

To help me understand the requirements that are being forced upon me I will need sight of the following information.

Information as requested as of  
27 September 2023:

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| 1. The licensed numbers for each individual boarding kennels and Catteries within the Wigan borough   | 1) See following page  |
| 2. The number of full time employed staff at each of those premises.  | 2) Information contained in inspection reports (on following pages)    |
| 3. The number of part time employed staff at each of those premises.  | 3) Information contained in inspection reports (on following pages)    |
| 4. Evidence of compliance by means of the inspector's report for all establishments licensed from 1/7/2022 to date. To include evidence of how each establishment complied to the following conditions of the animal activity license: 5.3 Grooming & hygiene, 5.9 Out of hours checks, 6.2 Monitoring of food and water intake, 7.1 Individual enrichment programs, 7.2 Exercise, 7.3 Monitoring and recording of behaviour changes, 9.9 Administration of medicine. | 4) Copies of reports completed during inspections (on following pages) |

Licence No	Premises Name	Number of Cats Licensed	Number of Dogs Licensed
AAL0011	Deandane Kennels & Cattery	30	40
AAL0012	Penny's Luxury Boarding Cattery	12	0
AAL0013	Hollybank Boarding Cattery & Kennels	60	38
AAL0017	Alder House Cat Hotel Ltd	54	0
AAL0018	Astleys Farm Kennels	26	21
AAL0019	All 4 Pets Ltd/The Oaks Boarding Kennels	27	57
AAL0022	Country Park Kennels	0	40
AAL0049	Great Catsby (The)	20	0
AAL0058	Duke's Barn Farm	24	25
AAL0062	Bancroft Boarding Kennels	36	59
AAL0074	Leigh Luxury Cat Hotel	20	0
AAL0076	Talbot House Kennels & Cattery Ltd	52	36
AAL0078	Dam Lane Kennels	0	42
AAL0081	Mossbank Farm Cattery	20	0
AAL0151	Talbot Pet Boarding	0	20
AAL0152	Common Fold Kennels	25	45
AAL0158	Dogs Country Club	0	10
AAL0164	Darby Kennels	0	40

**Inspection Form – Boarding for Dogs in Kennels**  
*The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018*



Name of Premises	Deandane Boarding Kennels and Cattery
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Address of Premises	[REDACTED]
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*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>
<b>1.0 Licence Display</b>			
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>	Displayed in office	Licence and documentation displayed in main public office.	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.	As above	Applicants name and Licence number on website:	Y

		<a href="http://www.deandane.co.uk">www.deandane.co.uk</a>	
<b>2.0 Records</b>			
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.	All records kept in office	Paper records are kept and organised in files in the office. There are lockable drawers available and the office can be locked.	Y
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>	As above	Compliant – Records seen at site inspection.  Variety of dates requested and produced.	Y
<b>3.0 Use, number and type of animal</b>			
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"> <li>• <i>the relevant person in the local authority</i></li> <li>• <i>the police</i></li> <li>• <i>a suitable animal welfare organisation</i></li> </ul>		Compliant – No welfare concerns.	Y
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>	40 dogs 30 cats	<b>40 dogs</b>  No dogs kept within licensed kennels which are not present for boarding. ██████ has her own dogs but they are not kept within the	Y

<p><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></p>		<p>kennels. Own dogs were roaming free within grounds of property but not within licensed areas.</p>	
<p><b>4.0 Staffing</b></p>			
<p>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.</p> <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"> <li>• <i>the size of premises</i></li> <li>• <i>the layout of the premises (the number of dogs that are allowed in each separate area)</i></li> <li>• <i>the type of dog</i></li> <li>• <i>the qualifications and experience of staff</i></li> <li>• <i>additional services offered by the facility</i></li> <li>• <i>use of part-time staff or volunteers</i></li> <li>• <i>advice from the local authority's veterinary officer</i></li> </ul>	<p>Proprietor and husband Over 40 years in animal care Plus 3 x Level 3 animal care Plus further assistants if required</p>	<p>No welfare concerns.  Full list of staff provided.</p>	<p>Y</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"> <li>• <i>animal welfare, including recognising poor welfare</i></li> <li>• <i>animal handling</i></li> <li>• <i>animal behaviour</i></li> <li>• <i>cleanliness and hygiene</i></li> </ul>	<p><i>Training given</i> <i>Policies sent with application</i> <i>See staff qualifications above</i></p>	<p>█ has over 40 years' experience.  Training records and quarterly performance review (appraisal) seen at site inspection.  Advised regarding need for applicant appraisal.</p>	<p>Y</p>

<ul style="list-style-type: none"> <li>• <i>feeding and food preparation</i></li> <li>• <i>disease prevention and control</i></li> <li>• <i>recognition and first aid treatment of sick or injured animals</i></li> </ul> <p><i>Staff who care for the dogs must either:</i></p> <ul style="list-style-type: none"> <li>• <i>hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</i></li> <li>• <i>show they have relevant and sufficient knowledge and experience</i></li> </ul> <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.</i></p> <p><i>Individuals undertaking an Ofqual regulated qualification must have suitably progressed in 12 months and have completed the qualification within 2 years.</i></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"> <li>• <i>an annual appraisal</i></li> <li>• <i>planned and continued professional development</i></li> <li>• <i>recognition of knowledge gaps</i></li> </ul> <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"> <li>• <i>records of the courses they are taking</i></li> <li>• <i>records of written or online learning</i></li> <li>• <i>keeping up to date with any research or developments for specific breeds</i></li> <li>• <i>annual appraisal documents</i></li> </ul> <p><i>Evidence of staff attendance or completion of the training must be provided.</i></p>	<p>Quarterly Appraisals  Training policy sent with application  CPD ongoing throughout the year eg PIF courses</p>	<p>Training records, qualifications and quarterly reviews documented and seen during site inspection.</p>	<p>Y</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>Higher Standard MET</p> <p>Higher Standard NOT MET</p>	
<p><b>.0 Suitable Environment</b></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 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>Policies in place</p> <p>Kennel plan sent with application</p>	<p>See Plan.....</p> <p>Main kennel building with 40 kennels constructed of rendered &amp; painted concrete block with painted concrete floor and tiled to 1m.</p> <p>Double glazed window in each kennel.</p> <p>Internal &amp; external galvanised steel doors.</p> <p>No standing or pooling of liquids.</p> <p>No Artificial turf.</p> <p>Consideration given to removal of dogs from kennels and placing dogs in most suitable area for their needs.</p>	<p>Y</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><i>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.</i></p> <p><i>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.</i></p>		<p>Effective drainage and no surface pooling of water.</p> <p>Kennels and runs open up onto secure area so dogs cannot escape.</p> <p>No entrapment concerns/safety concerns</p> <p>Drainage covers in place.</p> <p>Timber (where used) is treated and painted in good condition. No evidence of damage or chew/scratch marks.</p> <p>Windows are escape proof.</p> <p>Doors of sufficient strength and quality to resist impact.</p> <p>Flooring mainly of concrete and painted. Some painting requires improvement, but this will be conducted during routine maintenance.</p> <p>All mesh is of suitable standard.</p> <p>Drainage to front of kennels and run off appears to work sufficiently.</p>	
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<p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.</i></p> <p><i>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.</i></p> <p><i>Door openings must be constructed such that the passage of water/waste is not 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>Minimum headroom exceeds 1.8m.</p> <p>Secure corridor in place.</p> <p>Exercise areas suitably drained and free from pooling.</p>	
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<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>Policies in place  Daily monitoring</p>	<p>See written policy re monitoring &amp; maintaining kennel &amp; cattery temperatures.</p> <p>Thermometers in place and experienced staff to monitor animals.</p> <p>All kennel sleeping areas have opening window along with sliding hatch.</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>Daily routines sent with application</p>	<p>Only provided upon request from owner. Staff aware of</p>	<p>Y</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>certain breeds that require daily brushing.</p> <p>Dogs removed to outside pen or exercise garden, or spare kennel in case of inclement weather.</p>	
<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>Policies in place</p>	<p>Programme in place access to individual runs to ensure 4 toileting opportunities per day. Evidence on day sheet.</p>	<p>Y</p>
<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>Daily routines sent with application</p>	<p>See kennel routine procedures and kennel deep clean procedures.</p>	<p>Y</p>
<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>Transport policy sent with application</p>	<p>See Transport Policy: Suitable vehicle available to transport animals in case of emergency or if veterinary attention is needed</p>	<p>Y</p>

<p><i>All animals must be transported according to the regulations laid down in current legislation: <a href="https://www.legislation.gov.uk/uksi/2006/3260/contents/made">https://www.legislation.gov.uk/uksi/2006/3260/contents/made</a>.</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. During transport, dogs must be suitably restrained to prevent injury using any of the following:</i></p> <ul style="list-style-type: none"> <li><i>• dog crate</i></li> <li><i>• transport harness</i></li> <li><i>• dog guard</i></li> </ul> <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>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>Individual lights in each kennel Lighting in passages Sky lights Windows</p>	<p>Compliant: Applicant also has separate area of internal Kennels that dogs can be separated for inspection of dogs if</p>	<p>Y</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>required. Ample light both natural and artificial.</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> <ul style="list-style-type: none"> <li>• food</li> <li>• water</li> <li>• enrichment items (such as toys)</li> <li>• resting and sleeping areas</li> </ul> <p><i>Dogs must be carefully monitored, especially at feeding times.</i></p>	<p>Individual water/feed bowls/beds for every animal plus litter trays for cats</p> <p>Care taken with feeds, treats and toys to ensure there is no arguments or fighting</p>	<p>Multiple resources available on inspection. Water and enrichment in ample amounts.</p>	<p>Y</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><i>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.</i></p> <p><i>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:</i></p> <ul style="list-style-type: none"> <li>• physical barriers</li> <li>• sound-absorbing build structure</li> </ul>	<p>Kennels and cattery design sent with application Constant monitoring from 6.30am until 6pm plus 10pm and 6pm and any further if deemed necessary Proprietor lives on site or staff member or other qualified person to live on site</p>	<p>Compliant – Dogs observed regularly by staff during the day. Duties commenced at 6am by [REDACTED] and last visit approx. 9.30/10pm</p> <p>Higher Standard MET</p> <p>Higher Standard MET</p>	<p>Y</p>

<ul style="list-style-type: none"> <li>• positive reinforcement training to keep barking down</li> <li>• kennel design to prevent noise generation with demonstration of effectiveness</li> </ul>			
<b>6.0 Suitable Diet</b>			
<p>.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. Dogs must be fed separately from other dogs, unless the owner has agreed dogs from the same household can share a unit.</i></p>	Diets discussed with owners and routines adhered to as closely as possible	<p>Feeding requirements for each animal written clearly on blackboard upon inspection.</p> <p>See food prep &amp; feeding written procedure.</p>	Y
<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"> <li>• are debilitated, underweight or ill</li> <li>• have specific dietary requirements</li> </ul>	Procedures in place Staff training given	Dogs monitored throughout the day by staff.	Y
6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.	Procedures in place	Refrigeration facilities and freezer for raw food seen	

<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"> <li>• <i>away from risk of vermin</i></li> <li>• <i>in appropriately cool and dry places</i></li> </ul>	<p>Staff training given</p>	<p>upon inspection. Feed is stored securely in sealed containers away from risk of vermin.</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"> <li>• <i>non-porous</i></li> <li>• <i>cleaned daily</i></li> <li>• <i>disinfected between different dogs</i></li> <li>• <i>disinfected at least once every week</i></li> <li>• <i>disposed of if damaged</i></li> </ul>	<p>All feed bowls washed after use  Water bowl cleaned at least twice a day  All bowls are stainless steel unless owners request otherwise  Water dishes are returned to the same animal or taken for washing up</p>	<p>Bowls seen clean. Metal bowls most with slip proof bottoms. No evidence of left food or contamination issues.</p>	<p>Y</p>
<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>Daily routines sent with application</p>	<p>Most bowls provided by owners but spares available where needed.  Mains tap water on site.</p>	<p>Y</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>Separate feed room  Stainless steel or plastic fixtures and fittings  Wash down walls and tiled floor</p>	<p>Hand washing facilities seen upon site inspection.</p>	<p>Y</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>Food prep area clean and tidy, No concerns.</p>	
<p><b>7.0 Monitoring of behaviour and training of animals</b></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>Enrichment policy in place Individual needs checked with owners</p>	<p>Animal enrichment policy in place. Exercise plans are discussed with owners. Toys provided by owners and permission sought for toys to be made available (for those without their own).</p>	<p>Y</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>As above Cleaning of exercise areas done between animals</p>	<p>See enrichment policy – All dogs have access to an outside pen attached to their kennel for up to 12 hours per day.</p> <p>All dogs have free time in individual grassed runs several times per day. They</p>	<p>Y</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>are able to see other dogs but have no direct contact.</p> <p>Compliant – monitored at all times whilst in exercise area.</p> <p>No mixing with dogs from different households.</p>	
<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> <ul style="list-style-type: none"> <li>• <i>suffering</i></li> <li>• <i>stress</i></li> <li>• <i>fear</i></li> <li>• <i>aggression</i></li> </ul> <p><i>All staff must be able to identify dogs that are anxious or fearful about contact.</i></p>	<p>Daily routine sent with application</p> <p>Monitoring ongoing throughout the day</p> <p>Policies in place for vulnerable animals eg young/elderly</p>	<p>Dogs observed throughout the day. Staff able to identify signs of anxiousness or fear and act accordingly.</p> <p>Dogs located in kennel that is most suitable to their disposition e.g. noise, proximity to activity, people walking past. Particularly nervous dogs can be</p>	<p>Y</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"> <li>• <i>elderly</i></li> <li>• <i>nervous</i></li> <li>• <i>on certain medication</i></li> </ul> <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>housed in the separate unit where bedding and facilities are kept. This is a calmer environment for nervous dogs or puppies.</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>	<p>Staff training given</p>	<p>Training is not carried out; however unwanted behaviour is never punished.</p>	<p>Y</p>
<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>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.</p>	<p>Policies in place</p>	<p>See puppy policy.</p> <p>Higher Standard MET</p>	<p>Y</p>

<b>8.0 Animal Handling and Interactions</b>			
<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>All staff have professional qualifications All policies regarding handling in place</p>	<p>See handling &amp; control of dogs policy. Staff all competent in handling dogs correctly and recognising undesirable behaviours and taking appropriate action. Range of muzzles and dog catching device available where needed.</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>No mixing of animals from different households</p>	<p>See Booking Form. Consents recorded on there.</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>See above</p>	<p>Visits from staff and multiple opportunities for exercise away from kennel monitored by member of staff.</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>(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>Policies sent with application</p>	<p>(i) – See food prep &amp; feeding document AND food storage and stock rotation document.</p> <p>(ii) – See kennels daily routine document AND deep cleaning kennels after use document.</p> <p>(iii) See Transportation policy. seen upon site inspection</p> <p>(iv) – See isolation procedure document AND inoculation and immunisation document</p> <p>(v) See kennels daily routine document</p> <p>(vi) – See escape &amp; death policy document</p> <p>(b) – See kennels contingency document</p>	<p>Y</p>
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		<p>Written copies in all staff files</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>Isolation facilities in separate building  Procedures in place</p>	<p>Isolation facilities checked upon site inspection, although in most cases the</p>	<p>Y</p>

<p><i>The business must have a facility to isolate any dog that is:</i></p> <ul style="list-style-type: none"> <li>• <i>injured</i></li> <li>• <i>sick</i></li> <li>• <i>infectious or carrying a serious infectious disease</i></li> </ul> <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, 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>dog would go straight to the vets and remain there.....</p> <p>Advised re sole use and room can not be dual purpose. Applicant states vet would be utilised as soon as possible for isolation.</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>	<p>No animal will be taken for boarding without proof of up to date relevant vaccinations</p>	<p>See booking records..... Upon site inspection vaccination and parasite treatment records seen.</p>	<p>Y</p>

<ul style="list-style-type: none"> <li>• <i>canine parvovirus</i></li> <li>• <i>canine distemper</i></li> <li>• <i>infectious canine hepatitis (adenovirus)</i></li> <li>• <i>leptospirosis</i></li> <li>• <i>other relevant diseases</i></li> </ul> <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>Policies regarding parasites are discussed with owners on booking</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, 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>Policies in place Account held with Gaskells waste disposal</p>	<p>Excreta is disposed of by private contractor.</p> <p>Bedding washed or disposed of accordingly.</p>	<p>Y</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>Registered with Barn Lodge Veterinary Surgery Up Holland 24 hr emergency care</p>	<p>See comments</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>All records kept All staff have animal first aid training</p>	<p>This is discussed with owner prior to boarding.</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"> <li>• name</li> <li>• address</li> <li>• telephone number</li> <li>• out of hours telephone number</li> </ul> <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>As above Details on application</p>	<p>Consent re vet on booking form</p> <p>Vet details in office on display</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><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>All medications are stored as required Always discussed with owners on booking</p>	<p>Applicant takes charge of medication with regard to boarders.</p> <p>Fridge and cupboard available for storage.</p>	<p>Y</p>

<p><i>A fridge must be available to store medicines that need to be kept at low temperatures.</i></p>		<p>Details recorded on dog day sheet.</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>	<p>Policy in place</p>	<p>Compliant</p>	<p>Y</p>
<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>Stored away from animals in a separate building Staff training given for use</p>	<p>All pet friendly and stored in separate building. Staff competent in use</p>	<p>Y</p>



<p><i>Kennels of long stay dogs must undergo periodical thorough cleaning, disinfection 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>	<p>Vet on call 24 hrs Owner contacted</p>	<p>Barn Lodge Veterinary Surgery Up Holland  24 hr emergency care</p>	<p>Y</p>
<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>	<p>Daily routine sent with application  Out of hours regular monitoring</p>	<p>Dogs are checked regularly by staff throughout the day and given lots of attention.</p>	<p>Y</p>
<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>	<p>Policies in place</p>	<p>Day diary with records/observations seen at site inspection</p>	<p>Y</p>

## 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, 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.

*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.*

Sent with application  
Risk assessments sent  
Other policies in place

Fire extinguishers, fire alarms and carbon monoxide detectors in place.

Emergency drills conducted and recorded – Advised to ensure this is annually or as per Fire Risk Assessment.

Deandane have an agreement with both Talbot house kennels and Rainford kennels that they can house any animals should the premises become uninhabitable.

Re extreme weather policy – See temperatures document outlining procedures for both hot and cold weather.

Y

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.	Sent with application	See Emergency Plan	Y
10.3 External doors and gates must be lockable.	In place Lockable doors Padlocked gates All entrances double gated	As per comments	Y
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.  <i>A reasonable distance is interpreted as no more than 30 minutes travelling time in normal conditions.</i>  <i>In a non-domestic setting, an emergency contact name and number must be displayed on the outside of the premises.</i>  <a href="#">A member of staff must be on site at all times.</a>	Key held on premises Proprietor lives on site or staff or other qualified person to live on site	As per comments.  Applicant lives on site.   <a href="#">Higher Standard MET</a>	Y

### Part B – Specific conditions: (Schedule 4, Part 2 of the Regulations)

Condition / Guidance	Applicant Notes / Comments	Officer Notes / Comments	Compliant Y or N <i>(Officer use only)</i>
<b>7 Suitable Environment</b>			
7.1 Dogs within the licensed premises must be prevented from coming into contact with other animals from outside the premises.	Surrounded by a high external fence	Self-contained facility	Y
7.2 In each kennel unit, the sleeping area must:  (a) be free from draughts	All individual with separate doors	(a)-(c) compliant.	Y

<p>(b) provide the dog with sufficient space without touching another dog or the walls to:</p> <ul style="list-style-type: none"> <li>i) sit and stand at full height</li> <li>ii) lie down fully stretched-out</li> <li>iii) wag its tail</li> <li>iv) walk</li> <li>v) turn around without touching another dog or the walls</li> </ul> <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>Details of design sent with application</p>	<p>(d) N/A due to age of kennels.</p>	
<p>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.</p>	<p>All kennels and catteries numbered Animal boarding information cards on each door</p>	<p>Each kennel is numbered and a notice is attached with individual dogs details</p>	<p>Y</p>
<p>7.4 Each dog must have constant access to its sleeping area.</p> <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>Details of design sent with application</p>	<p>Beds and bedding inside kennel area. Bedding is very absorbent and disposable. This is replaced each night before bedtime. Owners may also choose to bring their own blankets.</p>	<p>Y</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>As above</p>	<p>Raised beds or bedding provided by owners</p>	<p>Y</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>External pens attached to each kennel and cattery are fully covered with clear plastic roofing Each dog has access to exercise pens at least 4 times per day</p>	<p>Constant access to outdoor run and taken to exercise area at least twice daily.</p> <p>Roofing material compliant with conditions</p>	<p>Y</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>Isolation facilities available</p>	<p>No partitions used. Isolation unit available and removed to vets when appropriate.</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><i>The sleeping area must be at least 2.85 square metres.</i></p>		<p>Only those from same households share and consented on booking form.</p>	<p>Y</p>
<p><b>8.0 Monitoring of behaviour and training</b></p>			
<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>Constant monitoring and removal of toys if deemed necessary</p>	<p>As per comments, regular checks made. Not left in kennels unattended.</p>	<p>Y</p>

<p><i>Items such as leads must be removed when the dog is in its kennel unit.</i></p>			
<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>	<p>All discussed with owner on booking</p>	<p>Supply of toys and enrichment available, both applicants and those supplied by owner. Only allowed supervised enrichment to prevent harm.</p> <p>Staff trained to monitor behaviour and report any concerns.</p>	<p>Y</p>
<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>	<p>Damaged toys removed If own toys cleaned and returned If ours cleaned/disinfected before reuse with another animal</p>	<p>As above checked and removed if damaged.</p>	<p>Y</p>
<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>	<p>See above</p>	<p>2 periods of exercise catered for and also constant access to runs.</p>	<p>Y</p>
<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</i></p>	<p>Discussed with owner or vet as needed</p>	<p>As per comments</p>	<p>Y</p>

<p><i>rotation so that their preferences for different toys can be established and to minimise stress.</i></p>			
<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>See kennel/cattery design</p>	<p>Discussed use of blankets and crates were consented for compliance</p> <p>Higher Standard MET</p>	<p>Y</p>
<p><b>9.0 Records</b></p>			
<p>9.1 A register must be kept of all the dogs at the premises which must include:</p> <p>(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</p>	<p>Booking form filled in and signed by owner on arrival kept in locked office  Door card with animals information for kennel/cattery door</p>	<p>(a)-(i) compliant on booking and door card.</p>	<p>Y</p>

(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.	Available if needed	Tags seen only use for vet transport.	Y
<b>10.0 Protection from pain, injury, suffering and disease</b>			
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.  <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>	All activities on the premises use separate buildings	Cattery and Horse Riding also take place at premises, however the whole Kennel area is in a separated area through multi gates and behind high fencing.	Y
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.	Regular discussion with vet	Vet letter for isolation if required discussed. Applicant has preventative health care procedure in place. records of vaccinations and other treatments retained.	Y
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.	Available	Separate building with kennels can be utilised, but not if isolation taking place.	Y
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.  <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>	See above	Compliant.	Y



**To be completed by the Inspecting Officer:**

Date of inspection(s)	<b>08/03/23</b>	Name of person(s) seen at inspection	[REDACTED]
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EVU(s).	<b>EVU 019737</b>	Officer name(s)	[REDACTED]
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**Inspectors Comments/Recommendations**

A well-run establishment with knowledgeable and experienced staff. Good written procedures in place.

Upon inspection dogs appeared settled and happy. Premises was clean and free from any obvious hazards.

Kennel block was warm and draught free, no welfare concerns noted.



## Cat Boarding

Premises name (Trading name)	Penny's Cattery	Date of inspection	16/05/23
Premises Address	████████████████████	Inspecting Officer	██████████
Premise Tel number		Name of Business Owner	██████████
Premises email address	██████████	Address /Contact details of Business owner if different	██████████
Name of attendant vet	N/A	Person Seen	██████████
Other licensable activities on site	N/A		

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

Condition	Guidance	Officer Notes
<b>1.0 Licence Display</b>		
<p><b>1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.</b></p> <p>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.</p>		Displayed in the cattery unit
<p><b>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.</b></p>		██████████
<b>2.0 Records</b>		
<p><b>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 electronically, must be produced in a visible and legible form.</b></p>		Paper records kept
<p><b>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.</b></p>	Electronic records must be backed up	All records are paper and kept for 3 yrs
<b>3.0 Use, Number And Type Of Animal</b>		

<p><b>3.1 No animals or types of animals other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity.</b></p>	<p>The licence applies only to boarding cats.</p> <p>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.</p>	<p>Only boarding cats</p>
<p><b>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.</b></p>	<p>The licence must clearly state the maximum number of cats that are allowed on the premises.</p> <p>Undeclared numbers are a breach of the licence, especially if staffing levels are not increased.</p> <p>You should take into account any other cats that are on the premises (such as pets) and the impact on facilities and staffing.</p> <p>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.</p>	<p>12 cats</p> <p>2 x pet cats 2 x pet dogs</p> <p>These care kept in the house and do not impact on the cattery at all</p>
<p><b>4.0 Staffing</b></p>		
<p><b>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.</b></p>	<p>The business must have enough staff to fully meet the welfare needs of each cat.</p> <p>Each member of staff should have 25 cats or less to care for.</p> <p>If there is evidence that the cats' welfare needs are not being met, you should consider the staffing levels against:</p> <ul style="list-style-type: none"> <li>• the size of premises</li> <li>• the layout of the premises (the number of cats that are allowed in each separate area)</li> <li>• the qualifications and experience of staff</li> <li>• advice from the local authority's veterinary officer</li> <li>• use of part-time staff or volunteers</li> </ul>	<p>No staff</p> <p>Compliant only 12 cats maximum</p> <p>This is a small business with 6 pens, but the cattery enclosures are oversized for the cats</p>
<p><b>4.2. The licence holder or a designated manager and any staff employed to care for the animals must have competence to both:</b></p> <ul style="list-style-type: none"> <li>• identify the normal behaviour of the species for which they are caring</li> </ul>	<p>You should look at training records as evidence of suitable induction training of staff in:</p> <ul style="list-style-type: none"> <li>• animal welfare, including recognising poor welfare</li> <li>• animal handling</li> <li>• animal behaviour</li> <li>• cleanliness and hygiene</li> <li>• feeding and food preparation</li> </ul>	<p>Qualified Veterinary Nurse for 10 years. Retired around 1991</p> <p>Managed Cats Protection – St Helen's branch</p>

<ul style="list-style-type: none"> <li>recognise signs of and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour</li> </ul>	<ul style="list-style-type: none"> <li>disease prevention and control</li> <li>recognition and first aid treatment of sick or injured animals</li> </ul> <p>Staff who care for the cats must either:</p> <ul style="list-style-type: none"> <li>hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</li> <li>show they have relevant and sufficient knowledge and experience</li> </ul> <p>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.</p> <p>Individuals undertaking an Ofqual regulated qualification must have suitably progressed in 12 months and have completed the qualification within 2 years.</p>	<p>Animal Care Lecturer at St Helen's college – taught OFQUAL LVL3 in Animal Care</p> <p>Qualified A1 Assessor for the examination of OFQUAL, also qualified as an Assessor for Lecturers</p> <p>Also teaches Animal First Aid courses for other small business</p>
<p><b>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</b></p>	<p>The staff training policy must be reviewed and updated each year. It must include:</p> <ul style="list-style-type: none"> <li>an annual appraisal</li> <li>planned and continued professional development</li> <li>recognition of knowledge gaps</li> </ul> <p>This applies to all staff including the licence holder. Staff participation can be shown by:</p> <ul style="list-style-type: none"> <li>keeping records of the courses they are taking</li> <li>keeping records of written or online learning</li> <li>keeping up to date with any research or developments for specific breeds</li> <li>annual appraisal documents</li> </ul> <p>Evidence of staff attendance or completion of the training must be provided.</p>	<p>██████ keeps up to date with her qualifications and maintains her First Aid</p>
<p><b>Required higher standard for staffing (Blue)</b></p>	<p><i>There must be at least one full time member of staff for every 20 cats, or a higher number of qualified staff.</i></p>	<p><i>Just ██████ for 12 cats</i></p>
<p><b>Optional higher standard for staffing (Red)</b></p>	<p><i>There must be at least one member of staff that has a relevant Ofqual regulated Level 3 qualification.</i></p>	<p><i>See above – condition met</i></p>
<p><b>5.0 Suitable Environment</b></p>		

<p><b>5.1 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape.</b></p> <p><b>They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.</b></p>	<p>Timber must be good quality and well kept.</p> <p>Any damaged areas must be sealed or over-clad.</p> <p>Wood must be smooth, treated, properly maintained and waterproof.</p> <p>Interior surfaces, including floors, must be smooth and waterproof.</p> <p>Surfaces must be able to be disinfected, where appropriate.</p> <p>Floors must have a non-slip, solid surface.</p> <p>Junctions between sections must be covered or sealed.</p> <p>There must not be any sharp edges, projections, rough edges or other hazards which could injure a cat.</p> <p>Windows and doors must be:</p> <ul style="list-style-type: none"> <li>• escape proof</li> <li>• strong enough to resist scratching</li> <li>• capable of being secured properly</li> </ul> <p>Access doors must not be propped open.</p> <p>All wire mesh or fencing must be strong and rigid. It must be kept in good repair to prevent escape.</p> <p>External doors or gates must be lockable.</p> <p>Staff must have easy access to keys in case of an emergency.</p> <p>Gaps or openings must be small enough to prevent a cat's head passing through, or trapping any limb or body parts.</p> <p>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.</p> <p>Door openings must be constructed in a way that the passage of water or waste is not prevented.</p>	<p>NO timber</p> <p>Stone building fully insulated and built to full building regs</p> <p>All surfaces are smooth and clean.</p> <p>Flooring is non-slip tiling</p> <p>With underfloor heating – except the latest enclosure which has an heating panel on the ceiling.</p> <p>No sharp edges or rough surfaces</p> <p>All windows and doors are double glazed and have safety features, all windows have the 14 gauge mesh over the opening portions which mean the windows are escape proof and safe</p> <p>No wire fencing</p> <p>All doors are lockable</p> <p>Fire exit clearly marked and owner lives on site</p> <p>No gaps or apertures</p> <p>Unit doors are compliant and fully lockable</p> <p>Not prevented</p>
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	<p>Water or waste must not be allowed to gather because of inaccessibility.</p> <p>If cats have access to mesh, the diameter of the wire must not be less than 1.6 millimetres (16 gauge welded mesh).</p> <p>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.</p> <p>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.</p> <p>Waste or water must not run off into neighbouring pens or cat units.</p> <p>Units must open onto secure corridors or other secure areas so that cats cannot escape from the premises.</p> <p>Units should be designed so cats can exercise and be handled within the unit.</p>	<p>No standing water</p> <p>16 gauge mesh used for ventilation – this compliant</p> <p>Doesn't exceed this measurement</p> <p>Drainage is clear and well maintained as far as I can see</p> <p>No water runs into any other pens</p> <p>Corridor is secure and door is always locked whilst [REDACTED] is in the cattery</p> <p>Cats have plenty of surfaces and enrichment within the pens</p>
<p><b>5.2 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) at all times with respect to:</b></p> <p><b>(a) their behavioural needs,</b>  <b>(b) its situation, space, air quality, cleanliness and temperature</b>  <b>(c) the water quality (where relevant),</b>  <b>(d) noise levels</b>  <b>(e) light levels</b>  <b>(f) ventilation.</b></p>	<p>Cats must not be restricted to areas that get too hot or too cold, causing them distress.</p> <p>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.</p> <p>Additional heat may be provided by heated beds or pads, but they must not be the main source of heat for the cats.</p> <p>The cat must be able to remove itself from the source of heat.</p> <p>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.</p>	<p>The cattery as a whole is thermostatically controlled</p> <p>Thermostat is evident in the entrance</p> <p>Underfloor heating and heat panels in the latest enclosure</p> <p>No heaters used</p>

	<p>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.</p> <p>Cats must not be exposed to:</p> <ul style="list-style-type: none"> <li>• excessive or continuous noise - such as dogs barking</li> <li>• draughts</li> </ul> <p>Ventilation must be provided in interior areas to avoid excess humidity.</p>	<p>Cats are monitored throughout the day</p> <p>No excessive noise – semi rural environment</p> <p>Ventilation is excellent</p>
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<p><b>5.3 Staff must ensure that the animals are kept clean and comfortable</b></p>	<p>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.</p> <p>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.</p>	<p>Cats are not routinely groomed</p> <p>Eyes are checked and cleaned as required</p> <p>Longer haired cats are maintained and on a case by case basis</p>
<p><b>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</b></p>	<p>Cats must have a litter tray. Scented litter must not be used.</p> <p>Bedding must be changed, cleaned and disinfected between cats or when soiled.</p>	<p>Litter trays – multiple trays for 2 cats</p> <p>Litter is changed daily and bedding as required</p>
<p><b>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.</b></p>	<p>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.</p> <p>Each occupied unit must be cleaned at least once each day.</p> <p>Units must be disinfected between new occupants and when necessary.</p> <p>Effective spot cleaning is allowed.</p> <p>If a pest problem is identified, a pest control programme must be put in place.</p>	<p>Units are cleaned twice daily morning and evening they are spot cleaned throughout the day</p> <p>Cleaned twice daily</p> <p>Anigene disinfectant used</p> <p>Spot cleaning occurs throughout the day</p>



<p><b>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.</b></p>	<p>All animals must be transported according to the <a href="#">regulations laid down in current legislation</a>.</p> <p>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.</p> <p>Cats must always be transported in a suitable, strong cat carrier.</p> <p>This applies to travel:</p> <ul style="list-style-type: none"> <li>• within the cattery</li> <li>• in a vehicle</li> <li>• to and from a vehicle</li> </ul> <p>Vehicles must be cleaned and disinfected after each collection or delivery of any new cats.</p> <p>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.</p> <p>Consideration must be given to whether it is necessary to transport cats when the temperature poses a risk.</p> <p>Enough breaks must be given for water and food where appropriate.</p>	<p>Not routinely transported only to the vets if required</p> <p>Owner's pick up and drop off their cats</p> <p>If required cats are transported in cat carriers</p> <p>Vehicle would be cleaned after use</p> <p>Not left in vehicles</p> <p>Only in emergency to the vets</p> <p>Not required as local journey to the vets</p>
<p><b>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.</b></p>	<p>Where practicable this must be natural light, but artificial light must be available.</p> <p>If artificial lighting is used it must be within a range of 10 to 12 hours daily.</p> <p>Lights must be turned off overnight to provide a period of darkness.</p>	<p>No issues with lighting and excellent natural light levels</p> <p>Lights off during the day and at night</p>
<p><b>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.</b></p>	<p>If cats from the same household share a unit there must be multiples of all resources equal or greater than the number of cats.</p> <p>Examples of resources include:</p> <ul style="list-style-type: none"> <li>• food</li> <li>• water</li> </ul>	<p>Only cats from the same household share a pen</p> <p>Multiple resources of biscuits, water and toys</p>

	<ul style="list-style-type: none"> <li>• litter trays</li> <li>• resting and sleeping areas</li> <li>• enrichment items (such as toys)</li> </ul>	Litter trays and multiple sleeping areas
<b>5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.</b>	<p>All cats must be checked often throughout the day.</p> <p>The licence holder or responsible person must visit the cats at regular intervals no more than 3 hours apart (from 8am until 6pm).</p> <p>Cats must also be checked as often as needed for their individual health, safety and welfare.</p>	<p>Cats are checked regularly throughout the day</p> <p>Evening last checks are at 10pm</p> <p>Elderly cats are checked regularly and CCTV is available</p>
<b>Required higher standards for providing a suitable environment for cats (Blue)</b>	<p><i>All cats must be checked at least once at an appropriate interval out of hours (between 6pm and 8am) by a person or CCTV.</i></p> <p><i>Temperature in the sleeping area must be between 18°C and 26°C.</i></p> <p><i>The environment must have a layout and design that gives the cats choice.</i></p>	<p><i>CCTV is available</i></p> <p><i>██████ carries out last night checks at 10pm</i></p> <p><i>She has been known with elderly cats that she will check later into the night</i></p> <p><i>Cats have a comprehensive choice of areas and surfaces – excellent enrichment</i></p>
<b>Optional higher standards for providing a suitable environment cats (Red)</b>	<p><i>Ventilation must be a managed, fixed or portable, air system to maintain appropriate temperatures in all weathers.</i></p> <p><i>This can be an air conditioning unit or removable fans - but these must be safely installed away from cats.</i></p>	<p><i>Ventilation is managed either in the good weather with window opening (safe)</i></p> <p><i>Also fans available</i></p> <p><i>██████ is considering an Air Conditioning unit</i></p>
<b>6.0 Suitable Diet</b>		
<b>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.</b>	<p>Adult cats must have at least 2 meals a day at least 8 hours apart, as appropriate to the cat's needs.</p> <p>Dietary requirements that are agreed with the owner must be followed.</p> <p>If there are concerns about an individual cat's diet, veterinary advice must be sought.</p>	<p>Cats are fed according to owner's instruction</p> <p>Dietary requirements are followed and detailed on the registration form</p> <p>Vet would be called as required</p>

	<p>One feeding bowl and one water bowl must be provided for each cat. These must be separate containers.</p> <p>Food and water must be kept away from each other and away from the litter tray (at least 60 centimetres apart).</p>	<p>Cats are provided with separate bowls for water and feed</p> <p>Food and water is separated</p>
<p><b>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</b></p>	<p>If a cat has no appetite for longer than 48 hours, veterinary advice must be sought.</p> <p>Seek advice from a vet earlier if there are specific concerns or known health problems.</p> <p>Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking too much.</p> <p>The general condition of the cats must be observed.</p> <p>Cats displaying significant weight loss or gain must be checked by a vet and treated as needed.</p>	<p>Veterinary advice would be sought</p> <p>Water intake is monitored and recorded</p> <p>All this information is monitored and recorded</p>
<p><b>6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.</b></p>	<p>Food bowls should be emptied and cleaned following feeding so that food, particularly wet food, is not left out until the next feeding time.</p> <p>Fridges for feed storage must be provided.</p> <p>Feed must be stored away from risk of vermin and in cool and dry places.</p>	<p>Bowls are cleaned after use</p> <p>Fridge available if required</p> <p>Food is stored separately in the cupboard</p>
<p><b>6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.</b></p>	<p>Receptacles must be:</p> <ul style="list-style-type: none"> <li>• non-porous</li> <li>• cleaned daily</li> <li>• disinfected between different cats</li> <li>• disinfected at least once every week</li> <li>• disposed of if damaged</li> </ul>	<p>Combination of metal and plastic bowls</p>
<p><b>6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.</b></p>	<p>Fresh, clean drinking water must be provided each day.</p> <p>It must be in a clean container and changed or refreshed as often as needed.</p> <p>Several water bowls must be available to make sure all the cats have access to water.</p>	<p>Fresh water is available ad-lib and as required</p> <p>All bowls are available and there are multiple available if required</p>

<p><b>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.</b></p>	<p>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.</p> <p>Soap and hygienic hand drying facilities must also be available.</p> <p>The food preparation area must be kept clean and free from vermin at all times.</p> <p>Receptacles for a cat's food and drink must not be used for any other purpose.</p>	<p>Separate kitchen area, which is clean and has hot and cold water plumbed in</p> <p>Soap and hand gel available</p> <p>Food prep area spotlessly clean and well organised</p> <p>Only used for the cats</p>
<p><b>7.0 Monitoring Of Behaviour And Training Of Animals</b></p>		
<p><b>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</b></p>	<p>The business must have a documented programme that shows how they provide an enriching environment to the cats.</p> <p>All cats must have access to:</p> <ul style="list-style-type: none"> <li>• appropriate toys</li> <li>• scratching posts</li> <li>• hiding places</li> </ul> <p>Items must be checked each day to make sure they remain safe.</p> <p>Feeding enrichment can be provided too unless a vet advises against it.</p>	<p>All cats have multiple enrichment items, there are several shelves boxes, bridges and beds</p> <p>All cats have scratching posts and hiding places</p> <p>These pens are excellent they are oversized and with the additional surfaces added in they are an excellent space for the cats</p>
<p><b>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.</b></p>	<p>Cats must not be taken from their individual units except in an emergency or for veterinary treatment.</p> <p>Communal exercise areas are not acceptable.</p>	<p>Not removed from their units unless for the vets</p>
<p><b>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.</b></p>	<p>The behaviour of each cat must be monitored each day.</p> <p>Changes in behaviour must be recorded and acted upon if there are signs of:</p> <ul style="list-style-type: none"> <li>• suffering</li> <li>• stress</li> <li>• fear</li> <li>• aggression</li> <li>• anxiety</li> </ul>	<p>Behaviour is monitored and recorded, closer observation if there is cause for concern</p>

	Staff must get advice from a vet, who may refer the cat to a suitably qualified animal behaviourist.	Any advice from the vet would be followed
<b>7.4 Where used, training methods or equipment must not cause pain, suffering or injury.</b>	Cats are not likely to be trained when staying in a boarding cattery.	N/A
<b>7.5 All immature animals must be given suitable and adequate opportunities to:</b>  <b>(a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and</b>  <b>(b) become habituated to noises, objects and activities in their environment.</b>	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.	Kittens are taken but only after 12 weeks old  Kittens would be monitored closely
<b>Optional higher standards for monitoring animal behaviour (Red)</b>	<i>Behavioural observations must be recorded daily.</i>	<i>All behavioural observations are recorded</i>
<b>8.0 Animal Handling and Interactions</b>		
<b>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.</b>	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.	Always handled humanely  Never punished  ██████ is more than qualified and capable in the handling of cats  Never scruffed
<b>8.2 The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals.</b>	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.	Only cats from the same household share a pen

<p>No animals from a social species may be isolated or separated from others of their species for any longer than is necessary.</p>	<p>Consent from the owner must include authority to separate cats, if there are any problems.</p>	<p>Consent would be sought to separate them</p>
<p>8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.</p>	<p>Cats must have human interactions specific and appropriate to their needs.</p> <p>The needs of individual cats will be reassessed each day.</p> <p>A cat must never be forced to interact with a person or people.</p> <p>A cat must be able to avoid people if it wishes.</p>	<p>All cats regularly interact with [REDACTED], but interactions are not forced</p> <p>The cats have plenty of areas to avoid human contact if so desired</p>
<p><i>Required higher standard for animal interactions (Blue)</i></p>	<p><i>If more than one cat shares a unit, daily behavioural observations must be recorded and acted upon.</i></p> <p><i>These should especially focus on any signs of stress or aggression.</i></p>	<p><i>All behaviour is recorded and acted upon as required</i></p>
<p><b>9.0 Protection from Pain, Suffering, Injury and Disease</b></p>		
<p>9.1 Written procedures must:</p> <p>(a) be in place and implemented covering</p> <p>(i) feeding regimes</p> <p>(ii) cleaning regimes</p> <p>(iii) transportation</p> <p>(iv) the prevention of, and control of the spread of, disease</p> <p>(v) monitoring and ensuring the health and welfare of all the animals</p> <p>(vi) the death or escape of an animal (including the storage of carcasses)</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>The procedures must demonstrate how the conditions in this guidance are met.</p>	<p>All kept electronically and sent through to Wigan Council – Inspector also seen and checked Standard Operating Procedures</p>
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		<p>All aware</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>The business must have a facility to isolate any cat that is:</p> <ul style="list-style-type: none"> <li>• injured</li> <li>• sick</li> </ul>	<p>Isolation agreement with Medivet in Billinge</p>

	<ul style="list-style-type: none"> <li>infectious or carrying a serious infectious disease</li> </ul> <p>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.</p> <p>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).</p> <p>All staff must understand the procedures to prevent the spread of infectious disease between cats.</p> <p>When staff are handling cats in the isolation facility, they must:</p> <ul style="list-style-type: none"> <li>wear protective clothing and footwear</li> <li>follow cleaning procedures</li> </ul> <p>The clothing must be kept in the isolation facility and only removed for cleaning and disinfection.</p> <p>Protective garments must either be:</p> <ul style="list-style-type: none"> <li>changed and laundered with appropriate disinfectant</li> <li>disposed of after handling a cat with a suspected infectious disease</li> </ul> <p>The following items must be stored in the isolation facility and ready to use:</p> <ul style="list-style-type: none"> <li>separate feeding and water bowls</li> <li>a dedicated safe cat basket and bedding</li> <li>litter trays and litter</li> <li>cleaning utensils</li> </ul> <p>Any cats in the isolation facility must be checked as often as the other cats.</p> <p>Staff must visit them after the other cats.</p> <p>If a separate person is caring for cats in the isolation facility this does not apply.</p>	<p>There is an isolation pen available, however, [REDACTED] doesn't use this for isolation purposes, all cats are taken to Medivet which is in the village</p> <p>There is an infectious disease procedure within the SOPs, seen and checked by the inspector</p> <p>PPE is available</p> <p>Garments are disposable and would be disposed off after use</p> <p>This would be at the vets</p> <p>Veterinary staff would check on the cats</p>
<p><b>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.</b></p>	<p>The business owner must see an up-to-date veterinary vaccination record for all cats.</p> <p>The cats must have current vaccinations against:</p>	<p>All cats must be vaccinated before staying</p>

	<ul style="list-style-type: none"> <li>• feline panleukopenia</li> <li>• feline parvovirus, also known as feline infectious enteritis</li> <li>• feline respiratory viruses (feline herpesvirus and feline calicivirus)</li> </ul> <p>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.</p> <p>Vaccines used must be licensed for use in the UK. Homeopathic vaccination is not acceptable.</p> <p>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.</p> <p>Treatment must only happen after either:</p> <ul style="list-style-type: none"> <li>• having a consultation with a vet, using the product as directed</li> <li>• getting written consent from the owner or nominated person to treat the cat</li> </ul>	<p>Vaccination cards can be kept or [REDACTED] takes a photograph of the current vaccination and keeps her records up to date.</p> <p>Titre test aware due to her background</p> <p>No homeopathic vaccinations used</p> <p>All cats are flea and worm treated prior to visits</p>
<p><b>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.</b></p>	<p>Waste (urine and faeces) must be:</p> <ul style="list-style-type: none"> <li>• in a clearly-marked bin which is emptied each day or when full - whichever is sooner</li> <li>• removed in line with the documented cleaning and disinfection procedure</li> </ul> <p>Storage of waste must be away from areas where food or animals are kept.</p>	<p>General waste</p> <p>Stored away from the animals</p>
<p><b>9.6 Sick or injured animals must receive prompt attention from a veterinarian or, <del>in the case of fish,</del> an appropriately competent person and the advice of that veterinarian or, <del>in the case of fish,</del> that competent person must be followed.</b></p>	<p>When a trained first aider suspects a cat is ill or injured, contact a vet for advice immediately.</p> <p>The business must record any instructions for treatment and seek further advice if there's ongoing concern.</p> <p>They must contact the cat's owner or nominated person.</p>	<p>[REDACTED] is First Aid trained but would seek veterinary advice if required</p>



<p><b>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</b></p>	<p>Any preventative treatment must be given with the written consent of the owner and under the direction of the vet.</p>	<p>Only with consent and direction from the vet and owner</p>
<p><b>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.</b></p>	<p>The vet's details must be displayed where they can be easily seen by all staff members.</p> <p>This must include:</p> <ul style="list-style-type: none"> <li>• name</li> <li>• address</li> <li>• telephone number</li> <li>• out of hours telephone number</li> </ul> <p>The veterinary practice must be within a reasonable travel distance.</p> <p>When cats are boarding, the licence holder must get written consent from the cat's owner to state which vet will be used.</p>	<p>Vets details are displayed in the cattery along with all the other Emergency Services</p> <p>Vet is 5 mins away</p> <p>Cat owner's vet used where practical but consent is given to use [REDACTED]'s nominated vet</p>
<p><b>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.</b></p>	<p>All courses must be completed to the specifications given by the vet.</p> <p>Any unused medications must be returned to the owner or prescribing vet.</p> <p>A fridge must be available to store any medicines that need to be kept at certain temperatures.</p>	<p>All courses of medication would be given as directed</p> <p>Medication returned with owner</p> <p>Fridge use as required</p>
<p><b>9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or vet.</b></p>		<p>Stored in separate cupboard</p>
<p><b>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.</b></p>	<p>Disinfectant products must be able to kill viruses and bacteria (viricidal and bactericidal).</p> <p>The choice of cleaning and disinfectant products must be based on:</p> <ul style="list-style-type: none"> <li>• suitability</li> <li>• safety</li> <li>• compatibility</li> <li>• effectiveness</li> </ul>	<p>Anigene used – vet grade disinfectant</p>

