

Request

With regard to your Lost/Stray Dogs Policy, which states: - If you have lost your dog, please report it and we will contact you if we have a dog we believe matches your description at our kennelling facility.

- 1) Can you tell me which Kennelling facility(s) the Council use in the WA3 area.
- 2) In the last 6 months, how many times the Council have kennelled a Lost/Stray dog at i. Bancroft Kennels 197 Slag Lane Lowton. ii. HollyBank 72 Heath Lane Lowton iii. Dam Lane Kennels Ashton-in-Makerfield
- 3) Number of Lost/Stray dogs found outside the WA3 area, but taken to Bancroft Kennels.
- 4) How many Lost/stray Dogs did the Council have at Bancroft Kennels between 14:57hrs and 16:00hrs on Tuesday 22nd November 2022 and between 23:02hrs and 23:32hrs on Tuesday 6th December 2022?
- 5) The council licensing in respect of Licensing of Dog Kennels states: As part of your inspection, you will be given a rating based on specific criteria. i. Can you please provide details of the 'specific criteria' referred to. ii. Please supply a copy of the council inspection that resulted in a 1 star rating for Bancroft Kennels re Activity Licence of 10/06/2022 (re AAL0062)
- 6) Please explain why Bancroft Kennels were only given a 1 year Activity Licence on 10/06/2022 (re AAL0062).

Response

- 1) Bancroft Kennels, 197 Slag Lane, Lowton
- 2) All of the dogs we collect are taken to Bancroft Kennels, Lowton. Please see attached spreadsheet.
- 3) All of the dogs collected in the Wigan Borough are taken to Bancroft Kennels, Lowton. Please see attached spreadsheet for numbers.
- 4) We do not keep specific time logs, we can tell you how many dogs were still at Bancroft on Tuesday 22nd November (Eight, with one being rehomed on this date), and how many dogs were being held at Bancroft on Tuesday 6th December (Four, with one being rehomed on this date).
- 5) Local authorities must consider the inspector's report when they decide whether or not to grant a new licence application. The inspector's report will include information about the:
 - licence holder or applicant (the operator)
 - premises
 - records
 - condition of the animal (for example, matted fur)
 - inspector's professional opinion on whether or not they think the licence conditions will be met

Applicants must be given a star rating ranging from 1 to 5, based on their compliance history and the results of their inspection. To make a decision on star rating and licence length, local authorities will adopt a risk-based approach. They will consider the:

- compliance history of the individual applying for the licence - whether they are low risk or high risk
- animal welfare standards the individual follows - whether they have minor failings, follow minimum standards or already operate at a higher standard

Local authorities should ask themselves the following questions based on the inspection and on records of past compliance:

1. Does the business meet the minimum standards?
2. Does the business meet the higher standards?
3. Is the business low or higher risk?

This approach should be used every time a licence is granted or renewed.

Animals activity star rating system:

	Minor failings	Minimum standards	Higher standards
Low risk	1 star rating, 1 year licence, at least 1 unannounced visit within 12 months	3 star rating, 2 year licence, at least 1 unannounced visit within 24 months	5 star rating, 3 year licence, at least 1 unannounced visit within 36 months
Higher risk	1 star rating, 1 year licence, at least 1 unannounced visit within 12 months	2 star rating, 1 year licence, at least 1 unannounced visit within 12 months	4 star rating, 2 year licence, at least 1 unannounced visit within 24 months

If the inspection raises concerns that the certified business may not be operating to the high standards or controlling risks appropriately, the inspector will address these in line with the guidance on procedural issues. The risk rating score should be adjusted accordingly.

The following statutory guidance is used for this licensable activity:

Animal activity licensing process: statutory guidance for local authorities:

[Animal activity licensing process: statutory guidance for local authorities - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Dog kennel boarding licensing: statutory guidance for local authorities:

[Dog kennel boarding licensing: statutory guidance for local authorities - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

A copy of the last inspection report is attached.

Please note that this premises has a licence for the boarding of cats, as well as dogs. Where a premises applies for multiple activities, the licence holder should receive only one rating, which must cover all the licensable activities they do. Each activity should be considered and rated separately before the final score is awarded.

The star rating should be rounded down if the licence holder is operating with different standards for different activities. For example, if an applicant meets the higher standards for dog breeding and the minimum standards for dog boarding, the overall score should reflect the lower of the two.

- 6) Please see attached inspection report, and the information referred to above.

