (as it was originally made).

- (13) Any cat taken out of a cat unit must be secured in a suitable carrier.
- (14) The sleeping area must form part of the cat unit and be free from draughts.

Monitoring of behaviour and training of cats

3.—(1) There must be an area within each cat unit in which the cat can avoid seeing other cats and people outside the cat unit if it so chooses.

(2) Each cat unit must include a facility for scratching and any surface within a cat unit available for scratching must either be disinfected between uses by different cats or disposed of.

(3) All cats must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.

(4) All toys and other enrichment items must be checked daily to ensure they remain safe and must be cleaned and disinfected at least weekly.

Records

4. A register must be kept of all the cats on the premises which must include—
- (a) the dates of each cat's arrival and departure,
 - (b) each cat's name, age, sex, neuter status and a description of it or its breed,
 - (c) each cat's microchip number, where applicable,
 - (d) the number of any cats from the same household,
 - (e) a record of which cats (if any) are from the same household,
 - (f) the name, postal address, telephone number (if any) and email address (if any) of the owner of each cat and emergency contact details,
 - (g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency,
 - (h) the name and contact details of each cat's normal veterinarian and details of any insurance relating to the cat,
 - (i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise,
 - (j) details of each cat's diet and related requirements,
 - (k) any required consent forms,
 - (l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments, and
 - (m) details of any medical treatment each cat is receiving.

Protection from pain, suffering, injury and disease

5.—(1) A cat must remain in its assigned cat unit, except when it is moved to an isolation cat unit or to a holding cat unit.

(2) Where any other activity involving animals is undertaken on the premises, it must be kept entirely separate from the area where the activity of providing boarding for cats takes place.

(3) All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.

(4) A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

(5) A holding cat unit must only be used in an emergency and must not be used for longer than is necessary and in any event for no longer than a total of 12 hours in any 24-hour period.

(6) In this paragraph, “holding cat unit” means a cat unit, separate from any other cat unit, in which a cat may be housed temporarily.

PART 2

Providing boarding in kennels for dogs

Interpretation

6. In this Part—

“exercise run” means an enclosed area forming part of a kennel unit attached to and with direct access to the sleeping area;

“kennel unit” means the physical structure and area that consists of a sleeping area and an exercise run;

“premises” means the premises on which the licensable activity of providing boarding in kennels for dogs is carried on.

Suitable environment

7.—(1) Dogs within the premises must be prevented from coming into contact with other animals from outside the premises.

(2) In each kennel unit, the sleeping area must—

(a) be free from draughts;

(b) provide the dog with sufficient space to—

(i) sit and stand at full height,

(ii) lie down fully stretched-out,

(iii) wag its tail,

(iv) walk, and

(v) turn around,

without touching another dog or the walls;

(c) have a floor area which is at least twice the area required for the dog in it to lie flat; and

(d) if built after the date on which these Regulations come into force, have a floor area of at least 1.9 square metres.

(3) Each kennel unit must be clearly numbered and there must be a system in place which ensures that information about the dog or dogs in each kennel unit is available to all staff and any inspector.

(4) Each dog must have constant access to its sleeping area.

(5) Each dog must have a clean, comfortable and warm area within its sleeping area where it can rest and sleep.

(6) Each exercise run must have a single, safe, secure, waterproof roof over a minimum of half its total area.

(7) Where a dog poses a health or welfare risk to other dogs, it must be kept on its own in a kennel unit and, if that kennel unit adjoins another kennel unit, any adjoining wall must be of full height and width so as to prevent the dog from coming into physical contact with any other dog.

Status: This is the original version (as it was originally made).

- (8) Only dogs from the same household may share a kennel unit.

Monitoring of behaviour and training

8.—(1) Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

(2) All dogs must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.

(3) All toys and other enrichment items must be checked daily to ensure they remain safe and must be cleaned and disinfected at least weekly.

(4) Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.

(5) Any dog which, on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation.

(6) There must be an area within each kennel unit in which a dog can avoid seeing people and other dogs outside the kennel unit if it so chooses.

Records

9.—(1) A register must be kept of all the dogs on the premises which must include—

- (a) the dates of each dog's arrival and departure;
- (b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed;
- (c) the number of any dogs from the same household;
- (d) a record of which dogs (if any) are from the same household;
- (e) the name, postal address, telephone number (if any) and email address (if any) of the owner of each dog and emergency contact details;
- (f) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency;
- (g) the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog;
- (h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise;
- (i) details of the dog's diet and related requirements;
- (j) any required consent forms;
- (k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments;
- (l) details of any medical treatment each dog is receiving.

(2) When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

Protection from pain, suffering, injury and disease

10.—(1) Where any other activity involving animals is undertaken on the premises, it must be kept entirely separate from the area where the activity of providing boarding for dogs in kennels takes place.

(2) A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

(3) A holding kennel unit must only be used in an emergency and must not be used for longer than is necessary and in any event for no longer than a total of 12 hours in any 24-hour period.