	<p>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.</p> <p>Staff using cleaning products must be competent in the safe use of detergents and fluids.</p> <p>Cleaning products must:</p> <ul style="list-style-type: none"> <li>• be kept out of the reach of animals</li> <li>• never be left in the cat unit</li> </ul> <p>Any equipment that has been used on an infectious or suspected infectious cat must be cleaned and disinfected after use or disposed of.</p> <p>Medication must only be used with prior consent of the owner or after a discussion with a vet.</p>	<p>Dilution guide followed</p> <p>Kept in separate area</p> <p>Would be disposed of</p>
<p><b>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:</b></p> <p><b>(a) in the case of fish, a person who is competent for such purpose</b></p> <p><b>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose</b></p>	<p>Only a vet can euthanise a cat.</p> <p>The licence holder must keep a record of:</p> <ul style="list-style-type: none"> <li>• all euthanasia</li> <li>• the qualified vet that carried it out</li> </ul> <p>Euthanasia must not take place until the owner or nominated person gives consent - unless it is crucial for the welfare of the cat.</p>	<p>Only a vet would euthanase a cat and the vet would seek consent</p>
<p><b>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.</b></p>		<p>Cats are checked regularly throughout the day.</p>
<p><b>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.</b></p>	<p>Inspectors must be able to access any record and associated checklists.</p> <p>Presence or absence of faeces and urine must be monitored each day.</p> <p>Any abnormalities must be recorded and acted upon as needed.</p> <p>Cats staying long-term (over 3 weeks) must be checked for weight-loss or gain.</p> <p>If there are any concerns, advice must be sought from a vet.</p>	<p><b>All records were made available to the inspectors.</b></p> <p><b>Monitored daily and recorded</b></p> <p><b>Weight would be monitored</b></p> <p><b>Veterinary advice would be sought</b></p>

<p><b>Optional higher standard for protecting cats from pain, suffering, injury and disease (Red)</b></p>	<p><i>Designated on site isolation facilities must be available.</i></p> <p><i>They must be the same size and have the same facility requirements as a normal cattery unit.</i></p>	<p><i>Isolation facility available, which is a standard size enclosure but not used – isolation agreement at the vets</i></p>
<p><b>10.0 Emergencies</b></p>		
<p><b>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.</b></p>	<p>Entrances and fire exits must be clear of obstructions at all times.</p> <p>Suitable firefighting, prevention and detection equipment must be available. It must be maintained and in good working order.</p> <p>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.</p> <p>Where appropriate, there must be at least one carbon monoxide detector.</p> <p>An emergency drill programme must be in place with annual testing, or as required by fire risk assessments.</p> <p>All new members of staff must have this training as part of their induction programme.</p> <p>There must be a plan for housing of the cats if the premises become uninhabitable.</p> <p>There must be a written policy in place for dealing with extremes of temperature and weather conditions (hot and cold).</p> <p>All electrical installations must be installed by a qualified person and maintained in a safe condition.</p> <p>They must be sited in a way that does not present a risk.</p> <p>All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</p>	<p>Fire exits clear</p> <p>Fire extinguisher</p> <p>Smoke alarms are fitted</p> <p>N/A – no gas</p> <p>Emergency Drills in SOPs</p> <p>N/A – no staff</p> <p>Other catteries in the area would be used</p> <p>Policy in SOPs – seen and checked by inspector</p> <p>All fitted by a professional – safe as far as I can see</p> <p>All equipment is well maintained</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.		Emergency procedures in SOPs  Emergency Services numbers displayed and procedure in cattery
10.3 External doors and gates must be lockable.		All 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.	Owner lives on site
<i>Required higher standard for emergencies (Blue)</i>	<i>A competent person must be on site at all times.</i>	██████ is on site at all times

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

<b>2.0 Suitable Environment</b>		
2.1 Cats within the premises to which the licence relates 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: <ul style="list-style-type: none"> <li>• on the end walls of the exercise run</li> <li>• at each end of the cattery block</li> </ul>	Full length sneeze barriers in place
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.	Fully building spec building – fully insulated
2.3 A cat unit may only be shared by cats from the same household.		Only from same household
2.4 Communal exercise areas are not permitted.		N/A
2.5 Each cat unit must be clearly numbered and there must be a system in place which ensures that information about	A one page summary of the cat or cats must be outside each unit or kept in an accessible place for staff.	All units are clearly numbered

<p><b>the cat or cats in each cat unit is available to all staff and any inspector.</b></p>	<p>The summary must include:</p> <ul style="list-style-type: none"> <li>• the cat's name</li> <li>• its age</li> <li>• its sex</li> <li>• any relevant medical, behavioural or dietary information</li> </ul>	<p>All listed outside the units</p>
<p><b>2.6 Each cat unit must provide the cat with sufficient space to:</b></p> <p><b>(a) walk</b>  <b>(b) turn around</b>  <b>(c) stand on its hind legs</b>  <b>(d) hold its tail erect</b>  <b>(e) climb</b>  <b>(f) rest on the elevated area</b>  <b>(g) lie down fully stretched out without touching another cat or its walls</b></p>	<p><b>Minimum sizes for cat units</b>  The size of a cat unit includes the sleeping area plus the run area.</p> <p>The minimum height for all cat units is 1.8 metres.</p> <p>These minimum areas and dimensions must be achieved to give cats a suitable and appropriate comfortable space.</p> <p><b>Minimum sizes for walk in sleeping accommodation</b>  A unit for one cat must be at least:</p> <ul style="list-style-type: none"> <li>• 0.85 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 0.95m</li> </ul> <p>A unit for up to 2 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.5 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 1.25m</li> </ul> <p>A unit for up to 4 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.9 square metres for the area</li> <li>• 1.92 metres for the dimension, for example 1.2m by 1.6m</li> </ul> <p>New builds should not have the one cat size option.</p> <p><b>Minimum sizes for penthouse sleeping accommodation</b>  Penthouse sleeping accommodation is an enclosed boxed sleeping area or pod raised off the ground.</p> <p>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.</p> <p>Facilities must be easily accessible and provide safe easy access by a ramp or steps to the penthouse.</p>	<p>All cat units are full height units</p> <p>These cattery units are oversized for 2 cats.</p> <p>What must be taken into account is the TOTAL surface area of any shelves or any surface which a cat can stand, lie or sit.</p> <p>The following are total M2 for each unit:</p> <p>Unit 1 – 5.3m2  Unit 2 – 5.1m2  Unit 3 – 5.2m2  Unit 4 – 5.1m2  Unit 5 – 5.0m2  Unit 6 – 6.2m2</p> <p>These units more than meet the Higher Standards.</p>

	<p>Extra consideration must be given for elderly, ill, very young or disabled cats.</p> <p>The minimum height for all penthouse sleeping boxes or pods is one metre.</p> <p>A box or pod for one cat must be at least:</p> <ul style="list-style-type: none"> <li>• 0.85 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 0.95m</li> </ul> <p>A box or pod for up to 2 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.1 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 1.20m</li> </ul> <p>A box or pod for up to 4 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.7 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 1.9m</li> </ul> <p>New builds should not have the one cat size option.</p> <p><b>Minimum sizes for exercise runs in full height walk in and penthouse style units</b></p> <p>The minimum height for exercise runs must be 1.8 metres.</p> <p>Runs for one cat must be at least:</p> <ul style="list-style-type: none"> <li>• 1.65 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 1.85m</li> </ul> <p>Runs for up to 2 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 2.2 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 1.85m</li> </ul> <p>Runs for up to 4 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 2.8 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 2.35m</li> </ul> <p>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.</p> <p>Cats do not use the underneath area.</p>	<p>All pods and beds and boxes meet the standards – no issues at all with any of the furniture</p> <p>See above</p>
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<p><b>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.</b></p>	<p>Each unit must have space for at least 60 centimetres separation between the litter tray, resting place and feeding area.</p> <p>This allows cats to sit, rest and eat away from areas where they urinate and defecate.</p>	Separation of bowls is compliant
<p><b>2.8 Cats must have constant access to their sleeping area.</b></p>	<p>A raised bed may help to avoid cats sleeping in any draughts.</p> <p>All beds and bedding areas must be kept clean, dry and parasite free.</p> <p>Bedding must be made of a material that is easy to wash, disinfect or disposed of.</p> <p>A cat must not be left without bedding, unless instructed otherwise by the cat's owner.</p> <p>Soft bedding materials must be provided and adapted if needed for old, young or infirm cats to help regulate their body temperature.</p> <p>Access between the exercise and sleeping accommodation must be through a securely fitted and suitably sized cat flap.</p> <p>It must be capable of being securely propped open if needed.</p>	<p>All cats have raised beds and there are no draughts</p> <p>All bedding is clean and soft and the owner's provide the bedding if they wish</p> <p>Bedding would be replaced if required</p> <p>Cats are not left without bedding unless there is a valid reason</p> <p>All bedding is soft and clean</p> <p>No cat flap as these units are self contained</p>
<p><b>2.9 A litter tray must be provided at all times in each cat unit.</b>  <b>A safe and absorbent litter material must be provided.</b>  <b>Litter trays must be regularly cleaned and disinfected.</b></p>	<p>In a multiple cat unit, the number of trays must be appropriate to the number of cats.</p> <p>Trays must be impermeable, easy to clean, disinfect or dispose of.</p> <p>The tray must be:</p> <ul style="list-style-type: none"> <li>• large enough for the cat to turn around - at least 30 centimetres by 42 centimetres</li> </ul>	<p>Multiple resources are available for multiple cats</p> <p>All trays are standard sizes and larger trays are available</p>

	<ul style="list-style-type: none"> <li>• deep enough for digging in litter - at least 3 centimetres deep</li> </ul> <p>The following materials are not considered acceptable to use as litter:</p> <ul style="list-style-type: none"> <li>• loose sawdust</li> <li>• shredded newspaper</li> <li>• sheet newspaper</li> <li>• soil</li> </ul>	<p>3cm of litter for each cat</p> <p>World's best cat litter used – but other types are also available if required</p>
<b>2.10 Each cat unit must include an elevated area.</b>	<p>These must be large enough for a cat to lie on and available in the sleeping accommodation or the run.</p> <p>Facilities must be available to give safe, easy access to elevated areas for any elderly, ill, very young or disabled cats.</p>	<p>All cats have several elevated areas to choose from</p> <p>Easy access available for elderly or young/disabled cats</p>
<b>2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.</b>	<p>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.</p> <p>New builds using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.</p>	<p>Sneeze barriers are opaque and cats are not opposite each other.</p>
<b>2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.</b>	<p>The width of the corridor between facing units must be at least 1.2 metres.</p> <p>If the width of a corridor is less than 1.2 metres, sneeze barriers must be applied to the front of the units.</p>	<p>No corridor as cats are not facing one another</p>
<b>2.13 Any cat taken out of a cat unit must be secured in a suitable carrier.</b>	<p>A spare cat carrier must be kept at the cattery in case the owners do not arrive with their cat in a secure carrier.</p>	<p>Spare cat carriers if required</p>
<b>2.14 The sleeping area must form part of the cat unit and be free from draughts.</b>		<p>Sleeping area is within the unit – no draughts</p>
<b><i>Required higher standards for providing a suitable environment for cats (Blue)</i></b>	<p><i>Cat units must be 1.5 times the minimum area sizes in this guide.</i></p> <p><i>The calculation of the total area can include raised areas.</i></p>	<p><i>Completely compliant on this condition – see above for calculations</i></p>



	<p><i>Sneeze barriers must be completely opaque rather than translucent.</i></p> <p><i>They will be:</i></p> <ul style="list-style-type: none"> <li>• <i>up to 600 millimetres and behind any shelves</i></li> <li>• <i>300 millimetres above and to the side of any shelves</i></li> </ul> <p><i>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.</i></p>	<p><i>Completely opaque – full length barriers</i></p> <p><i>Several raised areas in the units – at least 6/7 different area</i></p>
<p><b>3.0 Monitoring Of Behaviour And Training</b></p>		
<p><b>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.</b></p>	<p>Cats must be provided with a hiding place.</p> <p>This can be as simple as providing any of the following in the units:</p> <ul style="list-style-type: none"> <li>• a cardboard box</li> <li>• an igloo-type bed</li> <li>• the cat's own carrier</li> <li>• other structures</li> </ul> <p>Any reusable structures need to be replaced or cleaned and disinfected between each cat.</p>	<p>All cats are provided with a hiding place</p> <p>They have pods, beds, igloos and other structures</p>
<p><b>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.</b></p>	<p>Each cat must have a scratching facility which can be disposed of, such as carpet squares or one that is waterproof such as wood.</p> <p>The scratching facilities must be capable of being cleaned.</p> <p>If a scratching facility is provided by the owner it must be kept within that cat's unit and used for that cat only.</p> <p>It must be returned to the owner at the end of the cat's stay.</p>	<p>All cats have scratching posts in the units</p>
<p><b>3.3 All cats must be provided with toys or feeding enrichment (or both) unless advice from a vet suggests otherwise.</b></p>		<p>All cats have several toys to choose from</p>

<p><b>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.</b></p>	<p>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.</p> <p>They must be returned to the owner at the end of the cat's stay.</p> <p>All toys and enrichment equipment must be cleaned and disinfected between different cats.</p> <p>Toys must be disposed of if they are not safe.</p>	<p>All toys are a combination owner's providing the toys and the cattery – all are cleaned between customers</p> <p>Would be disposed of</p>
<p><b>4.0 Records</b></p>		
<p><b>4.1 A register must be kept of all the cats on the premises which must include:</b></p> <p>(a) the dates of each cat's arrival and departure</p> <p>(b) each cat's name, age, sex, neuter status and a description of it or its breed</p> <p>(c) each cat's microchip number, where applicable</p> <p>(d) the number of any cats from the same household</p> <p>(e) a record of which cats (if any) are from the same household</p> <p>(f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details</p> <p>(g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency</p> <p>(h) the name and contact details of each cat's normal vet and details of any insurance relating to the cat</p> <p>(i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise</p> <p>(j) details of each cat's diet and related requirements</p> <p>(k) any required consent forms</p> <p>(l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments</p> <p>(m) details of any medical treatment each cat is receiving</p>	<p>Consent forms must cover:</p> <ul style="list-style-type: none"> <li>• veterinary treatment</li> <li>• consent to share or separate cats if needed</li> <li>• consent for toys or interaction preferences</li> <li>• record of baskets or items left at the cattery</li> </ul>	<p>All of this information is kept on each individual cats records</p> <p>Checked and seen by the inspector</p>
<p><b>5.0 Protection From Pain, Injury, Suffering And Disease</b></p>		
<p><b>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.</b></p>		<p>Cats are not routinely removed from their unit unless for vet treatment</p>

<p><b>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.</b></p>	<p>Extra precautions must be taken to prevent the spread of disease.</p> <p>A separate member of staff should attend to these cats.</p>	<p>N/A</p>
<p><b>5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.</b></p>		<p>All equipment is disinfected between visits</p>
<p><b>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.</b></p>		<p>Preventative Healthcare Agreement with [REDACTED]</p>
<p><b>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.</b></p>		<p>Holding pen available if required</p>
<p><b>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.</b></p>	<p>A holding cat unit should be a minimum of 2.25 square metres for the floor area and 0.7 metres for the height.</p> <p>It needs to be able to fit a litter tray and bowls.</p> <p>A fold-up crate is acceptable.</p>	<p>Holding pen is the same size as the other cattery units</p>

## Granting or renewing a licence: risk-based approach

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
<b>Low risk</b>	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
<b>Higher risk</b>	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. These concerns should also be reported directly to the UKAS-accredited body.

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

**Inspection pro forma providing Cat & Dog Boarding**

Premises name (Trading name)	Hollybank Kennels and Cattery	Date of inspection	31/05/23
Premises Address	[REDACTED]	Inspecting Officer	[REDACTED]
Premise Tel number		Name of Business Owner	[REDACTED]
Premises email address		Address /Contact details of Business owner if different	
Name of attendant vet	N/A	Person Seen	[REDACTED]
Other licensable activities on site	N/A		

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

Condition	Specific Guidance Cat	Specific Guidance Dog	Officer Notes
<b>1.0 Licence Display</b>			
<b>1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.</b>  <b>The licensed premises address must be displayed on the licence. It must be displayed in a public-facing</b>	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.		Licence displayed in reception

<p>area of the premises such as the entrance.</p>		
<p>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.</p>		<p>████████████████████ ████████████████████</p>
<p><b>2.0 Records</b></p>		
<p>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 electronically, must be produced in a visible and legible form.</p>		<p>Combination of paper and electronic records.</p> <p>App used on 2 staff phones. App is called Revelation Pets – this allows all records of cats and dogs to be accessed by all staff. These records are updated for each stay of the animals as required.</p> <p>2 x Computers in main office also serve for record keeping purposes</p> <p>All Standard Operating Procedures and Policies are in both paper and electronic form.</p>
<p>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.</p>	<p>Electronic records must be backed up</p>	<p>All electronic records are backed up and kept for 3 years/</p>
<p><b>3.0 Use, Number And Type Of Animal</b></p>		

<p><b>3.1 No animals or types of animals other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity.</b></p>	<p>The licence applies only to boarding cats.</p> <p>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.</p>	<p>This licence applies only to the boarding of dogs.</p> <p>However, if there are welfare concerns relating to other animals then the inspector should inform any or all of the following, as appropriate:</p> <ul style="list-style-type: none"> <li>• the relevant person in the local authority</li> <li>• the police</li> <li>• a suitable animal welfare organisation</li> </ul>	<p>This licence applies to both boarding cats and dogs only</p>
<p><b>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.</b></p>	<p>The licence must clearly state the maximum number of cats that are allowed on the premises.</p> <p>Undeclared numbers are a breach of the licence, especially if staffing levels are not increased.</p> <p>You should take into account any other cats that are on the premises (such as pets) and the impact on facilities and staffing.</p> <p>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.</p>	<p>The licence conditions must clearly state the numbers of dogs that are kept for the licensable activity permitted at the premises.</p> <p>Undeclared numbers would be a breach of the licence, especially if not reflected in increased staffing levels.</p> <p>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).</p>	<p>Max number of cats: 60</p> <p>Max number of dogs: 38</p> <p>This figures are based on maximum capacity and rarely reach that.</p>
<p><b>4.0 Staffing</b></p>			
<p><b>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.</b></p>	<p>The business must have enough staff to fully meet the welfare needs of each cat.</p> <p>Each member of staff should have 25 cats or less to care for.</p> <p>If there is evidence that the cats' welfare needs are not being met, you should consider the staffing levels against:</p>	<p>Each member of staff should have 25 dogs or less to care for.</p> <p>If there is evidence that the dog's welfare needs are not being met, you should consider the staffing levels against:</p> <ul style="list-style-type: none"> <li>• the size of premises</li> <li>• the layout of the premises</li> </ul>	<p>██████ – full time – no formal qualifications held but as this is a family business ██████ has worked here 40 yrs since the business began</p> <p>██████ – full time – holds Dog Grooming and First Aid. She has worked here for 11 yrs</p>

	<ul style="list-style-type: none"> <li>• the size of premises</li> <li>• the layout of the premises (the number of cats that are allowed in each separate area)</li> <li>• the qualifications and experience of staff</li> <li>• advice from the local authority's veterinary officer</li> <li>• use of part-time staff or volunteers</li> </ul>	<p>(the number of dogs that are allowed in each separate area)</p> <ul style="list-style-type: none"> <li>• the type of dog</li> <li>• the qualifications and experience of staff</li> <li>• additional services offered by the facility</li> <li>• use of part-time staff or volunteers</li> <li>• advice from the local authority's veterinary officer</li> </ul>	<p>██████ – full time – BTEC LVL 2 – work-based animal care, Preliminary and Advanced Dog Grooming and First Aid.</p> <p>██████ – full time – BTEC LVL 3 Extended Diploma in Animal Management</p> <p>██████ – full time – no formal qualifications but looking into a suitable course possibly at OFQUAL LVL 3.</p> <p>██████ – part time (full time at busy periods) – OFQUAL LVL 3 in Animal Management</p> <p>██████ – part time (16hrs, moving to 30hrs in September) – no formal qualifications has been working here 9 yrs</p>
<p><b>4.2. The licence holder or a designated manager and any staff employed to care for the animals must have competence to both:</b></p> <ul style="list-style-type: none"> <li>• identify the normal behaviour of the species for which they are caring</li> <li>• recognise signs of and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour</li> </ul>	<p>You should look at training records as evidence of suitable induction training of staff in:</p> <ul style="list-style-type: none"> <li>• animal welfare, including recognising poor welfare</li> <li>• animal handling</li> <li>• animal behaviour</li> <li>• cleanliness and hygiene</li> <li>• feeding and food preparation</li> <li>• disease prevention and control</li> <li>• recognition and first aid treatment of sick or injured animals</li> </ul> <p>Staff who care for the cats must either:</p> <ul style="list-style-type: none"> <li>• hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</li> <li>• show they have relevant and sufficient knowledge and experience</li> </ul>	<p>You should look at training records as evidence of suitable induction training of staff in:</p> <ul style="list-style-type: none"> <li>• animal welfare, including recognising poor welfare</li> <li>• animal handling</li> <li>• animal behaviour</li> <li>• cleanliness and hygiene</li> <li>• feeding and food preparation</li> <li>• disease prevention and control</li> <li>• recognition and first aid treatment of sick or injured animals</li> </ul> <p>Staff who care for the dogs must either:</p> <ul style="list-style-type: none"> <li>• hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</li> <li>• show they have relevant and sufficient knowledge and experience</li> </ul>	<p>Staff training records seen by inspector, all certificates were present.</p> <p>Staff hold qualifications as listed above in a variety of subjects.</p> <p>Advised to keep First Aid up to date, ██████ has planned to renew all staff's First Aid qualification this year.</p> <p>Once ██████ has completed her course in her chosen subject, ██████ will forward the certificate onto the LA.</p>



	<p>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.</p> <p>Individuals undertaking an Ofqual regulated qualification must have suitably progressed in 12 months and have completed the qualification within 2 years.</p>	<p>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.</p> <p>Individuals undertaking an Ofqual regulated qualification must have suitably progressed in 12 months and have completed the qualification within 2 years.</p>	<p>As this is a family business, [REDACTED] has been involved for 40 yrs since the business began.</p>
<p><b>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</b></p>	<p>The staff training policy must be reviewed and updated each year. It must include:</p> <ul style="list-style-type: none"> <li>• an annual appraisal</li> <li>• planned and continued professional development</li> <li>• recognition of knowledge gaps</li> </ul> <p>This applies to all staff including the licence holder.</p> <p>Staff participation can be shown by:</p> <ul style="list-style-type: none"> <li>• keeping records of the courses they are taking</li> <li>• keeping records of written or online learning</li> <li>• keeping up to date with any research or developments for specific breeds</li> <li>• annual appraisal documents</li> </ul> <p>Evidence of staff attendance or completion of the training must be provided.</p>	<p>The staff training policy must be reviewed and updated each year.</p> <p>It must include:</p> <ul style="list-style-type: none"> <li>• an annual appraisal</li> <li>• planned and continued professional development</li> <li>• recognition of knowledge gaps</li> </ul> <p>This applies to all staff including the licence holder.</p> <p>Staff participation can be shown by:</p> <ul style="list-style-type: none"> <li>• records of the courses they are taking</li> <li>• records of written or online learning</li> <li>• keeping up to date with any research or developments for specific breeds</li> <li>• annual appraisal documents</li> </ul> <p>Evidence of staff attendance or completion of the training must be provided.</p>	<p>[REDACTED] keeps the staff training file up to date and looks for relevant courses for staff.</p> <p>As mentioned, she is looking to get all staff onto a First Aid course this year.</p> <p>Staff Appraisals take place once a year, Copies of the Annual Appraisal was made available on the day for the inspector to see.</p> <p>All paperwork also forwarded to the LA.</p> <p>All evidence of courses was made available.</p>
<p><b>Required higher standard for staffing (Blue)</b></p>	<p><i>There must be at least one full time member of staff for every 20 cats, or a higher number of qualified staff.</i></p>	<p><i>The licence holder needs to have at least one full-time member of staff for every 15 dogs kept.</i></p>	<p><i>Staff to cat/dog ratio is met for the higher standard.</i></p>

<p><b>Optional higher standard for staffing (Red)</b></p>	<p><i>There must be at least one member of staff that has a relevant Ofqual regulated Level 3 qualification.</i></p>	<p><i>There must be a member of permanent, full-time staff with an appropriate Level 3 Ofqual regulated qualification.</i></p>	<p><i>Currently there is one member of staff with OFQUAL LVL 3 and potentially a second member of staff will commence this qualification.</i></p>
<p><b>5.1 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape.</b></p> <p><b>They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.</b></p>	<p>Timber must be good quality and well kept.</p> <p>Any damaged areas must be sealed or over-clad.</p> <p>Wood must be smooth, treated, properly maintained and waterproof.</p> <p>Interior surfaces, including floors, must be smooth and waterproof.</p> <p>Surfaces must be able to be disinfected, where appropriate.</p> <p>Floors must have a non-slip, solid surface.</p> <p>Junctions between sections must be covered or sealed.</p> <p>There must not be any sharp edges, projections, rough edges or other hazards which could injure a cat.</p> <p>Windows and doors must be:</p> <ul style="list-style-type: none"> <li>• escape proof</li> <li>• strong enough to resist scratching</li> <li>• capable of being secured properly</li> </ul> <p>Access doors must not be propped open.</p> <p>All wire mesh or fencing must be strong and rigid. It must be kept in good repair to prevent escape.</p>	<p>Dogs should be accommodated in a kennel unit, defined as a sleeping area and an attached run.</p> <p>The interior and exterior of the buildings must be maintained in good repair.</p> <p>Outer paths, gardens, exercise areas and general surroundings must be kept in a good, clean, presentable condition.</p> <p>There must not be any sharp edges, projections, rough edges or other hazards that could risk injuring a dog.</p> <p>Timber, if used, must be:</p> <ul style="list-style-type: none"> <li>• good quality</li> <li>• well-kept</li> <li>• sealed or over-clad if there are any damaged areas</li> </ul> <p>Exposed wood must be smooth, treated and properly maintained to render it waterproof.</p> <p>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.</p> <p>No standing water from cleaning or urine is acceptable.</p>	<p>Dogs should be accommodated in a kennel unit, defined as a sleeping area and an attached run.</p> <p>The interior and exterior of the buildings must be maintained in good repair.</p> <p>Timber is only used in the older cat units, this wood is treated and well maintained.</p> <p>No wood was present in the dog kennels they are all brick and 16 gauge mesh.</p> <p>All outer paths and gardens are well maintained and clear of hazards.</p> <p>All interior surfaces are smooth and waterproof in both cattery and kennel units</p> <p>Floors are a combination of tile and concrete (painted)</p> <p>No sharp edges were noted on the day of inspection</p> <p>All windows are covered with 14 gauge mesh for the dogs and 16 gauge mesh for the cattery units.</p> <p>All windows are double glazed</p>

	<p>External doors or gates must be lockable.</p> <p>Staff must have easy access to keys in case of an emergency.</p> <p>Gaps or openings must be small enough to prevent a cat's head passing through, or trapping any limb or body parts.</p> <p>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.</p> <p>Door openings must be constructed in a way that the passage of water or waste is not prevented.</p> <p>Water or waste must not be allowed to gather because of inaccessibility.</p> <p>If cats have access to mesh, the diameter of the wire must not be less than 1.6 millimetres (16 gauge welded mesh).</p> <p>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.</p> <p>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.</p> <p>Waste or water must not run off into neighbouring pens or cat units.</p>	<p>Drainage must be permanently unblocked, with liquids able to run off into drains immediately.</p> <p>Drainage channels should be provided so that urine is not allowed to pass over walk areas, in corridors and communal access areas.</p> <p>Any drain covers in areas where dogs have access must be secure and designed and located to prevent toes and claws from being caught.</p> <p>All interior surfaces that dogs have access to must be cleaned regularly and maintained in good order and repair.</p> <p>Wherever possible, interior surfaces must be smooth, waterproof and able to be cleaned.</p> <p>Floors must be non-hazardous for dogs to walk on, in particular to avoid slipping.</p> <p>Doors and windows to the outside must be escape proof, securable, strong enough to resist impact and scratching, and to prevent injury.</p> <p>External doors and gates must be lockable.</p> <p>Those involved in the care of the dogs must have easy access to keys and any key code in case of emergency.</p> <p>There must be at least 2 secure physical barriers (for example, a door or gate) between</p>	<p>No access doors are propped open.</p> <p>There are gates at the end of each block externally these are all fitted with safety bolts and padlocks.</p> <p>There was no standing water evident on the day of inspection</p> <p>██████ lives on site, ██████ is also a key holder.</p> <p>Drainage was clear on the day of inspection and drainage channels were clear of debris</p> <p>No gaps or apertures.</p> <p>Water can pass under doors in both cattery and kennel.</p> <p>All interior surfaces are clean and well maintained.</p> <p>All doors open inwards on all units</p> <p>All windows and doors are escape proof.</p> <p>All doors and gates are lockable</p> <p>All drainage was clear and effective as far as I can see</p> <p>Doors which are UPVC and double glazed are key locked</p> <p>Gates at the end of the blocks have safety bolts and padlocks on</p>
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	<p>Units must open onto secure corridors or other secure areas so that cats cannot escape from the premises.</p> <p>Units should be designed so cats can exercise and be handled within the unit.</p>	<p>a dog and any entrance or exit to the property to the outer curtilage to avoid escape.</p> <p>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).</p> <p>Square mesh size must not exceed 50 millimetres by 50 millimetres and for chain link it must not exceed 75 millimetres by 50 millimetres.</p> <p>Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts.</p> <p>Any electrical sockets and appliances in the dog designated rooms and where the dogs have access to must be secure and protected against damage.</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>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.</p> <p>Door openings must be constructed so that the passage of water and waste is not slowed or allowed to gather due to inaccessibility.</p>	<p>Waste water cannot run into any neighbouring pens.</p> <p>All blocks are double gated.</p> <p>All units open onto secure corridors</p> <p>Cats units are well designed and full height to enable safely handling the cats.</p> <p>All the dog paddocks are fenced using stock fencing and are to a height of 10ft.</p> <p>No gaps or apertures evident</p> <p>All electrical sockets and appliances are out of reach of all the dogs</p> <p>All doors open inwards</p> <p>Main gates at the front of the property automatically close at 12pm then it is phone access only.</p> <p>No kennel units face onto each other, they are in a single row in every block</p> <p>Water can pass under all the doors.</p>
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		<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 and areas must not be used as an exercise area.</p> <p>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.</p>	<p>Kennels all open onto secure corridors And are gated at either end.</p> <p>All kennels are full height.</p>
<p><b>5.2 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) at all times with respect to:</b></p> <p><b>(a) their behavioural needs,</b>  <b>(b) its situation, space, air quality, cleanliness and temperature</b>  <b>(c) the water quality (where relevant),</b>  <b>(d) noise levels</b>  <b>(e) light levels</b>  <b>(f) ventilation.</b></p>	<p>Cats must not be restricted to areas that get too hot or too cold, causing them distress.</p> <p>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.</p> <p>Additional heat may be provided by heated beds or pads, but they must not be the main source of heat for the cats.</p> <p>The cat must be able to remove itself from the source of heat.</p> <p>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.</p> <p>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.</p> <p>Cats must not be exposed to:</p>	<p>Dogs must not be restricted to areas when climatic conditions may cause them distress.</p> <p>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.</p> <p>Dogs must be monitored to check if they are too hot or too cold.</p> <p>If an individual dog is showing signs of heat or cold intolerance, steps must be taken to ensure the welfare of the dog.</p> <p>A dog must be able to remove itself from a direct source of heat.</p> <p>Adequate ventilation must be provided to all interior areas without the creation of excessive, localised draughts, and to avoid excess humidity.</p>	<p>Cats have a choice of areas within their cattery units.</p> <p>There is a combination of old and new standards here, but both comply with the standard of giving the cat a choice of area.</p> <p>Dogs have a choice of area where they can rest and also they have access to a run.</p> <p>There is a block of 3 kennels which accommodates nervous dogs, this is a separate block which is fully double glazed and insulated – whilst this block doesn't feature a run, the dogs are taken out a minimum of 4 times per day as the guidance states for units without a run.</p> <p>All the kennel and cattery units are thermostatically controlled and there is under floor heating available in 2 of the kennel blocks.</p>

	<ul style="list-style-type: none"> <li>excessive or continuous noise - such as dogs barking</li> <li>draughts</li> </ul> <p>Ventilation must be provided in interior areas to avoid excess humidity.</p>	<p>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.</p> <p>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.</p>	<p>All the units for the kennels and cattery are gas central heating with electrical heating as back up.</p> <p>The dogs and cats can removed themselves from the heat source</p> <p>The electric heaters are located at ceiling level in both the kennel and cattery so out of reach of all the animals.</p> <p>The temperature of each block is recorded and on a clip board by the entrance to each block.</p> <p>There are digital thermometers on each block of units which is clearly visible.</p> <p>There are 2 blocks which offer a quieter setting for the dogs, including a purpose-built block for particularly nervous dogs.</p> <p>All light levels both natural and artificial is good.</p>
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<p><b>5.3 Staff must ensure that the animals are kept clean and comfortable</b></p>	<p>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.</p> <p>Cats must not routinely be removed from their cattery unit whilst it is being cleaned</p>	<p>Each occupied kennel must be cleaned daily at a minimum.</p> <p>Dogs must be removed from the area when it is being cleaned.</p> <p>Dogs should benefit from adequate routine grooming and other health regimes as needed and agreed with the owner. For</p>	<p>Cat grooming is not routinely offered, this is on a case by case basis and provided the cat is not put under any unnecessary stress.</p> <p>Kennels are cleaned first thing in the morning and then spot cleaned throughout the day, if a second clean is required this will take place.</p> <p>Dogs are removed from the area being cleaned</p>
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	<p>unless it is causing stress for the cat and there is a safe alternative temporary unit.</p>	<p>example, eye cleaning or preventing long fur from matting.</p> <p>This must include attention to coat, teeth, ears and nails and inspection for parasites.</p>	<p>Cats are not removed from their units</p> <p>There is a specialised dog bath and drying unit available for the dogs if required</p> <p>All dogs are checked over each day</p>
<p><b>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</b></p>	<p>Cats must have a litter tray. Scented litter must not be used.</p> <p>Bedding must be changed, cleaned and disinfected between cats or when soiled.</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.</p> <p>Where a dog will not toilet in its kennel unit, the dog must be removed from the kennel unit to toilet away from its bed and to exercise at least 4 times a day.</p>	<p>All cats have a litter tray – no scented litter used,</p> <p>All dogs are taken out for 3 walks a day</p> <p>Bedding is changed as required</p> <p>The dogs have runs</p> <p>The nervous dog block which doesn't have a run are taken out at least 4 times daily.</p>
<p><b>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.</b></p>	<p>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.</p> <p>Each occupied unit must be cleaned at least once each day.</p> <p>Units must be disinfected between new occupants and when necessary.</p> <p>Effective spot cleaning is allowed.</p> <p>If a pest problem is identified, a pest control programme must be put in place.</p>	<p>Kennel units must be inspected daily and kept in a clean condition, in accordance with the cleaning and disinfection procedure, produced by the facility.</p> <p>Kennels must be disinfected at least once a week and at occupancy change.</p> <p>Faeces must be removed from all areas as often as necessary and in any case a minimum of twice a day.</p> <p>Where a pest problem is identified, a control programme must be implemented.</p>	<p>All kennel and cattery units are checked throughout the day and spot cleaned as required.</p> <p>All units are disinfected every day,</p> <p>Faeces is removed as required</p> <p>All units are disinfected daily and between occupants</p> <p>Pest control policy in SOPs.</p>
<p><b>5.6 The animals must be transported and handled in a manner that protects them from pain, suffering, injury and disease. This</b></p>	<p>All animals must be transported according to the <a href="#">regulations laid down in current legislation</a>.</p> <p>The licence holder must demonstrate that a suitable vehicle is available to transport the</p>	<p>All animals must be transported according to the regulations laid down in current legislation.</p> <p>The licence holder must demonstrate that a suitable vehicle is available to transport</p>	<p>No transportation offered. Only for emergency or vet visits.</p>

<p><b>includes considering housing, temperature, ventilation and frequency.</b></p>	<p>cats. It does not have to be owned by the licence holder.</p> <p>Cats must always be transported in a suitable, strong cat carrier.</p> <p>This applies to travel:</p> <ul style="list-style-type: none"> <li>• within the cattery</li> <li>• in a vehicle</li> <li>• to and from a vehicle</li> </ul> <p>Vehicles must be cleaned and disinfected after each collection or delivery of any new cats.</p> <p>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.</p> <p>Consideration must be given to whether it is necessary to transport cats when the temperature poses a risk.</p> <p>Enough breaks must be given for water and food where appropriate.</p>	<p>the dogs. It does not have to be owned by the licence holder.</p> <p>During transport, dogs must be suitably restrained to prevent injury, using any of the following:</p> <ul style="list-style-type: none"> <li>• dog crate</li> <li>• transport harness</li> <li>• dog guard</li> </ul> <p>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.</p> <p>Vehicles must be cleaned and disinfected after each collection and delivery of any dogs.</p> <p>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.</p> <p>Consideration must be given to whether it is necessary to transport animals when the temperature poses a risk.</p> <p>Sufficient breaks must be offered for water, food where appropriate and the chance to go to the toilet.</p> <p>Dogs must be transported to vet facilities in an appropriate manner for their condition, taking care that transport does not cause further suffering.</p>	<p>If the cats are transported to the vets, they are in carriers</p> <p>If the dogs are taken to the vets they are crated and a specified car is used.</p> <p>All fully insured to transport the cats and dogs</p> <p>Vehicles would be disinfected after use.</p> <p>No animals would be left in the car – vet journeys only</p> <p>Local journeys only to the vets.</p>
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		Veterinary advice on the condition of the animal and suitability for transport should be sought before transport.	Vet would be called first.
<b>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.</b>	<p>Where practicable this must be natural light, but artificial light must be available.</p> <p>If artificial lighting is used it must be within a range of 10 to 12 hours daily.</p> <p>Lights must be turned off overnight to provide a period of darkness.</p>	<p>Where practicable this must be natural light, but artificial light must be available.</p> <p>Where artificial lighting is used, this must be within a range of 10 to 12 hours daily.</p> <p>Lights must be turned off to provide a period of darkness overnight.</p>	<p>All natural light levels are good.</p> <p>Artificial lighting is available and good levels</p> <p>All lights off at night,</p>
<b>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.</b>	<p>If cats from the same household share a unit there must be multiples of all resources equal or greater than the number of cats.</p> <p>Examples of resources include:</p> <ul style="list-style-type: none"> <li>• food</li> <li>• water</li> <li>• litter trays</li> <li>• resting and sleeping areas</li> <li>• enrichment items (such as toys)</li> </ul>	<p>There must be multiples of all resources equal or greater than the number of dogs in the unit.</p> <p>Resources include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• food</li> <li>• water</li> <li>• enrichment items (such as toys)</li> <li>• resting and sleeping areas</li> </ul> <p>Dogs must be carefully monitored, especially at feeding times.</p>	<p>Only cats from the same household share a pen. Consent is sought if need to separate them.</p> <p>Multiple resources available for the amount of cats</p> <p>Multiple resources available for the number of dogs.</p> <p>Consent sought if need to separate the dogs</p> <p>Food not left out for dogs as they are fed separately</p>
<b>5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.</b>	<p>All cats must be checked often throughout the day.</p> <p>The licence holder or responsible person must visit the cats at regular intervals no more than 3 hours apart (from 8am until 6pm).</p> <p>Cats must also be checked as often as needed for their individual health, safety and welfare.</p>	<p>Trained and competent staff must observe dogs regularly throughout the day as necessary for the individual health, safety and welfare of each dog.</p>	<p>All cats are checked throughout the day.</p> <p>██████ lives on site and does last night checks around 9pm every night,</p> <p>All staff are either trained or have the necessary experience.</p>

<p><b>Required higher standards for providing a suitable environment for cats (Blue)</b></p>	<p><i>All cats must be checked at least once at an appropriate interval out of hours (between 6pm and 8am) by a person or CCTV.</i></p> <p><i>Temperature in the sleeping area must be between 18°C and 26°C.</i></p> <p><i>The environment must have a layout and design that gives the cats choice.</i></p>	<p><i>Dogs must be provided with a design and layout that gives them choice.</i></p> <p><i>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.</i></p> <p><i>There must be documented records for checking.</i></p>	<p><i>All animals are checked throughout the day, the animals are checked last thing at night by [REDACTED] at 9pm – sometimes 10pm in summer.</i></p> <p><i>CCTV is throughout the premises.</i></p> <p><i>All temperatures are monitored and recorded – there is a checklist and clip board at the entrance to every block.</i></p> <p><i>Cats have a choice of areas.</i></p>
<p><b>Optional higher standards for providing a suitable environment cats (Red)</b></p>	<p><i>Ventilation must be a managed, fixed or portable, air system to maintain appropriate temperatures in all weathers.</i></p> <p><i>This can be an air conditioning unit or removable fans - but these must be safely installed away from cats.</i></p>	<p><i>Ventilation must be a managed, fixed or portable air system to make sure appropriate temperatures are maintained in all weathers.</i></p> <p><i>This can be an air conditioning unit or removable fans safely installed away from animals.</i></p> <p><i>A noise management plan to reduce noise to the dogs must be in place.</i></p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li><i>• physical barriers</i></li> <li><i>• sound-absorbing build structure</i></li> <li><i>• positive reinforcement training to keep barking down</i></li> <li><i>• kennel design to prevent noise generation with demonstration of effectiveness</i></li> </ul>	<p><i>Ventilation is excellent in all of the blocks</i></p> <p><i>There is also air conditioning units available.</i></p> <p><i>There is a noise management plan in the SOPs</i></p> <p><i>All the buildings are fully insulated and double glazed.</i></p>
<p><b>6.0 Suitable Diet</b></p>			
<p><b>6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any new</b></p>	<p><i>Adult cats must have at least 2 meals a day at least 8 hours apart, as appropriate to the cat's needs.</i></p>	<p><i>Adult dogs must be fed at least once per day and in accordance with the individual dog's needs.</i></p>	<p><i>All dogs and cats are fed according to the owner's instruction.</i></p>

<p><b>feeds must be introduced gradually to allow the animals to adjust to them.</b></p>	<p>Dietary requirements that are agreed with the owner must be followed.</p> <p>If there are concerns about an individual cat's diet, veterinary advice must be sought.</p> <p>One feeding bowl and one water bowl must be provided for each cat. These must be separate containers.</p> <p>Food and water must be kept away from each other and away from the litter tray (at least 60 centimetres apart).</p>	<p>Dogs must be fed a complete diet appropriate to their age, breed, activity level and stage in the breeding cycle.</p> <p>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.</p> <p>Dogs must be fed separately from other dogs, unless the owner has agreed dogs from the same household can share a unit.</p>	<p>All the cats dietary requirements are discussed at registration.</p> <p>All dogs are fed as agreed by the owners and their individual diets</p> <p>Cats have a water bowl and a feed bowl</p> <p>Food and water is kept apart to satisfy the standard.</p> <p>All dogs are always fed separately</p> <p>Vet would be called as required.</p>
<p><b>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</b></p>	<p>If a cat has no appetite for longer than 48 hours, veterinary advice must be sought.</p> <p>Seek advice from a vet earlier if there are specific concerns or known health problems.</p> <p>Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking too much.</p> <p>The general condition of the cats must be observed.</p> <p>Cats displaying significant weight loss or gain must be checked by a vet and treated as needed.</p>	<p>Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours.</p> <p>If there are concerns, staff must seek veterinary advice.</p> <p>Water intake must be checked and staff must seek veterinary advice if the dog is not drinking or is drinking excessively.</p> <p>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.</p> <p>Staff must follow veterinary advice if they feed dogs that:</p> <ul style="list-style-type: none"> <li>• are debilitated, underweight or ill</li> <li>• have specific dietary requirements</li> </ul>	<p>Both dogs and cats are monitored around feeding regimes, a vet would be called as required and agreed by the owner.</p> <p>Water intake is checked for both dogs and cats, this is recorded on the records outside each of the dog and cat individual units.</p> <p>If there was any significant weight loss, veterinary advice would be sought</p>
<p><b>6.3 Feed and drinking water provided to the animals must be</b></p>	<p>Food bowls should be emptied and cleaned following feeding so that food, particularly wet food, is not left out until the next feeding time.</p>	<p>Food bowls should be emptied and cleaned following feeding so that food, particularly wet food, is not left out until the next feeding time.</p>	<p>All bowls are emptied and cleaned daily</p>

<p><b>unspoilt and free from contamination.</b></p>	<p>Fridges for feed storage must be provided.</p> <p>Feed must be stored away from risk of vermin and in cool and dry places.</p>	<p>The premises must have fridges to store feed.</p> <p>Feed must be stored:</p> <ul style="list-style-type: none"> <li>• away from risk of vermin</li> <li>• in appropriately cool and dry places</li> </ul>	<p>Fridges available for food for both cats and dogs.</p> <p>Food storage room is purpose built and all feed is kept in rodent proof bins and containers.</p>
<p><b>6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.</b></p>	<p>Receptacles must be:</p> <ul style="list-style-type: none"> <li>• non-porous</li> <li>• cleaned daily</li> <li>• disinfected between different cats</li> <li>• disinfected at least once every week</li> <li>• disposed of if damaged</li> </ul>	<p>Receptacles must be:</p> <ul style="list-style-type: none"> <li>• non-porous</li> <li>• cleaned daily</li> <li>• disinfected between different dogs</li> <li>• disinfected at least once every week</li> <li>• disposed of if damaged</li> </ul>	<p>Combination of metal and plastic bowls used</p> <p>All cleaned daily.</p> <p>Any damaged bowls would be replaced</p>
<p><b>6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.</b></p>	<p>Fresh, clean drinking water must be provided each day.</p> <p>It must be in a clean container and changed or refreshed as often as needed.</p> <p>Several water bowls must be available to make sure all the cats have access to water.</p>	<p>Fresh clean drinking water must be provided daily in a clean container and changed or refreshed as often as necessary.</p> <p>There must be multiple water bowls provided so that all dogs have ready access to water.</p>	<p>Fresh water is available as required</p> <p>Multiple bowls for multiple animals</p>
<p><b>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.</b></p>	<p>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.</p> <p>Soap and hygienic hand drying facilities must also be available.</p> <p>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.</p>	<p>A separate hand wash basin with an adequate supply of hot and cold water must be provided for staff to wash their hands.</p> <p>This must be connected to a suitable drainage system.</p> <p>Soap and hygienic hand drying facilities must also be available.</p> <p>The food preparation area must be kept clean and vermin-free at all times.</p>	<p>There are separate handwash facilities with hot and cold running water plumbed in.</p> <p>Soap and hand gel available</p> <p>Food preparation area is a purpose built facility, spotlessly clean and tidy,</p> <p>All bowls are only used for feeding the cats and dogs and not mixed.</p>

		Receptacles for a dog's food and drink must not be used for any other purposes.	Only used for the animals.
<b>7.0 Monitoring Of Behaviour And Training Of Animals</b>			
<b>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</b>	<p>The business must have a documented programme that shows how they provide an enriching environment to the cats.</p> <p>All cats must have access to:</p> <ul style="list-style-type: none"> <li>• appropriate toys</li> <li>• scratching posts</li> <li>• hiding places</li> </ul> <p>Items must be checked each day to make sure they remain safe.</p> <p>Feeding enrichment can be provided too unless a vet advises against it.</p>	<p>A documented programme must be available and agreed with the owner, setting out enrichment both inside and outside.</p> <p>This includes grooming, socialisation and play.</p> <p>All dogs must receive appropriate toys or feeding enrichment (or both) unless veterinary advice suggests otherwise.</p> <p>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.</p> <p>Potential competition between dogs must be avoided.</p>	<p>All cats have access to toys, hiding places and scratching posts.</p> <p>All the scratching posts and toys were well maintained.</p> <p>Feeding enrichment for the cats is as per the owners instruction</p> <p>The dogs have their own enrichment which is agreed with the owners at registration</p> <p>Dogs are groomed as necessary</p> <p>All items are checked and disposed of as required.</p> <p>Competition is avoided between dogs.</p>
<b>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.</b>	<p>Cats must not be taken from their individual units except in an emergency or for veterinary treatment.</p> <p>Communal exercise areas are not acceptable.</p>	<p>Opportunities to exercise must involve at least one walk per day or access to a secure open space away from the kennel unit.</p> <p>Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.</p> <p>No more than 6 dogs per person can be walked at one time.</p> <p>The owner's consent is needed for a dog to walk with other dogs.</p>	<p>Cats are not removed from their pens unless for an emergency,</p> <p>No communal areas for the cats.</p> <p>Dogs are walked 3 times per day.</p> <p>The dog's exercise area is roughly 0.5 acre, this is secured with 10ft stock fencing.</p> <p>Some owners prefer their dogs to be walked off - site, consent form is signed for this activity – staff wear high-viz jackets and the dogs wear reflective leads and collars.</p>