Inspection Form – Boarding for Dogs in Kennels

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



Name of Premises

Address of Premises

*In order to receive a licence a business will need to meet all of the minimum standards outlined in this document. In addition, businesses are encouraged to apply higher standards. To distinguish required higher standards from optional ones they have each been given a specific colour which is used in each guidance section. Higher standards that appear in **blue text** are required in order for a business to be classed as high standard, whereas those that appear in **red text** are optional.*

The conditions are listed below with the guidance shown in italics. Please complete the inspection form in full. Failure to complete it and submit it with your application could result in a delay in your application being processed.

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

Condition / Guidance	Applicant Notes / Comments	Officer Notes / Comments	Compliant Y or N <i>(Officer use only)</i>
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. <i>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.</i>		Licence prominently on display in reception area.	Y
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.		Relevant info on website and social media.	Y
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		Not all required records were available upon site inspection.	N

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 three years beginning with the date on which the record was created. <i>Electronic records must be backed up.</i>		Records are kept for 3 years but not all required records were available for inspection.	N
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 licensable activity licence may be used in relation to the relevant <i>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:</i> <ul style="list-style-type: none"> • <i>the relevant person in the local authority</i> • <i>the police</i> • <i>a suitable animal welfare organisation</i> 		Stray dogs were being housed in the boarding dog kennels and walkways/exercise areas shared. Major concerns raised. Applicant has since amended her stray procedures to satisfy the LA that they are kept entirely separate. However this condition was in breach at the time of inspection.	N
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. <i>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.</i> <i>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).</i>		Although licence numbers weren't being breached there were a number of concerns re the number of dogs taken vs facilities available. Larger dogs were taken for boarding and were being housed in the stray unit (B block) resulting in strays being mixed in the other blocks. Hatches had been closed to allow units to be 'doubled up'. Numbers on licence are now to be reduced.	N
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.		Sufficient number of staff were available. Changes have been made to ensure this is documented better e.g. checklists on each dog	Y

<p><i>Each member of staff should have 25 dogs or less to care for.</i></p> <p><i>If there is evidence that the dog's welfare needs are not being met, you should consider the staffing levels against:</i></p> <ul style="list-style-type: none"> • <i>the size of premises</i> • <i>the layout of the premises (the number of dogs that are allowed in each separate area)</i> • <i>the type of dog</i> • <i>the qualifications and experience of staff</i> • <i>additional services offered by the facility</i> • <i>use of part-time staff or volunteers</i> • <i>advice from the local authority's veterinary officer</i> 		<p>unit and signed off by relevant staff member checking on each dog and time stamps.</p>	
<p>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.</p> <p><i>You should look at training records as evidence of suitable induction training of staff in:</i></p> <ul style="list-style-type: none"> • <i>animal welfare, including recognising poor welfare</i> • <i>animal handling</i> • <i>animal behaviour</i> • <i>cleanliness and hygiene</i> • <i>feeding and food preparation</i> • <i>disease prevention and control</i> • <i>recognition and first aid treatment of sick or injured animals</i> <p><i>Staff who care for the dogs must either:</i></p> <ul style="list-style-type: none"> • <i>hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</i> • <i>show they have relevant and sufficient knowledge and experience</i> <p><i>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.</i></p>		<p>Trained staff who are comfortable in the handling of the animals on site and recognising any issues re behaviour/welfare. All staff were aware of their responsibilities when asked during the site inspection. Advised Level 2 for all staff.</p>	<p>Y</p>

<p>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</p> <p><i>The staff training policy must be reviewed and updated each year.</i></p> <p><i>It must include:</i></p> <ul style="list-style-type: none"> • <i>an annual appraisal</i> • <i>planned and continued professional development</i> • <i>recognition of knowledge gaps</i> <p><i>This applies to all staff including the licence holder.</i></p> <p><i>Staff participation can be shown by:</i></p> <ul style="list-style-type: none"> • <i>records of the courses they are taking</i> • <i>records of written or online learning</i> • <i>keeping up to date with any research or developments for specific breeds</i> • <i>annual appraisal documents</i> <p><i>Evidence of staff attendance or completion of the training must be provided.</i></p> <p>The licence holder needs to have at least one full-time member of staff for every 15 dogs kept.</p> <p>There must be a member of permanent, full-time staff with an appropriate Level 3 Ofqual regulated qualification.</p>		<p>Written training policy in place for all staff including annual appraisals, planned CPD and recognition of any knowledge gaps.</p> <p>Higher Standard: Met</p> <p>Higher Standard: Not met – Mel holds level 3 but works on the breeding side of the business.</p>	Y
<p>5.0 Suitable Environment</p>			
<p>5.1 All areas, equipment and appliances to which the animals have 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.</p> <p>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 / areas must not be used as an exercise area.</p> <p>Each unit should have minimum headroom height of 1.8m 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</p>		<p>Timber used in kennels was damaged and needed repairing/replacing with a more durable material. This will be addressed urgently. Tiles/flooring cracked and needed replacing.</p> <p>Kennels and runs open on to secure areas.</p> <p>Suitably drained exercise areas for common use. No artificial turf. No</p>	N