(4) In sub-paragraph (3), “holding kennel unit” means a kennel unit, separate from any other kennel unit, in which a dog may be housed temporarily.

PART 3

Providing home boarding for dogs

Interpretation

11. In this Part—

“designated room” means a room within the home allocated to a dog;

“home” means a domestic dwelling on which the licensable activity of providing home boarding for dogs is carried on.

Home

12.—(1) Dogs must be accommodated within the home.

(2) The home must include—

- (a) direct access to a private, non-communal, secure and hazard-free external area, and
- (b) at least two secure physical barriers between any dog and any entrance to or exit from it.

Suitable environment

13.—(1) Dogs from different households may only be boarded at the same time with the written consent of every owner.

(2) Each dog must be provided with its own designated room where it can, if necessary, be kept separate from other dogs.

(3) Each dog must have a clean, comfortable and warm area within its designated room where it can rest and sleep.

(4) Each designated room must have a secure window to the outside that can be opened and closed as necessary.

(5) A dog must not be confined in a crate for longer than three hours in any 24-hour period.

(6) A dog must not be kept in a crate unless—

- (a) it is already habituated to it,
- (b) a crate forms part of the normal routine for the dog, and
- (c) the dog’s owner has consented to the use of a crate.

(7) Any crate in which a dog is kept must be in good condition and sufficiently large for the dog to sit and stand in it at full height, lie flat and turn around.

Suitable diet

14. Each dog must be fed separately in its designated room unless its owner has given written consent to the contrary.

Monitoring of behaviour and training

15.—(1) Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

(2) Each dog must be exercised at least once daily as appropriate for its age and health.

(3) Dogs which on the advice of a veterinarian cannot be exercised must be provided with alternative forms of mental stimulation.

Housing with or apart from other dogs

16.—(1) Written consent must be obtained from the owner or owners (as the case may be) to keep dogs together in a designated room.

(2) Unneutered bitches must be prevented from mating.

(3) If any person aged under 16 years resides at the home, there must be procedures in place to regulate the interactions between the dogs and that person.

Records

17.—(1) A register must be kept of all the dogs accommodated in the home which must include—

- (a) the dates of each dog's arrival and departure;
- (b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed;
- (c) the number of any dogs from the same household;
- (d) a record of which dogs (if any) are from the same household;
- (e) the name, postal address, telephone number (if any) and email address (if any) of the owner of each dog and emergency contact details;
- (f) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency;
- (g) the name and contact details of each dog's normal veterinarian and details of any insurance relating to the dog;
- (h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise;
- (i) details of each dog's diet and related requirements;
- (j) any required consent forms;
- (k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments;
- (l) details of any medical treatment each dog is receiving.

(2) When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

Protection from pain, suffering, injury and disease

18.—(1) Before a dog is admitted for boarding, all equipment to be used by or in relation to that dog must be cleaned and disinfected.

(2) A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.

PART 4

Providing day care for dogs

Interpretation

19. In this Part, “premises” means the premises on which the licensable activity of providing day care for dogs is carried on.

No overnight stay

20. No dog may be kept on the premises overnight.

Suitable environment

21.—(1) Each dog must be provided with—

- (a) a clean, comfortable and warm area where it can rest and sleep, and
- (b) another secure area in which water is provided and in which there is shelter.

(2) Each dog must have access to areas where it can—

- (a) interact safely with other dogs, toys and people, and
- (b) urinate and defecate.

(3) There must be an area where any dog can avoid seeing other dogs and people if it so chooses.

Suitable diet

22. Any dog that requires specific feed due to a medical condition must be fed in isolation.

Monitoring of behaviour and training

23.—(1) All dogs must be screened before being admitted to the premises to ensure that they are not afraid, anxious or stressed in the presence of other dogs or people and do not pose a danger to other dogs or staff.

(2) Any equipment used that is likely to be in contact with the dogs and any toys provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.

Housing apart from other dogs

24.—(1) Unneutered bitches must be prevented from mating.

(2) Dogs which need to be isolated from other dogs must be provided with alternative forms of mental stimulation.

Records

25.—(1) A register must be kept of all the dogs on the premises which must include—

- (a) the date of the dog’s attendance;
- (b) the dog’s name, age, sex, neuter status, microchip number and a description of it or its breed;
- (c) the name, postal address, telephone number (if any) and email address (if any) of the owner and emergency contact details;

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- (d) the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog;
 - (e) details of the dog's relevant medical and behavioural history, including details of any treatment administered against parasites and any restrictions on exercise;
 - (f) details of the dog's diet and relevant requirements;
 - (g) any required consent forms;
 - (h) a record of the date or dates of the dog's most recent vaccination, worming and flea treatments;
 - (i) details of any medical treatment the dog is receiving.
- (2) When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

Protection from pain, suffering, injury and disease

- 26.**—(1) The dogs must be supervised at all times.
- (2) A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.
- (3) Any journeys in a vehicle must be planned to minimise the time dogs spend in the vehicle.