		<p>Dogs must be familiarised with each other before the walk.</p> <p>Dogs that cannot be exercised must be provided with alternative forms of mental stimulation.</p> <p>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.</p> <p>Outdoor areas must be cleared of all potential hazards after each use.</p> <p>Faeces must be picked up between dogs using an area.</p> <p>Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards.</p> <p>Dogs must not have direct access to bins.</p> <p>The outdoor or garden area of the premises and any other area that boarded dogs may have access to must be secure and safe.</p> <p>Dogs must not have unsupervised access to ponds, pools, wells and any other garden feature that might be a threat.</p>	<p>Dogs are exercised appropriate to age, breed and life stage.</p> <p>Exercise is agreed with the owner prior to any visit.</p> <p>All dogs are walked on a one on one basis, unless they are from the same family.</p> <p>All consent is sought for all exercise.</p> <p>Dogs that cannot be walked will be groomed, played with and advice would be taken from the owner.</p> <p>Only one dog at a time for the outdoor areas</p> <p>No hazards were visible at the time of inspection</p> <p>Faeces removed as required</p> <p>No artificial turf used</p> <p>No access to bins for the dogs</p> <p>There is a specific area for exercise, no private gardens are used.</p> <p>No unsupervised access to any water features.</p>
<p><b>7.3 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and</b></p>	<p>The behaviour of each cat must be monitored each day.</p> <p>Changes in behaviour must be recorded and acted upon if there are signs of:</p> <ul style="list-style-type: none"> <li>• suffering</li> </ul>	<p>The behaviour of each dog must be monitored daily.</p> <p>Changes in behaviours must be recorded and acted upon if there are signs of:</p>	<p>All behaviour is monitored and recorded for both cat and dogs.</p> <p>This would be recorded on the record outside the units</p>

<p><b>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.</b></p>	<ul style="list-style-type: none"> <li>• stress</li> <li>• fear</li> <li>• aggression</li> <li>• anxiety</li> </ul> <p>Staff must get advice from a vet, who may refer the cat to a suitably qualified animal behaviourist.</p>	<ul style="list-style-type: none"> <li>• suffering</li> <li>• stress</li> <li>• fear</li> <li>• aggression</li> </ul> <p>All staff must be able to identify dogs that are anxious or fearful about contact. Records of assessment must be kept.</p> <p>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:</p> <ul style="list-style-type: none"> <li>• elderly</li> <li>• nervous</li> <li>• on certain medication</li> </ul> <p>Staff must also take account of their individual needs.</p> <p>Staff must get advice where necessary from a suitably qualified clinical animal behaviourist.</p>	<p>All animals are assessed for their behaviour and this is also discussed with the owners at registration.</p> <p>All staff are capable of identifying adverse behaviours and this would be recorded.</p> <p>Dogs individual needs are discussed with the owners prior to visiting.</p> <p>There is a designated block available for nervous dogs.</p> <p>All the dogs individual needs are catered for where possible</p>
<p><b>7.4 Where used, training methods or equipment must not cause pain, suffering or injury.</b></p>	<p>Cats are not likely to be trained when staying in a boarding cattery.</p>	<p>Training must be reward based. This means staff must reward desired behaviour and ignore unwanted behaviour.</p>	<p>Cats not trained</p> <p>Dogs are not routinely trained but basic commands are used, Treats are with owner's permission,</p>
<p><b>7.5 All immature animals must be given suitable and adequate opportunities to:</b></p> <p><b>(a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and</b></p>	<p>Habituation and socialisation happens early in cats - mostly before 8 weeks of age.</p> <p>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.</p> <p>Kittens would be very susceptible to disease. They would also need an appropriate environment to learn and develop.</p>	<p>Documented processes must be in place to accommodate the needs of dogs under one year of age.</p>	<p>Kittens only taken after 2<sup>nd</sup> vaccination.</p> <p>Immature Dog policy in SOPs file – forwarded onto LA and made available to Inspector.</p>

<p><b>(b) become habituated to noises, objects and activities in their environment.</b></p>			
<p><b>Optional higher standards for monitoring animal behaviour (Red)</b></p>	<p><i>Behavioural observations must be recorded daily.</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.</i></p> <p><i>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><i>All behavioural observation recorded onto the cat's individual record sheet outside the unit,</i></p> <p><i>Dogs are walked 3 times per day dependant on owner's instruction and the dog's needs</i></p> <p><i>This would be discussed with the owner prior to the dog staying,</i></p>
<p><b>8.0 Animal Handling and Interactions</b></p>			
<p><b>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.</b></p>	<p>Cats must always be handled humanely and appropriately to suit their individual needs.</p> <p>Handling must minimise stress and distress such as anxiety, fear, frustration and pain.</p> <p>Cats must never be punished so that they become frightened or display agitated behaviour.</p> <p>People must have the competence to handle cats correctly.</p> <p>They must be able to identify cats that are anxious or fearful about contact.</p> <p>A cat must not be picked up by the scruff of its neck (scruffing), unless it is an absolute last resort.</p>	<p>Dogs must always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress.</p> <p>Dogs must never be punished so that they become frightened or display agitated behaviour.</p> <p>People must have the competence to handle dogs correctly.</p> <p>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.</p> <p>They must also have the ability to recognise and act upon dogs with undesirable behaviours, as well as anxious or fearful dogs.</p>	<p>Cats and dogs are always handled humanely and never punished,</p> <p>All staff have the competence to handle the animals correctly to minimise stress.</p> <p>Advised to implement difficult dog policy and keep in SOP file.</p> <p>Cats are never scruffed.</p>



		A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site.	Muzzles available
<p><b>8.2 The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals.</b></p> <p><b>No animals from a social species may be isolated or separated from others of their species for any longer than is necessary.</b></p>	<p>Cats from different households must never share a unit.</p> <p>If cats from the same household share a unit, the owner must have given written consent.</p> <p>The cats must also be monitored.</p> <p>Consent from the owner must include authority to separate cats, if there are any problems.</p>	<p>Only dogs from the same household can share a kennel unit and they must be monitored.</p> <p>The owner must give written authorisation to do this and consent must also include the authority to separate the dogs if there are problems.</p>	<p>Only cats from the same household share a unit</p> <p>Only dogs from the same household share a unit</p> <p>Written consent is sought in case [REDACTED] has to split the cats or dogs into their own units</p> <p>All cats are regularly monitored</p>
<p><b>8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.</b></p>	<p>Cats must have human interactions specific and appropriate to their needs.</p> <p>The needs of individual cats will be reassessed each day.</p> <p>A cat must never be forced to interact with a person or people.</p> <p>A cat must be able to avoid people if it wishes.</p>	<p>Animals should be encouraged, but never forced to interact with people.</p>	<p>All cats have positive interactions and this is also discussed with the owner at registration.</p> <p>Animals are never forced to interact with humans,</p> <p>All the cat's individual needs are catered for,</p> <p>Never forced to interact and they have plenty of places to hide if they wish,</p>
<p><b>Required higher standard for animal interactions (Blue)</b></p>	<p><i>If more than one cat shares a unit, daily behavioural observations must be recorded and acted upon.</i></p> <p><i>These should especially focus on any signs of stress or aggression.</i></p>		<p><i>All behavioural observations are recorded and noted on the cat's individual sheet outside the cat's unit.</i></p>

<b>9.0 Protection from Pain, Suffering, Injury and Disease</b>			
<b>9.1 Written procedures must:</b> <b>(a) be in place and implemented covering</b> <b>(i) feeding regimes</b> <b>(ii) cleaning regimes</b> <b>(iii) transportation</b> <b>(iv) the prevention of, and control of the spread of, disease</b> <b>(v) monitoring and ensuring the health and welfare of all the animals</b> <b>(vi) the death or escape of an animal (including the storage of carcasses)</b>  <b>(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency</b>	The procedures must demonstrate how the conditions in this guidance are met.	The procedures must include how the conditions outlined in this guidance are met.	All of these written procedures and policies have been forward to the LA and were made available for the inspector on the day.
<b>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</b>			All staff are aware and have read the folder and all have a copy.
<b>9.3 Appropriate isolation, in separate self-contained facilities,</b>	The business must have a facility to isolate any cat that is:	The business must have a facility to isolate any dog that is: • injured	Isolation agreement is in place (written form made available to inspector and forwarded to LA)

<p><b>must be available for the care of sick, injured or potentially infectious animals.</b></p>	<ul style="list-style-type: none"> <li>• injured</li> <li>• sick</li> <li>• infectious or carrying a serious infectious disease</li> </ul> <p>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.</p> <p>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).</p> <p>All staff must understand the procedures to prevent the spread of infectious disease between cats.</p> <p>When staff are handling cats in the isolation facility, they must:</p> <ul style="list-style-type: none"> <li>• wear protective clothing and footwear</li> <li>• follow cleaning procedures</li> </ul> <p>The clothing must be kept in the isolation facility and only removed for cleaning and disinfection.</p> <p>Protective garments must either be:</p> <ul style="list-style-type: none"> <li>• changed and laundered with appropriate disinfectant</li> <li>• disposed of after handling a cat with a suspected infectious disease</li> </ul> <p>The following items must be stored in the isolation facility and ready to use:</p> <ul style="list-style-type: none"> <li>• separate feeding and water bowls</li> </ul>	<ul style="list-style-type: none"> <li>• sick</li> <li>• infectious or carrying a serious infectious disease</li> </ul> <p>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).</p> <p>All staff must understand the procedures to prevent the spread of infectious disease.</p> <p>Where infectious disease is present in the whole premises, barrier nursing procedures, and people trained in these, must be implemented.</p> <p>This includes use of protective clothing and footwear (where applicable) changed between enclosures, separate storage of equipment and segregation of waste.</p> <p>Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area.</p> <p>Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to.</p> <p>Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.</p>	<p>The agreement is in place with Vetcare Limited And also have 24hr care with My Pet's Vet in Lowton.</p> <p>This applies to all the animals on site.</p> <p>PPE is available for all staff</p> <p>All staff are also aware of cleaning procedure following an animal being taken to the vets.</p> <p>A designated member of staff would clean down the relevant unit and not cross contaminate</p>
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	<ul style="list-style-type: none"> <li>• a dedicated safe cat basket and bedding</li> <li>• litter trays and litter</li> <li>• cleaning utensils</li> </ul> <p>Any cats in the isolation facility must be checked as often as the other cats.</p> <p>Staff must visit them after the other cats.</p> <p>If a separate person is caring for cats in the isolation facility this does not apply.</p>	<p>Dogs in the isolation facility must be checked at least as frequently as other dogs.</p> <p>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.</p>	<p>See above</p>
<p><b>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.</b></p>	<p>The business owner must see an up-to-date veterinary vaccination record for all cats.</p> <p>The cats must have current vaccinations against:</p> <ul style="list-style-type: none"> <li>• feline panleukopenia</li> <li>• feline parvovirus, also known as feline infectious enteritis</li> <li>• feline respiratory viruses (feline herpesvirus and feline calicivirus)</li> </ul> <p>Certification from a vet of a recent protective titre test may be accepted instead of a booster vaccination.</p> <p>The certificate must state that it is valid for the current period. It is the licensee's decision whether to accept such a certificate.</p> <p>Vaccines used must be licensed for use in the UK.</p> <p>Homeopathic vaccination is not acceptable.</p> <p>If there is evidence of external parasites, such as fleas, ticks or lice, the cat must be treated with a product authorised by the</p>	<p>An up-to-date veterinary vaccination record must be seen to show that dogs, including resident dogs, have current vaccinations against:</p> <ul style="list-style-type: none"> <li>• canine parvovirus</li> <li>• canine distemper</li> <li>• infectious canine hepatitis (adenovirus)</li> <li>• leptospirosis</li> <li>• other relevant diseases</li> </ul> <p>Vaccination against other diseases such as kennel cough (bordetella bronchiseptica or canine parainfluenza virus) may be required.</p> <p>A vet certificate of a recent protective titre test may be accepted instead of a booster vaccination.</p> <p>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.</p>	<p>All cats and dogs are fully vaccinated prior to visit</p> <p>Vaccination cards are shown on first visit and the dates are put on the animals individual record – the APP then sends reminders when the boosters are due, this works on a traffic light system.</p> <p>If the record is red, the owner is made aware and asked to bring in the certificate to show the booster is up to date.</p> <p>All UK vaccines</p> <p>No homeopathic vaccines used</p> <p>Titre test aware.</p>

	<p>Veterinary Medicines Directorate (VMD). The product must be licensed for use in the UK.</p> <p>Treatment must only happen after either:</p> <ul style="list-style-type: none"> <li>• having a consultation with a vet, using the product as directed</li> <li>• getting written consent from the owner or nominated person to treat the cat</li> </ul>	<p>Primary vaccination courses must be completed at least 2 weeks before acceptance into boarding.</p> <p>Vaccines used must be licensed for use in the UK. Homeopathic vaccination is not acceptable.</p> <p>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.</p> <p>Treatment must be discussed with a vet before giving it to the dog. The owner must consent to this.</p>	<p>No dogs are brought in within 2 weeks of having their vaccination.</p> <p>All cats and dogs are flea and worm treated prior to visit.</p> <p>This is recorded on the cats and dogs individual records.</p>
<p><b>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.</b></p>	<p>Waste (urine and faeces) must be:</p> <ul style="list-style-type: none"> <li>• in a clearly-marked bin which is emptied each day or when full - whichever is sooner</li> <li>• removed in line with the documented cleaning and disinfection procedure</li> </ul> <p>Storage of waste must be away from areas where food or animals are kept.</p>	<p>This must be in a clearly-marked bin which is emptied either daily or when full, whichever is the sooner.</p> <p>Excreta must be removed in accordance with the documented cleaning and disinfection procedure.</p> <p>Storage of excreta must be away from areas where animals or food are kept.</p>	<p>Commercial contract for waste disposal - BIFFA</p> <p>The bins are situated away from the buildings.</p> <p>Removed as per cleaning procedures.</p> <p>Bin are kept away from the food and buildings</p>
<p><b>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</b></p>	<p>When a trained first aider suspects a cat is ill or injured, contact a vet for advice immediately.</p> <p>The business must record any instructions for treatment and seek further advice if there's ongoing concern.</p> <p>They must contact the cat's owner or nominated person.</p>		<p>Whilst staff are First Aid trained, a vet would be called as required</p> <p>All vet treatment is recorded and kept on record</p> <p>The owner or the emergency contact would be contacted.</p>

<p><b>competent person must be followed.</b></p>			
<p><b>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</b></p>	<p>Any preventative treatment must be given with the written consent of the owner and under the direction of the vet.</p>	<p>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.</p> <p>Further advice must be sought if there is ongoing concern.</p> <p>Any preventive treatment must be administered with written consent from the owner and under the direction of a vet.</p>	<p>All medication is recorded and given as directed by a vet and with the owner's consent.</p> <p>Further advice would be sought as required</p> <p>All medication is with consent and staff sign a form with the medication with has been administered.</p>
<p><b>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.</b></p>	<p>The vet's details must be displayed where they can be easily seen by all staff members.</p> <p>This must the include:</p> <ul style="list-style-type: none"> <li>• name</li> <li>• address</li> <li>• telephone number</li> <li>• out of hours telephone number</li> </ul> <p>The veterinary practice must be within a reasonable travel distance.</p> <p>When cats are boarding, the licence holder must get written consent from the cat's owner to state which vet will be used.</p>	<p>The vet's details must be displayed where they can be easily seen by all staff members.</p> <p>This must the include:</p> <ul style="list-style-type: none"> <li>• name</li> <li>• address</li> <li>• telephone number</li> <li>• out of hours telephone number</li> </ul> <p>The veterinary practice must be within a reasonable travel distance.</p> <p>The licence holder will decide which vet they will use.</p> <p>They must get written consent from the dog's owner before taking the dog to the vet.</p>	<p>Vets details are displayed in the reception area along with all the emergency numbers</p> <p>My Pet's Vet is in Lowton – 5mins away</p> <p>All the cats and dogs own vet details are kept on record and consent form is signed to permit use of Hollybank's designated vet.</p>
<p><b>9.9 Prescribed medicines must be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used</b></p>	<p>All courses must be completed to the specifications given by the vet.</p> <p>Any unused medications must be returned to the owner or prescribing vet.</p>	<p>All courses must be completed to the specifications given by the vet.</p> <p>Any unused medications must be returned to the owner, nominated contact or prescribing vet.</p>	<p>All courses would be completed as directed by the vet and owner</p> <p>Any unused meds would be returned to the owner</p>

<p><b>in accordance with the instructions of the vet.</b></p>	<p>A fridge must be available to store any medicines that need to be kept at certain temperatures.</p>	<p>A fridge must be available to store medicines that need to be kept at low temperatures.</p>	<p>Fridge and freezer available</p>
<p><b>9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or vet.</b></p>		<p>All medications must only be used with prior consent of the owner and in discussion with a vet.</p>	<p>All medicines are only administered with consent and direction.</p>
<p><b>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.</b></p>	<p>Disinfectant products must be able to kill viruses and bacteria (virucidal and bactericidal).</p> <p>The choice of cleaning and disinfectant products must be based on:</p> <ul style="list-style-type: none"> <li>• suitability</li> <li>• safety</li> <li>• compatibility</li> <li>• effectiveness</li> </ul> <p>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.</p> <p>Staff using cleaning products must be competent in the safe use of detergents and fluids.</p> <p>Cleaning products must:</p> <ul style="list-style-type: none"> <li>• be kept out of the reach of animals</li> <li>• never be left in the cat unit</li> </ul>	<p>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>The choice of cleaning and disinfectant products must be based on suitability, safety, compatibility and effectiveness.</p> <p>Disinfectant products must be virucidal as well as bacteriocidal.</p> <p>Staff using cleaning products must be competent in the safe use of detergents and fluids.</p> <p>Cleaning products must be kept entirely out of the reach of animals, and must never be left in kennels.</p> <p>Standing water must not be allowed to accumulate due to the possibility of pathogens residing in these moist environments.</p>	<p>Anigene used in all the units</p> <p>Anigene is used as per the manufacturers instruction</p> <p>This is vet standard disinfectant.</p> <p>Cleaning products are kept in a separate storage room</p> <p>No standing water was evident on the day of inspection</p>

	<p>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.</p>	<p>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.</p> <p>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).</p> <p>Kennels of long stay dogs must undergo periodical thorough cleaning, disinfection and drying.</p> <p>Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use or disposed of.</p>	<p>Any equipment used would be disposed of if exposed to an infectious situation,</p> <p>All grooming equipment would be disinfected after use.</p> <p>All toys are checked and cleaned between uses And returned if they belong to the dog owner.</p> <p>All kennels are disinfected on a daily basis</p> <p>All of this equipment would be disposed of.</p>
<p><b>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:</b></p> <p><b>(a) in the case of fish, a person who is competent for such purpose</b></p> <p><b>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose</b></p>	<p>Only a vet can euthanise a cat.</p> <p>The licence holder must keep a record of:</p> <ul style="list-style-type: none"> <li>• all euthanasia</li> <li>• the qualified vet that carried it out</li> </ul> <p>Euthanasia must not take place until the owner or nominated person gives consent - unless it is crucial for the welfare of the cat.</p>	<p>Only a vet may euthanise a dog.</p> <p>The licence holder must keep a record of all euthanasia and the identity of the qualified vet that carried it out.</p> <p>The owner or designated main point of contact must be contacted to give consent.</p> <p>Unless imperative for the welfare of the dog, euthanasia must not take place until consent is given.</p>	<p>Only a vet</p> <p>There is a death record on file and this was made available on the day.</p> <p>The vet would seek consent from the owner. Hollybank would make the owner aware that the cat or dog is in the care of the vet.</p>



<p><b>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.</b></p>			<p>All animals are checked throughout the day. Anything out of the ordinary would be monitored and recorded.</p>
<p><b>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.</b></p>	<p>Inspectors must be able to access any record and associated checklists.</p> <p>Presence or absence of faeces and urine must be monitored each day.</p> <p>Any abnormalities must be recorded and acted upon as needed.</p> <p>Cats staying long-term (over 3 weeks) must be checked for weight-loss or gain.</p> <p>If there are any concerns, advice must be sought from a vet.</p>	<p>Records and any associated checklists must be made available to inspectors.</p> <p>Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.</p>	<p>All records were made available to the inspector on the day.</p> <p>All toileting for all animals is recorded, any abnormalities are recorded.</p> <p>Cats are checked for weight loss or gain on long term stays</p> <p>Vet would be called as required.</p>
<p><b>Optional higher standard for protecting cats from pain, suffering, injury and disease (Red)</b></p>	<p><i>Designated on site isolation facilities must be available.</i></p> <p><i>They must be the same size and have the same facility requirements as a normal cattery unit.</i></p>		<p><i>Isolation agreement is with My Pet's Vet and Vetcare</i></p>
<p><b>10.0 Emergencies</b></p>			
<p><b>10.1 A written emergency plan,</b></p>	<p>Entrances and fire exits must be clear of obstructions at all times.</p>	<p>Entrances and fire exits must be clear of obstructions at all times.</p>	<p>All fire exits are clear and there were no obstructions evident on the day</p>

<p><b>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.</b></p>	<p>Suitable firefighting, prevention and detection equipment must be available. It must be maintained and in good working order.</p> <p>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.</p> <p>Where appropriate, there must be at least one carbon monoxide detector.</p> <p>An emergency drill programme must be in place with annual testing, or as required by fire risk assessments.</p> <p>All new members of staff must have this training as part of their induction programme.</p> <p>There must be a plan for housing of the cats if the premises become uninhabitable.</p> <p>There must be a written policy in place for dealing with extremes of temperature and weather conditions (hot and cold).</p> <p>All electrical installations must be installed by a qualified person and maintained in a safe condition.</p> <p>They must be sited in a way that does not present a risk.</p> <p>All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</p>	<p>Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>There must be a plan for housing of the dogs should the premises become uninhabitable.</p> <p>There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold).</p> <p>All electrical installations must be installed by appropriately qualified persons in a location where they do not present a risk.</p> <p>All equipment must be maintained in a safe condition and good state of repair and must be serviced according to manufacturer's guidelines.</p>	<p>There are fire blankets and fire extinguishers available</p> <p>All buildings have smoke alarms and carbon monoxide detectors</p> <p>Emergency drill procedure is clearly displayed and the paper version was available and forwarded to the LA</p> <p>All staff have a copy of the procedure.</p> <p>Emergency procedure in the SOP file, made available and forwarded to the LA</p> <p>These procedures are also in the file made available on the day and forwarded to the LA</p> <p>All electrical installations appear to be professionally installed and appear well maintained.</p> <p>All equipment appears to be well maintained as far as I can see,</p>
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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>The emergency procedures were made available and have been forwarded to the LA</p> <p>All the emergency contact details are at the front of the folder.</p>
10.3 External doors and gates must be lockable.			All doors and gates are 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.	<p>In a non-domestic setting, an emergency contact name and number must be displayed on the outside of the premises.</p> <p>A reasonable distance is interpreted as no more than 30 minutes travelling time in normal conditions.</p>	<p>A reasonable distance is interpreted as no more than 30 minutes travelling time in normal conditions.</p> <p>In a non-domestic setting, an emergency contact name and number must be displayed on the outside of the premises.</p>	<p>Domestic setting ██████ and her mother ██████ live on site</p> <p>██████ is also a key holder, she lives 10 mins away</p>
<b>Required higher standard for emergencies (Blue)</b>	<i>A competent person must be on site at all times.</i>	<i>A member of staff must be on site at all times.</i>	██████ on site at all times.

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

<p><b>2.1 Cats within the premises to which the licence relates must be prevented from coming into direct contact with other animals from outside the premises.</b></p>	<p>Sneeze barriers must be in place to prevent contact with animals from outside.</p> <p>They must be placed:</p> <ul style="list-style-type: none"> <li>• on the end walls of the exercise run</li> <li>• at each end of the cattery block</li> </ul>	<p>Sneeze barriers are available in all cattery units</p> <p>They are at the end of the runs as there are no facing cattery units.</p>
<p><b>2.2 There must be a safe, secure, waterproof roof over the entire cat unit.</b></p>	<p>Materials used for the exercise run must be capable of filtering UV light and providing enough shade.</p>	<p>Cattery units are all indoor.</p> <p>There are 'sail' type shades available and these were in use on the day of inspection to provide shade across the windows</p>
<p><b>2.3 A cat unit may only be shared by cats from the same household.</b></p>		<p>Only cats from the same household share a unit</p>
<p><b>2.4 Communal exercise areas are not permitted.</b></p>		<p>N/A</p>
<p><b>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.</b></p>	<p>A one page summary of the cat or cats must be outside each unit or kept in an accessible place for staff.</p> <p>The summary must include:</p> <ul style="list-style-type: none"> <li>• the cat's name</li> <li>• its age</li> <li>• its sex</li> <li>• any relevant medical, behavioural or dietary information</li> </ul>	<p>All cat units are numbered and clearly displayed.</p> <p>The individual sheets contain all these details.</p>
<p><b>2.6 Each cat unit must provide the cat with sufficient space to:</b></p> <p><b>(a) walk</b></p> <p><b>(b) turn around</b></p> <p><b>(c) stand on its hind legs</b></p> <p><b>(d) hold its tail erect</b></p> <p><b>(e) climb</b></p> <p><b>(f) rest on the elevated area</b></p>	<p><b>Minimum sizes for cat units</b></p> <p>The size of a cat unit includes the sleeping area plus the run area.</p> <p>The minimum height for all cat units is 1.8 metres.</p> <p>These minimum areas and dimensions must be achieved to give cats a suitable and appropriate comfortable space.</p> <p><b>Minimum sizes for walk in sleeping accommodation</b></p>	<p>Please see list below containing all the sizes for each of the units:</p> <p>This has also been forwarded to the LA.</p>

<p><b>(g) lie down fully stretched out without touching another cat or its walls</b></p>	<p>A unit for one cat must be at least:</p> <ul style="list-style-type: none"> <li>• 0.85 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 0.95m</li> </ul> <p>A unit for up to 2 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.5 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 1.25m</li> </ul> <p>A unit for up to 4 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.9 square metres for the area</li> <li>• 1.92 metres for the dimension, for example 1.2m by 1.6m</li> </ul> <p>New builds should not have the one cat size option.</p> <p><b>Minimum sizes for penthouse sleeping accommodation</b> Penthouse sleeping accommodation is an enclosed boxed sleeping area or pod raised off the ground.</p> <p>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.</p> <p>Facilities must be easily accessible and provide safe easy access by a ramp or steps to the penthouse.</p> <p>Extra consideration must be given for elderly, ill, very young or disabled cats.</p> <p>The minimum height for all penthouse sleeping boxes or pods is one metre.</p> <p>A box or pod for one cat must be at least:</p> <ul style="list-style-type: none"> <li>• 0.85 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 0.95m</li> </ul> <p>A box or pod for up to 2 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.1 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 1.20m</li> </ul> <p>A box or pod for up to 4 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.7 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 1.9m</li> </ul>	<p>A1 – Cougars Shack (New replacement build) 2 x walk in pens – 2 cats each Sleep pod – 1.56m<sup>2</sup> Run – 2.16m<sup>2</sup></p> <p>A2 – Sphinx's Pad – (New replacement build) – 2 walk in pens – 3 cats each Sleep pod – 1.88m<sup>2</sup> Run – 2.81m<sup>2</sup></p> <p>B – Lion's Den – (original pens refurbished) 16 pens – 1 cat each – 1.98m<sup>2</sup></p> <p>C1 – Tiger's Cave – (New replacement build) – 4 walk in family pens 4 cats each. Sleep – 1.95m<sup>2</sup> Run – 3m<sup>2</sup></p> <p>C2 – Panther's Cove – (New replacement build) – 10 walk in pens – 2 cats each Sleep – 1.5m<sup>2</sup> Run – 2.28m<sup>2</sup></p> <p>D – Cheetah's Hideout – (original pens refurbished) 10 pens – 1 cat each – 1.98m<sup>2</sup></p>
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	<p>New builds should not have the one cat size option.</p> <p><b>Minimum sizes for exercise runs in full height walk in and penthouse style units</b>  The minimum height for exercise runs must be 1.8 metres.</p> <p>Runs for one cat must be at least:</p> <ul style="list-style-type: none"> <li>• 1.65 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 1.85m</li> </ul> <p>Runs for up to 2 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 2.2 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 1.85m</li> </ul> <p>Runs for up to 4 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 2.8 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 2.35m</li> </ul> <p>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.</p> <p>Cats do not use the underneath area.</p> <p>The 'one cat' size option has also been removed for new builds.</p> <p>Older catteries will have one cat size unit and shorter runs - this is acceptable. New builds must use the bigger dimensions.</p>	<p>All units are full height and all sizes and specifications are listed above. These dims have also been forwarded on to the LA.</p>
<p><b>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.</b></p>	<p>Each unit must have space for at least 60 centimetres separation between the litter tray, resting place and feeding area.</p> <p>This allows cats to sit, rest and eat away from areas where they urinate and defecate.</p>	<p>There is space for litter tray and bowls satisfying this condition.</p>
<p><b>2.8 Cats must have constant access to their sleeping area.</b></p>	<p>A raised bed may help to avoid cats sleeping in any draughts.</p> <p>All beds and bedding areas must be kept clean, dry and parasite free.</p>	<p>Raised beds are available for all the cats. All bedding appeared clean and dry</p>

	<p>Bedding must be made of a material that is easy to wash, disinfect or disposed of.</p> <p>A cat must not be left without bedding, unless instructed otherwise by the cat's owner.</p> <p>Soft bedding materials must be provided and adapted if needed for old, young or infirm cats to help regulate their body temperature.</p> <p>Access between the exercise and sleeping accommodation must be through a securely fitted and suitably sized cat flap.</p> <p>It must be capable of being securely propped open if needed.</p>	<p>Bedding is a mixture of Hollybank's and the cat owner's own.</p> <p>No cat's are left without bedding</p> <p>All bedding materials are soft and the owner's preference</p> <p>All units are fitted with a cat flap</p> <p>Can be propped open</p>
<p><b>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.</b></p>	<p>In a multiple cat unit, the number of trays must be appropriate to the number of cats.</p> <p>Trays must be impermeable, easy to clean, disinfect or dispose of.</p> <p>The tray must be:</p> <ul style="list-style-type: none"> <li>• large enough for the cat to turn around - at least 30 centimetres by 42 centimetres</li> <li>• deep enough for digging in litter - at least 3 centimetres deep</li> </ul> <p>The following materials are not considered acceptable to use as litter:</p> <ul style="list-style-type: none"> <li>• loose sawdust</li> <li>• shredded newspaper</li> <li>• sheet newspaper</li> <li>• soil</li> </ul>	<p>Multiple trays for multiple cats as required</p> <p>All standard litter trays, all appeared to be in good condition,</p> <p>Wood chip litter used.</p> <p>Other litter available if required ie grit</p>
<p><b>2.10 Each cat unit must include an elevated area.</b></p>	<p>These must be large enough for a cat to lie on and available in the sleeping accommodation or the run.</p> <p>Facilities must be available to give safe, easy access to elevated areas for any elderly, ill, very young or disabled cats.</p>	<p>All cats have a sleeping area which are oversized and allow the cats to lie out.</p> <p>There are ramps and chairs available.</p>

<p><b>2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.</b></p>	<p>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.</p> <p>New builds using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.</p>	<p>All cat units had solid barriers which are full height.</p> <p>Barriers are translucent</p>
<p><b>2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.</b></p>	<p>The width of the corridor between facing units must be at least 1.2 metres.</p> <p>If the width of a corridor is less than 1.2 metres, sneeze barriers must be applied to the front of the units.</p>	<p>Corridors are compliant – no facing cattery units. All units are adjacent.</p>
<p><b>2.13 Any cat taken out of a cat unit must be secured in a suitable carrier.</b></p>	<p>A spare cat carrier must be kept at the cattery in case the owners do not arrive with their cat in a secure carrier.</p>	<p>Spare cat carriers are available if required.</p>
<p><b>2.14 The sleeping area must form part of the cat unit and be free from draughts.</b></p>		<p>All sleeping areas are free from draughts .</p>
<p><b>Required higher standards for providing a suitable environment for cats (Blue)</b></p>	<p><i>Cat units must be 1.5 times the minimum area sizes in this guide.</i></p> <p><i>The calculation of the total area can include raised areas.</i></p> <p><i>Sneeze barriers must be completely opaque rather than translucent.</i></p> <p><i>They will be:</i></p> <ul style="list-style-type: none"> <li>• <i>up to 600 millimetres and behind any shelves</i></li> <li>• <i>300 millimetres above and to the side of any shelves</i></li> </ul> <p><i>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.</i></p>	<p><i>As per the guidance the older single cat units do not currently satisfy the Required Higher Standard of being 1.5 times the minimum area. However, the addition of a shelving unit could be added to the total to achieve this Required Higher Standard.</i></p> <p><i>Partitions are translucent in the old buildings – this can be remedied with an opaque transfer sticker.</i></p> <p><i>Full length sneeze barriers</i></p> <p><i>Sneeze barriers are opaque in the new builds</i></p> <p><i>Cats have access to 2 raised areas in the new builds and old builds</i></p>



<b>3.0 Monitoring Of Behaviour And Training</b>		
<b>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.</b>	<p>Cats must be provided with a hiding place.</p> <p>This can be as simple as providing any of the following in the units:</p> <ul style="list-style-type: none"> <li>• a cardboard box</li> <li>• an igloo-type bed</li> <li>• the cat's own carrier</li> <li>• other structures</li> </ul> <p>Any reusable structures need to be replaced or cleaned and disinfected between each cat.</p>	<p>All cats have a hiding place in the form of a bed, box or igloo and the carrier can also be made available.</p>
<b>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.</b>	<p>Each cat must have a scratching facility which can be disposed of, such as carpet squares or one that is waterproof such as wood.</p> <p>The scratching facilities must be capable of being cleaned.</p> <p>If a scratching facility is provided by the owner it must be kept within that cat's unit and used for that cat only.</p> <p>It must be returned to the owner at the end of the cat's stay.</p>	<p>All cats have a scratching post available to them</p> <p>All cat scratchers are cleaned between uses</p>
<b>3.3 All cats must be provided with toys or feeding enrichment (or both) unless advice from a vet suggests otherwise.</b>		All cats are provided with toys
<b>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.</b>	<p>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.</p> <p>They must be returned to the owner at the end of the cat's stay.</p> <p>All toys and enrichment equipment must be cleaned and disinfected between different cats.</p> <p>Toys must be disposed of if they are not safe.</p>	<p>These would be returned to the owner at the end of the stays</p> <p>All toys and enrichment provided are disinfected between uses</p> <p>Would be disposed of</p>

<b>4.0 Records</b>		
<p><b>4.1 A register must be kept of all the cats on the premises which must include:</b></p> <p><b>(a) the dates of each cat's arrival and departure</b></p> <p><b>(b) each cat's name, age, sex, neuter status and a description of it or its breed</b></p> <p><b>(c) each cat's microchip number, where applicable</b></p> <p><b>(d) the number of any cats from the same household</b></p> <p><b>(e) a record of which cats (if any) are from the same household</b></p> <p><b>(f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details</b></p> <p><b>(g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency</b></p> <p><b>(h) the name and contact details of each cat's normal vet and details of any insurance relating to the cat</b></p> <p><b>(i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise</b></p> <p><b>(j) details of each cat's diet and related requirements</b></p> <p><b>(k) any required consent forms</b></p> <p><b>(l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments</b></p> <p><b>(m) details of any medical treatment each cat is receiving</b></p>	<p>Consent forms must cover:</p> <ul style="list-style-type: none"> <li>• veterinary treatment</li> <li>• consent to share or separate cats if needed</li> <li>• consent for toys or interaction preferences</li> <li>• record of baskets or items left at the cattery</li> </ul>	<p>All these details are kept on the cat's individual records which were made available on the day,</p> <p>Copy of the registration document which asks for all of this information has also been sent into the LA for their records.</p>

<b>5.0 Protection From Pain, Injury, Suffering And Disease</b>		
<b>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.</b>		All cats remain in their units unless it's an emergency.
<b>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.</b>	Extra precautions must be taken to prevent the spread of disease.  A separate member of staff should attend to these cats.	Kennels are entirely separate from the cattery.  There are enough staff to cover both businesses
<b>5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.</b>		All equipment is cleaned and disinfected between uses
<b>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.</b>		Written document from Vetcare Ltd available detailing Health Care agreement.
<b>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.</b>		Holding cat pens available – standard new build size.
<b>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.</b>	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.	Cougar's Shack used – 3.7m2 total

## **Granting or renewing a licence: risk-based approach**

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
<b>Low risk</b>	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
<b>Higher risk</b>	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. These concerns should also be reported directly to the UKAS-accredited body.

### Part B – Specific conditions: providing boarding in kennels for dogs (schedule 4, part 2 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.		N/A – no access to any other animals
7.2 In each kennel unit, the sleeping area must:  (a) be free from draughts	This applies to new builds and extensions.  It does not apply to kennels rebuilding on an existing footprint.	All units are fully insulated and double glazed.

<p><b>(b) provide the dog with sufficient space without touching another dog or the walls to:</b>  <b>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</b></p> <p><b>(c) have a floor area which is at least twice the area required for the dog in it to lie flat</b></p> <p><b>(d) if built after the date on which these Regulations come into force, have a floor area of at least 1.9 square metres.</b></p>	<p>It is expected that many new boarding facilities will be significantly larger than the minimum sizes currently provided.</p>	<p>They are free from draughts</p> <p>The units are full height.</p> <p>These are the specifications for the kennel units:</p> <p>E – Boston’s Inn – Original Build – 3 indoor kennels for 2 dogs each – no exterior run (nervous dogs unit) underfloor heating</p> <p>Kennel – 4.32m<sup>2</sup></p> <p>F – Maverick’s Cove – Original build – 6 large kennels for med/large dogs  Sleep – 3.45m<sup>2</sup>  Run – 6m<sup>2</sup></p> <p>G – Rotties Den – Original build – 12 large kennels for med/large dogs  Sleep – 4.2m<sup>2</sup>  Run – 5.8m<sup>2</sup></p> <p>H – Retrievers Retreat – Latest build – S/M dogs  Sleep – 3.15m<sup>2</sup>  Run – 3.75m<sup>2</sup></p>
<p><b>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.</b></p>		<p>All kennel units are numbers and the relevant information is outside each unit</p>
<p><b>7.4 Each dog must have constant access to its sleeping area.</b></p>	<p>There must be a clean resting place to provide comfort and warmth that is situated out of draughts.</p> <p>All beds and bedding areas must be kept clean, dry and parasite free.</p>	<p>All dogs have a clean, dry resting place available separate to the exercise area.</p> <p>All beds and bedding was clean and dry</p>

	<p>Bedding must be made of a material that is easy to wash and disinfect, or is disposable.</p> <p>Bedding must be changed, cleaned and disinfected between dogs.</p> <p>A dog must not be left without bedding.</p> <p>Soft bedding materials must be provided and adapted if necessary for old, young or infirm dogs to help regulate their body temperature.</p> <p>If a dog chews or destroys its bedding, it must be replaced with an alternative.</p>	<p>Bedding is soft and either provided by Hollybank or the dog's owner</p> <p>Bedding is changed and cleaned between uses</p> <p>Dogs are not left without bedding</p> <p>All bedding provided is soft</p> <p>This would be replaced as required</p>
<b>7.5 Each dog must have a clean, comfortable and warm area within its sleeping area where it can rest and sleep.</b>		All dogs are provided with a bed raised off the floor
<b>7.6 Each exercise run must have a single, safe, secure, waterproof roof over a minimum of half its total area.</b>	<p>The roofing material must be of a material (ideally translucent) capable of filtering UV light and providing shade.</p> <p>A run must not be used as the primary sleeping area.</p>	<p>All buildings are fully insulated and double glazed and built to building regs</p> <p>Not used as a sleeping area</p>
<b>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.</b>	Partition walls may be temporary, as long as they are safe and robust.	<p>Partition walls are permanent,</p> <p>Dogs cannot physically touch another dog</p>
<b>7.8 Only dogs from the same household may share a kennel unit.</b>	Written authorisation from the owner is required.	Only from the same household – consent form signed by the owner to separate if required
<b>Required higher standard for providing a suitable environment for dogs (Blue)</b>	<i>The sleeping area must be at least 2.85 square metres.</i>	

		Sizes for sleep areas in all blocks exceed this measurement.
<b>8.0 Monitoring Of Behaviour And Training</b>		
<b>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.</b>	<p>Items specific to a particular dog must be identified as such and only used for those dogs.</p> <p>Items such as leads must be removed when the dog is in its kennel unit.</p>	<p>All dog's individual belongings is marked up and returned to the owner</p> <p>Leads are removed</p>
<b>8.2 All dogs must be provided with toys or feeding enrichment (or both) unless advice from a vet suggests otherwise.</b>	<p>Supervised enrichment opportunities must be offered to each dog at least daily.</p> <p>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.</p> <p>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.</p> <p>Dogs which show adverse behaviour associated with feeding, or when provided with food based enrichment, must be separated from other dogs prior to feeding.</p>	<p>All dogs are provided with toys and feeding enrichment if the owner consents to extra food</p> <p>All dogs are fed according to the owner's wishes</p> <p>Dogs are kept individually, unless from the same household</p> <p>This is discussed at registration</p>
<b>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.</b>		All toys are checked before use and disinfected between uses
<b>8.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.</b>		All dogs are exercised 3 times per day according to the owner's instruction and the dog's age, breed and life stage.
<b>8.5 Any dog, which on the advice of a vet, cannot be exercised must be provided with alternative forms of mental stimulation.</b>	Walks must be replaced with 2 extra periods of human interaction during the day using grooming, toys or play.	All dogs and their abilities are discussed with the owner and any medical



	Toys will ideally be on a rotation so that their preferences for different toys can be established and to minimise stress.	requirements due to exercise will be noted and adhered to.
<b>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 wants to.</b>	<p>This applies whether a dog is single, paired or group housed.</p> <p>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.</p>	Dogs can avoid seeing other dogs as there are no facing kennel units – all kennels are adjacent.
<b><i>Required higher standard for monitoring dogs' behaviour and training (Blue)</i></b>	<i>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).</i>	<i>The routine is covered on the Operational Procedures</i>
<b>9.0 Records</b>		
<b>9.1 A register must be kept of all the dogs at the premises which must include:</b> <b>(a) the dates of each dog's arrival and departure</b> <b>(b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed</b> <b>(c) the number of any dogs from the same household</b> <b>(d) a record of which dogs (if any) are from the same household</b> <b>(e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details</b> <b>(f) the name, postal address, telephone number and email address of a local contact in an emergency for each dog</b> <b>(g) the name and contact details of the dog's normal vet and details of any insurance relating to the dog</b> <b>(h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise</b> <b>(i) details of the dog's diet and related requirements</b>		<p>All of these details are kept on the dog's individual file. This is also kept electronically on the record APP.</p> <p>These records were shown to the inspector and a copy of the registration form asking for these details has been forwarded to the LA</p>

<p>(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>		
<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>Dog's wear Hollybanks tags</p>
<p><b>10.0 Protection From Pain, Injury, Suffering And Disease</b></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>Units housing rescue or breeding dogs must be separate.</p> <p>Extra precautions must be taken to prevent the spread of disease and the licence holder must be able to demonstrate how this is managed.</p> <p>Ideally all equipment must be separate.</p>	<p>N/A</p> <p>Prevention of spread of disease policy on file and made available</p> <p>All equipment is kept separate.</p>
<p>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.</p>		<p>Preventative healthcare agreement with Vetcare ltd, written form made available</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>Holding kennel available same size as the standard unit</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>Holding kennels must comply with the conditions as required for main kennels.</p> <p>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.</p>	<p>Holding kennel are available and the same size as the large dog units</p>

## **Granting or renewing a licence: risk-based approach**

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:

4. Does the business meet the minimum standards?
5. Does the business meet the higher standards?
6. 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
<b>Low risk</b>	11star 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 monttis	5 star rating, 3 year [licence, at least 1 unannounced visit wittiin 36 months
<b>Higher risk</b>	11star 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 monttis	4 star rating, 2 year [licence, at least 1 unannounced visit wittiin 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 [1](#)procedural issues. The risk rating score should be adjusted accordingly. These concerns should also be reported directly to the UKAS-accredited body.

## Inspection Form – Boarding for Cats

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



Name of Premises	Alder House Cat Hotel		
Address of Premises	[REDACTED]		
Date of Inspection	[REDACTED]	Name of Person(s) seen at Inspection	[REDACTED]
APP Enforcement Visit No.	[REDACTED]	Officer Name	[REDACTED]

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

Condition	Guidance	Officer Notes
<b>1.0 Licence Display</b>		
1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.	The licence must be displayed in a public-facing area of the premises such as the entrance or reception area.	<b>Compliant.</b>
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.		Checked website prior to remote assessment and old licence number is present. Licence holder has emailed person who controls website to update.  Facebook- Licence details present.

<b>2.0 Records</b>			
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.	Electronic records must be backed up	Only paper records are used.
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.		Compliant.
<b>3.0 Use, number and type of animal</b>			
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 cats. However, if there are welfare concerns relating to other animals then the inspector should inform either the relevant person in the Local Authority, the Police or suitable animal welfare organisation as appropriate.	No welfare concerns.
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 cats permitted at the premises. Undeclared breach of this number can invalidate the licence, especially if not reflected in increased staffing levels.  This figure must include any other cats kept within the licensed cattery which are not there for boarding.	54 Cats

<p><b>4.0 Staffing</b></p> <p>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.</p>	<p>Staffing levels must ensure that each cat's individual welfare needs can be fully met whilst under the care of the establishment and animal welfare requirements are not compromised through lack of staff.</p> <p>If there is evidence that the welfare needs of the animals are not being met, the individual local authority should consider the staffing levels in relation to:</p> <ul style="list-style-type: none"> <li>• The size of premises</li> <li>• The layout of the premises i.e. how many cats may be permitted in each separate area</li> <li>• The qualifications/experience of the staff</li> <li>• Advice from the local authority's veterinary officer</li> <li>• Use of part-time or voluntary staff</li> <li>• As a guide, the ratio of staff to cats in established businesses will be around 1:25</li> </ul> <p>Higher Standard: Staffing levels will be up to 1 full-time equivalent attendant per 20 cats kept or a higher ratio of qualified staff.</p>	<p>Due to covid staff had to be let go. Therefore, there are now only 2 current members of staff, [REDACTED] and [REDACTED]. However, the number of cats being boarded reflect the lower staffing. There was only 1 cat being boarded at the time of the inspection. 1 new member of staff is due to start in March.</p> <p>Higher Standard: Met</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</p>	<p>Suitable and sufficient training of staff must be demonstrated to have been carried out in the following areas:</p> <p>Cat welfare, including recognising poor welfare,</p>	<p>No staff training documents currently in place as no external staff are employed – Advised re the new starter in March 2022.</p>

<p>appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour.</p>	<p>and understanding the five welfare needs;</p> <ul style="list-style-type: none"> <li>• Cat handling;</li> <li>• Cat behaviour;</li> <li>• Cleanliness and hygiene;</li> <li>• Feeding and food preparation;</li> <li>• Disease control;</li> <li>• Recognition and first aid treatment of sick animals.</li> </ul> <p>Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.</p> <p>Higher Standard: A member of staff with an OFQUAL regulated Level 3 qualification in a relevant subject must be present during the working day.</p>	<p>Higher Standard: Not met</p>
<p>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</p>	<p>The training policy must be reviewed and updated on an annual basis and must include:</p> <ul style="list-style-type: none"> <li>• annual appraisal</li> <li>• planned continued professional development</li> <li>• recognition of knowledge gaps</li> <li>• use of online courses and literature</li> <li>• if no staff are employed the licence holder must demonstrate their own knowledge development.</li> </ul> <p>It will be applicable to any members of staff and</p>	<p>As at 4.2</p>



	<p>can be shown by engagement with courses, written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.</p> <p>Evidence of staff attendance or completion of the training must be provided</p>	
<p><b>5.0 Suitable Environment</b></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>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.</p> <p>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 covered or sealed.</p> <p>There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a cat.</p> <p>Windows must be escape-proof.</p> <p>Doors must be strong enough to resist scratching and must be capable of being effectively secured.</p> <p>Access doors must not be propped open.</p> <p>All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape-proof</p>	<p>All catteries are of a modern PVC construction with tiled floors that are non-slip and maintained in very good condition.</p> <p>Each contain raised platforms and shelving, cat flaps, elaborate scratch pads, 600m2 sneeze barriers above shelve height. In some of the units the barriers were translucent rather than opaque. The licence holder agreed to get these changed to fully opaque in order to meet the HS.</p> <p>Individual toys and litter trays are placed in each cattery.</p> <p>The catteries are accessed through a double locked door system with a corridor and lockable PVC doors leading into the catteries.</p> <p>A full choice of enrichment is provided including views of the surrounding garden and trees.</p>

structure.

External doors/gates must be lockable and staff must have easy access to keys in case of emergency.

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

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

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

Any drainage required 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/cat units.

Units must open onto secure corridors or other secure areas so that cats are not able to escape from the premises.

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

Unit doors open inwards in pedigree pens and outwards in older unit. Documented procedure in place.

Higher Standard: Met – Raised platforms within units.