<p>safety of staff.</p> <p>Exercise areas for common use must be suitably drained. Surface pooling of water must not occur and land drainage must be provided where necessary if normal site drainage is inadequate.</p> <p>Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.</p> <p>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.</p> <p>Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.</p> <p>For kennels where there are facing dog units accessed by an indoor corridor, the corridor must be at least 1.2 m wide. If this is not feasible, demonstrable measures must be in place to protect the safety of staff e.g. routes taken to remove dogs from kennel units and where dogs are placed within the establishment.</p> <p>Any drain covers in areas where dogs have access must be designed and located to prevent toes/claws from being caught.</p> <p><i>Timber, if used, must be of good quality, well-kept and any damaged areas sealed or over clad. Wood must be smooth and treated and properly maintained to render it impervious.</i></p> <p><i>Interior surfaces, including floors, must be smooth, impervious and able to be disinfected, where appropriate. Floors must have a non-slip, solid surface. Junctions between sections must be coved or sealed.</i></p> <p><i>There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog.</i></p> <p><i>Windows must be escape-proof.</i></p> <p><i>Doors must be strong enough to resist impact, scratching and chewing, and must be capable of being effectively secured. Large apertures to unlock a door must be avoided.</i></p> <p><i>Access doors must not be propped open.</i></p>		<p>facing dog units indoors.</p>	
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All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure. Where metal bars and/or mesh and/or frames are used, they must be of suitable gauge (minimum 2mm diameter, approximately British Standard 14 gauge) with spacing adequate to prevent dogs escaping or becoming entrapped.

Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. To protect against entrapment any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate.

Drainage must be effective to ensure there is no standing or pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off. Waste water must not run off into adjacent pens/dog units.

Drainage channels should be provided so that urine is not allowed to pass over walk areas in corridors and communal access areas. There must be no access to the drainage channels by the dogs housed in the dog units. Alternative means of removing excess liquid are permissible.

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 / areas must not be used as an exercise area.

Each unit should have minimum headroom height of 1.8m 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.

Exercise areas for common use must be suitably drained. Surface pooling of water must not occur and land drainage must be provided where necessary if normal site drainage is inadequate.

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

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.

Door openings must be constructed such that the passage of water/waste is not

<p><i>impeded, or allowed to gather due to inaccessibility.</i></p> <p><i>For kennels where there are facing dog units accessed by an indoor corridor, the corridor must be at least 1.2 m wide. If this is not feasible, demonstrable measures must be in place to protect the safety of staff e.g. routes taken to remove dogs from kennel units and where dogs are placed within the establishment.</i></p> <p><i>Any drain covers in areas where dogs have access must be designed and located to prevent toes/claws from being caught.</i></p>			
<p>5.2 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to:-</p> <p>(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.</p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Adequate ventilation must be provided to all interior areas without the creation of excessive, localised draughts, and to avoid excess humidity.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Dogs must have exposure to natural light for at least parts of the day.</i></p>		<p>The dogs were being restricted to outdoor areas when kennels were split, however the temperature was adequate so as not to cause distress. This would not be the case in colder/hotter weathers and the premises were advised to stop sharing units. Lighting is only on the inside of units and B block does not have heating or air con. This will be rectified before winter. Ventilation was adequate and dogs are exposed to natural light for parts of the day.</p>	<p>Y</p>