	<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>Higher Standard: Cats must be provided with a design and layout that provides them with choice. This can be achieved by, for example, inclusion of raised platforms.</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> <ul style="list-style-type: none"> <li>(a) their behavioural needs,</li> <li>(b) its situation, space, air quality, cleanliness and temperature</li> <li>(c) the water quality (where relevant),</li> <li>(d) noise levels</li> <li>(e) light levels</li> <li>(f) ventilation.</li> </ul>	<p>Cats must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in some part of the sleeping area must aim to keep the temperature between 15 degrees and 26 degrees and never below the absolute minimum of 10 degrees.</p> <p>Additional heat may be in the form of a heated bed/pad, but these must not be the main source of heat for the cats. The cat must be able to remove itself from the source of heat.</p> <p>Cats must be monitored to check if they are too hot or too cold. If an individual cat is showing signs of heat or cold intolerance steps must be taken to ensure the welfare of the cat.</p> <p>Cats must not be exposed to excessive or continuous noise (such as dogs barking).</p> <p>Cats must not be exposed to draughts.</p>	<p>There are tubular heaters, panel heaters and warming mats provided for each cat.</p> <p>Lighting is both natural and artificial with energy efficient lighting in each pen.</p> <p>There are safety corridors and all pens have access to natural light through roof and front and are draught proof.</p> <p>There are temperature gauges capable of maintaining temperatures at 18 degrees or above and control of humidity.</p> <p>No excessive noise.</p> <p>Higher Standard: Met – After discussing this condition during the remote inspection the applicant has acquired removable fans.</p> <p>Higher Standard: Met</p>

	<p>Ventilation must be provided in interior areas to avoid excess humidity.</p> <p>Higher Standards: Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.</p> <p>Higher Standards: Temperature in the sleeping environment must be above 18°C.</p>	
5.3 Staff must ensure that the animals are kept clean and comfortable	<p>The licence holder and staff must ensure that cats benefit from adequate routine grooming and other health regimes as needed e.g. cleaning of eyes or keeping long fur from matting and inspection for parasites.</p> <p>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.</p>	Compliant – Advised applicant to include on checklist for each cat to evidence where they have received routine grooming or grooming at an extra charge.
5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.	For cats a litter tray must be provided. Scented litter must not be used.	Compliant – Wood pellet.
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>Units must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.</p> <p>Each occupied unit must be cleaned daily at a minimum.</p>	Compliant – See 8. Cleaning routine (spot cleaning) and 9. Cleaning routine (between cats).

	<p>Units must be disinfected between new occupants and when necessary.</p> <p>Effective spot cleaning is permissible</p>	
<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>Cats must always be transported (either within the cattery or to and in a vehicle) in a suitable, strong cat carrier.</p> <p>The licence holder must demonstrate that a suitable vehicle is available to transport cats, or if a vehicle is not provided, a contingency plan in place for emergency transport. If more than one cat is being transported there must be suitable disease control such as sneeze barriers between carriers</p> <p>Leaving cats in vehicles must be minimalised and cats 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 on whether it is necessary to transport animals when the temperature poses risk to an individual.</p> <p>All vehicles and equipment must be regularly cleaned and disinfected.</p>	<p>Compliant – 12) Carrying and Transporting Cats section within Operational Procedures and Feline Welfare Plan.</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>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.</p> <p>Lights must be turned off to provide a period of darkness overnight.</p>	<p>Compliant.</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>Where cats from the same household share a unit there must be multiples of all resources (food, water bowls, litter trays and sleeping areas), equal or greater than the number of cats in the unit.</p>	<p>Compliant.</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>All cats must be observed regularly throughout the day. The licence holder or responsible person must visit the cats at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800, until 1800m) and as often as necessary for the individual health, safety and welfare of each cat.</p> <p>Higher Standard: All individual cats must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).</p>	<p><b>Advised that checklist needs to demonstrate that cats are being checked every 4 hours min. Although this is clearly being done it would need to be evidenced, especially when there are more cats boarded.</b></p> <p>Higher Standard: Met. Again advised that checklist must evidence this.</p>
<p><b>6.0 Suitable Diet</b></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>For adult cats at least two meals a day must be offered at a minimum of 8 hours apart, as appropriate to the individual's requirements.</p> <p>Dietary requirements, agreed with the owner, must be followed. If there are concerns about an individual cat's diet, veterinary advice must be sought.</p> <p>One feeding and one water bowl must be provided for each cat. These must be separate receptacles.</p> <p>Food and water must be sited away from the litter tray (min 60 cm) and away from each other.</p>	<p>Compliant – Diet agreed with owner prior to boarding.</p>

<p>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</p>	<p>Cats must not remain inappetent (without appetite) for longer than 48 hours without seeking veterinary advice. If the cat has any known health problems or if there are specific concerns veterinary advice must be sought earlier</p> <p>Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking excessively.</p> <p>The general condition of the cats must be observed and cats displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.</p>	<p>Compliant – checklist for monitoring of water/food intake and vet contacted where necessary.</p>
<p>6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.</p>	<p>Dry feed must not be left out for more than 24 hours. Any wet feed not eaten must be removed at the time of the next feeding.</p> <p>Refrigeration facilities for feed storage must be provided.</p> <p>Feed must be stored away from risk of vermin and in appropriately cool and dry places.</p>	<p>Compliant.</p>
<p>6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.</p>	<p>Receptacles must be non-porous.</p> <p>Receptacles must be cleaned daily and disinfected at least once a week and between different cats. If damaged they must be disposed of.</p>	<p>Compliant.</p>
<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>Fresh water must be provided daily in a clean container and changed or refreshed as often as necessary.</p> <p>One water bowl must be provided per cat.</p>	<p>Compliant.</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>In establishments where staff are employed a separate hand wash basin with an adequate supply of hot and cold water must be provided for them to wash their hands. This must be connected to a suitable drainage system.</p> <p>Soap and hygienic hand drying facilities must also be available.</p>	<p>Cattery kitchen separate from others and situated in the garage area of the cattery with WC and wash basin.</p>
<p><b>7.0 Monitoring of behaviour and training of animals</b></p>		
<p>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</p>	<p>Provision will include opportunities to scratch, play and exhibit predatory behaviour provided by toys, puzzle feeders, scratching posts and hiding places.</p> <p>Higher Standard: Provision must include a choice of hiding places and different levels/shelves.</p>	<p>Compliant</p> <p>Higher Standard: Met</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>Cats must not be taken from their individual units except in an emergency or for veterinary treatment.</p> <p>Communal exercise areas are not acceptable</p>	<p>Compliant.</p>
<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>The behaviour of individual cats must be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety must be recorded and acted upon.</p> <p>Advice must be obtained where necessary from a veterinarian who may then refer to a suitably qualified animal behaviourist.</p> <p>Higher Standard: Behavioural observations must be recorded daily.</p>	<p>See Daily sheets – front for details of cat/owner and rear for behavioural signs.</p> <p>Higher Standard: Met</p>



7.4	Where used, training methods or equipment must not cause pain, suffering or injury.	It is unlikely cats will be trained during their stay in a boarding cattery.	Compliant.
7.5	<p>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>	Habituation and socialisation occurs early in cats – mostly before 8 weeks of age. In a boarding cattery it is unlikely that kittens under 8 weeks old will be boarded (if they are, they should still be with their mother). They would be very susceptible to disease and would need an appropriate environment in which to undertake such learning.	Kittens are taken but must be 6 months old and had their vaccinations.
<b>8.0 Animal Handling and Interactions</b>			
8.1	<p>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>Cats must always be handled humanely and appropriately to suit the requirements of the individual cat and to minimise stress and distress, such as anxiety, fear, frustration and pain. Cats must never be punished so that they are frightened or exhibit aversive behaviour.</p> <p>People must have the competence to handle cats correctly and be able to identify cats that are anxious or fearful about contact.</p> <p>Scruffing of cats (picking up a cat by the scruff of its neck) must not be done except as an absolute last resort</p>	Compliant.	
8.2	<p>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>Cats from different households must never share a unit. Where cats from the same household share a unit, the owner's written authorisation must be obtained and cats must be monitored. Consent from the owner must also include authority for separating cats, should problems arise.</p>	<p><b>Compliant – Consent obtained however premises are advised to gain consent for the separation of cats if necessary.</b></p> <p>Higher Standard: Met</p>	

	Higher Standard: Where more than one cat share a unit daily behavioural observations are recorded – these should especially focus on any signs of stress/aggression.	
8.3	<p>The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.</p> <p>Cats must receive human interactions specific and appropriate to the individual cat, and its needs reassessed daily.</p> <p>A cat must never be forced to interact with a person/people, and a cat must be able to avoid people should it wish.</p>	Compliant.
<b>9.0 Protection from Pain, Suffering, Injury and Disease</b>		
9.1	<p>Written procedures must:</p> <p>(a) be in place and implemented covering:</p> <ul style="list-style-type: none"> <li>(i) feeding regimes,</li> <li>(ii) cleaning regimes,</li> <li>(iii) transportation,</li> <li>(iv) the prevention of, and control of the spread of, disease,</li> <li>(v) monitoring and ensuring the health and welfare of all the animals,</li> <li>(vi) the death or escape of an animal (including the storage of dead animals);</li> </ul> <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>The procedures must demonstrate how the conditions outlined in this guidance are met.</p>	<p>See Operational Procedures and Feline Welfare Plan:</p> <ul style="list-style-type: none"> <li>(i) 7. Feeding routine</li> <li>(ii) 8. and 9. Cleaning routine (spot cleaning) and (between cats)</li> <li>(iii) 12. Carrying and Transporting cats</li> <li>(iv) Within plan however single policy advised</li> <li>(v) 2. Welfare policy</li> <li>(vi) 14. Escape and 15. Death</li> </ul> <p>(b) 16. Fire evacuation</p>

<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		<p>See Operational Procedures Policy.</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>Provision must be made for the isolation of sick/injured/infectious cats and those that might reasonably be expected to be carrying serious infectious diseases.</p> <p>Where isolation facilities are provided by an attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If a cat is not taken to a veterinary practice, but kept at the cattery for anything more than 12 hours, the isolation facilities must follow the same size and facility requirements as a normal cattery unit.</p> <p>Protective clothing and footwear must be worn when handling cats in the isolation facility, and cleaning protocols adhered to. Whilst in use, the clothing must be kept in the isolation unit and not be removed other than for cleaning and disinfection. Protective garments must be changed and laundered with an appropriate disinfectant/ disposed of immediately after handling a cat with a suspected infectious disease.</p> <p>Separate feeding and water bowls, litter trays, litter, a dedicated safe cat basket, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.</p>	<p>Poorly cats always taken to vets. Vet letter provided to confirm.</p> <p>Higher Standard: Not Met – No on site isolation facilities. Any animals needing isolation would be taken to the vet.</p>

	<p>Any cats in the isolation facility must be checked as frequently as other cats as a minimum and unless a separate person is caring for them, they must be visited after the other cats.</p> <p>Higher Standard: Designated on site isolation facilities must be available and must follow the same size and facility requirements as normal cattery unit.</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>An up-to-date veterinary vaccination record must be seen to ensure that cats have current vaccinations against feline parvovirus also known as feline infectious enteritis, feline panleukopenia and against feline respiratory viruses (feline herpesvirus and feline calicivirus).</p> <p>Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination as required by the establishment. The certificate must state that it is valid for the current period. It is up to the licensee whether to accept such a certificate.</p> <p>If there is evidence of external parasites (fleas, ticks, lice) the cat must be treated with a product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must only be after consultation and as directed by a veterinarian and / or with written consent from the owner or nominated person</p> <p>Vaccines used must be licensed for use in the UK. Homoeopathic vaccination is not acceptable.</p>	<p>Compliant – See preventative care plan within operational procedures and feline welfare plan covering vaccinations and flea/worm prevention.</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>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.</p> <p>Storage of excreta must be away from areas where animals or food is kept.</p>	<p>Excreta bins in each block emptied daily into Blue Bin collected by external supplier.</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>When a cat is suspected of being ill or injured a veterinarian must be contacted for advice immediately and any instructions for treatment recorded. Further advice must be sought if there is ongoing concern.</p> <p>The owner of the animal or nominated person must be contacted.</p>	<p>Compliant.</p>
<p>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</p>	<p>Any preventative treatment must be administered with the consent of the owner and under the direction of the veterinarian</p>	<p>Compliant.</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>The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff. The veterinary practice must be in a reasonable travel distance.</p> <p>Written consent between the cat owner and licence holder must be obtained with regards to which veterinarian is to be used when cat is first placed with licence holder</p>	<p>Compliant. [REDACTED] and others if needed.</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>All courses must be completed to the specifications given by the veterinarian.</p> <p>Any unused medications must be returned to the owner or prescribing vet.</p> <p>A fridge must be available to store medicine which requires being kept at certain low temperatures.</p>	<p>Compliant.</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>Compliant</p>
<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>Cleaning and disinfection products must be non-toxic and compatible with other products used. Extra care must be taken to use products not toxic to cats which may be safe for other animals, for example, phenolic disinfectants.</p> <p>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 the cat unit.</p> <p>Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use or disposed of.</p>	<p>Compliant – All pet friendly, suitable products used.</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>Only a veterinarian can euthanase a cat</p> <p>Euthanasia must be humane and effective.</p>	<p>N/A</p>

<p>(a) in the case of fish, a person who is competent for such purpose;</p> <p>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.</p> <p>(c) a person who has been authorised by a veterinarian as competent for such purpose</p>	<p>The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. Unless imperative for the welfare of the cat, euthanasia must not take place until consent is given by the owner or nominated contact</p>	
<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. 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.</p>	<p>Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.</p> <p>Cats staying long-term (staying for over three weeks) must be checked for weight-loss or gain and, if there are any concerns, advice must be sought from a veterinarian.</p>	<p>Compliant.</p>
<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 veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.</p>		<p>Compliant.</p>
<p><b>10.0 Emergencies</b></p>		
<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</p>	<p>Entrances and fire exits must be clear of obstructions at all times.</p> <p>Suitable firefighting, prevention and detection equipment must be provided and maintained in</p>	<p>Policies and procedures outline.</p> <p>ADVISED re Fire drill, additional Smoke detectors and Carbon monoxide detector.</p>

<p>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>	<p>good working order. Any buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level / floor of the property and, where appropriate, there must be at least one carbon monoxide detector</p> <p>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.</p> <p>There must be a plan for accommodation of the cats should the premises become uninhabitable.</p> <p>All electrical installations must be installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk.</p> <p>All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</p> <p>There must be a documented policy in place for dealing with extremes of temperature and weather conditions (both hot and cold).</p>	<p>Extreme weather policy documented within procedures.</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 and an emergency telephone list that includes the fire service and police.</p>		<p>Compliant.</p>



10.3 External doors and gates must be lockable.		Compliant.
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>In a non-domestic setting, an emergency contact name / number must be displayed on the outside of the premises.</p> <p>A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.</p> <p>Higher Standard: A competent person must be on site at all times.</p>	<p>See Operational Procedures Policy.</p> <p>Competent person on site At all times be it staff or licence holder and [REDACTED] who live on site.</p> <p>Higher Standard: Met</p>

**Part B – Specific Conditions** (Schedule 4, Part 1 of the Regulations)

<b>2.0 Suitable environment</b>			
2.1	Cats within the premises to which the licence relates must be prevented from coming into direct contact with other animals from outside the premises.	Sneeze barriers must be in place on the end walls of the exercise run, and at each end of the cattery block to prevent contact with animals from outside.	Compliant.
2.2	There must be a safe, secure, waterproof roof over the entire cat unit.	For the exercise run, materials used must be capable of filtering UV light and providing adequate shade.	Compliant.
2.3	A cat unit may only be shared by cats from the same household.		Compliant.
2.4	Communal exercise areas are not permitted.		Compliant.
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 synopsis of the cat or cats must be outside of each unit or kept in an easy to locate manner. This must include the name of the cat, the age, sex and any relevant medical, behavioural or dietary information	Daily sheets with information on front and observations re behaviour on back.  Advised to include cats age on synopsis.
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; and	The size of a cat unit includes the sleeping area plus the run area. (See actual Guidance for sizes)  State what type of accommodation is provided:  Walk in unit with sleeping area on floor  Walk in penthouse unit	Penthouse type accommodation provided (not full height).  <a href="#">Higher Standard: Met – See cattery pen measurements. Units 1 and 2 are for 1 cat only. All other units meet HS for 2 cats and unit 14 meets HS for 4 cats.</a>

<p>(g) lie down fully stretched out without touching another cat or its walls.</p>	<p>Facilities must be easily accessible and provide safe easy access (ramp/steps) to the penthouse. Extra consideration must be given for elderly, ill, very young or disabled cats.</p> <p>For new builds the measurement of the run area for penthouse units must include only the area in front of the penthouse (not that underneath it) as cats do not use this area. The 'one cat' size option has also been removed for new builds. Older catteries will have one cat size units and shorter runs and this is acceptable. New builds must use the bigger dimensions.</p> <p>Higher Standard: Units must be 1.5 times the minimum sizes stated. The calculation of the total area available can include raised areas.</p>	
<p>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.</p>	<p>Each unit must have space to allow for at least 60 cm separation between the litter tray, resting place and feeding area. This allows cats to sit, rest and eat away from areas where they urinate and defecate.</p>	<p>Compliant.</p>
<p>2.8 Cats must have constant access to their sleeping area.</p>	<p>A raised bed may aid in the avoidance of draughts. All beds and bedding areas must be kept clean, dry and parasite free.</p> <p>Bedding must be made of a material that is easy to wash/disinfect, or be disposable.</p> <p>Bedding must be changed, cleaned and disinfected between cats.</p> <p>Access between the exercise and sleeping</p>	<p>Compliant - Cat flaps</p>

	<p>accommodation must be through a securely fitted and suitably sized cat flap which is capable of being securely propped open if necessary.</p> <p>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 necessary for old, young or infirm cats to help regulate their body temperature.</p>	
<p>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.</p>	<p>In a multiple cat unit, the number of trays must be appropriate to the number of cats. □ Trays must be impermeable, easy to clean and disinfect, or be disposable. The tray must be large enough (average size is 30 x 42 cm) to let the cat turn around and the litter deep enough (a minimum of 3 cm is recommended) to allow digging activity. Loose sawdust, shredded or sheet newspaper, or soil, are not considered acceptable as litter material.</p>	<p>Compliant.</p>
<p>2.10 Each cat unit must include an elevated area.</p>	<p>These must be large enough for a cat to lie on and be available in the sleeping accommodation or the run.</p> <p>Facilities must be available to provide safe easy access to elevated areas for elderly, ill, very young or disabled cats if required.</p> <p>Higher Standard: Each cat must have access to at least two raised areas – one of which must be in the sleeping area and one must be in the exercise area.</p>	<p>Compliant - Provided together with scratch pads which are elaborate and tall variety containing room, hammock poles etc.</p> <p>More than 2 levels and access for all.</p> <p>Higher Standard: Met</p>

<p>2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.</p>	<p>For new builds sneeze barriers must be at a minimum translucent (allowing light to pass through, but only diffusely so that objects on the other side cannot be clearly distinguished) to reduce stress caused by cats seeing one another.</p> <p>New build using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.</p> <p>Higher Standard: There must be completely opaque sneeze barriers rather than translucent up to 600mm and behind any shelves.</p>	<p>Full height barriers between pens but 600mm opaque screens above level of shelves.</p> <p>Higher Standard: Met – Upon inspection sneeze barriers were not completely opaque despite being accepted for HS at the last inspection. These have now been changed and are completely opaque to meet the HS.</p>
<p>2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.</p>	<p>Most modern catteries use full height sneeze barrier between units rather than gaps because it reduces the build size. The width of the corridor between facing units must be at least 1.2m. If the width of a corridor is less than 1.2m sneeze barriers must be applied to the front of the units</p>	<p>Compliant.</p>
<p>2.13 Any cat taken out of a cat unit must be secured in a suitable carrier.</p>	<p>A spare cat carrier must be kept at the cattery for situations where owners do not arrive with their cat in a secure carrier.</p>	<p>All pens have an individual carrier.</p>
<p>2.14 The sleeping area must form part of the cat unit and be free from draughts.</p>		<p>Compliant.</p>
<p><b>3.0 Monitoring of behaviour and training</b></p>		
<p>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.</p>		<p>Compliant - Opaque sneeze barriers 600mm, penthouse rooms and Scratch pads with dedicated sleep areas</p>

<p>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.</p>	<p>Each cat must have access to a tall sturdy scratching facility. If provided by the owner it must be kept within that cat's unit and used solely for that cat and returned to the owner and the end of the cat's stay.</p>	<p>Compliant – Scratch posts available in all units.</p>
<p>3.3 All cats must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.</p>		<p>Compliant.</p>
<p>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.</p>	<p>If provided by the owner, toys or feeding enrichment equipment must be kept within that cat's unit and used solely for that cat and returned to the owner and the end of the cat's stay.</p> <p>All toys and enrichment equipment must be cleaned and disinfected between different cats</p>	<p>Compliant.</p>
<p><b>4.0 Records</b></p>		
<p>4.1 A register must be kept of all the cats on the premises which must include:</p> <ul style="list-style-type: none"> <li>(a) the dates of each cat's arrival and departure,</li> <li>(b) each cat's name, age, sex, neuter status and a description of it or its breed,</li> <li>(c) each cat's microchip number, where applicable,</li> <li>(d) the number of any cats from the same household,</li> <li>(e) a record of which cats (if any) are from the same household,</li> <li>(f) the name, postal address, telephone number and email address of the owner of each cat</li> </ul>	<p>Consent forms must cover veterinary treatment, consent to share or separate cats if needed, consent regarding toys / interaction preferences, record of baskets/items left at the cattery.</p>	<p>Compliant – All records checked and information kept as required except for (i) Relevant medical and behavioural history. Applicant discusses this with owners but was advised and has since updated information recorded in order to ensure compliance.</p>

<p>and emergency contact details,</p> <p>(g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency,</p> <p>(h) the name and contact details of each cat's normal veterinarian and details of any insurance relating to the cat,</p> <p>(i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise,</p> <p>(j) details of each cat's diet and related requirements,</p> <p>(k) any required consent forms</p> <p>(l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments, and</p> <p>(m) details of any medical treatment each cat is receiving.</p>		
<p><b>5.0 Protection from pain, injury, suffering and disease</b></p>		
<p>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.</p>		<p>Compliant.</p>
<p>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.</p>	<p>Units housing rescue/breeding cats must be separated by a door or solid partition. Extra precautions must be taken to prevent the spread of disease. Ideally a separate member of staff should attend to these cats.</p> <p>Higher Standard: Where applicable, there must be</p>	<p>N/A - No rescue cats taken</p> <p>HS: N/A</p>

	a completely separate unit for any other activities such as rescue or breeding.	
5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.		Compliant.
5.4 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.		Preventative health care plan – letter to be arranged with vets covering this aspect
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.		Compliant.
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.		

#### Inspectors Comments/Recommendations

**A very professional premises with knowledgeable and experienced licence holders who keep up to date with the regulations to ensure their facility is of the highest standard.**



## Inspection Form – Boarding for Cats in Catteries

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



Name of Premises Astleys Farm Kennels

Address of Premises [REDACTED]

*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>
<b>1.0. Licence Display</b>			
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.		Licence on display in office 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.		Details are not present on website or Facebook. Licence holder explained he is unable to get access to change this.	N

<b>2.0. Records</b>			
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.  <i>Electronic records must be backed up</i>		Not all required records are being kept.	N
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.		Records are kept for 3 years, however not all required records are being kept.	N
<b>3.0 Use, number and type of animal</b>			
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.  <i>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.</i>		No other animals used in relation to the activity. No welfare concerns re other animals.	Y
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 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.</i>  <i>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.</i>		Number of cats premises is licensed for was being adhered to. No changes to facilities or staffing.	Y

4.0 Staffing			
<p>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.</p> <p><i>The business must have enough staff to fully meet the welfare needs of each cat.</i></p> <p><i>Each member of staff should have 25 cats or less to care for.</i></p> <p><i>If there is evidence that the cats' welfare needs are not being met, you should consider the staffing levels against:</i></p> <ul style="list-style-type: none"> <li>• <i>the size of premises</i></li> <li>• <i>the layout of the premises (the number of cats that are allowed in each separate area)</i></li> <li>• <i>the qualifications and experience of staff</i></li> <li>• <i>advice from the local authority's veterinary officer</i></li> <li>• <i>use of part-time staff or volunteers</i></li> </ul>		<p>Family run business. [REDACTED] live on site and are tending to the animals throughout the day, every day of the week. Their [REDACTED] also works part time, 16 hrs per week. 33 cats max between these staff members, however it is extremely rare these numbers are reached and there were no cats on site during our inspection.</p>	Y
<p>4.2. The licence holder or a designated manager and any staff employed to care for the animals must have competence to both:</p> <ul style="list-style-type: none"> <li>• identify the normal behaviour of the species for which they are caring</li> <li>• recognise signs of and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour</li> </ul> <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"> <li>• <i>animal welfare, including recognising poor welfare</i></li> <li>• <i>animal handling</i></li> <li>• <i>animal behaviour</i></li> <li>• <i>cleanliness and hygiene</i></li> <li>• <i>feeding and food preparation</i></li> <li>• <i>disease prevention and control</i></li> <li>• <i>recognition and first aid treatment of sick or injured animals</i></li> </ul> <p><i>Staff who care for the cats must either:</i></p>		<p>This is a long running business and the owners/family members have years of experience. They are advised to undertake OFQUAL recognised qualifications.</p>	Y

<ul style="list-style-type: none"> <li>• hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</li> <li>• show they have relevant and sufficient knowledge and experience</li> </ul> <p>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.</p>			
<p>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:</p> <ul style="list-style-type: none"> <li>• an annual appraisal</li> <li>• planned and continued professional development</li> <li>• recognition of knowledge gaps</li> </ul> <p>This applies to all staff including the licence holder.</p> <p>Staff participation can be shown by:</p> <ul style="list-style-type: none"> <li>• keeping records of the courses they are taking</li> <li>• keeping records of written or online learning</li> <li>• keeping up to date with any research or developments for specific breeds</li> <li>• annual appraisal documents</li> </ul> <p>Evidence of staff attendance or completion of the training must be provided.</p> <p>There must be at least one full time member of staff for every 20 cats, or a higher number of qualified staff.</p> <p>There must be at least one member of staff that has a relevant Ofqual regulated Level 3 qualification.</p>		<p>Family run business – No external staff employed. CPD materials shown during site inspection, however this was not recorded. Applicant is advised to document ongoing CPD and implement training records, particularly for [REDACTED] to demonstrate her knowledge and ability to work at the premises.</p> <p>Higher Standard: Met</p> <p>Higher Standard: Not met</p>	N
<p><b>5.0 Suitable Environment</b></p>			
<p>5.1 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape.</p>		<p>Units within the cattery are safe, secure and constructed of durable materials. Units contained no sharp edges, projections or other hazards</p>	Y

<p>They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.</p> <p><i>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.</i></p> <p><i>There must not be any sharp edges, projections, rough edges or other hazards which could injure a cat.</i></p> <p><i>Windows and doors must be:</i></p> <ul style="list-style-type: none"> <li>• <i>escape proof</i></li> <li>• <i>strong enough to resist scratching</i></li> <li>• <i>capable of being secured properly</i></li> </ul> <p><i>Access doors must not be propped open.</i></p> <p><i>All wire mesh or fencing must be strong and rigid. It must be kept in good repair to prevent escape.</i></p> <p><i>External doors or gates must be lockable. Staff must have easy access to keys in case of an emergency.</i></p> <p><i>Gaps or openings must be small enough to prevent a cat's head passing through, or trapping any limb or body parts.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p>		<p>that could cause injury. Mesh doors are in place, these are strong, rigid and in good repair.</p> <p>Escape proof windows and doors.</p> <p>Units open up onto secure corridors.</p> <p>Unit doors open inwards and there was no standing water or pooling of liquids, however the cattery was not in use at the time of the inspection.</p>	
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<p><i>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.</i></p> <p><i>Units must open onto secure corridors or other secure areas so that cats cannot escape from the premises.</i></p> <p><i>Units should be designed so cats can exercise and be handled within the unit.</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>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Cats must not be exposed to:</i></p> <ul style="list-style-type: none"> <li>• <i>excessive or continuous noise - such as dogs barking</i></li> <li>• <i>draughts</i></li> </ul> <p><i>Ventilation must be provided in interior areas to avoid excess humidity.</i></p>		<p>No cats were on site during the inspection so the unit was particularly cold, however blower heaters are available and would be in use should cats be present. The noise levels, lighting and ventilation are all suitable.</p> <p>Temperature records are not kept and therefore compliance with this condition is not evidenced. Licence holder is advised to place thermometers in individual units and record this when cats are being boarded.</p>	N

<p>5.3 Staff must ensure that the animals are kept clean and comfortable</p> <p><i>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.</i></p> <p><i>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.</i></p>		<p>No recording of routine health regimes. This is advised to evidence compliance.</p> <p>When asked where cats would be placed when units are being cleaned, the applicants advised they could be placed in another unit.</p>	N
<p>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</p> <p><i>Cats must have a litter tray. Scented litter must not be used.</i></p> <p><i>Bedding must be changed, cleaned and disinfected between cats or when soiled.</i></p>		Litter trays provided.	Y
<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>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.</i></p> <p><i>Units must be disinfected between new occupants and when necessary. Effective spot cleaning is allowed.</i></p> <p><i>If a pest problem is identified, a pest control programme must be put in place.</i></p>		<p>Basic cleaning procedures are in place. More detailed policies are advised.</p> <p>No records kept of daily cleaning. Business is advised to document time and staff member cleaning the unit.</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 in current legislation <a href="https://www.legislation.gov.uk/ukxi/2006/3260/contents/made">https://www.legislation.gov.uk/ukxi/2006/3260/contents/made</a>.</i></p> <p><i>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.</i></p> <p><i>Cats must always be transported in a suitable, strong cat carrier.</i></p>		<p>Animals are only transported in emergency situations and taken to the vet. Standard transportation is not offered by the business. A very basic transport policy is in place. This needs to be expanded upon.</p> <p>The licence holder has an [REDACTED] that is used for transportation. Cat carriers are available.</p>	Y

<p><i>This applies to travel:</i></p> <ul style="list-style-type: none"> <li>• <i>within the cattery</i></li> <li>• <i>in a vehicle</i></li> <li>• <i>to and from a vehicle</i></li> </ul> <p><i>Vehicles must be cleaned and disinfected after each collection or delivery of any new cats.</i></p> <p><i>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.</i></p> <p><i>Enough breaks must be given for water and food where appropriate.</i></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. If artificial lighting is used it must be within a range of 10 to 12 hours daily.</i></p> <p><i>Lights must be turned off overnight to provide a period of darkness.</i></p>		<p>Sufficient artificial and natural light to observe the animals. Lights out at night.</p>	<p>Y</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>If cats from the same household share a unit there must be multiples of all resources equal or greater than the number of cats.</i></p> <p><i>Examples of resources include:</i></p> <ul style="list-style-type: none"> <li>• <i>food</i></li> <li>• <i>water</i></li> <li>• <i>litter trays</i></li> <li>• <i>resting and sleeping areas</i></li> <li>• <i>enrichment items (such as toys)</i></li> </ul>		<p>Although no cats were being boarded at the time of inspection, the licence holder advised that if units are shared there are multiple resources provided. Due to the size of the units it is not advised that cats share units.</p>	<p>Y</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>Checklists are not being completed to evidence how often the cats are</p>	<p>N</p>



<p><i>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.</i></p> <p>All cats must be checked at least once at an appropriate interval out of hours (between 6pm and 8am) by a person or CCTV.</p> <p>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.</p> <p>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.</p>		<p>being attended to. This needs to be addressed by the licence holder.</p> <p>Higher Standard: Not met – No records of checks on cats and not temperature records.</p> <p>Higher Standard: Met</p>	
<p><b>6.0 Suitable Diet</b></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 cats must have at least 2 meals a day at least 8 hours apart, as appropriate to the cat's needs.</i></p> <p><i>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.</i></p> <p><i>One feeding bowl and one water bowl must be provided for each cat. These must be separate containers.</i></p> <p><i>Food and water must be kept away from each other and away from the litter tray (at least 60 centimetres apart).</i></p>		<p>As the business offers their own feed unless the owner provides food this cannot be gradually introduced. The business are advised to stop offering their own food in order to comply with this condition.</p> <p>Separate feed and water bowls are provided.</p>	<p>N</p>
<p>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</p> <p><i>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.</i></p> <p><i>Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking too much.</i></p>		<p>Feed and water intake is monitored, but there was no evidence of this through checklists.</p>	<p>N</p>

<p><i>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.</i></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>Fridges for feed storage must be provided.</i></p> <p><i>Feed must be stored away from risk of vermin and in cool and dry places.</i></p>		<p>Food bowls cleaned after use and water bowls refreshed regularly. Advised to include details of procedures/timings of certain tasks within cleaning/feeding policy.</p> <p>Suitable food storage is available.</p>	Y
<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"> <li>• <i>non-porous</i></li> <li>• <i>cleaned daily</i></li> <li>• <i>disinfected between different cats</i></li> <li>• <i>disinfected at least once every week</i></li> <li>• <i>disposed of if damaged</i></li> </ul>		<p>Suitable bowls used which are easy to clean/disinfect.</p>	Y
<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 each day. It must be in a clean container and changed or refreshed as often as needed.</i></p> <p><i>Several water bowls must be available to make sure all the cats have access to water.</i></p>		<p>Fresh, clean drinking water available at all times.</p>	Y
<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 available 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>Hygienic food prep areas on the premises. This includes hot and cold running water and storage.</p>	Y

<p><i>The food preparation area must be kept clean and free from vermin at all times.</i></p> <p><i>Receptacles for a cat's food and drink must not be used for any other purpose.</i></p>			
<p><b>7.0 Monitoring of behaviour and training of animals</b></p>			
<p>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</p> <p><i>The business must have a documented programme that shows how they provide an enriching environment to the cats.</i></p> <p><i>All cats must have access to:</i></p> <ul style="list-style-type: none"> <li>• <i>appropriate toys</i></li> <li>• <i>scratching posts</i></li> <li>• <i>hiding places</i></li> </ul> <p><i>Items must be checked each day to make sure they remain safe.</i></p> <p><i>Feeding enrichment can be provided too, unless a vet advises against it.</i></p>		<p>Documented enrichment programme is not available.</p> <p>As no cats were present at the time of inspection no enrichment items were present. Licence holder is advised to ensure toys, scratching posts and hiding places are all provided.</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>Cats must not be taken from their individual units except in an emergency or for veterinary treatment.</i></p> <p><i>Communal exercise areas are not acceptable.</i></p>		<p>Limited space within the units for exercise. No communal exercise areas.</p>	<p>Y</p>
<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 cat must be monitored each day. Changes in behaviour must be recorded and acted upon if there are signs of:</i></p> <ul style="list-style-type: none"> <li>• <i>suffering</i></li> <li>• <i>stress</i></li> <li>• <i>fear</i></li> <li>• <i>aggression</i></li> </ul>		<p>Behaviour is monitored by staff, but better records are required to evidence compliance.</p>	<p>N</p>

<ul style="list-style-type: none"> <li>• anxiety</li> </ul> <p>Staff must get advice from a vet, who may refer the cat to a suitably qualified animal behaviourist.</p>			
<p>7.4 Where used, training methods or equipment must not cause pain, suffering or injury.</p> <p><i>Cats are not likely to be trained when staying in a boarding cattery.</i></p>		No training.	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>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.</i></p> <p><i>Kittens would be very susceptible to disease. They would also need an appropriate environment to learn and develop.</i></p> <p><b>Behavioural observations must be recorded daily.</b></p>		<p>No kittens under 8 weeks taken for boarding. Advised to include any additional measures in immature animals policy covering cattery and kennels.</p> <p><b>Higher Standard: Not met</b></p>	Y
<p><b>8.0 Animal Handling and Interactions</b></p>			
<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>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.</i></p> <p><i>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.</i></p> <p><i>A cat must not be picked up by the scruff of its neck (scruffing), unless it is an absolute last resort.</i></p>		Experienced staff who are competent in the handling of animals.	Y
<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</p>		Only cats from same household would share a unit at the request of	Y

<p>species may be isolated or separated from others of their species for any longer than is necessary.</p> <p><i>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.</i></p>		<p>the owner. The units are quite small and it is advised that each cat has a unit to itself. The licence holder often places cats from same household in units next to one another.</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>Cats must have human interactions specific and appropriate to their needs. The needs of individual cats will be reassessed each day.</i></p> <p><i>A cat must never be forced to interact with a person or people. A cat must be able to avoid people if it wishes.</i></p> <p>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.</p>		<p>Staff interact with cats throughout the day. This needs to be better recorded and evidenced.</p> <p>Higher Standard: Not met</p>	Y
<p><b>9.0 Protection from Pain, Suffering, Injury and Disease</b></p>			
<p>9.1 Written procedures must:-</p> <p>(a) be in place and implemented covering</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 carcasses)</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 demonstrate how the conditions in this guidance are met.</i></p>		<p>Very basic written procedures are in place within the operating procedures document. The licence holder is advised to expand upon these.</p>	Y
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		<p>Family run business. Operating procedures cover their usual routines therefore staff are aware.</p>	Y

<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 cat that is:</i></p> <ul style="list-style-type: none"> <li>• <i>injured</i></li> <li>• <i>sick</i></li> <li>• <i>infectious or carrying a serious infectious disease</i></li> </ul> <p><i>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.</i></p> <p><i>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).</i></p> <p><i>All staff must understand the procedures to prevent the spread of infectious disease between cats.</i></p> <p><i>When staff are handling cats in the isolation facility, they must:</i></p> <ul style="list-style-type: none"> <li>• <i>wear protective clothing and footwear</i></li> <li>• <i>follow cleaning procedures</i></li> </ul> <p><i>The clothing must be kept in the isolation facility and only removed for cleaning and disinfection.</i></p> <p><i>Protective garments must either be:</i></p> <ul style="list-style-type: none"> <li>• <i>changed and laundered with appropriate disinfectant</i></li> <li>• <i>disposed of after handling a cat with a suspected infectious disease</i></li> </ul> <p><i>The following items must be stored in the isolation facility and ready to use:</i></p> <ul style="list-style-type: none"> <li>• <i>separate feeding and water bowls</i></li> <li>• <i>a dedicated safe cat basket and bedding</i></li> </ul>		<p>Isolation units available at the end of the units.</p> <p>PPE is available in these units along with spares of resources.</p> <p>Premises also has an agreement with the vet and cats can be isolated there if unwell.</p> <p>More thorough isolation policy is required to detail procedures should a cat show signs of infection.</p>	Y
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<ul style="list-style-type: none"> <li>• <i>litter trays and litter</i></li> <li>• <i>cleaning utensils</i></li> </ul> <p><i>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.</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>The business owner must see an up-to-date veterinary vaccination record for all cats.</i></p> <p><i>The cats must have current vaccinations against:</i></p> <ul style="list-style-type: none"> <li>• <i>feline panleukopenia</i></li> <li>• <i>feline parvovirus, also known as feline infectious enteritis</i></li> <li>• <i>feline respiratory viruses (feline herpesvirus and feline calicivirus)</i></li> </ul> <p><i>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.</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 cat must be treated with a product authorised by the Veterinary Medicines Directorate (VMD). The product must be licensed for use in the UK.</i></p> <p><i>Treatment must only happen after either:</i></p> <ul style="list-style-type: none"> <li>• <i>having a consultation with a vet, using the product as directed</i></li> <li>• <i>getting written consent from the owner or nominated person to treat the cat</i></li> </ul>		<p>Up to date vaccination records required before cats are taken for boarding. This is documented on the booking form.</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>Waste (urine and faeces) must be:</i></p> <ul style="list-style-type: none"> <li>• <i>in a clearly-marked bin which is emptied each day or when full - whichever is sooner</i></li> <li>• <i>removed in line with the documented cleaning and disinfection procedure</i></li> </ul> <p><i>Storage of waste must be away from areas where food or animals are kept.</i></p>		<p>Stored and disposed of hygienically in clearly marked bins away from animals and food.</p>	<p>Y</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><i>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.</i></p> <p><i>They must contact the cat's owner or nominated person.</i></p>		<p>Vet would be contacted promptly for sick or injured animals.</p>	<p>Y</p>
<p>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</p> <p><i>Any preventative treatment must be given with the written consent of the owner and under the direction of the vet.</i></p>		<p>Advised date of last flea/worm treatment to be taken by owner.</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 the include:</i></p> <ul style="list-style-type: none"> <li>• <i>name</i></li> <li>• <i>address</i></li> </ul>		<p>Licence holder is registered with an appropriate veterinarian. Details are on display and easily accessible to all staff.</p> <p>Written consent is obtained as to which vet is used.</p>	<p>Y</p>



<ul style="list-style-type: none"> <li>• <i>telephone number</i></li> <li>• <i>out of hours telephone number</i></li> </ul> <p><i>The veterinary practice must be within a reasonable travel distance.</i></p> <p><i>When cats are boarding, the licence holder must get written consent from the cat's owner to state which vet will be used.</i></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><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 or prescribing vet.</i></p> <p><i>A fridge must be available to store any medicines that need to be kept at certain temperatures.</i></p>		<p>Suitable storage facilities for medicine. Instructions provided by vet are always followed and medication returned when dog leaves.</p>	Y
<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>Stored, used and disposed of as per instructions.</p>	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>Disinfectant products must be able to kill viruses and bacteria (viricidal and bactericidal).</i></p> <p><i>The choice of cleaning and disinfectant products must be based on:</i></p> <ul style="list-style-type: none"> <li>• <i>suitability</i></li> <li>• <i>safety</i></li> <li>• <i>compatibility</i></li> <li>• <i>effectiveness</i></li> </ul> <p><i>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.</i></p>		<p>Suitable cleaning products used. These are stored of and disposed of in a safe manner. The business is advised to document this within their cleaning policy, outlining the reasons for choice of products used.</p> <p>Periodical thorough cleaning, disinfection and drying needs to be recorded as evidence of compliance.</p>	Y

<p><i>Staff using cleaning products must be competent in the safe use of detergents and fluids.</i></p> <p><i>Cleaning products must:</i></p> <ul style="list-style-type: none"> <li>• <i>be kept out of the reach of animals</i></li> <li>• <i>never be left in the cat unit</i></li> </ul> <p><i>Any equipment that has been used on an infectious or suspected infectious cat must be cleaned and disinfected after use or disposed of.</i></p> <p><i>Medication must only be used with prior consent of the owner or after a discussion with a vet.</i></p>			
<p>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:</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</p> <p><i>Only a vet can euthanise a cat.</i></p> <p><i>The licence holder must keep a record of:</i></p> <ul style="list-style-type: none"> <li>• <i>all euthanasia</i></li> <li>• <i>the qualified vet that carried it out</i></li> </ul> <p><i>Euthanasia must not take place until the owner or nominated person gives consent - unless it is crucial for the welfare of the cat.</i></p>		<p>No euthanasia. Business is advised re procedures and documentation should this occur.</p>	<p>Y</p>
<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>		<p>Cats checked daily, however as previously advised checklists must be implemented to evidence compliance.</p>	<p>Y</p>
<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>Inspectors must be able to access any record and associated checklists.</i></p> <p><i>Presence or absence of faeces and urine must be monitored each day. Any abnormalities must be recorded and acted upon as needed.</i></p>		<p>Animals are monitored by staff but no records are in place to evidence.</p> <p><b>Higher Standard: Met – on site isolation facilities.</b></p>	<p>N</p>

<p><i>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.</i></p> <p><b>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.</b></p>			
<p><b>10.0 Emergencies</b></p>			
<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> <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 available. It must be maintained and in good working order.</i></p> <p><i>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.</i></p> <p><i>Where appropriate, there must be at least one carbon monoxide detector.</i></p> <p><i>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.</i></p> <p><i>There must be a plan for housing of the cats if the premises become uninhabitable.</i></p> <p><i>There must be a written policy in place for dealing with extremes of temperature and weather conditions (hot and cold).</i></p> <p><i>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.</i></p> <p><i>All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</i></p>		<p>Emergency fire plan is available. Entrances and exits were clean of obstructions upon site inspection.</p> <p>Fire extinguishers, smoke alarms, carbon monoxide detectors are all in place, along with a first aid kit.</p> <p>No emergency drill has been completed.</p> <p>Fire plan should cover housing for cats.</p> <p>No extreme weather policy in place.</p> <p>Equipment maintained in safe conditions.</p>	<p>N</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.		Covered within plan.	Y
10.3 External doors and gates must be lockable.		Lockable doors and gates.	Y
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.  <i>In a non-domestic setting, an emergency contact name and number must be displayed on the outside of the premises.</i>  <i>A reasonable distance is interpreted as no more than 30 minutes travelling time in normal conditions.</i>  <a href="#">A competent person must be on site at all times.</a>		██████████ is the emergency keyholder.  Licence holder lives on site.  <a href="#">Higher Standard: Met</a>	Y

### Part B – Specific conditions: (Schedule 4, Part 1 of the Regulations)

Condition / Guidance	Applicant Notes / Comments	Officer Notes / Comments	Compliant Y or N (Officer use only)
<b>2.0 Suitable environment</b>			
2.1 Cats within the premises to which the licence relates must be prevented from coming into direct contact with other animals from outside the premises.  <i>Sneeze barriers must be in place to prevent contact with animals from outside.</i>  <i>They must be placed:</i> <ul style="list-style-type: none"> <li>• on the end walls of the exercise run</li> <li>• at each end of the cattery block</li> </ul>		Sneeze barriers in place.	Y
2.2 There must be a safe, secure, waterproof roof over the entire cat unit.  <i>Materials used for the exercise run must be capable of filtering UV light and providing enough shade.</i>		All fully indoors.	Y

2.3 A cat unit may only be shared by cats from the same household.		At owners request, with consent.	Y
2.4 Communal exercise areas are not permitted.		No communal exercise areas.	Y
<p>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.</p> <p><i>A one page summary of the cat or cats must be outside each unit or kept in an accessible place for staff.</i></p> <p><i>The summary must include:</i></p> <ul style="list-style-type: none"> <li>• <i>the cat's name</i></li> <li>• <i>its age</i></li> <li>• <i>its sex</i></li> <li>• <i>any relevant medical, behavioural or dietary information</i></li> </ul>		No cats were boarded at the time of inspection, however this information is recorded.	Y
<p>2.6 Each cat unit must provide the cat with sufficient space to:</p> <p>(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</p> <p><b>Minimum sizes for cat units</b>  <i>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.</i></p> <p><i>These minimum areas and dimensions must be achieved to give cats a suitable and appropriate comfortable space.</i></p> <p><b>Minimum sizes for walk in sleeping accommodation</b>  <i>A unit for one cat must be at least:</i></p> <ul style="list-style-type: none"> <li>• <i>0.85 square metres for the area</i></li> <li>• <i>0.9 metres for the dimension, for example 0.9m by 0.95m</i></li> </ul> <p><i>A unit for up to 2 cats must be at least:</i></p> <ul style="list-style-type: none"> <li>• <i>1.5 square metres for the area</i></li> <li>• <i>1.2 metres for the dimension, for example 1.2m by 1.25m</i></li> </ul>		<p>Units have sufficient space to allow the cat to exhibit all listed behaviours.</p> <p>Area of unit = 1.5182m<sup>2</sup></p> <p>Shelf area = 0.2695m<sup>2</sup></p> <p>Total = 1.7877</p> <p>Height is 2m</p> <p>As this is an old build and the regs allow for one cat size options and shorter runs this is acceptable, although bigger units are advised.</p>	Y

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:

<ul style="list-style-type: none"> <li>• 2.2 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 1.85m</li> </ul> <p><i>Runs for up to 4 cats must be at least:</i></p> <ul style="list-style-type: none"> <li>• 2.8 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 2.35m</li> </ul> <p><i>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.</i></p> <p><i>The 'one cat' size option has also been removed for new builds.</i></p> <p><i>Older catteries will have one cat size unit and shorter runs - this is acceptable.</i></p> <p><i>New builds must use the bigger dimensions.</i></p>			
<p>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.</p> <p><i>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.</i></p>		Litter tray placed away from food, water and bed.	Y
<p>2.8 Cats must have constant access to their sleeping area.</p> <p><i>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.</i></p> <p><i>Bedding must be made of a material that is easy to wash, disinfect or disposed of.</i></p> <p><i>A cat must not be left without bedding, unless instructed otherwise by the cat's owner.</i></p> <p><i>Soft bedding materials must be provided and adapted if needed for old, young or infirm cats to help regulate their body temperature.</i></p> <p><i>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.</i></p>		<p>Cats have access to their sleeping area at all times. This is placed on a raised shelf. No cats were on site during the inspection, but the business is advised to ensure they have bedding at all times.</p> <p>No external exercise area is provided. One area is available to the cats.</p>	Y

<p>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.</p> <p><i>In a multiple cat unit, the number of trays must be appropriate to the number of cats.</i></p> <p><i>Trays must be impermeable, easy to clean, disinfect or dispose of.</i></p> <p><i>The tray must be:</i></p> <ul style="list-style-type: none"> <li>• <i>large enough for the cat to turn around - at least 30 centimetres by 42 centimetres</i></li> <li>• <i>deep enough for digging in litter - at least 3 centimetres deep</i></li> </ul> <p><i>The following materials are not considered acceptable to use as litter:</i></p> <ul style="list-style-type: none"> <li>• <i>loose sawdust</i></li> <li>• <i>shredded newspaper</i></li> <li>• <i>sheet newspaper</i></li> <li>• <i>soil</i></li> </ul>		<p>Suitable litter trays provided to all cats. These are cleaned and disinfected regularly. Again the business is advised to cover this within their cleaning policy.</p>	<p>Y</p>
<p>2.10 Each cat unit must include an elevated area.</p> <p><i>These must be large enough for a cat to lie on and available in the sleeping accommodation or the run.</i></p> <p><i>Facilities must be available to give safe, easy access to elevated areas for any elderly, ill, very young or disabled cats.</i></p>		<p>Raised area provided in each unit. Steps available for those that require this.</p>	<p>Y</p>
<p>2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.</p> <p><i>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.</i></p> <p><i>New builds using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.</i></p>		<p>Solid walls halfway then mesh covered with transparent sneeze barriers.</p>	<p>Y</p>



<p>2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.</p> <p><i>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.</i></p>		<p>Width of corridor is 0.8m. Solid door acts as sneeze barrier with mesh window.</p>	
<p>2.13 Any cat taken out of a cat unit must be secured in a suitable carrier.</p> <p><i>A spare cat carrier must be kept at the cattery in case the owners do not arrive with their cat in a secure carrier.</i></p>		<p>Cat carriers brought by owners and spares available.</p>	<p>Y</p>
<p>2.14 The sleeping area must form part of the cat unit and be free from draughts.</p> <p>Cat units must be 1.5 times the minimum area sizes in this guide. The calculation of the total area can include raised areas.</p> <p>Sneeze barriers must be completely opaque rather than translucent.</p> <p>They will be:</p> <ul style="list-style-type: none"> <li>• up to 600 millimetres and behind any shelves</li> <li>• 300 millimetres above and to the side of any shelves</li> </ul> <p>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.</p>		<p>Sleeping area on raised shelf within unit.</p> <p>Higher Standard: Not met</p>	<p>Y</p>
<p><b>3.0 Monitoring of behaviour and training</b></p>			
<p>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.</p> <p><i>Cats must be provided with a hiding place. This can be as simple as providing any of the following in the units:</i></p> <ul style="list-style-type: none"> <li>• a cardboard box</li> <li>• an igloo-type bed</li> <li>• the cat's own carrier</li> <li>• other structures</li> </ul> <p><i>Any reusable structures need to be replaced or cleaned and disinfected between each cat.</i></p>		<p>Cats own carrier left in unit to allow hiding place.</p>	<p>Y</p>

<p>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.</p> <p><i>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.</i></p> <p><i>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.</i></p>		<p>Scratching posts available, but not in all units. Licence holder is advised to ensure this is present in any units cats are housed in.</p>	<p>Y</p>
<p>3.3 All cats must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.</p>		<p>Advised to provide this for those that come without.</p>	<p>N</p>
<p>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.</p> <p><i>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.</i></p> <p><i>All toys and enrichment equipment must be cleaned and disinfected between different cats.</i></p> <p><i>Toys must be disposed of if they are not safe.</i></p>		<p>Toys brought by owners remain with the cat and are returned to owner when leaving. Licence holder is advised to include cleaning and disinfecting of toys within documented cleaning policy.</p>	<p>Y</p>
<p><b>4.0 Records</b></p>			
<p>4.1 A register must be kept of all the cats on the premises which must include:</p> <ul style="list-style-type: none"> <li>(a) the dates of each cat's arrival and departure</li> <li>(b) each cat's name, age, sex, neuter status and a description of it or its breed</li> <li>(c) each cat's microchip number, where applicable</li> <li>(d) the number of any cats from the same household</li> <li>(e) a record of which cats (if any) are from the same household</li> </ul>		<p>Good records are kept but need tweaking to include full details of emergency contact including address, date of last flea/worm.</p>	<p>Y</p>

<p>(f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details</p> <p>(g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency</p> <p>(h) the name and contact details of each cat's normal vet and details of any insurance relating to the cat</p> <p>(i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise</p> <p>(j) details of each cat's diet and related requirements</p> <p>(k) any required consent forms</p> <p>(l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments</p> <p>(m) details of any medical treatment each cat is receiving</p> <p><i>Consent forms must cover:</i></p> <ul style="list-style-type: none"> <li>• <i>veterinary treatment</i></li> <li>• <i>consent to share or separate cats if needed</i></li> <li>• <i>consent for toys or interaction preferences</i></li> </ul> <p><i>record of baskets or items left at the cattery.</i></p>			
<p><b>5.0 Protection from pain, injury, suffering and disease</b></p>			
<p>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.</p>		<p>Cats do not leave their units.</p>	<p>Y</p>
<p>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.</p> <p><i>Extra precautions must be taken to prevent the spread of disease. A separate member of staff should attend to these cats</i></p>		<p>No other activity, other than the boarding of dogs which is kept separate.</p>	<p>Y</p>
<p>5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.</p>		<p>Advised better records to evidence this.</p>	<p>Y</p>

5.4 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.		In place.	Y
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.		No holding units.	Y
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.  <i>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.</i>			

**To be completed by the Inspecting Officer:**

Date of inspection(s)

Name of person(s)  
seen at inspection

EVU(s).

Officer name(s)

**Inspectors Comments/Recommendations**

A long running established family business with many years of experience. The licence holder is working towards compliance with all of the new regulations and this is a work-in-progress. The cattery units are particularly small, and renovations are advised should the business wish for a higher star rating. More detailed policies, procedures and paperwork are required. The business is willing to work with the authority to make the necessary changes, which are all documented within this report.

## 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>
<b>1.0 Licence Display</b>			
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 on display in office 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.		Details are not present on website or Facebook. Licence holder explained he is unable to get access to change this.	N
<b>2.0 Records</b>			
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 are being kept.	N

<p>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.</p>			
<p>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.</p> <p><i>Electronic records must be backed up.</i></p>		<p>Records are kept for 3 years, however not all required records are being kept.</p>	<p>N</p>
<p><b>3.0 Use, number and type of animal</b></p>			
<p>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</p> <p><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></p> <ul style="list-style-type: none"> <li>• <i>the relevant person in the local authority</i></li> <li>• <i>the police</i></li> <li>• <i>a suitable animal welfare organisation</i></li> </ul>		<p>No other animals used in relation to the activity. No welfare concerns re other animals.</p>	<p>Y</p>
<p>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.</p> <p><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></p> <p><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></p>		<p>Number of dogs premises is licensed for was being adhered to. No changes to facilities or staffing.</p>	<p>Y</p>
<p><b>4.0 Staffing</b></p>			
<p>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.</p>		<p>Family run business. [redacted] and [redacted] live on site and are tending to the animals throughout the day, every day of the week. [redacted]</p>	<p>Y</p>

<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"> <li>• <i>the size of premises</i></li> <li>• <i>the layout of the premises (the number of dogs that are allowed in each separate area)</i></li> <li>• <i>the type of dog</i></li> <li>• <i>the qualifications and experience of staff</i></li> <li>• <i>additional services offered by the facility</i></li> <li>• <i>use of part-time staff or volunteers</i></li> <li>• <i>advice from the local authority's veterinary officer</i></li> </ul>		<p>██████████ also works part time, 16 hrs per week.</p> <p>██████████ can help out in busier periods. 23 dogs max between these staff members.</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"> <li>• <i>animal welfare, including recognising poor welfare</i></li> <li>• <i>animal handling</i></li> <li>• <i>animal behaviour</i></li> <li>• <i>cleanliness and hygiene</i></li> <li>• <i>feeding and food preparation</i></li> <li>• <i>disease prevention and control</i></li> <li>• <i>recognition and first aid treatment of sick or injured animals</i></li> </ul> <p><i>Staff who care for the dogs must either:</i></p> <ul style="list-style-type: none"> <li>• <i>hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</i></li> <li>• <i>show they have relevant and sufficient knowledge and experience</i></li> </ul> <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>This is a long running business and the owners/family members have years of experience. They are advised to undertake OFQUAL recognised qualifications and to introduce training records, particularly for ██████████, who does not have as much experience.</p>	Y

<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"> <li>• <i>an annual appraisal</i></li> <li>• <i>planned and continued professional development</i></li> <li>• <i>recognition of knowledge gaps</i></li> </ul> <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"> <li>• <i>records of the courses they are taking</i></li> <li>• <i>records of written or online learning</i></li> <li>• <i>keeping up to date with any research or developments for specific breeds</i></li> <li>• <i>annual appraisal documents</i></li> </ul> <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>Family run business – No external staff employed. CPD materials shown during site inspection, however this was not recorded. Applicant is advised to document ongoing CPD and to implement training policy, particularly for Megan when she is helping out.</p> <p>Higher Standard: Met</p> <p>Higher Standard: Not met</p>	N
<p><b>5.0 Suitable Environment</b></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</p>		<p>The kennels are of brick construction and although are quite aged, they are well maintained.</p> <p>One of the drains opened up into the end kennel run and the business were instructed to rectify this before a licence would be granted. This has now been rectified by connecting a pipe to the outside gutters.</p>	Y



<p>feasible there must be a documented procedure in place to demonstrate the 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>Kennels open up on to secure corridors, however the width is not 1.2m. Staff are able to remove dogs from their unit safely and have done this for many years with no issue. Headroom height is acceptable. No artificial turf. Door openings are suitable and do not allow waste to gather. Escape proof units with ventilation through the hatch into the exercise run. Metal mesh fencing doors on units, which resist impact.</p> <p>Main area of concern within the units were the radiators as they were quite hot and dogs had access to these. Licence holder was advised and he claimed these were turned up high so inspectors could appreciate the standard of heating. In retrospect this should not have been done. Advised radiator covers if these levels of heating are required.</p>	
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<p><i>Access doors must not be propped open.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.</i></p> <p><i>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.</i></p>			
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<p><i>Door openings must be constructed such that the passage of water/waste is not 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>Long running kennels with most dogs being repeat boarders. The units were clean with good ventilation and suitable space for the dogs within. Natural and artificial light is available. Temperature was a concern as this was not being recorded. The business has been advised previously and this must be implemented.</p> <p>Radiators were at a level that was accessible to the dogs and these were hot to touch. Licence holder has advised these levels of heat will not be reached in future.</p> <p>There is only one block of kennels and therefore dogs adversely affected by barking are still housed within the same block as noisy dogs. This needs to be given more consideration by the business as there was no reason for the unit selection and it would be advisable that noisy dogs are kept towards one end of the block with nervous dogs at the other.</p>	Y

<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>Although kennels are regularly cleaned, this is not evidenced through records. The business has been advised previously and needs to be more thorough in their documentation and record keeping. This is also required for routine grooming.</p>	<p>N</p>
<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>Constant access to run area for toileting and removed daily for exercise.</p>	<p>Y</p>
<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>Basic cleaning procedures covered in policies, however records of cleaning and disinfection are not kept. It is not evident to the inspector when a particular kennel was last cleaned or disinfected.</p>	<p>N</p>
<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: <a href="https://www.legislation.gov.uk/ukxi/2006/3260/contents/made">https://www.legislation.gov.uk/ukxi/2006/3260/contents/made</a>.</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>Vehicle available for transportation to vets. Basic transportation policy in place. This needs to be expanded. This needs to cover restraint methods, max journey times, temperature consideration, animal suitability to travel, disinfection of vehicle after use etc.</p>	<p>Y</p>

<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"> <li>• <i>dog crate</i></li> <li>• <i>transport harness</i></li> <li>• <i>dog guard</i></li> </ul> <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>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>		Artificial and natural light available.	Y
<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>		No units were housed by multiple dogs at the time of the inspection but the business advised multiple resources would be available.	Y

<ul style="list-style-type: none"> <li>• food</li> <li>• water</li> <li>• enrichment items (such as toys)</li> <li>• resting and sleeping areas</li> </ul> <p><i>Dogs must be carefully monitored, especially at feeding times.</i></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"> <li>• physical barriers</li> <li>• sound-absorbing build structure</li> <li>• positive reinforcement training to keep barking down</li> <li>• kennel design to prevent noise generation with demonstration of effectiveness</li> </ul>		<p>Despite previous changes made to checklists on each unit, the business had stopped completing these. Therefore, the evidence of regular checks on animals was not available.</p> <p>Higher Standard: Not met – Out of hours checks not recorded.</p> <p>Higher Standard: Not met – No noise management plan in place.</p>	N
<p><b>6.0 Suitable Diet</b></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>Where an owner doesn't bring their own food, the premises provides this. This cannot be introduced gradually as per the regs. Checklists on the front of units did not specify feeding instructions for each dog and when questioned, the licence holder estimated by the size of the dog how much they would be fed.</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>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"> <li>• <i>are debilitated, underweight or ill</i></li> <li>• <i>have specific dietary requirements</i></li> </ul>		<p>Checklists not in use on front of units. This is advised to ensure monitoring of food/water intake.</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"> <li>• <i>away from risk of vermin</i></li> <li>• <i>in appropriately cool and dry places</i></li> </ul>		<p>Food bowls cleaned after use.</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"> <li>• <i>non-porous</i></li> <li>• <i>cleaned daily</i></li> <li>• <i>disinfected between different dogs</i></li> </ul>		<p>Suitable receptacles used. These are capable of being cleaned and disinfected.</p>	<p>Y</p>

<ul style="list-style-type: none"> <li>• <i>disinfected at least once every week</i></li> <li>• <i>disposed of if damaged</i></li> </ul>			
<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>Drinking water available to dogs within kennels.</p>	<p>Y</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>Food prep area available with a working surface and access to hot and cold water and handwashing facilities.</p>	<p>Y</p>
<p><b>7.0 Monitoring of behaviour and training of animals</b></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>Documented enrichment programme agreed with owner is not in use. This is required and the business is advised that this must be in place by the next renewal.</p> <p>Toys are provided if brought with dog, but a better selection of the premises own toys need to be made available to ensure dogs receive enrichment.</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>Although dogs are exercised daily, again lack of records is an issue and does not evidence compliance. The business is advised to record exercise times for each dog, signed off by the staff member exercising them. Exercise needs should be recorded within the enrichment plan that has yet to be implemented.</p>	N
<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>Although behaviour is monitored by staff, better records are required to evidence dogs usual behaviour. Daily records of behaviour ensures that if another member of staff needed to step in, they would be aware of the dogs usual behaviour</p>	N

<ul style="list-style-type: none"> <li>• <i>suffering</i></li> <li>• <i>stress</i></li> <li>• <i>fear</i></li> <li>• <i>aggression</i></li> </ul> <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"> <li>• <i>elderly</i></li> <li>• <i>nervous</i></li> <li>• <i>on certain medication</i></li> </ul> <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>and therefore any unusual behaviour.</p> <p>Notes were on certain units for dogs that were aggressive, however one dog had a note stating it was 'not good with other dogs', yet this dog was placed in a kennel next to other dogs. This was despite one side of the unit being completely empty. This was because the licence holder then only needed to heat one side.</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>		<p>No training offered.</p>	<p>Y</p>
<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>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.</p>		<p>No policy for dogs under the age of one.</p> <p>Higher Standard: Not met</p>	<p>N</p>

<b>8.0 Animal Handling and Interactions</b>			
<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>People responsible for the care of the animals are competent in appropriate handling, due to their many years of experience.</p> <p>A policy is not in place for dealing with difficult dogs and must be introduced to evidence compliance.</p> <p>Muzzles and dog catching device available on site.</p>	N
<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 the same household would share a unit. Required consent is obtained from owner.</p>	Y
<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 interact with dogs daily. No records to evidence beneficial interaction. This is advised.</p>	Y
<b>9.0 Protection from Pain, Suffering, Injury and Disease</b>			
<p>9.1 Written procedures must:-</p> <p>(a) be in place and implemented covering:-</p>		<p>All written procedures are covered in operating procedures, however some of these are very basic and need to go into more detail.</p>	Y

<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>Checks to be made upon next inspection.</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"> <li>• <i>injured</i></li> <li>• <i>sick</i></li> <li>• <i>infectious or carrying a serious infectious disease</i></li> </ul> <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 units available at the end of the units. These have full height walls to ensure the dogs do not come into contact with other dogs.</p> <p>PPE is available in these units along with spares of resources.</p> <p>Premises also has an agreement with the vet and dogs can be isolated there if unwell.</p> <p>More thorough isolation policy is required to detail procedures should a dog show signs of infection.</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"> <li>• <i>canine parvovirus</i></li> <li>• <i>canine distemper</i></li> <li>• <i>infectious canine hepatitis (adenovirus)</i></li> <li>• <i>leptospirosis</i></li> <li>• <i>other relevant diseases</i></li> </ul> <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>Up to date vaccination records required before dogs are taken for boarding. This is documented on the booking form.</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>Stored and disposed of hygienically in clearly marked bins away from animals and food.</p>	<p>Y</p>

<p><i>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.</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 would be contacted promptly for sick or injured animals.</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>Advised date of last flea/worm treatment to be taken by owner. Better records are required when vet is contacted.</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 the include:</i></p> <ul style="list-style-type: none"> <li>• <i>name</i></li> <li>• <i>address</i></li> <li>• <i>telephone number</i></li> <li>• <i>out of hours telephone number</i></li> </ul> <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>Licence holder is registered with an appropriate veterinarian. Details are on display and easily accessible to all staff.</p> <p>Written consent is obtained as to which vet is used.</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><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>Suitable storage facilities for medicine. Instructions provided by vet are always followed and medication returned when dog leaves.</p>	<p>Y</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>		<p>Stored, used and disposed of as per instructions.</p>	<p>Y</p>
<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>Suitable cleaning products used. These are stored of and disposed of in a safe manner. The business is advised to document this within their cleaning policy, outlining the reasons for choice of products used.</p> <p>Periodical thorough cleaning, disinfection and drying needs to be recorded as evidence of compliance.</p>	<p>Y</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 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>		<p>No euthanasia, other than a French Bulldog that became ill and was taken to the vets for treatment. Only once the owner had returned did they take the decision to euthanise. This decision was not made by the business.</p>	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>		<p>Dogs checked daily, however as previously advised checklists must be implemented to evidence compliance.</p>	Y
<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>		<p>No Evidence of recording unusual behaviour or toileting was provided. Checklists on front of unit doors were left blank and request minimal details.</p>	N



<b>10.0 Emergencies</b>			
<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> <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>Emergency fire plan is available. Entrances and exits were clean of obstructions upon site inspection.</p> <p>Fire extinguishers, smoke alarms, carbon monoxide detectors are all in place, along with a first aid kit for dogs.</p> <p>No emergency drill has been completed.</p> <p>Fire plan should cover housing for dogs.</p> <p>No extreme weather policy in place.</p> <p>Equipment maintained in safe conditions.</p>	N
<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>		<p>Covered within plan.</p>	Y
<p>10.3 External doors and gates must be lockable.</p>		<p>Lockable doors and gates.</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>A member of staff must be on site at all times.</p>		<p>██████████ is the emergency keyholder.</p> <p>Licence holder lives on site.</p> <p>Higher Standard: Met</p>	Y
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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 <i>(Officer use only)</i>
<b>7 Suitable Environment</b>			
7.1 Dogs within the licensed premises must be prevented from coming into contact with other animals from outside the premises.		Only dogs being boarded are kept within the units. Licence holders own dogs remain in the home environment.	Y
<p>7.2 In each kennel unit, the sleeping area must:</p> <p>(a) be free from draughts</p> <p>(b) provide the dog with sufficient space without touching another dog or the walls to:</p> <p>i) sit and stand at full height</p> <p>ii) lie down fully stretched-out</p> <p>iii) wag its tail</p> <p>iv) walk</p> <p>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>Beds need to be situated away from hatches to prevent draughts. Dogs have sufficient space, although when units house more than one dog, the licence holder needs to ensure there is enough room.</p> <p>Kennels were built before new regs came into force.</p>	Y

<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>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.</p>		<p>Minimal information was recorded on front sheet. There was missing info and incorrect dates at time of inspection.</p>	<p>N</p>
<p>7.4 Each dog must have constant access to its sleeping area.</p> <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>Dogs have constant access to their sleeping area. This is placed to the side of the hatch to prevent draughts.</p> <p>Dogs were left without bedding as per owners instructions. Licence holder was advised to provide indestructible bedding. Advice from vet can be sought with regards to this.</p>	<p>N</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>Bed provided in each unit near to radiator for warmth.</p>	<p>Y</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 roof over exercise areas, that filters UV light. Dogs have constant access to the run during the day and most were occupying this during the inspection.</p>	<p>Y</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>Dog aggressive dog was placed in unit next to other dogs. The applicant was advised re placing dogs in suitable units.</p>	<p>N</p>

<p><i>Partition walls may be temporary, as long as they are safe and robust.</i></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>The sleeping area must be at least 2.85 square metres.</p>		<p>Only dogs from same house share unit with consent from owner.</p> <p>Higher Standard: Not met</p>	Y
<p><b>8.0 Monitoring of behaviour and training</b></p>			
<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>		<p>No equipment is used that could cause pain, suffering, disease or distress.</p> <p>Items belonging to specific dogs are listed, used by only that dog and returned when leaving. Leads are removed and placed on the outside of kennel doors.</p>	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>		<p>Toys are only given to dogs that have brought their own. Feeding enrichment is not provided.</p> <p>Licence holder is advised to invest in toys for use during supervised exercise times.</p>	N
<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>		<p>Dogs own toys are checked for any damages. No records of cleaning/disinfection.</p>	N

<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>		<p>Dogs are exercised daily, however this is not recorded or evidenced.</p>	<p>N</p>
<p>8.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation. <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>		<p>No records of alternative enrichment. No toys provided by business for those that arrive without enrichment items.</p>	<p>N</p>
<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><i>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).</i></p>		<p>Dogs cannot avoid seeing people or other dogs in their units.</p> <p>Higher Standard: Not met</p>	<p>N</p>
<p><b>9.0 Records</b></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"> <li>(a) the dates of each dog's arrival and departure</li> <li>(b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed</li> <li>(c) the number of any dogs from the same household</li> <li>(d) a record of which dogs (if any) are from the same household</li> <li>(e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details</li> <li>(f) the name, postal address, telephone number and email address of a local contact in an emergency for each dog</li> <li>(g) the name and contact details of the dog's normal vet and details of any insurance relating to the dog</li> <li>(h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise</li> <li>(i) details of the dog's diet and related requirements</li> <li>(j) consent forms</li> <li>(k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments</li> <li>(l) details of any medical treatment each dog is receiving</li> </ul>		<p>Register of all dogs is maintained and was inspected on site.</p> <p>Points to note:</p> <p>Address of emergency contact needs to be taken.</p> <p>Consent to flea/worm under direction of vet can be taken OR obtained when/if needed.</p> <p>Date of last flea/worm treatment needs to be taken.</p>	<p>Y</p>

<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 are not taken off site, Tags needed should dogs be taken to vets.</p>	<p>N</p>
<p><b>10.0 Protection from pain, injury, suffering and disease</b></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>No rescue or breeding dogs on site. Cattery in separate unit on site.</p>	<p>Y</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 in place.</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>No holding units.</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)

Name of person(s)  
seen at inspection

EVU(s).

Officer name(s)

**Inspectors Comments/Recommendations**

A long running established family business with many years of experience. The licence holder is working towards compliance with all of the new regulations and this is a work-in-progress. The one-star rating can be improved upon by the proper implementation of thorough policies, procedures and paperwork. This has previously been advised and some changes were made but these have not been kept up. The business is willing to work with the authority to make the necessary changes, which are all documented within this report.

## Inspection Form – Boarding for Cats in Catteries

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



Name of Premises

All 4 Pets Ltd

Address of Premises

[REDACTED]

*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>
<b>1.0. Licence Display</b>			
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.	In Reception	Compliant on-site inspection	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.	This is on the boarding page on <a href="http://www.all4petsvets.co.uk">www.all4petsvets.co.uk</a>	Compliant – Checked and information displayed.	Y



<b>2.0. Records</b>			
<p>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.</p> <p><i>Electronic records must be backed up</i></p>	<p>Compliant – Electronic record on Veterinary Computer System (Assisi) &amp; manual boarding forms kept</p>	<p><b>Records are stored in both paper and electronic format not all records could be produced when requested. [REDACTED] was going to progress the electronic record keeping with the technical team of Assisi.</b></p>	<p>N</p>
<p>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.</p>	<p>All Paper records are stored for 3 years and Electronic records stored indefinitely on Assisi System</p>	<p><b>[REDACTED] could produce some back dated records on the Assisi computer. The paper records are stored in large boxes in a filing room on site. When asked if these records could be accessed, I was informed that this was impossible, and I would need a full day to search through these records.</b></p>	<p>N</p>
<b>3.0 Use, number and type of animal</b>			
<p>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.</p> <p><i>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.</i></p>	<p>Only Dogs and Cats are housed.</p>	<p>The full licence issued will cover 2 x animal activities, Kennels (Boarding) and Cattery (Boarding).</p>	<p>Y</p>
<p>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.</p>	<p>We do not exceed the maximum number of animals at any one time.</p>	<p><b><u>The Licence will be issued for 27 Cats that can be boarded at these facilities.</u></b></p> <p>NB. There are separate blocks of Kennels and a Cattery on this site used for the purposes of rehoming facilities for stray cats and dogs. (Leigh Cats and Dogs Home). This is a separate business, with separate facilities. These animals use a separate entrance/exit from the boarded animals and are vet</p>	<p>Y</p>

<p><i>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.</i></p> <p><i>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.</i></p>	<p>We are licensed to board 27 Cats.</p>	<p>checked prior to being placed in the separate Kennels/Cattery. The dogs have a separate area for exercise and use separate routes, entrances and exits for leaved walks.</p>	
<p><b>4.0 Staffing</b></p>			
<p>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.</p> <p><i>The business must have enough staff to fully meet the welfare needs of each cat.</i></p> <p><i>Each member of staff should have 25 cats or less to care for.</i></p> <p><i>If there is evidence that the cats' welfare needs are not being met, you should consider the staffing levels against:</i></p> <ul style="list-style-type: none"> <li>• <i>the size of premises</i></li> <li>• <i>the layout of the premises (the number of cats that are allowed in each separate area)</i></li> <li>• <i>the qualifications and experience of staff</i></li> <li>• <i>advice from the local authority's veterinary officer</i></li> <li>• <i>use of part-time staff or volunteers</i></li> </ul>	<p>There is always at least two members of staff to look after cats at any one time.</p>	<p>As per applicants' comments.</p> <p>5 x Full Time staff. 2 x Part Time staff. (2 x Staff are rostered daily to look after the cats. Veterinary practice located on site.</p> <p>Equates to 6 Full Time Staff to care for the welfare needs of the cats.</p>	<p>Y</p>
<p>4.2. The licence holder or a designated manager and any staff employed to care for the animals must have competence to both:</p> <ul style="list-style-type: none"> <li>• identify the normal behaviour of the species for which they are caring</li> <li>• recognise signs of and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour</li> </ul>	<p>All staff are trained to check for any changes in behaviour or illness in all animals in our care.</p> <p>3 x Full time office staff (Administration)</p> <p>5 full time Kennel staff</p>	<p>Applicant and staff on site have the knowledge and experience to ensure the health and welfare of the cats on site. – See comments below.</p>	<p>N</p>

<p>You should look at training records as evidence of suitable induction training of staff in:</p> <ul style="list-style-type: none"> <li>• animal welfare, including recognising poor welfare</li> <li>• animal handling</li> <li>• animal behaviour</li> <li>• cleanliness and hygiene</li> <li>• feeding and food preparation</li> <li>• disease prevention and control</li> <li>• recognition and first aid treatment of sick or injured animals</li> </ul> <p>Staff who care for the cats must either:</p> <ul style="list-style-type: none"> <li>• hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</li> <li>• show they have relevant and sufficient knowledge and experience</li> </ul> <p>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.</p>	<p>2 Part time kennel staff</p> <p>1 Security Guard – Lives on site.</p> <p>We have held a boarding Licence since 1971.</p> <p>The Managers have over 30yrs experience.</p> <p>There is a Veterinary Practice on site, this has been on our site since April 2011.</p>	<p>Applicant can only evidence Level 3 OFQUAL for staff members [REDACTED] and Level 2 for [REDACTED]</p> <p>Three further staff members are identified as having relevant qualifications however applicant cannot provide any evidence of this through awarded certificates</p> <p>Applicant will be required to produce evidence of staff attendance of training and completion of the relevant training with copies of certificates gained by staff.</p> <p>Pet Plan Insurance is not relevant training. Applicant was advised of this during the on-site inspection.</p> <p>Reception Manager is not qualified in relevant subject areas.</p>	
<p>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:</p> <ul style="list-style-type: none"> <li>• an annual appraisal</li> <li>• planned and continued professional development</li> <li>• recognition of knowledge gaps</li> </ul> <p>This applies to all staff including the licence holder.</p> <p>Staff participation can be shown by:</p> <ul style="list-style-type: none"> <li>• keeping records of the courses they are taking</li> <li>• keeping records of written or online learning</li> <li>• keeping up to date with any research or developments for specific breeds</li> <li>• annual appraisal documents</li> </ul> <p>Evidence of staff attendance or completion of the training must be provided.</p>	<p>Training Policy in place.</p> <p>All staff are encouraged to take part in CPD throughout the year.</p> <p>We have 2 members of staff trained to level 3.</p> <p>1 Staff Member has BTEC National Diploma in Animal Care</p> <p>Our Reception Manager has BSc (Hons) in Physics and Astrophysics</p> <p>1 member of staff is an SQP (since 2004) and registered with Animal Medicines Training</p>	<p>A written Training programme is in place for each member of staff, copies held on site.</p> <p><b>The applicant/licence holder does not have an annual appraisal or a planned CPD – Advised on-site inspection that this is required.</b></p> <p><b>Annual Appraisal Records/CPD's have been put in place for other staff employed and applicant which were seen on-site inspection. The applicant is required to ensure that these records are signed by the staff member.</b></p>	N

<p>There must be at least one full time member of staff for every 20 cats, or a higher number of qualified staff.</p> <p>There must be at least one member of staff that has a relevant Ofqual regulated Level 3 qualification.</p>	<p>Regulatory Authority. This is updated with CPD every year</p> <p>4 of our staff are trained Pet plan insurance Advisors, this is updated with CPD every year</p> <p>2 members of staff are fully trained groomers.</p> <p>1 Staff Member has BTEC National Diploma in Animal Care</p> <p>8.75 FTEs for 53 dogs and 27 cats; thus, compliant with higher standard</p> <p>2 trained to level 3 plus degree &amp; SQP qualifications obtained</p>	<p>Comments as above regarding evidence of staff training and Pet Plan Insurance Advisors.</p> <p><b>Higher Standard – Met</b></p> <p><b>Higher Standard - Met</b></p>	
<p><b>5.0 Suitable Environment</b></p>			
<p>5.1 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape.</p> <p>They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.</p> <p><i>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.</i></p> <p><i>There must not be any sharp edges, projections, rough edges or other hazards which could injure a cat.</i></p> <p><i>Windows and doors must be:</i></p> <ul style="list-style-type: none"> <li>• <i>escape proof</i></li> <li>• <i>strong enough to resist scratching</i></li> <li>• <i>capable of being secured properly</i></li> </ul>	<p>All of our buildings are safe, robust and in good repair</p> <p>All areas equipment &amp; appliances that animals and staff have access to are kept in a good state of repair in order to provide minimal risk of injury, illness or escape.</p> <p>All corridors are safe and secure for both staff and animals entering and leaving.</p>	<p>Buildings are a mixture of brick, PVC and wood construction, including double glazed windows and doors which were all securely closed.</p> <p>Floors are clean, in good condition and of a non-slip type surface.</p> <p>No sharp edges and wood maintained.</p> <p>Windows/doors are escape proof, scratch resistant and are secure</p> <p>Access doors are not propped open.</p>	<p>Y</p>

<p><i>Access doors must not be propped open.</i></p> <p><i>All wire mesh or fencing must be strong and rigid. It must be kept in good repair to prevent escape.</i></p> <p><i>External doors or gates must be lockable. Staff must have easy access to keys in case of an emergency.</i></p> <p><i>Gaps or openings must be small enough to prevent a cat's head passing through, or trapping any limb or body parts.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Units must open onto secure corridors or other secure areas so that cats cannot escape from the premises.</i></p> <p><i>Units should be designed so cats can exercise and be handled within the unit.</i></p>		<p>Small amount of wire mesh fitted but covered by Perspex sneeze barriers.</p> <p>All external doors are lockable, and staff have access to keys and Security Guard lives on site with access.</p> <p>No gaps that would allow a cat's head to pass through.</p> <p>Unit doors open inwards and documented policy in place for safety of staff.</p> <p>Compliant.</p> <p>Small amount of mesh covered by Perspex.</p> <p>No standing water on-site inspection.</p> <p>Unit doors open on to a secure corridor.</p> <p>Cats can be handled and have an area for exercise within the cat unit.</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,</p> <p>(b) its situation, space, air quality, cleanliness and temperature</p>	<p>All Cats are kept in a suitable warm and draft free, well-ventilated environment away from any excessive noise such as dogs barking.</p>	<p>Cats are treated and looked after in accordance with their individual needs and requirements, based on age, ailment or ability. They are</p>	<p>Y</p>

<p>(c) the water quality (where relevant),  (d) noise levels  (e) light levels  (f) ventilation.</p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Cats must not be exposed to:</i></p> <ul style="list-style-type: none"> <li>• excessive or continuous noise - such as dogs barking</li> <li>• draughts</li> </ul> <p><i>Ventilation must be provided in interior areas to avoid excess humidity.</i></p>	<p>All heaters are electric and are sited in the corridors to ensure the safety of the animals.</p> <p>All heaters are thermostatically controlled.</p>	<p>continually monitored as staff are present throughout the day.</p> <p>All activity is recorded see Customer Sheets, Cattery sheets, Occupancy sheets and Daily records, including grooming.</p> <p>The Catteries are windproof and provide choice by design and layout. Each Cattery is draught free, has its own temperature gauge, is well ventilated, raised platforms, heat mats/ fixed wall heaters thermostatically controlled.</p> <p>New Build pens are of good design and quality. Air Con units/heaters available. Thermometers in all pens.</p> <p>The catteries are located away from the kennels in a quieter area of the site.</p> <p>Opening windows allows for ventilation.</p>	
<p>5.3 Staff must ensure that the animals are kept clean and comfortable</p> <p><i>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.</i></p> <p><i>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.</i></p>	<p>Cat pens are cleaned on a daily basis, they all have enrichment time which includes grooming and making sure they have clean eyes &amp; ears etc.</p> <p>Cats are not removed from the cattery unit except when collected by the owner.</p>	<p>Cat pens are cleaned as part of the daily written cleaning regime.</p> <p>Staff conducted recorded checks on all cats throughout the day.</p> <p>Regular health checks and grooming with owner's consents.</p> <p>Cats are not removed from their units until collection</p>	Y
<p>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</p> <p><i>Cats must have a litter tray. Scented litter must not be used.</i></p>	<p>We use wood pellets as cat litter which is cleaned every day or more if required.</p>	<p>Litter trays in all cat units containing unscented wooden pellets.</p>	Y

<p><i>Bedding must be changed, cleaned and disinfected between cats or when soiled.</i></p>	<p>All bedding is checked twice daily and fresh; pens are provided with clean dry bedding which is refreshed if required. All bedding is changed at the end of boarding when the pen is thoroughly disinfected.</p>	<p>Bedding is changed daily and cleaned/disinfected as part of the documented cleaning regime.</p> <p>Cat units and all bedding is cleaned and replaced between cat stays.</p>	
<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>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.</i></p> <p><i>Units must be disinfected between new occupants and when necessary. Effective spot cleaning is allowed.</i></p> <p><i>If a pest problem is identified, a pest control programme must be put in place.</i></p>	<p>All Cat Pens are cleaned thoroughly every day, or as required.</p> <p>When a Cat goes home the pen is completely emptied, thoroughly cleaned and disinfected, all beds, bedding and cat litter trays are removed and disinfected.</p> <p>Pest Control on contract by Pestokill Ltd, Graveoak Lane, Leigh</p>	<p>Documented daily cleaning regime in place. See daily operating procedure.</p> <p>As applicants' comments</p> <p>As applicants' comments.</p>	<p>Y</p>
<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 in current legislation <a href="https://www.legislation.gov.uk/ukxi/2006/3260/contents/made">https://www.legislation.gov.uk/ukxi/2006/3260/contents/made</a>.</i></p> <p><i>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.</i></p> <p><i>Cats must always be transported in a suitable, strong cat carrier.</i></p> <p><i>This applies to travel:</i></p> <ul style="list-style-type: none"> <li>• <i>within the cattery</i></li> <li>• <i>in a vehicle</i></li> <li>• <i>to and from a vehicle</i></li> </ul> <p><i>Vehicles must be cleaned and disinfected after each collection or delivery of any new cats.</i></p>	<p>All animals are treated with respect and handled properly at all times.</p> <p>We have wire carrying baskets to transport cats from and to the pen if necessary, these are disinfected after each use.</p>	<p>Suitable cat carriers are available should there be any need to transport a cat.</p> <p>Compliance</p> <p>Written transportation policy has been submitted</p>	<p>Y</p>

<p><i>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.</i></p> <p><i>Enough breaks must be given for water and food where appropriate.</i></p>	<p>No animals are left in vehicles for more than the required period. They are never left unattended.</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. If artificial lighting is used it must be within a range of 10 to 12 hours daily.</i></p> <p><i>Lights must be turned off overnight to provide a period of darkness.</i></p>	<p>There is adequate natural light with artificial light also available as required in all of our cat pens.</p> <p>Lights are not on between 9pm and 8am unless a member of staff is in the pen looking after the cats.</p>	<p>All lights off at 9pm, allowing a period of darkness.</p> <p>Natural light through windows throughout the day and artificial light available if required.</p>	Y
<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>If cats from the same household share a unit there must be multiples of all resources equal or greater than the number of cats.</i></p> <p><i>Examples of resources include:</i></p> <ul style="list-style-type: none"> <li>• food</li> <li>• water</li> <li>• litter trays</li> <li>• resting and sleeping areas</li> <li>• enrichment items (such as toys)</li> </ul>	<p>We do not encourage multiple animals to be housed in one pen however if the owner insists, we make sure that they have multiple resources.</p> <p>We also separate for feeding so that we can monitor that all animals are having adequate amounts.</p>	<p>Cats will only share a unit if from the same family household.</p> <p>Multiple resources will be provided for each cat.</p> <p>Cats are fed separately to enable staff to monitor feeding and avoid competitive behaviour.</p>	Y
<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>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.</i></p> <p><i>All cats must be checked at least once at an appropriate interval out of hours (between 6pm and 8am) by a person or CCTV.</i></p>	<p>Cats are checked hourly throughout the day and are monitored with CCTV from 9pm to 8am.</p>	<p>Daily checks are conducted of the cats by staff and records are kept.</p> <p>As per applicants' comments</p> <p>Higher Standard – Not Met (Advised to record night checks to ensure compliance.)</p>	Y



<p>Temperature in the sleeping area must be between 18°C and 26°C.</p> <p>The environment must have a layout and design that gives the cats choice.</p> <p>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.</p>	<p>The pens are kept warm and the pens have multiple levels so giving the cats a choice of sitting/sleeping areas.</p> <p>Management of natural ventilation is fine in most weathers; fans are available for hotter periods.</p>	<p>Higher Standard – Met</p> <p>Higher Standard – Met</p> <p>Higher Standard – Met</p>	
<p><b>6.0 Suitable Diet</b></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 cats must have at least 2 meals a day at least 8 hours apart, as appropriate to the cat's needs.</i></p> <p><i>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.</i></p> <p><i>One feeding bowl and one water bowl must be provided for each cat. These must be separate containers.</i></p> <p><i>Food and water must be kept away from each other and away from the litter tray (at least 60 centimetres apart).</i></p>	<p>All Cats are fed twice daily with the appropriate food and water is available at all times.</p> <p>Extra feeds are given if requested by the owner or if the cat is a kitten or has additional health needs that require extra feeding.</p> <p>Feed and water bowls are placed away from the litter tray at all times.</p> <p>There is a veterinary practice on site should there be any concerns with a cat's diet or general health.</p>	<p>Feeding details are agreed with the owners and can be found in the Customer booking form and Operation procedures.</p> <p>Daily record sheets for each cat on each pen</p> <p>1 x feeding bowl and 1 x water bowl for each cat.</p> <p>All cats are fed in accordance with customer's requirements and advice from the vet if there is found to be any concerns.</p>	<p>Y</p>
<p>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</p> <p><i>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.</i></p> <p><i>Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking too much.</i></p> <p><i>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.</i></p>	<p>Intake of food is recorded on the cats' record card which is kept on the door of the pen.</p> <p>If we are concerned about the wellbeing of any of the cats' they are seen by the onsite vet as soon as possible.</p>	<p>Staff complete daily monitoring sheets and records of feeding and water intake for each individual cat. Vet advice is sought if required.</p> <p>Weight records are kept of any long stay cats and Vet advice is sought if there are any weight concerns.</p>	<p>Y</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>Fridges for feed storage must be provided.</i></p> <p><i>Feed must be stored away from risk of vermin and in cool and dry places.</i></p>	<p>Drinking water is changed twice daily to keep it fresh at all times.</p> <p>Food bowls are changed twice daily and cleaned, ready for the next feeding.</p> <p>All dried food is stored in airtight containers and tinned food is stored appropriately.</p>	<p>Fresh clean drinking water is provided to all cats daily and changed twice a day.</p> <p>Food bowls are emptied and cleaned after feeding.</p> <p>Fridge available.</p> <p>Food is stored away from risk of vermin in appropriate containers.</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"> <li>• <i>non-porous</i></li> <li>• <i>cleaned daily</i></li> <li>• <i>disinfected between different cats</i></li> <li>• <i>disinfected at least once every week</i></li> <li>• <i>disposed of if damaged</i></li> </ul>	<p>All Food and drinking bowls are removed and cleaned appropriately every day.</p> <p>We usually use, metal; plastic or occasionally ceramic food and water bowls.</p>	<p>Food/Water bowls are non-porous and easily cleaned/disinfected.</p> <p>These are cleaned and disinfected as part of the documented cleaning regime.</p>	<p>Y</p>
<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 each day. It must be in a clean container and changed or refreshed as often as needed.</i></p> <p><i>Several water bowls must be available to make sure all the cats have access to water.</i></p>	<p>Fresh Clean drinking water is available at all times.</p>	<p>Fresh clean drinking water is provided for every cat in a clean bowl. Water is changed twice a day.</p> <p>All cats had access to water on site inspection.</p>	<p>Y</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 available 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 free from vermin at all times.</i></p>	<p>All food is prepared in our kitchen which is just for food preparation.</p> <p>There is hot and cold running water and the kitchen is kept clean at all times.</p>	<p>Feed is prepared in the site kitchen area with a work surface area. Kitchen area was clean and tidy on-site inspection.</p> <p>Hot and cold running water available connected to the main drainage system.</p> <p>Soap and hand drying facilities available</p>	<p>Y</p>

<p><i>Receptacles for a cat's food and drink must not be used for any other purpose.</i></p>	<p>The food prep area is kept clean and vermin free at all times. Water &amp; food bowls are not used for any other purpose</p>	<p>The cat's bowls are not used for any other purpose.</p>	
<p><b>7.0 Monitoring of behaviour and training of animals</b></p>			
<p>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</p> <p><i>The business must have a documented programme that shows how they provide an enriching environment to the cats.</i></p> <p><i>All cats must have access to:</i></p> <ul style="list-style-type: none"> <li>• appropriate toys</li> <li>• scratching posts</li> <li>• hiding places</li> </ul> <p><i>Items must be checked each day to make sure they remain safe. Feeding enrichment can be provided too, unless a vet advises against it.</i></p>	<p>We have a full enrichment program in place for all animals.</p> <p>All Cats have toys and are brushed and played with at times throughout the day.</p> <p>All equipment checked on a daily basis to ensure the safety of both animals and staff at all times.</p>	<p>Documented enrichment programme for the cats.</p> <p>Within the cat pens there are different levels including Penthouse with ramp, scratch posts and different quiet hiding places within the structure of each cat pen.</p> <p>All items that the cats have access to are inspected and replaced if damaged.</p>	<p>Y</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>Cats must not be taken from their individual units except in an emergency or for veterinary treatment.</i></p> <p><i>Communal exercise areas are not acceptable.</i></p>	<p>Cats are not taken from their individual pens but have ample space to exercise and also rest and be quiet if that is what they like.</p> <p>There are no communal exercise areas.</p>	<p>Cats are cared for in accordance with each cat's individual needs, age and ability and any Vet advice given.</p> <p>Cats are not removed from their units unless Vet treatment is required or in an emergency situation.</p> <p>There are no communal exercise areas.</p>	<p>Y</p>
<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 cat must be monitored each day. Changes in behaviour must be recorded and acted upon if there are signs of:</i></p>	<p>Any changes in behaviour are recorded on the cats' record sheet and are seen by the vet if we think it is necessary.</p> <p>If there is any extreme behaviour we would always consult with the</p>	<p>Daily record sheets are completed by staff which were updated following inspection last year to include notes of any behaviour changes. Cats are monitored and owner or Vet advice sought if required.</p>	<p>Y</p>

<ul style="list-style-type: none"> <li>• <i>suffering</i></li> <li>• <i>stress</i></li> <li>• <i>fear</i></li> <li>• <i>aggression</i></li> <li>• <i>anxiety</i></li> </ul> <p><i>Staff must get advice from a vet, who may refer the cat to a suitably qualified animal behaviourist.</i></p>	<p>owner and discuss before taking any action. If the owner cannot be contacted we would consult with our vet and take any necessary action.</p>		
<p>7.4 Where used, training methods or equipment must not cause pain, suffering or injury.</p> <p><i>Cats are not likely to be trained when staying in a boarding cattery.</i></p>	<p>We do not offer any training facility for Cats whilst in for boarding</p>	<p>N/A</p>	<p>N/A</p>
<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>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.</i></p> <p><i>Kittens would be very susceptible to disease. They would also need an appropriate environment to learn and develop.</i></p> <p><b>Behavioural observations must be recorded daily.</b></p>	<p>We would not normally take any young cat that is not fully vaccinated which is usually not before 12 weeks of age.</p> <p>As the animals in our care have owners and are usually short stay, we would always make sure that they are housed in a suitable environment appropriate to their age and requirements.</p> <p>Any observations regarding behaviour or feeding are recorded on the daily record sheet for that animal</p>	<p>As per applicants' comments and documented procedure any young cats has been submitted.</p> <p>Daily observations are recorded including any changes in behaviour.</p> <p><b>Higher Standard – Met</b></p>	<p>Y</p>
<p><b>8.0 Animal Handling and Interactions</b></p>			
<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>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.</i></p> <p><i>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.</i></p>	<p>All of our staff are competent and fully trained to look after all animals and to protect them from pain and suffering.</p> <p>We would NEVER punish any animal. All animals must be treated with respect at all times. We think that animals respond to kindness rather than cruelty.</p>	<p>Staff are experienced and trained in the care and handling of the cats. There are documented procedures in place for all staff and training is also given.</p> <p>Cats would never be punished.</p>	<p>Y</p>

<p><i>A cat must not be picked up by the scruff of its neck (scruffing), unless it is an absolute last resort.</i></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>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.</i></p>	<p>Cats do not mix unless kept with another from the same home at the owners' request, although we do try to advise against housing any cats together and would prefer to put them next to each other so that we can monitor feeding and behaviour easier.</p> <p>Owners are always consulted on any issues wherever possible.</p>	<p>Cats are kept in their own individual cat pen unless from the same family unit.</p> <p><b>Applicant has been advised to update the booking form with the relevant consents to meet this condition.</b></p>	<p>N</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>Cats must have human interactions specific and appropriate to their needs. The needs of individual cats will be reassessed each day.</i></p> <p><i>A cat must never be forced to interact with a person or people. A cat must be able to avoid people if it wishes.</i></p> <p><i>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.</i></p>	<p>All animals in our care get human interaction as required. We would never force this upon them but will coax a cat or dog to come out and be stroked.</p> <p>Any signs of stress or anxiety is recorded on the animals record sheet and if this persists appropriate advice is sought.</p>	<p>The cats benefit from daily human interaction with staff and staff record these interactions on the daily monitoring sheets.</p> <p>The cat is able to avoid seeing staff/people within its own cat pen.</p> <p><b>Higher Standard - Met</b></p>	<p>Y</p>
<p><b>9.0 Protection from Pain, Suffering, Injury and Disease</b></p>			
<p>9.1 Written procedures must:-</p> <p>(a) be in place and implemented covering</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 carcasses)</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>We have written procedures in place to fulfil all of the requirements.</p>	<p>Written procedures have been submitted covering all the relevant required subject matters.</p>	<p>Y</p>