<p>5.3 Staff must ensure that the animals are kept clean and comfortable</p> <p><i>Each occupied kennel must be cleaned daily at a minimum.</i></p> <p><i>Dogs must be removed from the area when it is being cleaned.</i></p> <p><i>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.</i></p>		<p>Kennels are cleaned daily and animals removed. The business is advised to record this to evidence e.g. staff sign and time stamp. Similar to routine grooming. As no records were available this cannot be evidenced.</p>	Y
<p>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</p> <p>Dogs must have regular opportunities during the day for toileting, taking into account individual needs.</p> <p>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.</p>		<p>Dogs in shared units were not being removed enough as per the required 4 times daily. This has since been rectified and will be evidenced through records on each unit.</p>	N
<p>5.5 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. The accommodation must be capable of being thoroughly cleaned and disinfected.</p> <p><i>Kennel units must be inspected daily and kept in a clean condition, in accordance with the cleaning and disinfection procedure produced by the facility.</i></p> <p><i>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.</i></p>		<p>Cleaning policy/procedures are in place. Cleaning and disinfection records need to be implemented for inspection purposes.</p>	Y
<p>5.6 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.</p> <p><i>All animals must be transported according to the regulations laid down in current legislation: https://www.legislation.gov.uk/ukxi/2006/3260/contents/made.</i></p> <p><i>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.</i></p>		<p>Transportation policy is in place advising that transportation is undertaken. When staff were asked they confirmed that transportation is offered, however the manager advised this is very rare and there were no transportation records to confirm when and how long animals are transported for, whether they</p>	N

<p><i>During transport, dogs must be suitably restrained to prevent injury using any of the following:</i></p> <ul style="list-style-type: none"> • <i>dog crate</i> • <i>transport harness</i> • <i>dog guard</i> <p><i>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.</i></p> <p><i>Vehicles must be cleaned and disinfected after each collection and delivery of any dogs.</i></p> <p><i>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.</i></p> <p><i>Sufficient breaks must be offered for water, food where appropriate and the chance to go to the toilet.</i></p> <p><i>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.</i></p>		<p>are offered breaks and if the van is disinfected in-between. The premises has been advised to record all transportation.</p>	
<p>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.</p> <p><i>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.</i></p>		<p>Advised re outdoor lighting where kennels are shared.</p>	<p>N</p>
<p>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.</p> <p><i>There must be multiples of all resources equal or greater than the number of dogs in the unit.</i></p> <p><i>Resources include, but are not limited to:</i></p>		<p>Multiple resources were not available in all units where dogs were sharing. There were many examples of 2 dogs in 1 unit with only 1 bed and 1 water bowl. The staff advised that sometimes the dogs prefer to share. They were advised of the regulations and that</p>	<p>N</p>

<ul style="list-style-type: none"> • food • water • enrichment items (such as toys) • resting and sleeping areas <p><i>Dogs must be carefully monitored, especially at feeding times.</i></p>		<p>regardless there should be multiple resources. They struggled in some of the smaller units to fit multiple resources in and this must be considered when choosing a suitable unit for dogs/</p>	
<p>5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.</p> <p><i>Trained and competent staff must observe dogs regularly throughout the day as necessary for the individual health, safety and welfare of each dog.</i></p> <p>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.</p> <p>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:</p> <ul style="list-style-type: none"> • physical barriers • sound-absorbing build structure • positive reinforcement training to keep barking down • kennel design to prevent noise generation with demonstration of effectiveness 		<p>Dogs are observed regularly throughout the day by staff. Records must reflect this.</p> <p>Higher Standard: Not met – Dogs sharing kennel units and restricted to indoors or out did not have choice.</p> <p>Higher Standard: Met – Removable fans available and noise management plan in place.</p>	Y
<p>6.0 Suitable Diet</p>			
<p>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.</p> <p><i>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.</i></p> <p><i>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.</i></p>		<p>If owner does not provide dogs usual food the premises will feed the dog with their own food. This is not introduced slowly and there were dogs on site with adverse reactions. One particular dog had diarrhoea and the food in the unit with it at the time of inspection was not what was instructed on the paperwork. When questioned staff</p>	N

<p><i>Dogs must be fed separately from other dogs, unless the owner has agreed dogs from the same household can share a unit.</i></p>		<p>had differing opinions on what the instructions were supposed to be.</p>	
<p>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</p> <p><i>Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours. If there are concerns, staff must seek veterinary advice.</i></p> <p><i>Water intake must be checked and staff must seek veterinary advice if the dog is not drinking or is drinking excessively.</i></p> <p><i>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.</i></p> <p><i>Staff must follow veterinary advice must be followed if they feed dogs that:</i></p> <ul style="list-style-type: none"> • <i>are debilitated, underweight or ill</i> • <i>have specific dietary requirements</i> 		<p>Food intake was being ticked off on the front sheet on each unit, however this was ticked off on one particular unit when the food had not been eaten. Better recording is needed.</p>	<p>N</p>
<p>6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.</p> <p><i>Food bowls should be emptied and cleaned following feeding so that food, particularly wet food, is not left out until the next feeding time.</i></p> <p><i>The premises must have fridges to store feed.</i></p> <p><i>Feed must be stored:</i></p> <ul style="list-style-type: none"> • <i>away from risk of vermin</i> • <i>in appropriately cool and dry places</i> 		<p>Fridges and freezers available for food storage. Appropriate storage facilities for dry and wet food. Advised records re cleaning bowls.</p>	<p>Y</p>
<p>6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.</p> <p><i>Receptacles must be:</i></p> <ul style="list-style-type: none"> • <i>non-porous</i> • <i>cleaned daily</i> • <i>disinfected between different dogs</i> 		<p>Suitable receptacles provided.</p>	<p>Y</p>