<p><i>The procedures must demonstrate how the conditions 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>All members of staff are made aware of the procedures.</p>	<p>Staff are fully trained in these procedures.</p> <p><b>Advised on-site inspection that staff must sign and date all relevant training records.</b></p>	<p>A</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 cat that is:</i></p> <ul style="list-style-type: none"> <li>• <i>injured</i></li> <li>• <i>sick</i></li> <li>• <i>infectious or carrying a serious infectious disease</i></li> </ul> <p><i>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.</i></p> <p><i>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).</i></p> <p><i>All staff must understand the procedures to prevent the spread of infectious disease between cats.</i></p> <p><i>When staff are handling cats in the isolation facility, they must:</i></p> <ul style="list-style-type: none"> <li>• <i>wear protective clothing and footwear</i></li> <li>• <i>follow cleaning procedures</i></li> </ul> <p><i>The clothing must be kept in the isolation facility and only removed for cleaning and disinfection.</i></p> <p><i>Protective garments must either be:</i></p> <ul style="list-style-type: none"> <li>• <i>changed and laundered with appropriate disinfectant</i></li> </ul>	<p>Compliant – if required cats are hospitalized / isolated at the Veterinary Practice on site. All 4 Pets Vets</p> <p>If any animal is hospitalized the Veterinary Practice would monitor as necessary.</p> <p>Staff do not deal with any isolated animals; they are cared for by the staff at the Veterinary Practice.</p> <p>All of our staff are fully briefed and trained about infection control</p>	<p>Isolation for any sick/injured or infectious cats is provided by the on-site Vet.</p> <p>A signed letter from the Vet has been submitted for the provision of isolation facilities.</p> <p>Staff are trained in the cleaning regime and written procedure in respect of the prevention and control of spread of disease.</p>	<p>Y</p>

<ul style="list-style-type: none"> <li>disposed of after handling a cat with a suspected infectious disease</li> </ul> <p>The following items must be stored in the isolation facility and ready to use:</p> <ul style="list-style-type: none"> <li>separate feeding and water bowls</li> <li>a dedicated safe cat basket and bedding</li> <li>litter trays and litter</li> <li>cleaning utensils</li> </ul> <p>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.</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>The business owner must see an up-to-date veterinary vaccination record for all cats.</p> <p>The cats must have current vaccinations against:</p> <ul style="list-style-type: none"> <li>feline panleukopenia</li> <li>feline parvovirus, also known as feline infectious enteritis</li> <li>feline respiratory viruses (feline herpesvirus and feline calicivirus)</li> </ul> <p>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.</p> <p>Vaccines used must be licensed for use in the UK. Homeopathic vaccination is not acceptable.</p> <p>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.</p> <p>Treatment must only happen after either:</p>	<p>All owners must show evidence of vaccinations which must be up to date and certified by a Veterinary Surgeon.</p> <p>We do not take any animals that do not have vaccinations.</p> <p>We ask the owner if the animal has been treated for flea etc and would only treat with their permission and under the supervision of a Veterinary Surgeon</p>	<p>Cats are not boarded unless up to date vaccinations records have been provided</p> <p>Cats boarded under the Welfare Act are Vet checked and vaccinated if records are unavailable prior to being placed in the Cattery.</p> <p>Necessary treatment and advice would be sought from the on-site</p>	<p>Y</p>

<ul style="list-style-type: none"> <li>• <i>having a consultation with a vet, using the product as directed</i></li> <li>• <i>getting written consent from the owner or nominated person to treat the cat</i></li> </ul>		Vet if there was any evidence of external parasites.	
<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>Waste (urine and faeces) must be:</i></p> <ul style="list-style-type: none"> <li>• <i>in a clearly-marked bin which is emptied each day or when full - whichever is sooner</i></li> <li>• <i>removed in line with the documented cleaning and disinfection procedure</i></li> </ul> <p><i>Storage of waste must be away from areas where food or animals are kept.</i></p>	<p>Compliant – all used bedding washed in industrial washing machine.</p> <p>Excreta/ Cat Litter placed in yellow clinical waste bag and collected by Whitley Brook Pet Crematorium for incineration.</p>	<p>Soiled bedding is washed and disinfected on the premises in accordance with documented cleaning regime.</p> <p>Cat waste is removed daily and placed in yellow clinical sealed waste bags and collected by Whitley Brook Pet Crematorium for disposal. Compliant.</p> <p>All animal waste is stored away from food. (Separate Room on another side of the site).</p>	Y
<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><i>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.</i></p> <p><i>They must contact the cat's owner or nominated person.</i></p>	<p>There is an Independent Veterinary Practice on our site and if there are any problems with any of the animals they are treated at the practice. A Veterinary Surgeon and Veterinary Nurse are on hand to give advice or treatment whichever is appropriate.</p>	<p>On-Site Vet is available as and when required.</p> <p><b>Advised - on-site inspection records of Vet treatment were requested to be seen for a cat who had received Vet treatment. Records could not be provided. Applicant is advised to ensure that all vet treatment records are available for inspection.</b></p> <p>The owner or emergency contact would be contacted.</p>	A
<p>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</p>	<p>A Veterinary Surgeon and Veterinary Nurse are available to offer advice.</p>	<p>Vet practice on site.</p>	Y



<p><i>Any preventative treatment must be given with the written consent of the owner and under the direction of the vet.</i></p>	<p>We would always seek the owners' permission where possible before treating any animal.</p>	<p>Owner's consent would be obtained.</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 the include:</i></p> <ul style="list-style-type: none"> <li>• <i>name</i></li> <li>• <i>address</i></li> <li>• <i>telephone number</i></li> <li>• <i>out of hours telephone number</i></li> </ul> <p><i>The veterinary practice must be within a reasonable travel distance.</i></p> <p><i>When cats are boarding, the licence holder must get written consent from the cat's owner to state which vet will be used.</i></p>	<p>We have a Veterinary Practice onsite and suitably qualified staff.</p>	<p>Licence holder is registered with on-site Vet practice.</p> <p>Vet details are on display with all relevant information required.</p> <p>On site Vet practice.</p> <p><b>Applicant has been advised to update the booking form with the relevant consents from the owner.</b></p>	<p>A</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><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 or prescribing vet.</i></p> <p><i>A fridge must be available to store any medicines that need to be kept at certain temperatures.</i></p>	<p>All Medicines are stored in the Veterinary Surgery and are administered as per the instructions on the label.</p> <p>The Veterinary Practice is regulated by the Veterinary Medicines Directorate and have checks every 5 years. They comply with all of the directives which includes recording Fridge temperatures.</p>	<p>All medications are stored safely in the Vets on site and has 24/7 access to medication if necessary.</p> <p>All medication would be administered as per Vet instructions and all unused medication returned to the owner or Vet.</p> <p>Fridge in the vets on site available for storage of medication</p>	<p>Y</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>All stored in veterinary Surgery under the supervision of a qualified Veterinary Surgeon</p>	<p>As per applicants comments</p>	<p>Y</p>
<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>Disinfectant products must be able to kill viruses and bacteria (viricidal and bactericidal).</i></p> <p><i>The choice of cleaning and disinfectant products must be based on:</i></p> <ul style="list-style-type: none"> <li>• suitability</li> <li>• safety</li> <li>• compatibility</li> <li>• effectiveness</li> </ul> <p><i>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.</i></p> <p><i>Staff using cleaning products must be competent in the safe use of detergents and fluids.</i></p> <p><i>Cleaning products must:</i></p> <ul style="list-style-type: none"> <li>• be kept out of the reach of animals</li> <li>• never be left in the cat unit</li> </ul> <p><i>Any equipment that has been used on an infectious or suspected infectious cat must be cleaned and disinfected after use or disposed of.</i></p> <p><i>Medication must only be used with prior consent of the owner or after a discussion with a vet.</i></p>	<p>Use Virkon Disinfectant - recommended by our Veterinary Surgeon.</p> <p>All staff are trained in how to use disinfectants. All cleaning products are safely stored away from animals in our care.</p> <p>The Veterinary Surgery has its own cleaning tools and cleaning products,</p> <p>Medication is only given to cats on the owners' instructions or on the advice of a veterinary surgeon.</p>	<p>See Operational Procedures – VIRKON (pet friendly) products used.</p> <p>Disinfectant product used recommended by Vets to ensure it is effective against viruses and bacteria.</p> <p>Product used is not toxic to cats.</p> <p>Written cleaning regimes in place. Staff are fully trained prior to being able to use cleaning/disinfectant products.</p> <p>All cleaning products are stored safely and securely away from the cats and are not left in the cat units.</p> <p>All equipment is cleaned/disinfected after use as part of documented cleaning regime.</p> <p>Medication would only be given as directed by owner or Vet.</p>	<p>Y</p>
<p>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:</p> <p>(a) in the case of fish, a person who is competent for such purpose</p>	<p>No animals would be euthanased without consent of the owner and only by a qualified Veterinary Surgeon.</p>	<p>Vet only for any euthanasia.</p>	<p>Y</p>

<p>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose</p> <p><i>Only a vet can euthanise a cat.</i></p> <p><i>The licence holder must keep a record of:</i></p> <ul style="list-style-type: none"> <li>• all euthanasia</li> <li>• the qualified vet that carried it out</li> </ul> <p><i>Euthanasia must not take place until the owner or nominated person gives consent - unless it is crucial for the welfare of the cat.</i></p>	<p>All records of euthanasia are kept on the electronic Assissi System</p>	<p>This would be recorded on the electronic system and the owner or emergency contact would be informed for consent.</p>	
<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>	<p>All animals in our care are checked every hour from 8 am to 6pm and again before 9pm.</p>	<p>Staff on site have daily regular contact with all cats.</p>	<p>Y</p>
<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>Inspectors must be able to access any record and associated checklists.</i></p> <p><i>Presence or absence of faeces and urine must be monitored each day. Any abnormalities must be recorded and acted upon as needed.</i></p> <p><i>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.</i></p> <p><b>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.</b></p>	<p>Any sign of pain; suffering; injury; disease or abnormal behaviour is reported immediately to a manager and Veterinary Surgeon if required.</p> <p>Any abnormalities of faeces or urine are reported to the vet and the animal treated accordingly.</p> <p>All long-term boarding cats are weighed every 4 weeks and Veterinary advice sought if the animals have lost weight.</p>	<p>Daily monitoring sheets are completed by staff for each cat with recorded checks. Any abnormalities are also recorded in the comments notes and Vet advice sought if necessary.</p> <p><b>Applicant has been advised to ensure that all records and associated daily check sheets are available for inspection. As per previous comments regarding the back dated paper records held on site.</b></p> <p>Weights of long-term cats are being recorded, and Vet advice sought if there are concerns.</p> <p><b>Higher Standard – Met (Isolation facilities are provided by the on-site Vet)</b></p>	<p><b>A</b></p>
<p><b>10.0 Emergencies</b></p>			

<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> <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 available. It must be maintained and in good working order.</i></p> <p><i>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.</i></p> <p><i>Where appropriate, there must be at least one carbon monoxide detector.</i></p> <p><i>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.</i></p> <p><i>There must be a plan for housing of the cats if the premises become uninhabitable.</i></p> <p><i>There must be a written policy in place for dealing with extremes of temperature and weather conditions (hot and cold).</i></p> <p><i>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.</i></p> <p><i>All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</i></p>	<p>We have an emergency procedure in place.</p> <p>We also have fire procedures and regular fire drills.</p> <p>We have fire extinguishers in place and a contract to have them serviced annually.</p> <p>Smoke detectors are in place.</p> <p>Fire drills are carried out at regular intervals and documented.</p> <p>This is part of the induction training.</p> <p>There is a written plan for housing of cats in case of emergency.</p> <p>There is a written policy for dealing with extremes of temperatures.</p> <p>All equipment is kept in good state of repair and serviced accordingly.</p>	<p>Written emergency plan in place and staff are aware of the procedure to follow.</p> <p>All entrances/exits were clear of obstruction at the time of the inspection.</p> <p>Smoke detectors/Fire Extinguishers located in unit and surrounding buildings on the advice of the Fire Safety Officer. No Gas heating on site.</p> <p>Fire Risk Assessment in place – <b>Advised to record all fire drills and equipment tests/checks, along with records of emergency drill programmes</b></p> <p>Documented plan in place for housing of cats in the event of an emergency.</p> <p>Documented extreme weather policy in place.</p> <p>Electrical equipment installed by suitably qualified people and are tested and maintained as part of the risk assessment process. Sited away from cats.</p>	<p>A</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>	<p>Emergency telephone numbers are listed in reception.</p>	<p>Documented plan in place and emergency contacts details on display.</p>	<p>Y</p>
<p>10.3 External doors and gates must be lockable.</p>	<p>All external doors and gates are lockable either with a key or coded lock</p>	<p>Compliant all external doors and gates are lockable and secure.</p>	<p>Y</p>

<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>In a non-domestic setting, an emergency contact name and number must be displayed on the outside of the premises.</i></p> <p><i>A reasonable distance is interpreted as no more than 30 minutes travelling time in normal conditions.</i></p> <p>A competent person must be on site at all times.</p>	<p>We have designated key holders for the premises.</p> <p>There is an emergency contact number displayed outside the premises on the carpark</p> <p>The site is occupied at all times</p>	<p>Key holders live locally and Security Guard lives on site.</p> <p>Emergency details displayed outside the premises.</p> <p>Higher Standard – Met (Security Guard lives on site).</p>	
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## Part B – Specific conditions: (Schedule 4, Part 1 of the Regulations)

Condition / Guidance	Applicant Notes / Comments	Officer Notes / Comments	Compliant Y or N <i>(Officer use only)</i>
<b>2.0 Suitable environment</b>			
<p>2.1 Cats within the premises to which the licence relates must be prevented from coming into direct contact with other animals from outside the premises.</p> <p><i>Sneeze barriers must be in place to prevent contact with animals from outside.</i></p> <p><i>They must be placed:</i></p> <ul style="list-style-type: none"> <li>• <i>on the end walls of the exercise run</i></li> <li>• <i>at each end of the cattery block</i></li> </ul>	<p>Cats in for boarding do not come into contact with any animals from outside the premises. All cat pens have sneeze barriers in between each pen.</p> <p>Each cattery block is separated with a brick wall.</p>	<p>Each cat pen is separated from the next by part brick wall, mesh and Perspex sneeze barrier. No other animals have direct access to the cats.</p> <p>Stray/Re-homing cats have separate entrance/exit to the boarding facilities and are kept in a separate block from private boarding cats.</p>	Y
<p>2.2 There must be a safe, secure, waterproof roof over the entire cat unit.</p> <p><i>Materials used for the exercise run must be capable of filtering UV light and providing enough shade.</i></p>	<p>All Cats pens have a safe secure waterproof roof which includes clear plastic sheets for natural lighting.</p>	<p>Cat pens are covered with a safe secure waterproof roof over the entire cat unit. Cats are provided with shade when required.</p>	Y
<p>2.3 A cat unit may only be shared by cats from the same household.</p>	<p>We try to discourage cats sharing a pen and is only permitted if the owner insists.</p>	<p>Max 2 Cats in the larger pens from the same family unit only.</p>	Y
<p>2.4 Communal exercise areas are not permitted.</p>	<p>There are no communal exercise areas.</p>	<p>As per applicants comments</p>	Y

<p>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.</p> <p><i>A one page summary of the cat or cats must be outside each unit or kept in an accessible place for staff.</i></p> <p><i>The summary must include:</i></p> <ul style="list-style-type: none"> <li>• <i>the cat's name</i></li> <li>• <i>its age</i></li> <li>• <i>its sex</i></li> <li>• <i>any relevant medical, behavioural or dietary information</i></li> </ul>	<p>All cats have a record card on the door containing all relevant information plus daily tick list for feeding/ motions/ behaviour/enrichment etc</p>	<p>All unit numbered - Daily record sheets on all units with relevant information displayed.</p>	<p>Y</p>
<p>2.6 Each cat unit must provide the cat with sufficient space to:</p> <p>(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</p> <p><b>Minimum sizes for cat units</b> <i>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.</i></p> <p><i>These minimum areas and dimensions must be achieved to give cats a suitable and appropriate comfortable space.</i></p> <p><b>Minimum sizes for walk in sleeping accommodation</b> <i>A unit for one cat must be at least:</i></p> <ul style="list-style-type: none"> <li>• <i>0.85 square metres for the area</i></li> <li>• <i>0.9 metres for the dimension, for example 0.9m by 0.95m</i></li> </ul> <p><i>A unit for up to 2 cats must be at least:</i></p> <ul style="list-style-type: none"> <li>• <i>1.5 square metres for the area</i></li> <li>• <i>1.2 metres for the dimension, for example 1.2m by 1.25m</i></li> </ul> <p><i>A unit for up to 4 cats must be at least:</i></p> <ul style="list-style-type: none"> <li>• <i>1.9 square metres for the area</i></li> <li>• <i>1.92 metres for the dimension, for example 1.2m by 1.6m</i></li> </ul>	<p>All Cat pens have enough space for the cats to move around freely and stretch out without touching another cat or the walls of the pen</p> <p>Pen 1 - 6 Pens all 0.6m wide x 2.13m long all have 3 shelves for sleeping. Pen 2 – 5 Pens all 0.6 wide x 2.13m long all have 3 shelves for sleeping Pen 3 – 5 pens all 0.6m wide x 2.13 m long all have 3 shelves for sleeping Pen 4 – 3 Pens – all 1.19m wide x 1.19m wide x 2.13m long all have 2 shelves for sleeping Pen 5 – 8 Pens – 6 – 0.68m wide x 2.13m long all have 2 Shelves for sleeping.</p>	<p>Each cat is provided with the sufficient space detailed in (a) – (g).</p> <p>They are all full height walk in units.</p> <p>Sizes are as per applicant's comments.</p> <p>The measurements of the full height walk units/sleeping/run area would not meet the minimum dimension size.</p> <p>The cat units are an old build, and the regulations allow for one cat size options and shorter runs although bigger cat units are advised.</p>	<p>Y</p>

<p><i>New builds should not have the one cat size option.</i></p> <p><b>Minimum sizes for penthouse sleeping accommodation</b>  <i>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.</i></p> <p><i>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.</i></p> <p><i>The minimum height for all penthouse sleeping boxes or pods is one metre.</i></p> <p><i>A box or pod for one cat must be at least:</i></p> <ul style="list-style-type: none"> <li>• 0.85 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 0.95m</li> </ul> <p><i>A box or pod for up to 2 cats must be at least:</i></p> <ul style="list-style-type: none"> <li>• 1.1 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 1.20m</li> </ul> <p><i>A box or pod for up to 4 cats must be at least:</i></p> <ul style="list-style-type: none"> <li>• 1.7 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 1.9m</li> </ul> <p><i>New builds should not have the one cat size option.</i></p> <p><b>Minimum sizes for exercise runs in full height walk in and penthouse style units</b>  <i>The minimum height for exercise runs must be 1.8 metres.</i></p> <p><i>Runs for one cat must be at least:</i></p> <ul style="list-style-type: none"> <li>• 1.65 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 1.85m</li> </ul> <p><i>Runs for up to 2 cats must be at least:</i></p> <ul style="list-style-type: none"> <li>• 2.2 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 1.85m</li> </ul> <p><i>Runs for up to 4 cats must be at least:</i></p>	<p>All Cat Pens have Perspex sneeze barriers between each pen.</p>	<p>It was noted that there were no ladders/ramps to the shelves in any of the units for elderly, ill, very young or disabled cats. Advised accordingly.</p>	
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<ul style="list-style-type: none"> <li>• 2.8 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 2.35m</li> </ul> <p><i>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.</i></p> <p><i>The 'one cat' size option has also been removed for new builds.</i></p> <p><i>Older catteries will have one cat size unit and shorter runs - this is acceptable.</i></p> <p><i>New builds must use the bigger dimensions.</i></p>			
<p>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.</p> <p><i>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.</i></p>	<p>All Cat pens are large enough for the cat to sit; rest; eat and drink away from the litter tray</p>	<p>Compliant</p>	<p>Y</p>
<p>2.8 Cats must have constant access to their sleeping area.</p> <p><i>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.</i></p> <p><i>Bedding must be made of a material that is easy to wash, disinfect or disposed of.</i></p> <p><i>A cat must not be left without bedding, unless instructed otherwise by the cat's owner.</i></p> <p><i>Soft bedding materials must be provided and adapted if needed for old, young or infirm cats to help regulate their body temperature.</i></p> <p><i>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.</i></p>	<p>All Cats have constant access to their sleeping area which contains a plastic bed and clean dry bedding.</p> <p>All bedding is checked on a daily and replaced with clean fresh dry bedding as required.</p> <p>All bedding is washed and dried thoroughly as required.</p> <p>All cats have soft bedding that is comfortable and cosy. Additional bedding is given as necessary.</p>	<p>Cats have constant access to a raised bed on a shelf with clean bedding.</p> <p>Blankets are used for bedding that are cleaned as part of the daily cleaning regime.</p> <p>Cats would not be left without bedding unless otherwise instructed by the owner.</p> <p>Blankets are used for bedding.</p> <p>No cat flaps.</p>	<p>Y</p>
<p>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.</p>	<p>All units have a litter tray which is cleaned every day and the used litter replaced.</p>	<p>Litter trays are in each cat unit with unscented wooden pellets used. These are cleaned and disinfected as part of the daily cleaning regime.</p>	<p>Y</p>



<p><i>In a multiple cat unit, the number of trays must be appropriate to the number of cats.</i></p> <p><i>Trays must be impermeable, easy to clean, disinfect or dispose of.</i></p> <p><i>The tray must be:</i></p> <ul style="list-style-type: none"> <li>• <i>large enough for the cat to turn around - at least 30 centimetres by 42 centimetres</i></li> <li>• <i>deep enough for digging in litter - at least 3 centimetres deep</i></li> </ul> <p><i>The following materials are not considered acceptable to use as litter:</i></p> <ul style="list-style-type: none"> <li>• <i>loose sawdust</i></li> <li>• <i>shredded newspaper</i></li> <li>• <i>sheet newspaper</i></li> <li>• <i>soil</i></li> </ul>	<p>Litter trays are washed and disinfected on a regular basis.</p> <p>We use wood pellets as cat litter which is disposed of by Whitley Brook Crematorium where it is incinerated.</p>	<p>A litter tray is provided for each cat.</p> <p>Trays are easy to clean/disinfect.</p> <p>Sizes are compliant.</p> <p>N/A – Wooden pellets are used.</p>	
<p>2.10 Each cat unit must include an elevated area.</p> <p><i>These must be large enough for a cat to lie on and available in the sleeping accommodation or the run.</i></p> <p><i>Facilities must be available to give safe, easy access to elevated areas for any elderly, ill, very young or disabled cats.</i></p>	<p>All Cat pens have several shelves that the cat can reach easily. If the cat is elderly, we provide steps or a slope to make it easier for them to reach them.</p>	<p>Each cat unit has either two or three raised shelves for sleeping.</p> <p>No ladders or steps were seen on the site inspection for easy access to these raised areas. – Advised.</p>	A
<p>2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.</p> <p><i>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.</i></p> <p><i>New builds using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.</i></p>	<p>All adjoining cat pens are separated by sneeze barriers.</p>	<p>Although not new builds, each cat pen has a construction of brick, mesh and Perspex sneeze barriers separating it from the next.</p>	Y
<p>2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.</p>	<p>There are no gaps between pens</p>	<p>N/A – No gaps</p>	Y

<p><i>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.</i></p>			
<p>2.13 Any cat taken out of a cat unit must be secured in a suitable carrier.</p> <p><i>A spare cat carrier must be kept at the cattery in case the owners do not arrive with their cat in a secure carrier.</i></p>	<p>Cats are always placed in a suitable carrier before being removed from the pen. This is usually provided</p>	<p>Compliant – Cat carriers available</p>	<p>Y</p>
<p>2.14 The sleeping area must form part of the cat unit and be free from draughts.</p> <p>Cat units must be 1.5 times the minimum area sizes in this guide. The calculation of the total area can include raised areas.</p> <p>Sneeze barriers must be completely opaque rather than translucent.</p> <p>They will be:</p> <ul style="list-style-type: none"> <li>• up to 600 millimetres and behind any shelves</li> <li>• 300 millimetres above and to the side of any shelves</li> </ul> <p>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.</p>	<p>All Pens are free from draughts.</p>	<p>The sleeping area forms part of the cat unit.</p> <p>Higher Standard – Not Met The measurements of the full height walk units/sleeping area would not meet the higher standard.</p> <p>Higher Standard – Not Met</p> <p>Higher Standard – Not Met. (Raised areas are in the sleeping area)</p>	
<p><b>3.0 Monitoring of behaviour and training</b></p>			
<p>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.</p> <p><i>Cats must be provided with a hiding place. This can be as simple as providing any of the following in the units:</i></p> <ul style="list-style-type: none"> <li>• a cardboard box</li> <li>• an igloo-type bed</li> <li>• the cat's own carrier</li> <li>• other structures</li> </ul> <p><i>Any reusable structures need to be replaced or cleaned and disinfected between each cat.</i></p>	<p>There is part of the pen where cats cannot see the other cats. They also are able to hide behind the bed although they do seem to like hiding in their bedding too.</p> <p>All beds, litter trays and bedding are disinfected and cleaned between each cat, as are the shelves and paintwork/ sneeze barriers etc.</p>	<p>Cats have an area where they can avoid seeing another cat or people and they can hide in their bed.</p> <p>All items are cleaned/disinfected as part of the daily cleaning regime and in between each cat being boarded.</p>	<p>Y</p>

<p>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.</p> <p><i>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.</i></p> <p><i>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.</i></p>	<p>All cats are given a scratching facility.as required.</p> <p>Any toys/ bedding/ carriers/ scratch posts brought in by the owner are returned to the owner.</p>	<p>Carpet patches are provided for each cat which allows them to scratch.</p> <p>Any scratch facility is cleaned or replaced as necessary.</p> <p>All items provided by the owners are returned at the end of the cats stay.</p>	Y
<p>3.3 All cats must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.</p>	<p>All Cats are provided with toys and have enrichment time where appropriate.</p>	<p>Cats are provided with various enrichment items depending upon each individual cats requirements.</p>	Y
<p>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.</p> <p><i>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.</i></p> <p><i>All toys and enrichment equipment must be cleaned and disinfected between different cats.</i></p> <p><i>Toys must be disposed of if they are not safe.</i></p>	<p>All enrichment toys/ grooming equipment etc are cleaned and disinfected between cats and also checked to make sure they are safe to use</p> <p>. Any pieces of equipment not suitable to use safely are disposed of.</p>	<p>All items are inspected and cleaned as part of the documented cleaning regime.</p> <p>All items provided by the owner are kept with the cat and returned at the end of the cats stay.</p> <p>As per above comments</p>	Y
<b>4.0 Records</b>			

<p>4.1 A register must be kept of all the cats on the premises which must include:</p> <p>(a) the dates of each cat's arrival and departure</p> <p>(b) each cat's name, age, sex, neuter status and a description of it or its breed</p> <p>(c) each cat's microchip number, where applicable</p> <p>(d) the number of any cats from the same household</p> <p>(e) a record of which cats (if any) are from the same household</p> <p>(f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details</p> <p>(g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency</p> <p>(h) the name and contact details of each cat's normal vet and details of any insurance relating to the cat</p> <p>(i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise</p> <p>(j) details of each cat's diet and related requirements</p> <p>(k) any required consent forms</p> <p>(l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments</p> <p>(m) details of any medical treatment each cat is receiving</p> <p><i>Consent forms must cover:</i></p> <ul style="list-style-type: none"> <li>• <i>veterinary treatment</i></li> <li>• <i>consent to share or separate cats if needed</i></li> <li>• <i>consent for toys or interaction preferences</i></li> </ul> <p><i>record of baskets or items left at the cattery.</i></p>	<p>Every animal in our care has a boarding form which contains all of the information required.</p> <p>This is also stored electronically on the Veterinary Assisi System</p>	<p><b>Register of all cats kept, however applicant has been advised to update the records with the below information as this was missing: -</b></p> <p><b>(b) neuter status</b></p> <p><b>(g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency</b></p> <p><b>(k) any required consent forms</b></p> <p><b>Details of required consent forms required sent to the applicant via email.</b></p>	<p>N</p>
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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.	Once placed in their pen the cats are not moved to another pen unless it need to go into the Veterinary Surgery or it is a long term boarding and we are deep cleaning and renovating the pen.	Cats remain in their assigned Cat unit as per applicants comments.	Y
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.  <i>Extra precautions must be taken to prevent the spread of disease. A separate member of staff should attend to these cats</i>	We do house some cats for rehoming but they are fully vaccinated and are housed in completely separate units away from the boarding cattery	Separate block for Re-homing Cats.  Separate Entrance/Exits. Each Cat is seen by Vet prior to being placed in Rehoming Block.  Staff are assigned to these cats for each day.	Y
5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.	All equipment is thoroughly cleaned and sanitised before being placed in the cat pen.	All equipment is cleaned are part of the documented cleaning regime.	Y
5.4 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.	We have a preventative healthcare plan which has been agreed with our Veterinary Surgeon.	Signed preventative health care plan in place and on file.	Y
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.	We do not have any need for a holding pen as we would place any such cats in the Veterinary Practice.	No holding cat units.	N/A
5.6 In this paragraph, "holdng cat unit" means a cat unit, separate from any other cat unit, in which a cat may be housed temporarily.  <i>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.</i>	n/a	N/A	N/A.

**To be completed by the Inspecting Officer:**

Date of inspection(s)

Name of person(s)  
seen at inspection

EVU(s).

Officer name(s)

### Inspectors Comments/Recommendations

This establishment was given a reduced star rating on the last renewal following the inspection and it is disappointing to find that the required documentation/recording keeping has not been improved upon since this time. Following this on-site inspection, I have provided the applicant with the relevant information required to update the documentation and records and the applicant will have to evidence compliance on any future inspection. Although I have no welfare concerns, I am mindful of the minor failings of the minimum standards and the statutory guidance for local authorities, that states, it should not be standard to issue a one-star licence for more than a year, as it is expected that all operators must comply with the minimum standards.

I am happy to give [REDACTED] the opportunity to address the issues raised on this occasion, however, should she fail to evidence compliance of the minimum standards on future inspections then the necessary and appropriate action would have to be considered in accordance with the legislation.

My advice to the licence holder is to review this inspection report and address the issues of non-compliance in order to meet the minimum standard and work towards achieving a higher star rating in the future. [REDACTED] must evidence compliance with the below conditions: -

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

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.

**Records are stored in both paper and electronic format not all records could be produced when requested. [REDACTED] was going to progress the electronic record keeping with technical team of Assisi.**

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.

**[REDACTED] could produce some back dated records on the Assisi computer. The paper records are stored in large boxes in a filing room on site. When asked if these records could be accessed, I was informed that this was impossible, and I would need a full day to search through these records. These records must be available for inspection.**

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.

**[REDACTED] will need to produce evidence of staff attendance of training and completion of the relevant training with all copies of certificates gained by staff. Pet Plan Insurance is not relevant training. [REDACTED] was advised of this during the on-site inspection.**

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.

**██████ does not have an annual appraisal or a planned CPD – Advised on-site inspection that this is required.**

**Annual Appraisal Records/CPD's have been put in place for other staff employed and applicant which were seen on-site inspection. ██████ is required to ensure that these records are signed by each staff member.**

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.*

**██████ has been provided with the details of the required consents from the owners that need to be updated and included on the booking form.**

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.

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.

**Advised - on-site inspection records of Vet treatment were requested to be seen for a cat who had received Vet treatment. Records could not be provided. Applicant is advised to ensure that all vet treatment records are available for inspection.**

**Part B – Specific conditions: (Schedule 4, Part 2 of the Regulations)**

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.



■■■■ has been advised to update the records with the below information as this was missing: -

**(b) neuter status**

**(g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency**

**(k) any required consent forms**

**Details of required consent forms that are required have been provided to the applicant.**

## 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>
<b>1.0 Licence Display</b>			
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 displayed in reception and also in our office.	Compliant on-site inspection	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.	This is displayed on website <a href="http://www.all4petsvets.co.uk">www.all4petsvets.co.uk</a> Boarding Page.	Compliant – Checked and information displayed.	Y
<b>2.0 Records</b>			
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	All records are stored both in paper form and electronically on the Assisi Veterinary System. The	<b>Records are stored in both paper and electronic format not all records could be produced when</b>	N

<p>in electronic form, in a form from which they can readily be produced in a visible and legible form.</p>	<p>Assisi System is combined with the Veterinary Records and is a very easy system to use, staff are trained to use this system.</p>	<p>requested. [REDACTED] was going to progress the electronic record keeping with the technical team of Assisi.</p>	
<p>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.</p> <p><i>Electronic records must be backed up.</i></p>	<p>All paper records are stored for 3 years.</p> <p>Electronic records are stored on the Assisi System and backed up automatically to their system.</p>	<p>[REDACTED] could produce some back dated records on the Assisi computer. The paper records are stored in large boxes in a filing room on site. When asked if these records could be accessed, I was informed that this was impossible, and I would need a full day to search through these records. These records need to be available for inspection.</p>	<p>N</p>
<p><b>3.0 Use, number and type of animal</b></p>			
<p>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</p> <p><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></p> <ul style="list-style-type: none"> <li>• <i>the relevant person in the local authority</i></li> <li>• <i>the police</i></li> <li>• <i>a suitable animal welfare organisation</i></li> </ul>	<p>We only board Dogs and Cats. – thus 2 licence activities – Kennels &amp; Cattery.</p>	<p>The full licence issued will cover 2 x animal activities, Kennels (Boarding) and Cattery (Boarding).</p>	<p>Y</p>
<p>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.</p> <p><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></p> <p><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></p>	<p>This number of animals boarded does not exceed the numbers stated on the licence. Currently 53. Dogs</p>	<p><b><u>The licence will be issued for 57 boarding dogs.</u></b></p> <p>(2x Additional Luxury Lodges have been included in this application numbers 5 &amp; 6). It was confirmed onsite inspection that these lodges could accommodate a maximum of 2 dogs in each lodge from the same family household with written consent of the owners.</p>	<p>Y</p>

		<p><b>NB.</b> There are separate blocks of Kennels and a Cattery on this site used for the purposes of rehoming facilities for stray cats and dogs. (Leigh Cats and Dogs Home). This is a separate business, with separate facilities. These animals use a separate entrance/exit from the boarded animals and are vet checked prior to being placed in the separate Kennels/Cattery. The dogs have a separate area for exercise and use separate routes, entrances and exits for leashed walks.</p>	
<p><b>4.0 Staffing</b></p>			
<p>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.</p> <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"> <li>• <i>the size of premises</i></li> <li>• <i>the layout of the premises (the number of dogs that are allowed in each separate area)</i></li> <li>• <i>the type of dog</i></li> <li>• <i>the qualifications and experience of staff</i></li> <li>• <i>additional services offered by the facility</i></li> <li>• <i>use of part-time staff or volunteers</i></li> <li>• <i>advice from the local authority's veterinary officer</i></li> </ul>	<p>3 x Full time office staff (Administration)</p> <p>5 full time Kennel staff</p> <p>2 Part time kennel staff</p> <p>1 Security Guard – Lives on site.</p> <p>We have held a boarding Licence since 1971.</p> <p>The Managers have over 30yrs experience.</p> <p>There is a Veterinary Practice on site, this has been on our site since April 2011.</p>	<p>As per applicants' comments.</p> <p>5 x Full Time kennel staff. 2 x Part Time kennel staff. Veterinary practice located on site.</p> <p>Equates to 6 Full Time Staff to care for the welfare needs of the dogs which means that each staff member has 9 dogs to care for the boarding dogs.</p>	<p>Y</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>All of our staff are competent to care for the animals in their care and to identify any abnormal behaviour, illness or injury.</p>	<p>Applicant and staff on site have the knowledge and experience to ensure the health and welfare of the dogs on site. – See comments below.</p>	<p>N</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"> <li>• <i>animal welfare, including recognising poor welfare</i></li> <li>• <i>animal handling</i></li> <li>• <i>animal behaviour</i></li> <li>• <i>cleanliness and hygiene</i></li> <li>• <i>feeding and food preparation</i></li> <li>• <i>disease prevention and control</i></li> <li>• <i>recognition and first aid treatment of sick or injured animals</i></li> </ul> <p><i>Staff who care for the dogs must either:</i></p> <ul style="list-style-type: none"> <li>• <i>hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</i></li> <li>• <i>show they have relevant and sufficient knowledge and experience</i></li> </ul> <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>All staff are fully trained in recognising poor welfare; animal handling; animal behaviour; cleanliness &amp; hygiene; feeding and food preparation; disease prevention and control and also to seek the advice of the resident Vet or Vet Nurse when appropriate.</p> <p>All are trained to a minimum NVQ level 2</p> <p>We have 2 members of staff trained to NVQ level 3</p> <p>1 Staff Member has BTEC National Diploma in Animal Care</p> <p>Our Reception Manager has BSc (Hons) in Physics and Astrophysics</p> <p>1 member of staff is an SQP (since 2004) and registered with Animal Medicines Training Regulatory Authority. This is updated with CPD every year</p> <p>4 of our staff are trained Pet plan insurance Advisors, this is updated with CPD every year</p> <p>2 members of staff are fully trained dog groomers.</p> <p>2 members of staff trained to Intermediate level in dog training.</p>	<p>Applicant can only evidence Level 3 OFQUAL for staff members (██████) and Level 2 for (██████). Three further staff members are identified as having relevant qualifications however applicant cannot provide any evidence of this through awarded certificates</p> <p>Applicant will be required to produce evidence of staff attendance of training and completion of the relevant training with copies of certificates gained by staff.</p> <p>Pet Plan Insurance is not relevant training. Applicant was advised of this during the on-site inspection.</p> <p>Reception Manager is not qualified in relevant subject areas.</p>	
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<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"> <li>• an annual appraisal</li> <li>• planned and continued professional development</li> <li>• recognition of knowledge gaps</li> </ul> <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"> <li>• records of the courses they are taking</li> <li>• records of written or online learning</li> <li>• keeping up to date with any research or developments for specific breeds</li> <li>• annual appraisal documents</li> </ul> <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>We have a staff training policy in place.</p> <p>Staff records are kept electronically or as paper copies on file.</p> <p>8.75 FTEs for 53 dogs and 27 cats; thus, compliant with higher standard</p> <p>2 trained to level 3 plus degree &amp; SQP qualifications obtained</p>	<p>A written Training programme is in place for each member of staff, copies held on site.</p> <p><b>The applicant/licence holder does not have an annual appraisal or a planned CPD – Advised on-site inspection that this is required.</b></p> <p><b>Annual Appraisal Records/CPD’s have been put in place for other staff employed and applicant which were seen on-site inspection. The applicant is required to ensure that these records are signed by the staff all staff members.</b></p> <p><b>Higher Standard – Met (NB 57 dogs for boarding purposes).</b></p> <p><b>Higher Standard – Met</b></p>	
<p><b>5.0 Suitable Environment</b></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>All areas; equipment &amp; appliances that animals and staff have access to are kept in a good state of repair in order to provide minimal risk of injury; illness or escape.</p> <p>All kennels and runs open into a secure corridor which is never</p>	<p>Buildings are a mixture of brick, PVC and wood construction, including double glazed windows and doors which all securely closed.</p> <p>Floors are non-slip tiling and concrete which are able to be cleaned/disinfected.</p>	<p>N</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 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>used for exercise, all dogs are exercised outside on a lead.</p> <p>All dogs are mainly exercised on grass on a lead unless in the case of severe weather conditions when our indoor fully enclosed secure exercise area is used</p> <p>All corridors are safe and secure for both staff and animals entering and leaving.</p> <p>All Buildings are non-slip tiling and concrete which are able to be disinfected.</p> <p>Each dog has its own kennel area which is windproof and most have their own runs.</p> <p>We have an assortment of kennels on site, some are new luxury lodges and some are old style kennels.</p> <p>All doors open outwards but there is a documented procedure in place for this.</p> <p>All drains are covered and there is no standing water.</p> <p>All of the kennels face outwards onto a grassed area, there are no facing kennels.</p>	<p>Each dog has its own kennel area which is windproof, and some have their own runs. Each kennel allows for ventilation, some have raised platforms, some with underfloor heating and/or fixed wall heaters. – <b><u>See below for on-site inspection comments.</u></b></p> <p>There is an assortment of kennels on site. (Luxury Lodges/Old Style Kennels).</p> <p>Two further Luxury Lodges have been inspected and will be included on this licence. These can accommodate 2 x dogs from the same family unit with owners written consent. (Numbers 5 &amp; 6).</p> <p><b><u>The Luxury Lodges</u></b>, including, artificial fire and surround, central heating, settees, bedding, sleeping mats and other enrichments. These are designed as an enclosed kennel with double glazed doors and windows and a half wall creating a semi room within the kennel with an outside run. The doors open inwards on these lodges.</p> <p><b><u>On-Site Inspection:</u></b> 6 x luxury lodges inspected (Numbers 1-6) – <b>Advised to replace damaged/chewed wooden fire surrounds/Wooden curtain surrounds and all other damaged wood within the lodges. The couches need to be replaced in ‘Snoopy &amp; Pluto’ lodge.</b></p>
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<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><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.</i></p>	<p>Access/ corridor doors are kept closed at all times they are never propped open.</p>	<p>The remainder are older style Kennels. Each kennel has an individual run and either an inner kennel or larger floor space fitted with central heating radiators.</p> <p><b><u>On-site inspection –</u></b></p> <p><b><u>•Night puppy block 6 kennels</u></b>, all numbered, concrete/tiled – Measured at 1.58 metres high in sleeping area does not comply with condition and therefore applicant will require a documented procedure to demonstrate the safety of staff. Oil boiler for heat</p> <p><b><u>Day puppy block 8 kennels</u></b>, all numbered, concrete tiled floor this block was more open to the elements fitted with shutters for extreme weather conditions.</p> <p><b><u>Block 4, 15 kennels</u></b>  <b>This block was not in use at the time of the inspection due to a replacement boiler being fitted. All the kennels are numbered with heating. These kennels are in need of repair, they have been badly damaged by the dogs chewing and clawing at the wood and walls. These should not be used until all the relevant repairs have been done.</b></p> <p><b><u>Block 1, 20 kennels</u></b>,  All numbered with heating.</p> <p>Documented policy submitted.</p>	
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<p><i>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.</i></p> <p><i>Door openings must be constructed such that the passage of water/waste is not 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>Drainage system in all Kennel Blocks. All drains are covered with no standing water.</p> <p>No Facing dog units.</p> <p>Kennels and runs open onto secure corridors/areas so dogs are unable to escape.</p> <p>Wire meshing is used, none is of a width/gauge which exceeds requirements nor allow a dog to become entrapped.</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>All dogs are kept in an environment which is suitable to address all of their needs both physical and emotional.</p> <p>All Dogs are cared for according to their individual needs and requirements, based on age, ailment or ability. They are continually monitored throughout the day.  Staff check climate conditions in extreme weather.  Policy in place.</p> <p>Our kennels are open at the front and have Ventilation holes at the back which encourages air flow and provides natural ventilation.</p>	<p>Dogs are treated and cared for in accordance with its individual needs and requirements, based on age, ailment or ability. They are monitored by staff throughout the day by staff.</p> <p><b>Thermometers are located in each of the kennels/lodges. It was noted that on some of the temperature recordings the temperature had been recorded as below the minimum of 10°C. [REDACTED] needs to ensure that the correct temperature is maintained at all times in all kennels and lodges in all weathers.</b></p> <p><b>Ventilation is provided in all interior areas. I would advise [REDACTED] to ensure this ventilation in some areas of the kennel</b></p>	<p>N</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 Aof 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>All kennels have adequate natural light during daylight hours and electric lights when necessary</p> <p>All kennels are heated with oil fired central heating in the form of pipes that run at the back of the kennels.</p> <p>Lodges have electric eco radiators which are thermostatically controlled</p>	<p><b>blocks does not create excessive localised draughts.</b></p> <p>Heating is provided in each kennel block, by way of electric radiators or oil-fired central heating. Block 4 was not in use as the boiler was being replaced.</p> <p>Natural and artificial lighting in all kennels/lodges.</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>A member of staff exercises the dogs whilst another member of staff cleans the kennel out; changes bedding; puts fresh drinking water in a clean dish.</p> <p>Dogs are routinely brushed; we also have an on-site groomer available bath and groom if requested by the owner or otherwise required.</p>	<p>Documented cleaning regime in place for the kennels.</p> <p>Staff were seen cleaning the kennels during the on-site inspection whilst dogs where being walked.</p> <p>The dogs can be washed and groomed at the owner's request. Grooming Salon is located on site. Permission is on the customer booking form.</p> <p>These activities take place in a designated bath/wash and grooming room.</p>	Y

		The dogs are brushed/checked each day.	
<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>All dogs have continuous access to a run and are also exercised on a lead 2 or 3 times daily. The kennels are checked and cleaned out every hour from 8 am to 6pm.</p>	<p>Exterior runs are available, but the dogs are still walked/exercised 2 or 3 times per day for 20mins, allowing for toileting opportunities, as per owner's consent.</p>	Y
<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>All accommodation and equipment are cleaned on a daily basis.</p> <p>When an animal goes home the kennel and run are hosed down and cleaned thoroughly with Virkon disinfectant. All bedding is removed for washing and the kennel is left empty until the next occupant arrives. Faeces are removed as required daily and placed in yellow clinical waste bags which are then sealed. They are collected on a weekly basis by Whitley Brook Crematorium for Incineration.</p>	<p>See Policies and Procedures re: cleaning and disinfection procedures.</p> <p>Faeces is removed daily and placed in yellow clinical sealed waste bags and collected by waste disposal company – On a weekly basis. – Contract in place.</p> <p>Kennels appeared clean on site inspection.</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: <a href="https://www.legislation.gov.uk/ukxi/2006/3260/contents/made">https://www.legislation.gov.uk/ukxi/2006/3260/contents/made</a>.</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. During transport, dogs must be suitably restrained to prevent injury using any of the following:</i></p> <ul style="list-style-type: none"> <li>• dog crate</li> <li>• transport harness</li> </ul>	<p>All dogs are placed on a lead before being taken out of the kennel. Toy breed dogs may be placed in a wire carrier basket before being moved from the kennel if this is appropriate.</p>	<p>There is a vehicle on site with purpose-built cages for dogs should the dogs need to be transported or collected.</p> <p>Written transportation policy submitted; however, it would be very rare for any of the dogs to require transportation as the Vets are located on site.</p>	Y

<ul style="list-style-type: none"> <li>• dog guard</li> </ul> <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>Any vehicle used for collection of animals is cleaned with Virkon disinfectant after each collection.</p> <p>No animal is left unattended in any vehicle.</p> <p>The Veterinary Surgeon is on-site and therefore transport is not required.</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>All animals are easily accessible for staff to handle and observe.</p> <p>Kennels are all well-lit with both natural and artificial lighting.</p> <p>All lights are switched off by 9pm apart from some security outdoor lighting.</p>	<p>All kennels benefit from both natural and artificial lighting. Lights are turned off overnight for period of darkness Lights are turned off at 9pm in the winter.</p> <p>On-site inspection – artificial/natural light available.</p>	Y
<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> <ul style="list-style-type: none"> <li>• food</li> </ul>	<p>Dogs are all kept in individual kennels unless the owner requests that the dogs from their household are kept together, in this instance we always separate for feeding and make sure there are multiple resources available.</p>	<p>Dogs are kept in individual kennels, unless from the same family unit with owners written consent. Dogs are fed separately in each kennel unit even if it in a shared kennel. Each dog has its own food/water bowls and enrichments items. Dogs are monitored during feeding.</p>	Y

<ul style="list-style-type: none"> <li>• water</li> <li>• enrichment items (such as toys)</li> <li>• resting and sleeping areas</li> </ul> <p><i>Dogs must be carefully monitored, especially at feeding times.</i></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.</p> <p>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.</p> <p>A noise management plan to reduce noise to the dogs must be in place. For example:</p> <ul style="list-style-type: none"> <li>• physical barriers</li> <li>• sound-absorbing build structure</li> <li>• positive reinforcement training to keep barking down</li> <li>• kennel design to prevent noise generation with demonstration of effectiveness</li> </ul>	<p>All dogs are checked and monitored regularly throughout the day, at least hourly but usually more often.</p> <p>All kennels have sleeping areas and open run areas allowing choice.</p> <p>All dogs are checked between 8 and 9pm by a member of staff, there is also CCTV in place which is monitored if any motion is detected.</p> <p>All checks recorded on daily checks sheet.</p> <p>The kennel design permits good natural ventilation and also allows for noise control/reduction.</p> <p>Removable fans are available for hot weather but the kennel design itself prevents overheating.</p>	<p>The dogs are monitored and observed by staff throughout the day whilst carrying out their regular duties including cleaning, walking and feeding times. All staff are trained.</p> <p><b>Higher Standard – Met (Dogs have choice of sleeping area/and run within the kennel and the lodges).</b></p> <p><b>Higher Standard – Not Met (Dogs are checked throughout the day/evening 0800hrs to 2100hrs there are no documented records for the evening checks).</b></p> <p><b>Higher Standard – Not Met (Advised to ensure that correct temps are maintained in all weathers).</b></p> <p><b>Higher Standard – Not Met (Requires a documented noise management plan).</b></p>	Y
<b>6.0 Suitable Diet</b>			
<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>We encourage owners to bring along their own food so that the dogs' diets are consistent.</p> <p>We ask the owners how often their dogs are fed so that the same routine can be kept.</p>	<p>All the dogs are fed in accordance with customer's own requirements and advice from the vet if there is found to be any concerns. 'Getting to Know You Form' completed with customer.</p>	N