<ul style="list-style-type: none"> • <i>disinfected at least once every week</i> • <i>disposed of if damaged</i> 			
<p>6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.</p> <p><i>Fresh clean drinking water must be provided daily in a clean container and changed or refreshed as often as necessary.</i></p> <p><i>There must be multiple water bowls provided so that all dogs have ready access to water.</i></p>		<p>Multiple water bowls were not always available for dogs sharing units.</p>	<p>N</p>
<p>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.</p> <p><i>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.</i></p> <p><i>Soap and hygienic hand drying facilities must also be available.</i></p> <p><i>The food preparation area must be kept clean and vermin-free at all times.</i></p> <p><i>Receptacles for a dog's food and drink must not be used for any other purposes.</i></p>		<p>Hand wash facilities were available, however staff reported issues with extremely hot water. This should be addressed.</p>	<p>Y</p>
<p>7.0 Monitoring of behaviour and training of animals</p>			
<p>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</p> <p><i>A documented programme must be available and agreed with the owner, setting out enrichment both inside and outside. This includes grooming, socialisation and play.</i></p> <p><i>All dogs must receive appropriate toys or feeding enrichment (or both) unless veterinary advice suggests otherwise.</i></p> <p><i>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.</i></p> <p><i>Potential competition between dogs must be avoided.</i></p>		<p>Owners complete certain documentation online before their dog is boarded. This does ask about enrichment, however this is not always completed.</p>	<p>N</p>

<p>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 veterinarian suggests otherwise.</p> <p><i>Opportunities to exercise must involve at least one walk per day or access to a secure open space away from the kennel unit.</i></p> <p><i>Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.</i></p> <p><i>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.</i></p> <p><i>Dogs that cannot be exercised must be provided with alternative forms of mental stimulation.</i></p> <p><i>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.</i></p> <p><i>Outdoor areas must be cleared of all potential hazards after each use. Faeces must be picked up between dogs using an area.</i></p> <p><i>Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards.</i></p> <p><i>Dogs must not have direct access to bins.</i></p> <p><i>The outdoor or garden area of the premises and any other area that boarded dogs may have access to must be secure and safe.</i></p> <p><i>Dogs must not have unsupervised access to ponds, pools, wells and any other garden feature that might be a threat.</i></p>		<p>Dogs are walked daily, however more consideration should be given to individual requirements. Owners can pay for additional exercise/field time. This needs to be better recorded to reflect that they are receiving an appropriate amount of exercise time and that owners requests are being complied with. Similarly with mental stimulation, better recording is advised to evidence compliance.</p>	Y
<p>7.3 The animals' behaviour and any changes of behaviour must be monitored. 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.</p> <p><i>The behaviour of each dog must be monitored daily. Changes in behaviours must be recorded and acted upon if there are signs of:</i></p>		<p>Behaviour is monitored daily by staff, but it is advised that better notes are recorded. Dogs usual behaviour and any signs of unusual behaviour should be documented.</p>	Y

<ul style="list-style-type: none"> • <i>suffering</i> • <i>stress</i> • <i>fear</i> • <i>aggression</i> <p><i>All staff must be able to identify dogs that are anxious or fearful about contact.</i></p> <p><i>Records of assessment must be kept.</i></p> <p><i>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:</i></p> <ul style="list-style-type: none"> • <i>elderly</i> • <i>nervous</i> • <i>on certain medication</i> <p><i>Staff must also take account of their individual needs.</i></p> <p><i>Staff must get advice where necessary from a suitably qualified clinical animal behaviourist.</i></p>			
<p>7.4 Where used, training methods or equipment must not cause pain, suffering or injury.</p> <p><i>Training must be reward based. This means staff must reward desired behaviour and ignore unwanted behaviour.</i></p>		No training given.	Y
<p>7.5 All immature animals must be given suitable and adequate opportunities to:-</p> <p>(a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and</p> <p>(b) become habituated to noises, objects and activities in their environment.</p> <p><i>Documented processes must be in place to accommodate the needs of dogs under one year of age.</i></p> <p><i>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.</i></p>		<p>Puppy policy provided. More evidence required in practice e.g, records of socialisation with younger dogs.</p> <p>Higher Standard: Not met – Records of exercise were not evident. Not all units had cover sheet with details.</p>	Y

8.0 Animal Handling and Interactions			
<p>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.</p> <p><i>Dogs must always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress.</i></p> <p><i>Dogs must never be punished so that they become frightened or display agitated behaviour.</i></p> <p><i>People must have the competence to handle dogs correctly.</i></p> <p><i>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.</i></p> <p><i>A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site.</i></p>		<p>Staff are competent in caring for animals. Dogs are handled humanely and not punished. Policy is in place for dealing with difficult dogs, however this is quite basic and needs to be expanded upon. Muzzles/dog catching devices are available.</p>	<p>Y</p>
<p>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.</p> <p><i>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.</i></p>		<p>Only dogs from same household kept together in a unit. Consent is obtained to keep together and to separate if required.</p>	<p>Y</p>
<p>8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.</p> <p><i>Animals should be encouraged, but never forced to interact with people.</i></p>		<p>Staff on site to interact with dogs daily. Better records are advised to evidence interactions.</p>	<p>Y</p>
9.0 Protection from Pain, Suffering, Injury and Disease			
<p>9.1 Written procedures must:-</p> <p>(a) be in place and implemented covering:-</p>		<p>All written procedures in place and seen prior to inspection. See op procedures 1, 2 & 3 on file.</p>	<p>Y</p>

<p>(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);</p> <p>(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.</p> <p><i>The procedures must include how the conditions outlined in this guidance are met.</i></p>			
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		<p>Staff training provided.</p>	<p>Y</p>
<p>9.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.</p> <p><i>The business must have a facility to isolate any dog that is:</i></p> <ul style="list-style-type: none"> • <i>injured</i> • <i>sick</i> • <i>infectious or carrying a serious infectious disease</i> <p><i>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).</i></p> <p><i>All staff must understand the procedures to prevent the spread of infectious disease.</i></p> <p><i>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.</i></p> <p><i>Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area.</i></p> <p><i>Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to. Separate feeding and water bowls,</i></p>		<p>Isolation at vets.</p>	<p>Y</p>

<p><i>bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.</i></p> <p><i>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.</i></p>			
<p>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.</p> <p><i>An up-to-date veterinary vaccination record must be seen to show that dogs, including resident dogs, have current vaccinations against:</i></p> <ul style="list-style-type: none"> • <i>canine parvovirus</i> • <i>canine distemper</i> • <i>infectious canine hepatitis (adenovirus)</i> • <i>leptospirosis</i> • <i>other relevant diseases</i> <p><i>Vaccination against other diseases such as kennel cough (bordetella bronchiseptica or canine parainfluenza virus) may be required.</i></p> <p><i>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.</i></p> <p><i>Primary vaccination courses must be completed at least 2 weeks before acceptance into boarding.</i></p> <p><i>Vaccines used must be licensed for use in the UK. Homeopathic vaccination is not acceptable.</i></p> <p><i>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.</i></p>		<p>Vaccination records taken before boarding.</p>	<p>Y</p>
<p>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.</p> <p><i>This must be in a clearly-marked bin which is emptied either daily or when full,</i></p>		<p>Waste contract.</p>	<p>Y</p>

<p><i>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.</i></p>			
<p>9.6 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.</p>		<p>Vet contacted immediately where required.</p>	<p>Y</p>
<p>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</p> <p><i>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.</i></p> <p><i>Any preventive treatment must be administered with written consent from the owner and under the direction of a vet.</i></p>		<p>Consent would be sought before any preventative treatment given.</p>	<p>Y</p>
<p>9.8 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 used for the licensable activity.</p> <p><i>The vet's details must be displayed where they can be easily seen by all staff members.</i></p> <p><i>This must include:</i></p> <ul style="list-style-type: none"> • <i>name</i> • <i>address</i> • <i>telephone number</i> • <i>out of hours telephone number</i> <p><i>The veterinary practice must be within a reasonable travel distance.</i></p> <p><i>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.</i></p>		<p>Vet details prominently displayed in office area.</p>	<p>Y</p>
<p>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 veterinarian.</p>		<p>Lockable medicine storage in office area.</p>	<p>Y</p>