<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. 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>If there is a problem feeding any dog, we always seek the Vet's advice.</p>	<p>Dogs are fed in their own kennel – [REDACTED] has been advised to update her booking form with relevant consent to be signed by the owner to allow dogs to share a kennel if from the same household.</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"> <li>• are debilitated, underweight or ill</li> <li>• have specific dietary requirements</li> </ul>	<p>A daily record is kept to monitor if a dog is eating ok. If we have any concerns about any animal Veterinary advice is always sought.</p> <p>If a dog is drinking excessively, we always consult with the Veterinary Surgeon on duty.</p> <p>All long stay animals are weighed on a monthly basis (more frequently if there is a potential concern). If we have any concerns about weight gain or weight loss this is discussed with the Veterinary Surgeon on duty and reported back to the owner as required.</p>	<p>Staff monitor the dogs during feeding. Food and water intake is monitored and recorded on the daily record sheet for each dog.</p> <p>Vet on site if there are any problems with a dog's food or water intake.</p> <p>Weight records of long stay dogs were checked on-site inspection.</p> <p>Staff would follow any Vet advice sought.</p>	Y
<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"> <li>• away from risk of vermin</li> <li>• in appropriately cool and dry places</li> </ul>	<p>Water bowls are regularly checked and topped up or changed as required.</p> <p>We do have a fridge to store food but we try to encourage the use of dried and tinned food which is stored in sealed containers.</p>	<p>Separate food storage area. All food boxed/labelled or stored in separate fridge if required.</p> <p>Food and Water bowls are cleaned daily and forms part of the written cleaning procedure for staff.</p>	Y

<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"> <li>• <i>non-porous</i></li> <li>• <i>cleaned daily</i></li> <li>• <i>disinfected between different dogs</i></li> <li>• <i>disinfected at least once every week</i></li> <li>• <i>disposed of if damaged</i></li> </ul>	<p>All food and drinking bowls are cleaned on a daily basis.</p> <p>We use stainless steel dishes which are disinfected and cleaned thoroughly after each use.</p> <p>Any damaged dishes are disposed of in a proper manner.</p>	<p>All bowls are cleaned daily and forms part of the staff's daily written cleaning regime.</p> <p>Stainless steel bowls are provided for food and water and are inspected and replaced if damaged.</p>	<p>Y</p>
<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>A dish containing fresh clean drinking water is available for each dog at all times. The water dishes are checked and topped up/ replaced as required throughout the day.</p>	<p>Dogs all have access to fresh clean drinking water in a stainless-steel bowl within the kennel or lodge.</p>	<p>Y</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>We have a food preparation food with a sink; hot &amp; cold running water and a work surface.</p> <p>The food preparation area is kept clean and is vermin free.</p> <p>Bowls for feeding and water are not used for any other purpose.</p>	<p>Staff have access to Food Prep area with, suitable storage, sink and hot and cold running water, connected to the main drainage system along with a work surface. This area was clean and tidy on-site inspection.</p> <p>Staff also have access to separate toilet facilities with hand washing facilities, with soap available.</p> <p>The dog's bowls are not used for any other purpose.</p>	<p>Y</p>
<p><b>7.0 Monitoring of behaviour and training of animals</b></p>			
<p>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</p>	<p>We have an enrichment programme in place for all dogs in our care.</p>	<p>There is an agreed enrichment programme for all the dogs that is recorded on the customers 'getting to know you form'. Daily records</p>	<p>Y</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>This is carried out at regular intervals throughout the day and documented on the animal's record sheet.</p> <p>We do not mix dogs from different households.</p>	<p>are kept showing walks. There are no logs of grooming/play or other forms of socialisation on the record sheet.</p> <p>Enrichment items seen on site inspection and are checked daily.</p> <p>Dogs are kept separate unless from the same family unit.</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>All dogs are exercised individually 2 or 3 times daily on a lead – we would only walk dogs together that are from the same household.</p> <p>All outdoor areas are cleaned of faeces during or after every exercise session</p> <p>We try to get all dogs out of the kennel and exercise them according to their age and ability.</p> <p>If a dog has mobility issues, we would lift it out of the kennels onto the exercise area and groom or fuss to provide some stimulation and also to allow its kennel to be cleaned properly.</p> <p>We do not use artificial turf.</p> <p>Dogs do not have access to bins at any time.</p>	<p>On site there is 5-acre field for leashed walks and each dog is provided with the agreed walks with the owner depending on age and ability or any Vet advice.</p> <p>Dogs are provided with leashed walks away from the kennel unit 2/3 times a day.</p> <p>Dogs are always walked separately, and staff will only walk one dog at a time. The field is split in to two secure areas. One area is used solely for the purpose of exercise for dogs that are there for re-homing purposes. These dogs have a separate path/entrance/exit from the private boarding dogs.</p> <p><b>Staff make daily checks of the dogs however a written procedure should be in place for other forms of mental stimulation provided if dogs are unable to be walked this should also be documented on the daily record sheet.</b></p> <p>No hazards seen in the outdoor areas during the inspection and no faeces evident. – Documented</p>	Y



<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>All areas are safe and secure. Dogs are not left unsupervised out of the kennel at any time Dogs are not left unsupervised when out of their kennel; there are no garden feature of potential danger on the property.</p>	<p>cleaning regime in place for outdoor areas.</p> <p>No artificial turf and dogs do not have access to the bins. Secure/safe outdoor area provided. There are no ponds/pools are wells or any other hazards in the outdoor areas provided.</p> <p>Dogs do not mix at any time during walks/play.</p>	
<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> <ul style="list-style-type: none"> <li>• <i>suffering</i></li> <li>• <i>stress</i></li> <li>• <i>fear</i></li> <li>• <i>aggression</i></li> </ul> <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"> <li>• <i>elderly</i></li> <li>• <i>nervous</i></li> <li>• <i>on certain medication</i></li> </ul> <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>Any changes of behaviour are recorded on the animals' daily record sheet and advice is sought from the Veterinary Surgeon on duty who can provide both clinical and behavioural advice as required.</p> <p>We take into account the specific needs of all dogs in our care and cater for them as required.</p> <p>We would not seek advice from an animal behaviourist about a specific animal without the consent of the owner but would always cater to the needs of the individual animal.</p>	<p>Daily monitoring sheets are attached to each kennel to record and monitor behaviour, this is in the comments section for staff to complete. Any signs of abnormal behaviour would be recorded, and Vet advice (on-site) would be sought.</p> <p>Staff are aware of each dog's needs at the time of boarding which is discussed with the owner and recorded on the 'Getting to know you' form.</p> <p>Dogs are kept in kennel blocks/lodges suitable for their specific needs.</p> <p>As per applicants' comments. Would not seek advice of a qualified clinical animal</p>	A

		behaviourist. – <b>Advised regarding this condition.</b>	
<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>	<p>We do not use any training methods</p> <p>We always ask the owner if a dog is allowed treats before giving any.</p>	<p>No training given.</p> <p>Treat based rewards given with owner's consent on the 'Getting to know you' form completed by the owner.</p>	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>We would not board any animals that are under 12 weeks of age or have not been fully vaccinated unless they are with their mother.</p> <p>In the case of young animals, we would consult with the owner about their welfare and have a plan in place for that particular animal which is agreed with the owner. Young Animals are kept in quieter kennels and given extra enrichment and exercise.</p> <p>Dogs are walked 2 or 3 times daily; if they are unable to exercise frequently alternative enrichment activities are provided.</p>	<p>Updated and documented policy for dogs under one year of age.</p> <p>Staff are aware of this policy and provide any immature dogs with interaction suitable for the specific dog. Dogs under one are accommodated in a quieter kennel.</p> <p>The 'Getting to know you form' details the enrichment/exercise for each specific dog but does not include other forms of enrichment for dogs that cannot be exercised. Documented enrichment policy also in place but this requires updating to meet the higher standard detailed below.</p> <p><b>Higher Standard – Not Met (Alternative form of enrichment needs to be documented and recorded)</b></p>	Y
<b>8.0 Handling and Interactions</b>			
<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>All of our staff are competent in appropriate handling of animals</p>	<p>Staff are trained to recognise difficult dogs and appropriate action and treatment to take.</p>	Y

<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>and always protect them from pain, suffering injury or disease.</p> <p>We would NEVER punish any animal in our care, animals respond much better if treated with kindness and respect.</p> <p>We have a policy in place to handle difficult dogs.</p> <p>We try to be selective about animals that we take in would refuse any animals that have known challenging behaviour.</p> <p>We have a range of muzzles and a suitable dog catching device on site.</p>	<p>Any unusual behaviour is documented and there is a range of muzzles/dog catching devices on site.</p> <p>Written policy in place for dealing with difficult dogs.</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>We keep all dogs in individual kennels unless there are multiple dogs from one household and the owners request that are kept together.</p>	<p>Dogs only share a kennel or lodge if they are from the same family unit.</p> <p><b>██████ has been advised to ensure that the relevant consent is agreed and signed for by the owner. Advised to update her booking form</b></p>	N
<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>Dogs have ample opportunities to meet and interact with staff daily.</p>	<p>Staff are on site all day and conduct regular checks of the dogs.</p>	Y
<p><b>9.0 Protection from Pain, Suffering, Injury and Disease</b></p>			
<p>9.1 Written procedures must:-</p> <p>(a) be in place and implemented covering:-</p> <p>(i) feeding regimes,</p> <p>(ii) cleaning regimes,</p>	<p>We have written procedures in place that all staff are fully aware of and are available for them to look at any time.</p>	<p>Written policies and procedures are in place covering the relevant and required subject areas.</p>	Y

<p>(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>All members of staff are fully aware of all procedures in place.</p>	<p>Staff are aware and trained in these procedures.</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"> <li>• <i>injured</i></li> <li>• <i>sick</i></li> <li>• <i>infectious or carrying a serious infectious disease</i></li> </ul> <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, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.</i></p>	<p>Any dogs requiring isolation or hospitalisation are kept in our on-site Veterinary Practice – All 4 Pets Vets Ltd. The duty vet advises about appropriate isolation and disease control measures.</p> <p>Suitable PPE is available as required.</p> <p>All staff are fully aware about infection control and our procedures.</p> <p>Once the animal is in the care of the vet our staff do have any interaction until the Vet deems appropriate for the animal to return to its kennel.</p> <p>Any animal showing any signs of infectious disease is not exercised or does not mix with any other dogs.</p>	<p>The isolation facilities are at the onsite Vets who would care for any dog believed suffering from possible disease.</p> <p>Vet Letter produced for isolation purposes.</p> <p>Staff are trained in the infection control procedures as per the documented policy.</p> <p>PPE available.</p> <p>Dogs are kept in the kennel unit until isolated at the Vets.</p>	<p>Y</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>The dogs are under the direct supervision of the Vets at the site facility.</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"> <li>• <i>canine parvovirus</i></li> <li>• <i>canine distemper</i></li> <li>• <i>infectious canine hepatitis (adenovirus)</i></li> <li>• <i>leptospirosis</i></li> <li>• <i>other relevant diseases</i></li> </ul> <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>All dogs coming into boarding must have an up-to-date vaccination certificate which must be checked and recorded by our staff.</p> <p>Any dogs boarded for Welfare reasons are Vet checked and vaccinated on arrival if no up-to-date vaccination records are available. They kept in a separate kennel block from private boarding dogs.</p> <p>We do NOT accept any animals that have not been given standard vaccinations i.e., titre test or homeopathic vaccinations</p> <p>We ask the owners if the animals have had flea and worm treatments and what they have been given. Should an animal show signs of parasites, veterinary advice and treatment be obtained.</p>	<p>Customer Consent Form Booking Form – Requirement of booking to produce up to date Vaccination record for all dogs.</p> <p>All details are recorded on booking forms and held electronically along with paper records.</p> <p>Dogs boarded under the Welfare Act are Vet checked and vaccinated if records are unavailable prior to being placed in the Kennels and they are accommodated in a separate block.</p> <p>Owners are requested to provide details of the dog's latest flea and worming treatments. Any animals thought to have any external parasites would be seen by the Vet on site.</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>Soiled bedding and excreta are bagged in yellow clinical waste</p>	<p>This forms part of the documented cleaning procedure and as</p>	<p>Y</p>

<p><i>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.</i></p>	<p>bags which are collected on a weekly basis by Whitley Brook Pet Crematorium for Incineration</p> <p>General bedding is washed in an industrial washing machine.</p>	<p>applicant states, bagged and put in clinical waste collected by Whitley Brook Pet Crematorium for disposal.</p> <p>Storage is away from the kennels.</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>On site Veterinary Practice. If a member of staff has any concerns about any animal in our care, they are checked by our Veterinary Surgeon as soon as possible.</p>	<p>On Site Vet for advice/treatment of any sick or injured dogs.</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>If appropriate preventative treatment is issued by the on duty Veterinary Surgeon and recorded on the animal's record. This is reported to owner as soon as possible.</p>	<p>Vets if necessary. All4PetsVets Veterinary practice on site if required.</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 the include:</i></p> <ul style="list-style-type: none"> <li>• name</li> <li>• address</li> <li>• telephone number</li> <li>• out of hours telephone number</li> </ul> <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>On site Veterinary Practice – All 4 Pets Vets Ltd</p> <p>All staff are fully aware of the veterinary practice and are in regular contact with the Veterinary Surgeon and Vet Nurse on duty.</p>	<p>Registered with the on -site Vet practice.</p> <p>Vet details on display.</p> <p>Vets located on site.</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><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>All medicines are stored in the Veterinary Practice which is regulated by the Veterinary Medicines Directorate.</p> <p>All medicines are returned to the owner.</p> <p>There is a fridge on site for storage of medication if required.</p>	<p>All medications are stored safely in the Vets on site and applicant has 24/7 access to medication if necessary.</p> <p>Any unused medication would be returned to the owner on collection of their dog.</p> <p>Fridge in the vets and on site available for storage of medication</p>	<p>Y</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>	<p>All unused medicines are disposed of by the Veterinary Surgeon.</p>	<p>Stored and disposed of in accordance with vet advice/manufacturer.</p>	<p>Y</p>
<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>Use Virkon disinfectant</p> <p>Staff are all briefed on how to store and use disinfectant and are competent in their safe use.</p> <p>Standing Water is not allowed to accumulate.</p> <p>Grooming Equipment is cleaned regularly</p> <p>Kennels of long-stay dogs are thoroughly cleaned at regular intervals.</p>	<p>See Operational Procedures – Virkon (pet friendly) products used.</p> <p>Written cleaning regimes in place. Staff are fully trained prior to being able to use cleaning products.</p> <p>No standing water seen on-site inspection.</p> <p>All equipment is cleaned and disinfected in accordance with the documented cleaning procedure.</p>	<p>Y</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 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>Kennels of long stay dogs are cleaned as part of the daily documented cleaning procedure.</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>	<p>Only a Veterinary Surgeon would euthanase any animal and this would only be with consultation of the owner.</p>	<p>Vet only for any euthanasia.</p> <p>This would be recorded on the electronic system and the owner or emergency contact would be informed for consent.</p>	<p>Y</p>
<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>	<p>All animals are checked at least every hour throughout the day, if there is anything untoward with any of the animals the advice of the duty Veterinary Surgeon would be sought.</p>	<p>Staff on site have daily regular contact with dogs.</p>	<p>Y</p>
<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>	<p>Any problems or treatment of any of the animals is recorded on their daily record sheet and if treatment by the Veterinary Surgeon is required this is also recorded on by the Vet on the Assisi system.</p>	<p>Daily monitoring sheets are completed by staff for each dog with recorded checks. Any abnormalities are also recorded in the comments notes and Vet advice sought if necessary.</p>	<p>Y</p>
<p><b>10.0 Emergencies</b></p>			



<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> <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>We have a written emergency plan in place.</p> <p>Entrance and exits are always kept clear.</p> <p>There are fire extinguishers in each kennel block which are serviced on an annual basis, more if required.</p> <p>Any animals requiring first aid are taken straight into the Veterinary Surgery and treated accordingly.</p> <p>Fire drills carried out at regular intervals.</p> <p>Alternative housing plan in place.</p> <p>There are policies in place for dealing with emergencies including extremes of temperatures.</p> <p>All electrical installations are installed by an appropriately qualified person.</p> <p>All equipment is maintained in a safe condition and kept in good repair</p>	<p>Written emergency plan in place and staff are aware of the procedure to follow.</p> <p>All entrances/exits were clear of obstruction at the time of the inspection.</p> <p>Fire Risk Assessment in place – <b>Advised to record all fire drills and equipment tests/checks, along with records of emergency drill programmes</b></p> <p>Fire Extinguishers located in the premises on the advice of the Fire Safety officer.</p> <p>Smoke detectors located in Luxury Lodges/Surrounding Buildings on the advice of the Fire Safety Officer. No Gas heating on site.</p> <p>First aid kit on site.</p> <p>Documented extreme weather policy in place.</p> <p>Electrical equipment installed by suitably qualified people and are tested and maintained as part of the risk assessment process.</p>	<p>A</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>	<p>Plan in place</p>	<p>Documented plan in place with relevant information held.</p>	<p>Y</p>
<p>10.3 External doors and gates must be lockable.</p>	<p>All External doors and gates are lockable and are locked at night.</p>	<p>All external doors/gates are lockable and secure.</p>	<p>Y</p>

<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><b>A member of staff must be on site at all times.</b></p>	<p>Designated key holders in place. They all live locally.</p> <p>There is a member of staff on site from 8am to 8pm 7 days a week and security in place out of hours including CCTV</p> <p>Security Guard lives on site</p>	<p>Key holders live locally and Security Guard lives on site.</p> <p>Details displayed.</p> <p><b>Higher Standard – Met (Security Guard lives on site).</b></p>	<p>Y</p>
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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 <i>(Officer use only)</i>
<b>7 Suitable Environment</b>			
<p>7.1 Dogs within the licensed premises must be prevented from coming into contact with other animals from outside the premises.</p>	<p>Dogs in our care do not come into contact with any other dogs from outside the premises.</p> <p>Stray/ Rehoming Dogs have separate entrance/ exit / exercise area from the boarding facilities.</p>	<p>The business is self-contained within its own grounds and fenced all round.</p> <p>Dogs do not come into contact with any other animals from outside the premises.</p> <p>Stray/Re-homing dogs have separate entrance/exit/exercise area to the boarding dog areas.</p>	<p>Y</p>
<p>7.2 In each kennel unit, the sleeping area must:</p> <p>(a) be free from draughts</p> <p>(b) provide the dog with sufficient space without touching another dog or the walls to:</p> <p>i) sit and stand at full height</p> <p>ii) lie down fully stretched-out</p> <p>iii) wag its tail</p>	<p>All sleeping areas are clean; dry and free from draughts.</p> <p>Lodges 1; 2; 3; 4</p> <p>Lodges 5; 6 &amp; 7</p> <p><b>Kennels - Old Build</b></p>	<p><b>██████ is advised to ensure that the old build kennel blocks are 'free from draughts as some of these kennel blocks are more open to the elements.</b></p> <p><b><u>Areas to be licensed.</u></b></p> <p><b><u>Lodges</u></b></p>	<p>A</p>

<p>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>Block 1 – 20 Kennels Block 4 – 14 Kennels Night Puppy Block – 6 Kennels Day Puppy Block – 8 Kennels.</p>	<p>Lodge 1, 2, 3, 4, 5 &amp; 6.</p> <p><b>Kennels – Old Build</b> Block 1 – 20 kennels Block 4. – 14 Kennels Night Puppy Block – 6 Kennels Day Puppy Block – 8 Kennels</p> <p><b>Do not include Block 3 (18 Kennels) on the licence – Rehoming/Rescue purposes only.</b></p>	
<p>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.</p>	<p>All kennels are numbered.</p>	<p>Each kennel/lodge is numbered.</p>	<p>Y</p>
<p>7.4 Each dog must have constant access to its sleeping area.</p> <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>All dogs have constant access to its sleeping area which contains a bed and dry clean bedding. Bedding is checked on a daily basis and changed if wet or soiled.</p> <p>When a dog goes home all of the bedding and bed etc is removed from the kennel so that the kennel can be thoroughly cleaned and the bed and bedding washed and disinfected.</p>	<p>Each dog has access to a sleeping area.</p> <p><b>██████ is advised to ensure that all the sleeping/resting areas are free from draughts, in particular the old-style kennel blocks.</b></p> <p><b>Some plastic beds were badly damaged/chewed and need to be replaced. The sofas in the lodges are in a poor state of repair and require replacing.</b></p>	<p>A</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>All dogs have a clean comfortable bed and bedding in the sleeping area.</p>	<p>Each kennel/lodge has a sleeping area with bedding that is cleaned as part of the cleaning regime,</p>	<p>Y</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>All exercise runs are covered with secure waterproof sheets covering the whole of the run.</p>	<p>Each kennel has a run with roofing consist of metal sheets/clear plastic covering the whole runs and kennels. Shaded area available for dog if required.</p>	<p>Y</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>All dogs are taken out for a walk on a lead 2 or 3 times daily.</p> <p>They all have a separate sleeping area and accessible exercise area.</p>	<p>Dogs are taken for daily walks for further toileting opportunities. The run is not used as the primary sleeping area.</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>All dogs are routinely kept in separate kennels with partition walls separating each kennel</p>	<p>Dogs are kept within separate kennel units, with partition walls. Some have wire meshing covered by toughened plastic partitioning to prevent large dogs coming in to contact with each other.</p>	Y
<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>The sleeping area must be at least 2.85 square metres.</p>	<p>We do not mix dogs from different households.</p> <p>Sleeping areas are provided in all kennels. Beds are provided that are appropriate to the size of the dog.</p>	<p>Dogs are kept in separate kennels/lodged unless from the same family unit.</p> <p>██████ has been advised to update her booking form with the relevant consent required. Higher Standard – Not Met.</p>	N
<p><b>8.0 Monitoring of behaviour and training</b></p>			
<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>	<p>All items brought in by the owner are clearly labelled and only used for that dog.</p> <p>Communal toys are cleaned and disinfected after each use.</p>	<p>All equipment used is checked to ensure that it does pose a risk of harm to the dogs. Customers items are labelled and only used for that specific dog.</p> <p>Leads are removed when the dog is in the kennel unit. Items/equipment for general use are cleaned/disinfected as part of the documented cleaning regime.</p>	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>Enrichment is provided in various forms to each animal throughout the day.</p>	<p>Enrichment provided in various forms See Operational Procedures.</p>	Y

<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>		<p>Dogs are kept separate unless from same family unit when additional items of enrichment will be provided.</p> <p>Dogs are fed separately to avoid any adverse behaviour.</p>	
<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>	<p>All toys are cleaned regularly and checked for safety. Dogs own toys are kept separately in a suitable container that is labelled.</p>	<p>All items of enrichment are checked daily, replaced if damaged and cleaned and disinfected as part of the documented cleaning regime.</p>	<p>Y</p>
<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>	<p>All dogs exercised 2-3 times daily on a lead either in the indoor play area or on the paddock</p>	<p>Dogs are lead walked 2 or 3 times per day depending on owner's request and any age health issues.</p>	<p>Y</p>
<p>8.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation. <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>	<p>Other forms of enrichment are available.</p>	<p>Dogs are provided with other forms of enrichments dependant upon, age ability and any Vet/owners advice.</p>	<p>Y</p>
<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><b>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).</b></p>	<p>Sleeping area is separate and shielded from outside.</p> <p>Enrichment plan is in place.</p>	<p>Separate sleeping area to allow the dog to avoid other dogs/staff if it chooses to do so.</p> <p><b>Higher Standard – Not Met (The current Enrichment Plan does not set out the requirement to meet this higher standard).</b></p>	<p>Y</p>
<p><b>9.0 Records</b></p>			
<p>9.1 A register must be kept of all the dogs at the premises which must include: <b>(a) the dates of each dog's arrival and departure</b></p>	<p>We use the Veterinary System "Assisi" to store the client's and pet's information, from this a</p>	<p>A register of all dogs is kept.</p>	<p>N</p>

<p>(b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed</p> <p>(c) the number of any dogs from the same household</p> <p>(d) a record of which dogs (if any) are from the same household</p> <p>(e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details</p> <p>(f) the name, postal address, telephone number and email address of a local contact in an emergency for each dog</p> <p>(g) the name and contact details of the dog's normal vet and details of any insurance relating to the dog</p> <p>(h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise</p> <p>(i) details of the dog's diet and related requirements</p> <p>(j) consent forms</p> <p>(k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments</p> <p>(l) details of any medical treatment each dog is receiving</p>	<p>paper form is printed containing the relevant information plus date of boarding. This is filed in date order.</p> <p>All paper documents are stored for a minimum of 3 years.</p>	<p>██████ was advised on the on-site inspection to ensure that all the relevant details were documented, including: - neuter status, the number of any dogs from the same household, a record of which dogs (if any) are from the same household and consent forms.</p> <p>██████ has been forwarded the relevant information regarding the required consent forms and she was to update these records.</p>	
<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 are not taken off our premises whilst in our care.</p>	<p>Dogs do not leave the confines of the premises.</p>	<p>Y</p>
<p><b>10.0 Protection from pain, injury, suffering and disease</b></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>The Boarding Kennels are self-contained.</p> <p>Rescue dogs are housed in a separate block from the kennels used for private boarding. They are cleaned out and exercised by separate staff in a separate area. Appropriate disease control measures are in place.</p>	<p>Rescue dogs are taken at the premises and held in separate kennels.</p> <p>They have a separate block of kennels for rescue dogs and these dogs have separate pathways, separate exercise area and entrance/exits. They are brought in a van through the rear entrance separate from private boarded dogs. They are vet checked prior to being placed in the kennels. These dogs are kept separate from the all the other dogs and have separate routes in and around the site.</p>	<p>Y</p>

		The Cattery blocks are also in a separate area away from the kennels. Documented cleaning regimes are in place to prevent the spread of disease.	
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.	We have a preventative healthcare plan in place.	Preventative Health Care plan submitted and signed by the Vet.  Premises also have an on-site Veterinary clinic.	Y
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.	We do not have any holding kennels	N/A – No holding kennels on site.	Y
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.  <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>	We do not have any holding kennels.	N/A	Y

## To be completed by the Inspecting Officer:

Date of inspection(s)

Name of person(s)  
seen at inspection

EVU(s).

Officer name(s)

### Inspectors Comments/Recommendations

This establishment was given a reduced star rating on the last renewal following the inspection and it is disappointing to find that the required documentation/recording keeping has not been improved upon since this time. Following this on-site inspection, I have provided the applicant with the relevant information required to update the documentation and records and the applicant will have to evidence compliance on any future inspection. Although I have no welfare concerns, I am mindful of the minor failings of the minimum standards and the statutory guidance for local authorities, that states, it should not be standard to issue a one-star licence for more than a year, as it is expected that all operators must comply with the minimum standards.

I am happy to give [REDACTED] the opportunity to address the issues raised on this occasion, however, should she fail to evidence compliance of the minimum standards on future inspections then the necessary and appropriate action would have to be considered in accordance with the legislation.

My advice to the licence holder is to review this inspection report and address the issues of non-compliance in order to meet the minimum standard and work towards achieving a higher star rating in the future. [REDACTED] must evidence compliance with the below conditions: -

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

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.

**Records are stored in both paper and electronic format not all records could be produced when requested. [REDACTED] was going to progress the electronic record keeping with technical team of Assisi.**

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.

**[REDACTED] could produce some back dated records on the Assisi computer. The paper records are stored in large boxes in a filing room on site. When asked if these records could be accessed, I was informed that this was impossible, and I would need a full day to search through these records. These records must be available for inspection.**



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.

██████ will need to produce evidence of staff attendance of training and completion of the relevant training with all copies of certificates gained by staff. Pet Plan Insurance is not relevant training. ██████ was advised of this during the on-site inspection.

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.

██████ does not have an annual appraisal or a planned CPD – Advised on-site inspection that this is required.

**Annual Appraisal Records/CPD's have been put in place for other staff employed and applicant which were seen on-site inspection. ██████ is required to ensure that these records are signed by each staff member.**

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.

#### **Block 4, 15 kennels**

**This block was not in use at the time of the inspection due to a replacement boiler being fitted.**

**All the kennels are numbered with heating. These kennels are in need of repair, they have been badly damaged by the dogs chewing and clawing at the wood and walls. These should not be used until all the relevant repairs have been done.**

## Lodges

**Require repair and replacement of chewed damaged sofas and wooden surrounds.**

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: -

**Thermometers are located in each of the kennels/lodges. It was noted that on some of the temperature recordings the temperature had been recorded as below the minimum of 10°C. [REDACTED] needs to ensure that the correct temperature is maintained at all times in all kennels and lodges in all weathers.**

**Ventilation is provided in all interior areas. I would advise [REDACTED] to ensure this ventilation in some areas of the kennel blocks does not create excessive localised draughts.**

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.

**[REDACTED] has been advised to update her booking form with relevant consent to be signed by the owner to allow dogs to share a kennel if from the same household.**

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.

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.

**[REDACTED] has been advised to ensure that the relevant consent is agreed and signed for by the owner. Advised to update her booking form**

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.

**[REDACTED] has been advised to record all fire drills and equipment tests/checks, along with records of emergency drill programmes**

**Part B – Specific conditions: (Schedule 4, Part 2 of the Regulations)**

7.2 In each kennel unit, the sleeping area must:

(a) be free from draughts

**██████ is advised to ensure that the old build kennel blocks are ‘free from draughts as some of these kennel blocks are more open to the elements.**

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.

**██████ is advised to ensure that all the sleeping/resting areas are free from draughts, in particular the old-style kennel blocks.**

**Some plastic beds where badly damaged/chewed and need to be replaced. The sofas in the lodges are in a poor state of repair and require replacing.**

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

Written authorisation from the owner is required.

**██████ has been advised to update her booking form with the relevant consent required.**

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

██████ was advised on the on-site inspection to ensure that all the relevant details were documented, including: - neuter status, the number of any dogs from the same household, a record of which dogs (if any) are from the same household and consent forms.

██████ has been forwarded the relevant information regarding the required consent forms and she was to update these records.

## 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>
<b>1.0 Licence Display</b>			
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>	The Licence is framed and displayed in our Reception area where customer's drop off and collect their dogs.	Current/previous licence on display in reception.	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.	We do not have a website. We have a page on Facebook and the Licence number is in the About info.	No website Facebook only.	Y
<b>2.0 Records</b>			
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	All records are filed and accessible when required	Applicant has a mix of records, both paper and electronic. Most records	Y

<p>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.</p>		<p>are now on a system called "CARICA". This is a web based system that specialises in dog Boarding Kennels. It allows recording of all relevant data and requirements as set out in the legislation and guidance. Copies of all records/data can be printed off if required.</p>	
<p>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.</p> <p><i>Electronic records must be backed up.</i></p>	<p>We have the majority of our documents from when we commenced business in 2011. Where electronic records are also kept these are backed up.</p>	<p>As 2.1.</p> <p>Upon inspection, as per applicant comments evidenced and compliant with condition.</p>	<p>Y</p>
<p><b>3.0 Use, number and type of animal</b></p>			
<p>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</p> <p><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></p> <ul style="list-style-type: none"> <li>• <i>the relevant person in the local authority</i></li> <li>• <i>the police</i></li> <li>• <i>a suitable animal welfare organisation</i></li> </ul>	<p>We have four of our own dogs that live on site but they do not use any kennels or areas used for boarding</p>	<p>No other animals kept in licensed area.</p> <p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</p>
<p>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.</p> <p><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></p> <p><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></p>	<p>Our licence is for 40 dogs, but it is unusual to ever have 40 dogs boarding with us at the same time even during school holidays or bank holidays as we only have 24 kennel units and only dogs from the same household may share a kennel.</p>	<p>Kennel units split into 3 blocks.</p> <p>Currently licensed for 40 dogs.</p> <p>Upon inspection numbers well below the 40 maximum. Applicant states that the maximum number they have operated at is between 30-35.</p>	<p>Y</p>

4.0 Staffing			
<p>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.</p> <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"> <li>• the size of premises</li> <li>• the layout of the premises (the number of dogs that are allowed in each separate area)</li> <li>• the type of dog</li> <li>• the qualifications and experience of staff</li> <li>• additional services offered by the facility</li> <li>• use of part-time staff or volunteers</li> <li>• advice from the local authority's veterinary officer</li> </ul>	<p>██████████ work full time throughout the year.</p> <p>We close completely for rest periods and holidays.</p> <p>During busy periods, ██████████ our 24 year old son assists and he has done so since he was 16.</p> <p>We have 24 kennels and even at our busiest times we tend to have a couple of empty kennels to avoid booking overlaps.</p>	<p>Just the 2 family members of staff.</p> <p>Assistance of ██████ as and when needed.</p> <p>40 dogs on licence so 25 dogs or less is met.</p> <p>Never had reduced staff numbers but ██████ would assist in case of emergency/illness.</p>	<p>Y</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"> <li>• animal welfare, including recognising poor welfare</li> <li>• animal handling</li> <li>• animal behaviour</li> <li>• cleanliness and hygiene</li> <li>• feeding and food preparation</li> <li>• disease prevention and control</li> <li>• recognition and first aid treatment of sick or injured animals</li> </ul> <p><i>Staff who care for the dogs must either:</i></p> <ul style="list-style-type: none"> <li>• hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</li> <li>• show they have relevant and sufficient knowledge and experience</li> </ul>	<p>██████████ are the only full time staff. We each have over twelve years relevant experience of running a boarding kennel including handling difficult, aggressive, nervous, elderly and young dogs.</p> <p>We have also undertaken online animal first aid courses. We are in regular contact with local vets to keep up to date with disease outbreaks, disease control and developments in behavioural issues in specific breeds.</p> <p>We also are in regular contact with a dog behaviourist/trainer for updates and advice on various behavioural issues.</p>	<p><b>Basic training policy in place (see sec 13 Operating Procedure policy), advised to conduct self portrait PDC type for all 3 family members.</b></p> <p>Having spoken to applicant and wife I am satisfied that they display a good level of knowledge and experience in animal welfare, handling, behaviour, cleanliness and hygiene, feed and food prep, disease prevention, first aid for sick/injured dogs.</p> <p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y with advice.</p>

<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>██████████ now also has 8 years experience, he is kept up to date on all procedures and policy's by ██████████</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"> <li>• an annual appraisal</li> <li>• planned and continued professional development</li> <li>• recognition of knowledge gaps</li> </ul> <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"> <li>• records of the courses they are taking</li> <li>• records of written or online learning</li> <li>• keeping up to date with any research or developments for specific breeds</li> <li>• annual appraisal documents</li> </ul> <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>Please see section 13 Training of our Operational Procedures document.</p> <p>██████████ and ██████████ work full time throughout the year.</p> <p>During busy periods, ██████████ our 24 year old son assists and he has done so since he was 16.</p> <p>We have 24 kennels. Only dogs from the same household may share a kennel and we never have more than 3 dogs sharing a kennel. Households on average only have 1 dog so even at our busiest times we tend to average 30 dogs or less.</p>	<p>No paid staff other than family members. As per condition 4.2</p> <p>Higher Standard NOT MET</p> <p>Higher Standard NOT MET</p>	<p>Y with advice.</p>
<p><b>5.0 Suitable Environment</b></p>			
<p>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.</p>	<p>Each kennel block is constructed of brick at least 7 feet tall so plenty of headroom internally and externally.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition.</p>	<p>Y</p>



<p><i>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.</i></p> <p><i>There must not be any sharp edges, projections, rough edges or other hazards that could risk injuring a dog.</i></p> <p><i>Timber, if used, must be:</i></p> <ul style="list-style-type: none"> <li>• <i>good quality</i></li> <li>• <i>well-kept</i></li> <li>• <i>sealed or over-clad if there are any damaged areas</i></li> </ul> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Any drain covers in areas where dogs have access must be secure and designed and located to prevent toes and claws from being caught.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p>	<p>The kennel doors and divides between kennels are steel so robust and easy to clean (mix stainless and galvanised).</p> <p>All kennel floors are tiled so robust and easy to clean and have a gradient to allow drainage to exterior drains.</p> <p>Internal kennel walls are tiled or stainless steel so robust and easy to clean.</p> <p>All interior kennel runs open onto an internal corridor.</p> <p>All exterior kennel runs open onto gated and fenced spaces. These areas are not used for exercise.</p> <p>Most windows open and all are escape proof.</p> <p>All but 6 kennel doors open inwards. See section 12 of our Operational Procedures regarding how these are dealt with.</p> <p>All external kennel and building doors are lockable.</p> <p>There are at least 2 gates/doors between a dog and the exit. All perimeter fencing is 7 feet tall.</p> <p>All outside exercise areas drain. All wire fencing around exercise areas is not less than 2mm in diameter and mesh does not exceed 50mm.</p>	<p>Some timber as part of the first outside exercise area (Grassed area) has wooden fencing. Some of the wood shows early stages of rot and weakening at higher levels. This does not currently affect the strength/security of the fence but was pointed out to applicant. Applicant states that they intend to replace all wooden fencing with metal fencing. The wooden fencing will be maintained in the short term.</p> <p>Recent heavy rain and no evidence of standing water on site.</p>	
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<p><i>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).</i></p> <p><i>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.</i></p> <p><i>Any electrical sockets and appliances in the dog designated rooms and where the dogs have access to must be secure and protected against damage.</i></p> <p><i>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.</i></p> <p><i>Door openings must be constructed so that the passage of water and waste is not slowed or allowed to gather due to inaccessibility.</i></p> <p><i>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.</i></p> <p><i>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.</i></p>	<p>All exterior and interior areas of the kennels and exercise areas are checked daily for cleanliness and state of repair. Please see section 1 of our Operational Procedures.</p> <p>Any necessary repairs are undertaken promptly.</p>	<p>All Kennels open into secured corridors.</p> <p>1.8m headroom throughout.</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>All dogs are regularly monitored. See Sections 2 and 7 of our Operational Procedures. Any changes in behaviour, anxiety levels, food and water intake or health status are observed and recorded. We also have additional procedures for elderly dogs and puppies – for example additional feeds for puppies, restricted</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</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>exercise for elderly dogs. Also see sections 9 and 10 of our Operational Procedures.</p> <p>Each kennel has its own source of heat (lamp or radiator which a dog has space to move away from if desired. Internal temperature of each building is monitored to ensure temperature is comfortable.</p> <p>Each kennel building has opening windows to allow ventilation and fans and cooling units are also used if required.</p> <p>Our 24 kennels are split over 3 different blocks so that not too many dogs are situated in the same building to reduce noise levels. The exercise and enrichment sessions are performed outside of the kennel buildings to avoid excess noise within the kennel buildings.</p> <p>We also have a specific quiet area in the main kennel block (only 2 kennels) so any dogs adversely affected by noise can be moved here.</p> <p>All dogs have exposure to natural daylight during the day as there is an inside and outside area in each kennel. Lights are turned off overnight.</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>All dogs are regularly monitored. A dog will either be taken outside the kennel for exercise and to</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition.</p>	<p>Y</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>allow the kennel to be cleaned or as each kennel has an inside and outside run, the dog will be secured in one area of the run whilst the other area is cleaned. Please also see section 4.1 of our Operational Procedures.</p> <p>We perform regular daily health checks on all dog's and will clean eyes, ears, groom cats as necessary. We also have a specific dog shower within the main kitchen area to clean any dogs that may soil themselves or get dirty when exercising particularly during wet weather.</p>	<p>Kennel blocks were clean and tidy. Very little evidence of dog excrement in runs or kennels.</p> <p>Kennels well ventilated.</p> <p>Those dogs with obvious grooming needs appeared well kept and groomed.</p>	
<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>We perform numerous regular daily toilet breaks, exercise and enrichment sessions outside of the kennel area so soiling within a kennel is kept to a minimum.</p> <p>Each kennel has an inside and outside area so during the day there is continuous access to a run away from its sleeping area.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition.</p> <p>All kennels have runs.</p> <p>Separate outside exercise areas available both grassed and concreted.</p>	Y
<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>Please see section 4 of our Operational Procedures – this directly relates to all forms of cleaning.</p> <p>Interior walls of kennels are either tiled or stainless steel partitions and floors are all tiled so are easy to clean.</p> <p>We constantly check kennel units for cleanliness, including bedding and toys. Food and water bowls are changed regularly.</p> <p>Kennel units are cleaned daily and sanitised once a week if a</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition.</p>	Y

	<p>dog is resident for more than a week. A deep clean is performed between occupancy change.</p> <p>Waste bins are emptied regularly. Excrement is stored in specific bins and in specific areas and emptied frequently.</p> <p>We use electric fly zappers in each kennel block.</p>		
<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: <a href="https://www.legislation.gov.uk/uksi/2006/3260/contents/made">https://www.legislation.gov.uk/uksi/2006/3260/contents/made</a>.</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. During transport, dogs must be suitably restrained to prevent injury using any of the following:</i></p> <ul style="list-style-type: none"> <li>• dog crate</li> <li>• transport harness</li> <li>• dog guard</li> </ul> <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>Please see section 11 of our Operational Procedures.</p> <p>We will only ever transport a dog to the Vets (0.4 miles away).</p> <p>We will use our Ford transit van to do this. The dog will be secured in the van within an appropriately sized crate, which would be adequately secured before transit.</p> <p>We would clean both crate and back of van thoroughly once a dog has been transported.</p> <p>We would not leave a dog unattended in this vehicle and the vets is only 5 minute drive away.</p> <p>We always contact the Vet to discuss the condition of a dog before making the journey and if travel is not appropriate the Vet would come to us.</p>	<p>No pick up and drop off offered.</p> <p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</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>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>All kennels have adequate space for us to enter with the animals. All kennels have adequate lighting (natural or artificial) to be able to observe and inspect each dog.</p> <p>All kennels have outside and inside runs so natural light is available every day. Artificial lights are always turned off overnight.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</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> <ul style="list-style-type: none"> <li>• food</li> <li>• water</li> <li>• enrichment items (such as toys)</li> <li>• resting and sleeping areas</li> </ul> <p><i>Dogs must be carefully monitored, especially at feeding times.</i></p>	<p>Dogs never come into direct contact with one another during their stay, unless they are sharing at the owner's written request with other dogs from their household.</p> <p>All dog's will have their own food and water bowls. They will have their own bed and bedding (unless owner has requested bedding arrangement for them to share). When toys are made available each dog will have access to a separate toy.</p> <p>Dog's sharing kennels are closely monitored especially at feeding times and will be separated when necessary (whether just for feeding or for the remainder of their stay).</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition.</p>	<p>Y</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>██████████ work full time in the kennels and have over 12 years experience and dogs are monitored constantly during the day.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition.</p>	<p>Y</p>


<p>Dogs must be provided with a design and layout that gives them choice.</p> <p>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.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• physical barriers</li> <li>• sound-absorbing build structure</li> <li>• positive reinforcement training to keep barking down</li> <li>• kennel design to prevent noise generation with demonstration of effectiveness</li> </ul>	<p>Each kennel run has an indoor and outside space so a dog has freedom of movement and is given time outdoors at least 4 times a day.</p> <p>We live on site and open up the kennels at 7:30am and the final checks are done at 9:30pm – as per our Operational Procedures and Daily Check List.</p> <p>We have a thermometer in each kennel block to monitor the internal temperature and heat lamps, heaters, fans and air cooling units are used accordingly to maintain temperatures. See sections 15.2 &amp; 15.3 of our Operational procedures.</p> <p>We have a noise management in place as per section 14 of our Operational procedures, which includes sound absorbing build structure of kennels, kennels split into 3 different blocks, a quiet area within the main kennel block, exercise and enrichment sessions and interaction designed to reduce excessive barking.</p>	<p>Higher Standard MET</p> <p>Higher Standard MET</p> <p>Higher Standard MET</p>	
<p><b>6.0 Suitable Diet</b></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>See section 5 of our Operational procedures.</p> <p>We have been using the same brand and variety of dog food for many years, but advise owner's to supply the dog's own usual food. We feed twice per day, unless the owners have specified additional</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</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><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>or less frequent number of feeds are required.  We are happy to feed dogs raw diets and we have fridges and freezers to accommodate.  We feed amounts instructed by the owner or as required for the breed size.  We will not feed a dog onions, garlic, chives, avocado, nuts, corn on the cob, cooked bones, grapes, raisins, products containing xylitol or alcohol (even if the owner has requested this).  Dogs are never fed in the same area as another dog unless dogs from same household are sharing and the owner has advised they don't need to be separated for feeding.</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"> <li>• <i>are debilitated, underweight or ill</i></li> <li>• <i>have specific dietary requirements</i></li> </ul>	<p>We monitor daily intake of food and water and where there is a lack of appetite and/or not drinking/drinking excessively, a vet will be contacted where necessary. This is also documented on the dog's booking record.</p> <p>We communicate regularly with owner's and vets when caring for dog's that are debilitated, underweight or ill or have dietary requirements that we are not familiar with.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p> <p>Any records would be entered onto dogs daily sheet in comments section.</p>	Y
<p>6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.</p>	<p>Drinking water is refreshed at the start of every day and topped up or refreshed at regular intervals (see Daily check list).</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	Y



<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"> <li>• <i>away from risk of vermin</i></li> <li>• <i>in appropriately cool and dry places</i></li> </ul>	<p>Fresh food is prepared at each meal time. Left food is always disposed of.</p> <p>Perishable food is removed from a kennel after 20 minutes.</p> <p>Clean food bowls are used daily for dry feed and at each meal for perishable food.</p> <p>Perishable food is stored in fridges and freezers. Dry food is stored in chew proof plastic containers. Food provided by customers is clearly labelled and if not provided in chew proof containers is stored within the designated food cupboard.</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"> <li>• <i>non-porous</i></li> <li>• <i>cleaned daily</i></li> <li>• <i>disinfected between different dogs</i></li> <li>• <i>disinfected at least once every week</i></li> <li>• <i>disposed of if damaged</i></li> </ul>	<p>We always use our own stainless steel food and water bowls which are sanitised daily in the dishwasher. Additional sanitising will be performed when necessary. See section 4.5 of our Operational procedures.</p> <p>One exception to this is when owner has provided a slow feeder bowl. This will sanitised in the same way as other bowls.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</p>
<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>Drinking water is refreshed at the start of every day and topped up or refreshed at regular intervals.</p> <p>Where dogs from the same household are sharing a kennel, each dog will have its own food and water bowls.</p> <p>Water bowls are moved from the outside run to the inside run when hatches are closed in the evening.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</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>We prepare food on site in each of the designated kitchen areas in each kennel block.</p> <p>There are 2 hand basins with running water, soap and drying facilities.</p> <p>Food preparation areas are cleaned regularly and areas kept clear of food.</p> <p>The food and water bowls are only used for food and water.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</p>
<p><b>7.0 Monitoring of behaviour and training of animals</b></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>See sections 6 of our Operational procedures.</p> <p>We provide 2 exercise and 2 enrichment sessions each and every day away from the dog's kennel. This is discussed with owner's at the time of booking and on drop of their dog and any adjustments/alternative arrangements recorded on the dog's booking record.</p> <p>Any dog toys used are checked and cleaned regularly.</p> <p>Dogs do not come into contact with each other during their stay unless dogs from same household sharing a kennel and then each dog is provided individually with toys/treat/interaction.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition.</p> <p>Individual toys kept in bags held on front of kennel. Not left with dogs unattended.</p>	<p>Y</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>See response to 7.1 above.</p> <p>We adjust the exercise and enrichment sessions accordingly to young, elderly and sick/injured</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition.</p>	<p>Y</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 in conjunction with our own experience/owner's wishes and vets advice.</p> <p>The exercise areas are cleared of any faeces in between use.</p> <p>The exercise areas are checked regular for damage or potential hazards.</p> <p>There are 3 grass exercise areas and 2 concrete/flagged exercise areas. Their perimeter fences are 7ft and are all accessed by separate secure gates.</p> <p>There are no garden or other outdoor features that may cause harm in any of the exercise areas.</p>	<p>Dogs not walked off site.</p> <p>No access to bin areas.</p> <p>No artificial grass used on site.</p> <p>No ponds or water features on site.</p>	
<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> <ul style="list-style-type: none"> <li>• <i>suffering</i></li> <li>• <i>stress</i></li> <li>• <i>fear</i></li> <li>• <i>aggression</i></li> </ul>	<p>Please see section 7 and section 2 of our Operation procedures.</p> <p></p> <p>work full time in the kennels. We constantly monitor the behaviour of the dogs boarding with us and as we see them each and every day as there are no staff changes or breaks in rotas, and changes in behaviour are apparent. Any observations are recorded on the dog's booking record.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition.</p> <p>Any behaviour changes would be recorded on the individual dogs daily sheet and placed onto Carica system.</p>	<p>Y</p>