<p><i>All courses must be completed to the specifications given by the vet.</i></p> <p><i>Any unused medications must be returned to the owner, nominated contact or prescribing vet.</i></p> <p><i>A fridge must be available to store medicines that need to be kept at low temperatures.</i></p>			
<p>9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.</p> <p><i>All medications must only be used with prior consent of the owner and in discussion with a vet.</i></p>		As per manufacturers instructions.	Y
<p>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.</p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Standing water must not be allowed to accumulate due to the possibility of pathogens residing in these moist environments.</i></p> <p><i>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.</i></p> <p><i>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).</i></p> <p><i>Kennels of long stay dogs must undergo periodical thorough cleaning, disinfection</i></p>		<p>All products used are suitable, safe and animal friendly. They are stored away areas that animals have access to and are disposed of properly. Cleaning policy is available and staff are given training on effective cleaning procedures.</p> <p>Better records of cleaning and disinfection of kennels are required.</p>	Y

<p><i>and drying.</i></p> <p><i>Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use or disposed of.</i></p>			
<p>9.12 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</p> <p>(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. (c) a person who has been authorised by a veterinarian as competent for such purpose</p> <p><i>Only a vet may euthanise a dog.</i></p> <p><i>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.</i></p>		No euthanasia, licence holder is aware of requirements should this arise.	Y
<p>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.</p>		Evidencing of this is required to demonstrate compliance.	N
<p>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.</p> <p><i>Records and any associated checklists must be made available to inspectors.</i></p> <p><i>Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.</i></p>		Better record keeping required to evidence compliance. Not all checklists were available on each unit at time of inspection.	N
10.0 Emergencies			
<p>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, 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 for essential heating, ventilation and aeration or filtration systems or other emergencies.</p>		Written Emergency plan provided covering emergency measures. No evidence of fire drill taking place despite advice. Extreme weather policy in place.	N

<p><i>Entrances and fire exits must be clear of obstructions at all times.</i></p> <p><i>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.</i></p> <p><i>A first aid kit suitable for treatment of dogs must be kept on site.</i></p> <p><i>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.</i></p> <p><i>There must be a plan for housing of the dogs should the premises become uninhabitable.</i></p> <p><i>There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold).</i></p> <p><i>All electrical installations must be installed by appropriately qualified persons in a location where they do not present a risk.</i></p> <p><i>All equipment must be maintained in a safe condition and good state of repair and must be serviced according to manufacturer's guidelines.</i></p>			
<p>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.</p>		See emergency plan covering extrication details.	Y
<p>10.3 External doors and gates must be lockable.</p>			Y
<p>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.</p> <p><i>A reasonable distance is interpreted as no more than 30 minutes travelling time in normal conditions.</i></p> <p><i>In a non-domestic setting, an emergency contact name and number must be displayed on the outside of the premises.</i></p>		<p>Applicants live on site. Emergency keyholder is Melanie Slater.</p> <p>Higher Standard: Met</p>	Y

A member of staff must be on site at all times.			
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Part B – Specific conditions: (Schedule 4, Part 2 of the Regulations)

Condition / Guidance	Applicant Notes / Comments	Officer Notes / Comments	Compliant Y or N (Officer use only)
7 Suitable Environment			
7.1 Dogs within the licensed premises must be prevented from coming into contact with other animals from outside the premises.		Only dogs from same household share a unit.	Y
<p>7.2 In each kennel unit, the sleeping area must:</p> <p>(a) be free from draughts (b) provide the dog with sufficient space without touching another dog or the walls to:</p> <p>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</p> <p>(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.</p> <p><i>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.</i></p>		<p>Dogs confined to outdoor areas when units are split would not always have a sleeping area away from draughts. Licence holder is advised to stop doing this.</p> <p>Dogs sharing units did not have sufficient space. This must be considered when selecting a unit to house dogs.</p>	N
7.3 Each kennel unit must be clearly numbered and there must be a system in place which ensures that relevant information about the dog or dogs in each kennel unit is available to all staff and any inspector.		Not all information re the dogs in unit was available upon inspection. Some records were missing.	N
7.4 Each dog must have constant access to its sleeping area.		Dogs confined to outdoor run had access to a bed, but this would not	N

<p><i>There must be a clean resting place to provide comfort and warmth that is situated out of draughts.</i></p> <p><i>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.</i></p> <p><i>Bedding must be changed, cleaned and disinfected between dogs.</i></p> <p><i>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.</i></p>		<p>always be situated out of draughts.</p>	
<p>7.5 Each dog must have a clean, comfortable and warm area within its sleeping area where it can rest and sleep.</p>		<p>Advised re draughts and dogs confined to outdoor area.</p>	<p>N</p>
<p>7.6 Each exercise run must have a single, safe, secure, waterproof roof over a minimum of half its total area.</p> <p>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.</p> <p>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.</p>		<p>Suitable exercise run, however dogs that were confined to indoor area as unit was being shared were not being taken out 4 times per day. The premises has since addressed this.</p> <p>Run was being used as the primary sleeping area for dogs in shared units. This is not permitted and premises have been instructed to stop splitting units to accommodate more dogs.</p>	<p>N</p>
<p>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 so as to prevent the dog from coming into physical contact with any other dog.</p> <p><i>Partition walls may be temporary, as long as they are safe and robust.</i></p>		<p>Kept separately where needed.</p>	<p>Y</p>
<p>7.8 Only dogs from the same household may share a kennel unit.</p> <p><i>Written authorisation from the owner is required.</i></p>		<p>Kennel units were being split into indoor and outdoor and shared. Although these dogs did not come into contact with one another the</p>	<p>N</p>

The sleeping area must be at least 2.85 square metres.		kennel unit as a whole was still being shared. Licence holder has been advised accordingly.	
8.0 Monitoring of behaviour and training			
<p>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.</p> <p><i>Items specific to a particular dog must be identified as such and only used for those dogs.</i></p> <p><i>Items such as leads must be removed when the dog is in its kennel unit.</i></p>		Suitable and safe equipment and toys provided under supervision of staff.	Y
<p>8.2 All dogs must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.</p> <p><i>Supervised enrichment opportunities must be offered to each dog at least daily.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Dogs which show adverse behaviour associated with feeding, or when provided with food based enrichment, must be separated from other dogs prior to feeding.</i></p>		Supervised enrichment offered daily.	Y
<p>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.</p>		Items checked daily, better records required for cleaning and disinfection of equipment required.	Y
<p>8.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.</p>		Dogs exercised twice daily. Better records to be kept including sign in, out and staff member.	Y
<p>8.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation.</p> <p><i>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.</i></p>		Better recording advised to evidence.	Y

<p>8.6 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.</p> <p><i>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.</i></p> <p>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).</p>		<p>Where units were shared and dogs did not have a choice of indoors/outdoors they were unable to avoid seeing people outside the unit.</p> <p>Higher Standard: Not met</p>	N
<p>9.0 Records</p>			
<p>9.1 A register must be kept of all the dogs at the premises which must include:</p> <ul style="list-style-type: none"> (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 		<p>At time of inspection certain records were not being kept including age, sex and neuter status. Applicant advised this was due to an online system that owners were not completing fully. Advised to ensure certain boxes are mandatory so owners must input the information.</p>	N
<p>9.2 When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.</p>		<p>Dogs do not leave premises but tags are available for exceptional circumstances (taking to vet).</p>	Y
<p>10.0 Protection from pain, injury, suffering and disease</p>			

<p>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.</p> <p><i>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.</i></p>		<p>Stray dogs were not being kept in separate blocks or using separate areas upon site inspection. This was addressed as a matter of urgency as was a major concern.</p>	<p>N</p>
<p>10.2 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.</p>		<p>Preventative healthcare plan emailed in prior to inspection.</p>	<p>Y</p>
<p>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.</p>		<p>Advised re holding units. Licence holders own dog was housed there but regs would still apply.</p>	<p>Y</p>
<p>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.</p> <p><i>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.</i></p>			

To be completed by the Inspecting Officer:

Date of inspection(s)

05/07/2022
03/08/2022
18/08/2022

Name of person(s)
seen at inspection

[Redacted]

EVU(s).

019346
019438
019439

Officer name(s)

[Redacted]

Inspectors Comments/Recommendations

The premises were in a transitional stage upon site inspections, which were done over a period of time. Paperwork is being amended and issues highlighted within this report were taken on board. The premises were advised re evidencing any conditions through records and the importance of this in order to achieve a higher star rating in the future. Staff appear knowledgeable and are fully aware of their roles and what is required of them, however management need to ensure staff understand the policies and procedures in place and can explain these to inspectors. Management take on board advice given and are willing to work with the local authority to implement any changes required. The main issue during the inspection was the sharing of units (hatches were put down and one dog was on either side of the hatch). This is not to be done at anytime and the premises have been strongly advised. The number of dogs the premises is licensed to house will now be reduced because of this. Another issue was the housing of strays. This has since been addressed and separate walkways, kennels and exercise areas are used. The booking system needs to be changed to ensure all required information is taken before the customer can proceed as some information was not being given. Records on each unit need to be more easily understood by all staff as there were issues with interpretation of what certain notes meant. The premises are working towards a better star rating and are encouraged to apply for a re-rating once all issues have been addressed.