<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"> <li>• <i>elderly</i></li> <li>• <i>nervous</i></li> <li>• <i>on certain medication</i></li> </ul> <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>We always ask dog owners if there are any behavioural issues we need to be made aware of. For new customers we request trial overnight stays are carried out before any longer stays are booked so we ensure their dog is suitable to stay within our kennels. Most of our customers are repeat customers so we know the usual behaviour of their dog. Our kennels are spread out over 3 blocks and we have also have a specific quiet area in the main kennel block where we would locate any dogs that are elderly/nervous/suffering ill health. We are in regular contact with a dog behaviourist/trainer.</p>	<p>Offer trials and record any behaviour change in daily check list.</p> <p>Offer trial night stays for any nervous dog.</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>	<p>During enrichment sessions we use treats and positive reinforcement to reward desired behaviour.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	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>Please see section 9 of our Operation procedures.</p> <p>We regularly have dogs under 12 months old within our care. We implement additional feeds and toilet opportunities outside of the kennel for young dogs. Dogs do not come into direct contact during their stay with us, but during the outside exercise sessions other dogs are visible in the adjacent exercises areas and enroute to the exercise areas. We provide 2 exercise and 2 enrichment sessions each and</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p> <p>See Section 6 of Operating Procedure for exercise of 2 sessions of 30 mins.</p> <p>Higher Standard MET</p>	Y

	every day away from the dog's kennel. These are at least 20 minutes per session.		
<b>8.0 Animal Handling and Interactions</b>			
<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>██████████ have over 12 years experience of running a boarding kennels.</p> <p>Please see section 8 of our Operational procedures for our policy on dealing with aggressive dogs.</p> <p>Please see section 7 of our Operational procedures for our policy on dealing with dogs with other behavioural issues.</p> <p>We have a selection of muzzles, bite proof gloves and sleeves and a dog catching device. These are stored in the kitchen area of the main kennel block.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	Y
<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>We never mix dogs during their stay with us. Owner's are informed at the time of booking that only dogs from the same household can share a kennel and it as there specific request. They are also informed that their dog's will be separated if necessary. See our booking Terms and Conditions.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	Y
<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>The kennels are opened up at 7.30am and the last walk round is 9.30pm. During this period if we are not directly interacting with dog's we are constantly moving around the kennels.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	Y

<b>9.0 Protection from Pain, Suffering, Injury and Disease</b>			
<p>9.1 Written procedures must:-</p> <p>(a) be in place and implemented covering:-</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>Please see our Operational procedures:</p> <p>Section 4 – Cleaning Procedures  Section 5 -Food and Feeding Procedures  Section 11 – Transportation Procedures  Section 3 – Infectious Disease Prevention and Control  Section 15.5 – Death of A Dog  Section 15.6 – Escape of A Dog  Section 15.5 – Death of A Dog  Section 15.7 – Revocation of licence</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition.</p>	<p>Y</p>
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>	<p>██████████ have written these procedures. ██████████ is aware of them.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</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"> <li>• <i>injured</i></li> <li>• <i>sick</i></li> <li>• <i>infectious or carrying a serious infectious disease</i></li> </ul> <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, 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>We have 3 isolation kennels that our housed within the main kennel block building but they are in a completely separate area with its own access door that is away from all the other kennels.</p> <p>See Section 3 our Operational procedures – Infectious Disease Prevention and Control. All staff understand this procedure.</p> <p>Protective clothing is worn when dealing with dogs in isolation and removed before returning to the general kennels. Specific bowls, bedding and cleaning apparatus are used within this area and are either disposed of after use or sanitised separately. Any waste is disposed directly in the main waste area external to all the kennel blocks and area.</p> <p>Dogs in isolation are not allowed in any of the communal outside spaces. They are checked on in exactly the same way as all other dogs.</p>	<p>Upon inspection and following advice Isolation to be provided by vets and not in house.</p>	<p>Y with advice.</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"> <li>• <i>canine parvovirus</i></li> <li>• <i>canine distemper</i></li> </ul>	<p>See Section 3 our Operational procedures – Infectious Disease Prevention and Control and our booking Terms and conditions which are issued to a customer when they make a booking.</p> <p>We do not under any circumstances allow unvaccinated</p>	<p>Details of vaccines are taken upon booking via photograph or production of certificates by customers. Details placed onto Carica system which in turn highlights when nearing renewal/end.</p>	<p>Y</p>

<ul style="list-style-type: none"> <li>• <i>infectious canine hepatitis (adenovirus)</i></li> <li>• <i>leptospirosis</i></li> <li>• <i>other relevant diseases</i></li> </ul> <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>dogs to stay with us. Owners are made aware of this at the time of booking and must supply an up-to-date vaccination record promptly after booking. Where vaccinations expire prior to the boarding period the owner must supply updated vaccination details.</p> <p>We highly recommend to customers that their dog is also vaccinated against kennel cough.</p> <p>We will treat if necessary any parasites that we observe during a dogs stay, with a product recommend by the Vet and with the consent of the owner.</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, 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>We use a yellow toxic waste bin and bin bags to store faeces and soiled bedding throughout the day which is clearly marked. This is emptied each day into a larger bin located external to the kennel premises and which is professional emptied every 2 weeks. We use gloves when ever dealing with these bins.</p>	<p>Stephens waste used on contract for waste removal.</p> <p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	Y
<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>We consistently check the wellbeing of all dogs within our care and if veterinary care is required this is done so promptly.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	Y
<p>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</p>	<p>██████████ have undertaken on line first aid courses and have 12 years experience with looking after dogs in the kennel environment.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	Y



<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>We are therefore competent and capable to treat minor ailments but we will always contact the vet in the first instance and gain consent from the owner prior to doing so. Any treatment given would be recorded on the dog's booking record.</p>	<p>Consents recorded on booking form.</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"> <li>• name</li> <li>• address</li> <li>• telephone number</li> <li>• out of hours telephone number</li> </ul> <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><i>We are registered with</i>  <b>My Pets Vets 24 hour Veterinary Centre.</b>  Moss Industrial Estate  Walter Leigh Way  Lowton  WN7 3GP  01942 417800</p> <p>This is located 0.4 miles from our facilities.</p> <p>We obtain consent from the owners at the start of the booking period to take their dog to see a vet if necessary.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</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><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>We store medications in a lockage box within the main kitchen area (or in the fridge as required), but only [REDACTED] and [REDACTED] administer medication. All instructions are closely followed.</p> <p>Any medication remaining at the end of the boarding period is returned to the owner.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</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>	<p>All medications are stored and administered as per the medication or veterinarian instructions and only with the consent of the owner (either obtained at the start of the booking period) as per the booking form.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</p>
<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 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>We use DEFRA General Orders tested and approved pet safe cleaning products from GHS Direct - Bacta-Care and Vira-Care for sanitisation and cleaning in areas used by animals. Dilute cleaning products are used in accordance with the product information sheets.</p> <p>All cleaning products are stored in the designated area in the main kitchen area. Gloves are worn at all times when dealing with the cleaning products.</p> <p>General use high level disinfectant (e.g Flash) is used to clean kitchen and food preparation areas.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</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>	<p>We would never euthanise a dog or make the decision to euthanise a dog. Only a vet would do this and at the Owner's consent. We would record on the dog's booking record that euthanasia had been performed, when and why.</p> <p>At the start of the booking period we take the owner's contact details and an emergency contact and all of these would be used to make contact prior.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</p>
<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>	<p>We check each and every dogs wellbeing frequently each day – as per the daily checklists.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p> <p>Recorded on daily check sheet.</p>	<p>Y</p>
<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>	<p>We record any sign of pain, disease etc or unusual behaviour on the daily check sheet and dog's booking record.</p> <p>Any change in frequency or abnormalities are recorded on the booking record and a vet will be contacted as necessary.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</p>
<p><b>10.0 Emergencies</b></p>			
<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> <p><i>Entrances and fire exits must be clear of obstructions at all times.</i></p>	<p>Please see Section 15 of our Operational procedures.</p> <p>Please also see our risk assessment documentation.</p> <p>We have fire extinguishers, fire blankets, smoke detectors and carbon monoxide alarms around the kennel properties.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</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>We have multiple dog first aid kits.</p> <p>All electrical appliances are checked regularly and replaced when necessary.</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>	<p>Our emergency procedures are displayed in the kitchen areas along with evacuation plans.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</p>
<p>10.3 External doors and gates must be lockable.</p>	<p>All external doors and gates are lockable.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</p>
<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><a href="#">A member of staff must be on site at all times.</a></p>	<p>██████████ live on site.</p> <p>██████████ is the additional key holder. He lives in ██████████ (when not residing at the property at Country Park Kennels). He owns a car and has a full drivers licence.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p> <p>Higher Standard MET</p>	<p>Y</p>

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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 <i>(Officer use only)</i>
<b>7 Suitable Environment</b>			
7.1 Dogs within the licensed premises must be prevented from coming into contact with other animals from outside the premises.	A dog does not leave the premises during their stay (unless to attend the Vets).	Upon inspection, as per applicant comments evidenced and compliant with condition	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>Each kennel has an inside sleeping area and an outside run that is accessible through a hatch which is closed overnight. The sleeping area is therefore free from draughts.</p> <p>Both inside and outside runs have sufficient space to allow items i. to v.</p> <p>All kennels were built before 2012 and have floor areas which are at least twice the area required for the dog in it to lie flat. All kennels have outside runs that are over 1.9 square meters.</p> <p>We have 3 different sizes of kennel and the appropriate sized kennel is always chosen for the dog that will be staying in it. If an appropriate size of kennel is not available to a dog at the time of the booking, the booking will not</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p> <p><b>Advised as some of the plastic beds with high sides had suffered chew damage. Advised to remove from use or remove chew sites from beds where practicable.</b></p>	Y with advice

	be made even if we have other kennels available.		
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.	Each kennel is clearly numbered. These numbers are used on the booking forms and booking calendar.	<b>Upon inspection one of blocks has no identifying numbers. Advised to rectify. Applicant has mental numbers and due to only 2 staff never causes them an issue. Both other blocks clearly numbered</b>	Y with advice.
7.4 Each dog must have constant access to its sleeping area.  <i>There must be a clean resting place to provide comfort and warmth that is situated out of draughts.</i>  <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>  <i>Bedding must be changed, cleaned and disinfected between dogs.</i>  <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>	Each kennel has an inside sleeping area and an outside run that is accessible through a hatch which is only closed overnight when the dog is within the sleeping area. A Plastic dog bed containing blankets is provided within each sleeping area. Plastic beds are sanitised with sprayable cleaning solution and the blankets/bedding is washed in a washing machine. Bedding is checked daily for dampness and cleanliness. If owner has provided dog's own bedding this will be used instead but is checked/cleaned in the same way. Appropriate alternative/additional bedding is provided for elderly/young dogs or those that chew.	Upon inspection, as per applicant comments evidenced and compliant with condition  <b>Advised as some of the plastic beds with high sides had suffered chew damage. Advised to remove from use or remove chew sites from beds where practicable.</b>	Y with advice.
7.5 Each dog must have a clean, comfortable and warm area within its sleeping area where it can rest and sleep.	We use overhead animal use heat lamps and oil filled thermostat radiators within each kennel block.	Upon inspection, as per applicant comments evidenced and compliant with condition	Y
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.	Each kennel has an inside sleeping area and an outside run that is accessible through a hatch which is only closed overnight. The whole of the outside run is covered by opaque plastic roof	Upon inspection, as per applicant comments evidenced and compliant with condition	Y

<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>sheeting to allow filtered natural light. Dog's are also removed from their kennel as well for exercise during the day.</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>Dogs from the same household will only ever share a kennel and this is when the owner has specifically requested this and they are made aware at the start of the booking period that we will separate them into different kennels if we feel it is more appropriate. All kennels have permanent divides that do not allow a dog to come into contact with another.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</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><a href="#">The sleeping area must be at least 2.85 square metres.</a></p>	<p>We only allow dogs from the same household to share a kennel and this is when the owner has specifically requested this at the time of booking (recorded on booking information).</p> <p>The size of sleeping areas varies between the different kennel blocks. Block 1: 8 kennels. 6 are 3.76m<sup>2</sup>, 2 are 4.95m<sup>2</sup>. Block 2: 10 kennels 1.44m<sup>2</sup>. Block 3: 6 kennels 3.75m<sup>2</sup>.</p> <p>We only ever put the small breed dogs in Block 2 with the smaller sleeping area.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p> <p><a href="#">Higher Standard NOT MET</a></p>	<p>Y</p>
<p><b>8.0 Monitoring of behaviour and training</b></p>			
<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>All items belonging to the dog are marked clearly and stored separately and only used by that dog.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</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>	<p>All equipment is regularly checked for safety and is only used as it was intended.</p> <p>All leads and harnesses are removed from a dog once in their kennel.</p>		
<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>	<p>Please see section 6 of our Operational Procedures.</p> <p>We provide all dogs with various exercise and enrichment sessions each and every day. These are always based on the needs and requirements of the dog's breed/age/ health and owner's and Vet's instructions.</p> <p>Only dogs from the same household sharing a kennel will be on exercise/enrichment together and each dog will be given equal stimulation/their own toy etc. Dog's who are identified as greedy or food reactive will be separated for the duration of feeding and food based enrichment will only be used when dogs are separate.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</p>
<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>	<p>All equipment is regularly checked for safety and cleanliness as per the daily task list and cleaning procedures.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</p>
<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>	<p>All dog's are exercised regularly each day away from their kennels with consideration to their health and age.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</p>
<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>	<p>If a dog cannot be exercised we will replace the exercise sessions with alternate sessions of grooming or toy play or if appropriate teaching basic commands for treats. A selection</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</p>



	of different toys is available for this.		
<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>The internal sleeping areas allow opportunity for this. Dogs beds and blankets and when necessary crates can also be used to provide this.</p> <p>See section 6 or our Operational Procedures – we carry out 2 enrichment sessions as well as exercise sessions each and every day.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p> <p>Higher Standard MET</p>	Y
<b>9.0 Records</b>			
<p>9.1 A register must be kept of all the dogs at the premises which must include:</p> <p>(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>	<p>We use Carica Pets software to record all of this information and we print a booking form at the start of each booking so we can check the information is correct with the owner.</p>	<p>Carica print-outs seen on inspection detailing (a)-(l).</p> <p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	Y
<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>A dog will only leave the premises to attend the vets. We have dog tags with the kennels contact details on them which we would attach to the dogs collar before leaving the premises.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	Y

<b>10.0 Protection from pain, injury, suffering and disease</b>			
<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>We are not involved in any other activity.</p> <p>We do own 4 of our own dogs but these are not housed in or use any of the areas that are used for the boarding kennels.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</p>	<p>Y</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>All dogs must be up to date and have complete vaccinations (finished at least 2 weeks prior to the start of the boarding period). These are requested from the owner at the time of booking.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</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>We do not use holding kennels as our booking in system avoids overlaps and owner's must specify the time of drop off and collection.</p>	<p>Upon inspection, as per applicant comments evidenced and compliant with condition</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>	<p>We do not use holding kennels</p>	<p>As above.</p>	<p>Y</p>

**To be completed by the Inspecting Officer:**

Date of inspection(s)

Name of person(s)  
seen at inspection

EVU(s).

Officer name(s)

**Inspectors Comments/Recommendations**

2 x previous bad reviews out of 200. Neither person making review had been to premises.

1 further bad review from dog rolling in urine prior to collection.

Upon inspection the premises was in good order, well maintained and clean.

All boarded dogs appeared happy and settled. No dogs appeared stressed or anxious. No welfare concerns.

The business is a family affair with 2 main members of staff supported by [REDACTED].

Business uses a system called "Carica" which manages a lot of the records required for compliance with AAL. These records can be seen on-line or printed off for inspection.

## Inspection Form – Boarding for Cats

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



Name of Premises The Great Catsby

Address of Premises [REDACTED]

Date of Inspection [REDACTED]

Name of Person(s) seen at Inspection [REDACTED]

APP Enforcement Visit No. [REDACTED]

Officer Name [REDACTED]

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

Condition	Guidance	Officer Notes
<b>1.0 Licence Display</b>		
1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.	The licence must be displayed in a public-facing area of the premises such as the entrance or reception area.	Displayed in Entrance of Premises  <b>Compliant</b>
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		Checked on Great Catsby website <b>Compliant.</b>

website used in respect of the licensable activity.		
<b>2.0 Records</b>		
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.	Electronic records must be backed up	<p><b>Compliant</b></p> <p>Applicant uses “Revelation Pets System”</p> <p>Cloud soft wear backed up on hard drive</p>
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.		<p>3 years</p> <p><b>Compliant.</b></p>
<b>3.0 Use, number and type of animal</b>		
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 cats. However, if there are welfare concerns relating to other animals then the inspector should inform either the relevant person in the Local Authority, the Police or suitable animal welfare organisation as appropriate.	<p>No other animals no welfare concerns</p> <p><b>Compliant</b></p>
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 cats permitted at the premises. Undeclared breach of this number can invalidate the licence, especially if not reflected in increased staffing levels.	<p>Applicant has applied for 20 cats</p> <p><b>Compliant – Licence will be issued for 20 Cats.</b></p>

	<p>This figure must include any other cats kept within the licensed cattery which are not there for boarding.</p>	<p>Applicant has 2 x Family House Cats that do not stay in the licensed area they are kept in the applicant's home.</p>
<p><b>4.0 Staffing</b></p>		
<p>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.</p>	<p>Staffing levels must ensure that each cat's individual welfare needs can be fully met whilst under the care of the establishment and animal welfare requirements are not compromised through lack of staff.</p> <p>If there is evidence that the welfare needs of the animals are not being met, the individual local authority should consider the staffing levels in relation to:</p> <ul style="list-style-type: none"> <li>• The size of premises</li> <li>• The layout of the premises i.e. how many cats may be permitted in each separate area</li> <li>• The qualifications/experience of the staff</li> <li>• Advice from the local authority's veterinary officer</li> <li>• Use of part-time or voluntary staff</li> <li>• As a guide, the ratio of staff to cats in established businesses will be around 1:25</li> </ul> <p>Higher Standard: Staffing levels will be up to 1 full-time equivalent attendant per 20 cats kept or a higher ratio of qualified staff.</p>	<p>Applicant full time and has assistance from [REDACTED].</p> <p>There were no welfare concerns at the time of the site inspection.</p> <p>Compliant.</p> <p>Higher Standard: Met</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>Suitable and sufficient training of staff must be demonstrated to have been carried out in the following areas:</p> <p>Cat welfare, including recognising poor welfare, and understanding the five welfare needs;</p> <ul style="list-style-type: none"> <li>• Cat handling;</li> <li>• Cat behaviour;</li> <li>• Cleanliness and hygiene;</li> <li>• Feeding and food preparation;</li> <li>• Disease control;</li> <li>• Recognition and first aid treatment of sick animals.</li> </ul> <p>Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.</p> <p>Higher Standard: A member of staff with an OFQUAL regulated Level 3 qualification in a relevant subject must be present during the working day.</p>	<p>Applicant is sole trader and has her own written CPD training folder, seen on-site inspection. She is an experienced cat owner and has good knowledge of cat welfare, although no OFQUAL regulated training at the moment.</p> <p>Higher Standard - Not Met</p>
<p>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</p>	<p>The training policy must be reviewed and updated on an annual basis and must include:</p> <ul style="list-style-type: none"> <li>• annual appraisal</li> <li>• planned continued professional development</li> <li>• recognition of knowledge gaps</li> <li>• use of online courses and literature</li> </ul>	<p>No staff but applicant keeps herself updated with training aspects relative to her business, these are outlined in SOP document submitted and checked on-site inspection.</p> <p>Applicant advised to implement a written training policy for any staff she may employ in the future.</p>

	<ul style="list-style-type: none"> <li>if no staff are employed the licence holder must demonstrate their own knowledge development.</li> </ul> <p>It will be applicable to any members of staff and can be shown by engagement with courses, written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.</p> <p>Evidence of staff attendance or completion of the training must be provided</p>	<p>No Staff but aware - Compliant</p>
<p><b>5.0 Suitable Environment</b></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>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.</p> <p>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 covered or sealed.</p> <p>There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a cat.</p> <p>Windows must be escape-proof.</p> <p>Doors must be strong enough to resist scratching and must be capable of being effectively secured.</p>	<p>Premises is a purpose-built cattery block. (Pre the 2018 regulations)</p> <p>It is a single-story brick-built building with 7 x separate rooms. Each Room has a smooth impervious/nonslip floor which is easily cleanable.</p> <p>Timber is not used in the construction and the wooden shelves/tables within each room are of good quality/smooth and treated.</p> <p>Each room and the equipment within it have been especially designed for cats. There are no risks of injury, and it is kept in a good state of repair.</p> <p>Windows are escape proof.</p>



	<p>Access doors must not be propped open.</p> <p>All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape-proof structure.</p> <p>External doors/gates must be lockable and staff must have easy access to keys in case of emergency.</p> <p>Gaps or apertures must be small enough to prevent a cat's head passing through, or entrapment of any limb or body parts.</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>Where cats have access to mesh, the diameter of the wire must not be less than 1.6 mm (16 gauge welded mesh). Mesh size must not exceed 25 mm in one direction and should be positioned on the inside of the framework of runs to prevent damage of uprights by cats scratching any woodwork.</p> <p>Any drainage required 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/cat units.</p>	<p>Doors are full height open inwards and are lockable and scratch resistant.</p> <p>Wire meshing is used on the small balcony 'catio' area in each of the rooms. This is in a good state of repair which prevents the cats escaping.</p> <p>All external doors are lockable.</p> <p>N/A</p> <p>Compliant</p> <p>Mesh used on the balconies of each cat unit. Mesh compliant as above.</p> <p>No standing water at the time of inspection Compliant</p>
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	<p>Units must open onto secure corridors or other secure areas so that cats are not able to escape from the premises.</p> <p>Units should be designed so cats can exercise and be handled within the unit.</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>Higher Standard: Cats must be provided with a design and layout that provides them with choice. This can be achieved by, for example, inclusion of raised platforms.</p>	<p>All the rooms open on to a secure corridor.</p> <p>The room affords the cats ample exercise area and handling by applicant.</p> <p>All doors to each room open inwards.</p> <p>All checked on-site inspection – compliant.</p> <p>Higher Standard: Met Various raised areas within each cat unit.</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> <ul style="list-style-type: none"> <li>(a) their behavioural needs,</li> <li>(b) its situation, space, air quality, cleanliness and temperature</li> <li>(c) the water quality (where relevant),</li> <li>(d) noise levels</li> <li>(e) light levels</li> <li>(f) ventilation.</li> </ul>	<p>Cats must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in some part of the sleeping area must aim to keep the temperature between 15 degrees and 26 degrees and never below the absolute minimum of 10 degrees.</p> <p>Additional heat may be in the form of a heated bed/pad, but these must not be the main source of heat for the cats. The cat must be able to remove itself from the source of heat.</p> <p>Cats must be monitored to check if they are too hot or too cold. If an individual cat is showing signs of</p>	<p>In each private room there is a thermostatic heat panel with thermometers in each room. There are opening windows in each of the rooms leading on to a secure outside balcony to allow air flow.</p> <p>Double Glazing throughout and thermostatic controlled radiators.</p> <p>See Cat Welfare in SOP document re Temperature Controls. All temperatures are recorded on daily record sheet and regular</p>

	<p>heat or cold intolerance steps must be taken to ensure the welfare of the cat.</p> <p>Cats must not be exposed to excessive or continuous noise (such as dogs barking).</p> <p>Cats must not be exposed to draughts.</p> <p>Ventilation must be provided in interior areas to avoid excess humidity.</p> <p>Higher Standards: Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.</p> <p>Higher Standards: Temperature in the sleeping environment must be above 18°C.</p>	<p>observational records – Temperature kept at 18°C</p> <p>Premises located in a quiet/rural location.</p> <p>Compliant</p> <p>Compliant</p> <p>Higher Standard – Met. Each unit has a window that can be open or closed that leads on to a secure outside balcony to provide ventilation.</p> <p>Higher Standard: Met</p>
<p>5.3 Staff must ensure that the animals are kept clean and comfortable</p>	<p>The licence holder and staff must ensure that cats benefit from adequate routine grooming and other health regimes as needed e.g. cleaning of eyes or keeping long fur from matting and inspection for parasites.</p> <p>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.</p>	<p>Compliant – routine grooming with owner’s consent provided, and records kept.</p> <p><b>Compliant</b></p>
<p>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</p>	<p>For cats a litter tray must be provided. Scented litter must not be used.</p>	<p>Non scented wood pellet litter used. Each unit has a litter tray <b>Compliant.</b></p>

<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>Units must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.</p> <p>Each occupied unit must be cleaned daily at a minimum.</p> <p>Units must be disinfected between new occupants and when necessary.</p> <p>Effective spot cleaning is permissible</p>	<p>Units and equipment are cleaned and inspected daily which is documented in the SOP's. including the daily cleaning duties/risk assessment and limiting the transmission of disease document.</p> <p>A record of all units cleaned are kept.</p> <p>Cleaning records checked and compliant on-site inspection.</p>
<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>Cats must always be transported (either within the cattery or to and in a vehicle) in a suitable, strong cat carrier.</p> <p>The licence holder must demonstrate that a suitable vehicle is available to transport cats, or if a vehicle is not provided, a contingency plan in place for emergency transport. If more than one cat is being transported there must be suitable disease control such as sneeze barriers between carriers</p> <p>Leaving cats in vehicles must be minimalised and cats 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 on whether it is necessary to transport animals when the temperature poses risk to an individual.</p> <p>All vehicles and equipment must be regularly cleaned and disinfected.</p>	<p>Applicant would only transport Cats to the Vets in an emergency. There are various sizes of cat carriers available.</p> <p>Transportation Policy has now been included in the Standard Operating procedures. A copy of the updated transport policy wording has been received via email (20/5/2022).</p> <p>The cats would only be transported in the event of sickness to the Vets.</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>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.</p> <p>Lights must be turned off to provide a period of darkness overnight.</p>	<p>Natural and artificial light available.</p> <p>Lights are turned off in the evening to provide a period of darkness.</p> <p><b>Compliant.</b></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>Where cats from the same household share a unit there must be multiples of all resources (food, water bowls, litter trays and sleeping areas), equal or greater than the number of cats in the unit.</p>	<p><b>Compliant</b></p> <p>See Daily Routine in SOP document.</p> <p><b>Multiple resources available.</b></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>All cats must be observed regularly throughout the day. The licence holder or responsible person must visit the cats at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800, until 1800m) and as often as necessary for the individual health, safety and welfare of each cat.</p> <p>Higher Standard: All individual cats must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).</p>	<p>Compliant</p> <p>See daily routine procedures</p> <p>Cats visited at least 4 x per day</p> <p>Daily Record sheet re toilet/sickness/visits etc</p> <p>First check 7.30am and last check 10pm</p> <p>Higher Standard- Met</p>
<p><b>6.0 Suitable Diet</b></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>For adult cats at least two meals a day must be offered at a minimum of 8 hours apart, as appropriate to the individual's requirements.</p> <p>Dietary requirements, agreed with the owner, must be followed. If there are concerns about an</p>	<p>Compliant</p> <p>Cats are fed as per the written owner's instructions.</p>

	<p>individual cat's diet, veterinary advice must be sought.</p> <p>One feeding and one water bowl must be provided for each cat. These must be separate receptacles.</p> <p>Food and water must be sited away from the litter tray (min 60 cm) and away from each other.</p>	<p>Each cat has its own water bowl</p> <p>Complaint on-site inspection.</p>
6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.	<p>Cats must not remain inappetent (without appetite) for longer than 48 hours without seeking veterinary advice. If the cat has any known health problems or if there are specific concerns veterinary advice must be sought earlier</p> <p>Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking excessively.</p> <p>The general condition of the cats must be observed and cats displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.</p>	<p>Compliant</p> <p>See Cat Illness and Death Section in SOP</p> <p>Daily Record Checks</p> <p>Applicant will monitor and weigh Cats and would seek Vet advice – <b>compliant.</b></p>
6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.	<p>Dry feed must not be left out for more than 24 hours. Any wet feed not eaten must be removed at the time of the next feeding.</p> <p>Refrigeration facilities for feed storage must be provided.</p> <p>Feed must be stored away from risk of vermin and in appropriately cool and dry places.</p>	<p>Compliant</p> <p>1 x Fridge Freezer in the Cattery Kitchen</p> <p><b>Checked and compliant.</b></p>

<p>6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.</p>	<p>Receptacles must be non-porous.</p> <p>Receptacles must be cleaned daily and disinfected at least once a week and between different cats. If damaged they must be disposed of.</p>	<p>Compliant</p> <p>See Cleaning Regime/Duties</p>
<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>Fresh water must be provided daily in a clean container and changed or refreshed as often as necessary.</p> <p>One water bowl must be provided per cat.</p>	<p>Compliant</p> <p><b>Compliant on-site inspection.</b></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>In establishments where staff are employed a separate hand wash basin with an adequate supply of hot and cold water must be provided for them to wash their hands. This must be connected to a suitable drainage system.</p> <p>Soap and hygienic hand drying facilities must also be available.</p>	<p>Compliant</p> <p>Washing area including sink, hot/cold water and hygienic hand facilities in the Cattery Kitchen</p> <p><b>Compliant on-site inspection.</b></p>
<p><b>7.0 Monitoring of behaviour and training of animals</b></p>		
<p>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</p>	<p>Provision will include opportunities to scratch, play and exhibit predatory behaviour provided by toys, puzzle feeders, scratching posts and hiding places.</p> <p><b>Higher Standard: Provision must include a choice of hiding places and different levels/shelves.</b></p>	<p>Compliant</p> <p>See SOP Provision of Enrichment Document</p> <p><b>Various forms of enrichment, scratch posts, shelves, ladders, and toys seen on-site inspection – Compliant.</b></p> <p><b>Higher Standard - Met</b></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</p>	<p>Cats must not be taken from their individual units except in an emergency or for veterinary treatment.</p> <p>Communal exercise areas are not acceptable</p>	<p>Compliant</p> <p>No communal exercise areas</p>

provided, unless advice from a veterinarian suggests otherwise.		
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>The behaviour of individual cats must be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety must be recorded and acted upon.</p> <p>Advice must be obtained where necessary from a veterinarian who may then refer to a suitably qualified animal behaviourist.</p> <p><b>Higher Standard: Behavioural observations must be recorded daily.</b></p>	<p>Compliant</p> <p>See Cat Welfare Section Daily Record Sheets. Monitoring Behaviour section, cats checked at least 4 x daily.</p> <p><b>Compliant on-site inspection – daily monitoring sheets seen.</b></p> <p><b>Higher Standard Met</b></p>
7.4 Where used, training methods or equipment must not cause pain, suffering or injury.	It is unlikely cats will be trained during their stay in a boarding cattery.	No training methods - Compliant
7.5 All immature animals must be given suitable and adequate opportunities to:	Habituation and socialisation occurs early in cats – mostly before 8 weeks of age. In a boarding cattery it is unlikely that kittens under 8 weeks old will be boarded (if they are, they should still be with their mother). They would be very susceptible to disease and would need an appropriate environment in which to undertake such learning.	Compliant
<b>8.0 Animal Handling and Interactions</b>		
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 the requirements of the individual cat and to minimise stress and distress, such as anxiety, fear, frustration and pain. Cats	Compliant Cat Handling Policy in operating procedures and applicants own training records.



	<p>must never be punished so that they are frightened or exhibit aversive behaviour.</p> <p>People must have the competence to handle cats correctly and be able to identify cats that are anxious or fearful about contact.</p> <p>Scruffing of cats (picking up a cat by the scruff of its neck) must not be done except as an absolute last resort</p>	<p>Complaint – own training and CPD</p> <p>See Cat Welfare Section.</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>Cats from different households must never share a unit. Where cats from the same household share a unit, the owner’s written authorisation must be obtained and cats must be monitored. Consent from the owner must also include authority for separating cats, should problems arise.</p> <p>Higher Standard: Where more than one cat share a unit daily behavioural observations are recorded – these should especially focus on any signs of stress/aggression.</p>	<p>Compliant only cats from same household would share a unit with owners written consent. Daily observations records are made, and the applicant would monitor and record and signs of stress/aggression.</p> <p>Higher Standard - Met</p>
<p>8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.</p>	<p>Cats must receive human interactions specific and appropriate to the individual cat, and its needs reassessed daily.</p> <p>A cat must never be forced to interact with a person/people, and a cat must be able to avoid people should it wish.</p>	<p>Cats are observed regularly throughout the day a minimum of 4 checks are made. The applicant lives on site and the cat’s benefit from lots of human interaction.</p> <p>Monitoring Behaviour Section in Operating policies.</p> <p><b>Compliant.</b></p>
<p><b>9.0 Protection from Pain, Suffering, Injury and Disease</b></p>		

<p>9.1 Written procedures must:</p> <p>(a) be in place and implemented covering:</p> <ul style="list-style-type: none"> <li>(i) feeding regimes,</li> <li>(ii) cleaning regimes,</li> <li>(iii) transportation,</li> <li>(iv) the prevention of, and control of the spread of, disease,</li> <li>(v) monitoring and ensuring the health and welfare of all the animals,</li> <li>(vi) the death or escape of an animal (including the storage of dead animals);</li> </ul> <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>The procedures must demonstrate how the conditions outlined in this guidance are met.</p>	<p>Compliant</p> <p>All Written Procedures in the SOP Document</p> <p>Applicant has now updated her Standard Operating procedures to include the transportation policy. (Wording has been sent via email received 20.5.2022).</p>
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		<p>Compliant</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>Provision must be made for the isolation of sick/injured/infectious cats and those that might reasonably expected to be carrying serious infectious diseases.</p> <p>Where isolation facilities are provided by an attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If a cat is not taken to a veterinary practice, but kept at the</p>	<p>Compliant</p> <p>Isolation Facility on site (however this requires some repairs and not in use for this purpose) – Isolation would be provided by the Vet if required.</p> <p>Vet Letter received to provide isolation 20.5.2022</p>

	<p>cattery for anything more than 12 hours, the isolation facilities must follow the same size and facility requirements as a normal cattery unit.</p> <p>Protective clothing and footwear must be worn when handling cats in the isolation facility, and cleaning protocols adhered to. Whilst in use, the clothing must be kept in the isolation unit and not be removed other than for cleaning and disinfection. Protective garments must be changed and laundered with an appropriate disinfectant/ disposed of immediately after handling a cat with a suspected infectious disease.</p> <p>Separate feeding and water bowls, litter trays, litter, a dedicated safe cat basket, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.</p> <p>Any cats in the isolation facility must be checked as frequently as other cats as a minimum and unless a separate person is caring for them, they must be visited after the other cats.</p> <p>Higher Standard: Designated on site isolation facilities must be available and must follow the same size and facility requirements as normal cattery unit.</p>	<p>Applicant has a box containing all PPE, water/feed bowls/cat basket/bedding/litter tray/cleaning utensils/footwear/disposable aprons/gloves.</p> <p>Compliant</p> <p>Compliant</p> <p>Higher Standard - Not Met The designated-on site isolation facility is not in use requires repair. The cattery units could not be used for this purpose as they are not in separate self-contained facilities. Once the required repairs have been completed in the designated on-site isolation facility this would need to be re-inspected in order for this Higher Standard to be achieved.</p>
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<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>An up-to-date veterinary vaccination record must be seen to ensure that cats have current vaccinations against feline parvovirus also known as feline infectious enteritis, feline panleukopenia and against feline respiratory viruses (feline herpesvirus and feline calicivirus).</p> <p>Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination as required by the establishment. The certificate must state that it is valid for the current period. It is up to the licensee whether to accept such a certificate.</p> <p>If there is evidence of external parasites (fleas, ticks, lice) the cat must be treated with a product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must only be after consultation and as directed by a veterinarian and / or with written consent from the owner or nominated person</p> <p>Vaccines used must be licensed for use in the UK. Homoeopathic vaccination is not acceptable.</p>	<p>Compliant – Up to date vaccination records required as part of the booking procedure.</p> <p>Applicant always uses Vaccination Records or letter from Vet as to why not vaccinated.</p> <p>Compliant.</p> <p>Compliant.</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>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.</p> <p>Storage of excreta must be away from areas where animals or food is kept.</p>	<p>Compliant</p> <p>Disposal of Waste documented in the written procedures. (Limiting Transmission of Disease and Infection Control Section).</p> <p><b>Compliant on-site inspection</b></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>When a cat is suspected of being ill or injured a veterinarian must be contacted for advice immediately and any instructions for treatment recorded. Further advice must be sought if there is ongoing concern.</p> <p>The owner of the animal or nominated person must be contacted.</p>	<p>Compliant</p> <p>Applicant would seek Vet advice and records are kept of any treatment and Vet visits. The owner is also contacted.</p> <p>Records checked on-site inspection – compliant.</p>
<p>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</p>	<p>Any preventative treatment must be administered with the consent of the owner and under the direction of the veterinarian</p>	<p>Vet treatment would be sought, and owner contacted.</p> <p>Consent in Terms and Conditions</p> <p>Compliant</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>The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff. The veterinary practice must be in a reasonable travel distance.</p> <p>Written consent between the cat owner and licence holder must be obtained with regards to which veterinarian is to be used when cat is first placed with licence holder</p>	<p>Displayed in the premises on-site inspection.</p> <p>Lester Pet Care The Old Church Standish</p> <p>Consent form upon arrival documented in the booking procedure.</p> <p>Compliant</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>All courses must be completed to the specifications given by the veterinarian.</p> <p>Any unused medications must be returned to the owner or prescribing vet.</p>	<p>All medicines are stored in a secure cupboard - Compliant</p> <p>Compliant</p>

	A fridge must be available to store medicine which requires being kept at certain low temperatures.	Fridge in the Kitchen within the Cattery building. Complaint on-site inspection
9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.		Compliant
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>Cleaning and disinfection products must be non-toxic and compatible with other products used. Extra care must be taken to use products not toxic to cats which may be safe for other animals, for example, phenolic disinfectants.</p> <p>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 the cat unit.</p> <p>Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use or disposed of.</p>	<p>Compliant</p> <p>See Cleaning Regime</p> <p>"ENGINE" Defra Approved Disinfectant and Viral Control</p> <p>Notice on Cupboard Door in Cattery Kitchen re products and dilution procedures.</p> <p>Dilution chart in place on-site inspection. All pet friendly products used and documented in written procedures. Compliant.</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:  (a) in the case of fish, a person who is competent for such purpose;	<p>Only a veterinarian can euthanase a cat</p> <p>Euthanasia must be humane and effective.</p> <p>The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. Unless imperative for the welfare of the cat, euthanasia must not take</p>	<p>Compliant</p> <p>Lester Pet Care</p>

<p>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.</p> <p>(c) a person who has been authorised by a veterinarian as competent for such purpose</p>	<p>place until consent is given by the owner or nominated contact</p>	
<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. 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.</p>	<p>Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.</p> <p>Cats staying long-term (staying for over three weeks) must be checked for weight-loss or gain and, if there are any concerns, advice must be sought from a veterinarian.</p>	<p>Compliant</p> <p>All recorded on daily record/monitoring sheet.</p> <p>Applicant weighs all long stay cats and records the weight. Any issues of concern and the Vet is contacted.</p> <p>Documents checked on-site inspection.</p> <p>Compliant</p>
<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 veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.</p>		<p>Daily monitoring and records kept.</p> <p>Records checked on-site inspection.</p> <p>Compliant</p>
<p><b>10.0 Emergencies</b></p>		
<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</p>	<p>Entrances and fire exits must be clear of obstructions at all times.</p> <p>Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Any buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location</p>	<p>Compliant</p> <p>See Emergency Procedures Section</p> <p>1 x Fire Alarm, 1 x Smoke Detectors linked to the house alarm system. 1 x Carbon Monoxide monitor</p>

<p>and aeration or filtration systems or other emergencies.</p>	<p>on each separate level / floor of the property and, where appropriate, there must be at least one carbon monoxide detector</p> <p>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.</p> <p>There must be a plan for accommodation of the cats should the premises become uninhabitable.</p> <p>All electrical installations must be installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk.</p> <p>All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</p> <p>There must be a documented policy in place for dealing with extremes of temperature and weather conditions (both hot and cold).</p>	<p>1 x Fire Extinguisher</p> <p>All checked on-site inspection. Compliant</p> <p>Written policy in place.</p> <p>Written procedure in place.</p> <p>Compliant</p> <p>Compliant.</p> <p>Written Policy in place Compliant.</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 and an emergency telephone list that includes the fire service and police.</p>		<p>Compliant</p> <p>Written plan/policy in place.</p>
<p>10.3 External doors and gates must be lockable.</p>		<p>Compliant Checked on-site inspection – Compliant.</p>



<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>In a non-domestic setting, an emergency contact name / number must be displayed on the outside of the premises.</p> <p>A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.</p> <p>Higher Standard: A competent person must be on site at all times.</p>	<p>Domestic Setting</p> <p>Husband on site – works from home Parents live 6 miles away 15 mins in car</p> <p>Higher Standard - Met</p>
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**Part B – Specific Conditions** (Schedule 4, Part 1 of the Regulations)

<p><b>2.0 Suitable environment</b></p>		
<p>2.1 Cats within the premises to which the licence relates must be prevented from coming into direct contact with other animals from outside the premises.</p>	<p>Sneeze barriers must be in place on the end walls of the exercise run, and at each end of the cattery block to prevent contact with animals from outside.</p>	<p>N/A Sneeze Barriers – The units are completely separated with plastered walls <b>On-site Inspection - Applicant has been advised to place sneeze barriers on the outside balconies to prevent any direct contact with any other animals from outside.</b></p>
<p>2.2 There must be a safe, secure, waterproof roof over the entire cat unit.</p>	<p>For the exercise run, materials used must be capable of filtering UV light and providing adequate shade.</p>	<p>Compliant. Self-contained purpose-built block of units with secure waterproof roof with adequate shade and UV light filtering.</p> <p>Compliant on-site inspection.</p>

2.3 A cat unit may only be shared by cats from the same household.		Compliant – Will only share units if from same household with owners written consent.
2.4 Communal exercise areas are not permitted.		Compliant – No communal exercise area
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 synopsis of the cat or cats must be outside of each unit or kept in an easy to locate manner. This must include the name of the cat, the age, sex and any relevant medical, behavioural or dietary information	Each room is numbered and has the name of the cat accommodated and Boarding card contains full details of each cat on the daily monitoring sheets on the Pet revelation system. Compliant on-site inspection.
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; and (g) lie down fully stretched out without touching another cat or its walls.	The size of a cat unit includes the sleeping area plus the run area. (See actual Guidance for sizes)  State what type of accommodation is provided:  Walk in unit with sleeping area on floor  Walk in penthouse unit  Facilities must be easily accessible and provide safe easy access (ramp/steps) to the penthouse. Extra consideration must be given for elderly, ill, very young or disabled cats.  For new builds the measurement of the run area for penthouse units must include only the area in front of the penthouse (not that underneath it) as cats do not use this area. The 'one cat' size option has also been removed for new builds. Older catteries will have one cat size units and shorter runs and this is acceptable. New builds must use the bigger dimensions.	Compliant  Purpose built self-contained cattery. (Built 2017).  7 x Full height walk in units/rooms (Shelves with removable beds for sleeping).  Total size including balcony = <u>Rooms 1 -3 (4 Cats)</u> Exercise = 5.1219m <sup>2</sup> Sleeping = 1.20135m <sup>2</sup> Raised = 4.7759m <sup>2</sup> <b>Total Area = 11.09915m<sup>2</sup></b> (Min area as per regs 1.9 x 2.8 = 5.32m <sup>2</sup> x 1.5 = 7.98 for HS). <a href="#">Higher Standard - Met</a>  <u>Rooms 4-7 (2 Cats)</u> Exercise = 4.1139m <sup>2</sup> Sleeping = 1.20135m <sup>2</sup> Raised = 4.7759m <sup>2</sup>

	<p>Higher Standard: Units must be 1.5 times the minimum sizes stated. The calculation of the total area available can include raised areas.</p>	<p><b>Total Area = 10.09115m2</b>  (Min area as per regs 1.5 x 2.2 = 3.3m2 x 1.5 = 4.95 for HS)  Higher Standard – Met</p>	
2.7	<p>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.</p>	<p>Each unit must have space to allow for at least 60 cm separation between the litter tray, resting place and feeding area. This allows cats to sit, rest and eat away from areas where they urinate and defecate.</p>	<p>Compliant</p>
2.8	<p>Cats must have constant access to their sleeping area.</p>	<p>A raised bed may aid in the avoidance of draughts. All beds and bedding areas must be kept clean, dry and parasite free.</p> <p>Bedding must be made of a material that is easy to wash/disinfect, or be disposable.</p> <p>Bedding must be changed, cleaned and disinfected between cats.</p> <p>Access between the exercise and sleeping accommodation must be through a securely fitted and suitably sized cat flap which is capable of being securely propped open if necessary.</p> <p>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 necessary for old, young or infirm cats to help regulate their body temperature.</p>	<p>Compliant</p> <p>Various beds and bedding  Fluffy cushions, sofas, Tepees, wall beds</p> <p>“Fresh Bedding” Disinfectant Bedding spray utilised.</p> <p>There are no cat flaps as these are large self-contained rooms with a private balcony for each cat.</p> <p>Various forms of bedding available.</p>
2.9	<p>A litter tray must be provided at all times in each cat unit. A safe and absorbent litter material</p>	<p>In a multiple cat unit, the number of trays must be appropriate to the number of cats. <input type="checkbox"/> Trays must be</p>	<p>Compliant</p>

<p>must be provided. Litter trays must be regularly cleaned and disinfected.</p>	<p>impermeable, easy to clean and disinfect, or be disposable. The tray must be large enough (average size is 30 x 42 cm) to let the cat turn around and the litter deep enough (a minimum of 3 cm is recommended) to allow digging activity. Loose sawdust, shredded or sheet newspaper, or soil, are not considered acceptable as litter material.</p>	<p>Separate litter trays Various sizes</p> <p>Advised of average tray size and litter depth</p> <p>N/A</p>
<p>2.10 Each cat unit must include an elevated area.</p>	<p>These must be large enough for a cat to lie on and be available in the sleeping accommodation or the run.</p> <p>Facilities must be available to provide safe easy access to elevated areas for elderly, ill, very young or disabled cats if required.</p> <p>Higher Standard: Each cat must have access to at least two raised areas – one of which must be in the sleeping area and one must be in the exercise area.</p>	<p>The cat units are large self-contained rooms.</p> <p>There are various raised areas within each unit with ramps to the elevated areas for either elderly, ill, disabled, or young cats if required. The Sleeping Area and Exercise Area all form part of one room.</p> <p>Higher Standard - Met</p>
<p>2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.</p>	<p>For new builds sneeze barriers must be at a minimum translucent (allowing light to pass through, but only diffusely so that objects on the other side cannot be clearly distinguished) to reduce stress caused by cats seeing one another.</p> <p>New build using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.</p>	<p>All the units are separated by a studded wall and there are no sneeze barriers within the room. This was a purpose-built luxury cattery built prior to the 2018 Regulations.</p> <p>Sealed rooms with studded walls</p>

	Higher Standard: There must be completely opaque sneeze barriers rather than translucent up to 600mm and behind any shelves.	Higher Standard – N/A in this instance
2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.	Most modern catteries use full height sneeze barrier between units rather than gaps because it reduces the build size. The width of the corridor between facing units must be at least 1.2m. If the width of a corridor is less than 1.2m sneeze barriers must be applied to the front of the units	As above and there are no facing 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 for situations where owners do not arrive with their cat in a secure carrier.	Compliant  1 x spare carrier
2.14 The sleeping area must form part of the cat unit and be free from draughts.		Compliant
<b>3.0 Monitoring of behaviour and training</b>		
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 a cardboard box, an igloo-type bed or other structures within the unit. Leaving the cat's own carrier in the unit can provide a familiar place to hide.	There are various hiding places within each self-contained unit.  Compliant.
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 access to a tall sturdy scratching facility. If provided by the owner it must be kept within that cat's unit and used solely for that cat and returned to the owner and the end of the cat's stay.	There are 3 x Wall Mounted Scratch Posts within each unit at various heights.  Cleaned/Inspected as per the daily cleaning regime Compliant.

<p>3.3 All cats must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.</p>		<p>Compliant</p>
<p>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.</p>	<p>If provided by the owner, toys or feeding enrichment equipment must be kept within that cat's unit and used solely for that cat and returned to the owner and the end of the cat's stay.</p> <p>All toys and enrichment equipment must be cleaned and disinfected between different cats</p>	<p>Compliant</p> <p>All toys/enrichment items are inspected/cleaned as per the daily cleaning procedure. If any enrichment items are provided by the owners, they are kept within that unit and are returned at the end of the boarding period.</p>
<p><b>4.0 Records</b></p>		
<p>4.1 A register must be kept of all the cats on the premises which must include:</p> <ul style="list-style-type: none"> <li>(a) the dates of each cat's arrival and departure,</li> <li>(b) each cat's name, age, sex, neuter status and a description of it or its breed,</li> <li>(c) each cat's microchip number, where applicable,</li> <li>(d) the number of any cats from the same household,</li> <li>(e) a record of which cats (if any) are from the same household,</li> <li>(f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details,</li> <li>(g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency,</li> </ul>	<p>Consent forms must cover veterinary treatment, consent to share or separate cats if needed, consent regarding toys / interaction preferences, record of baskets/items left at the cattery.</p>	<p>Compliant</p> <p>All documented on Arrival/Departure Records Daily Record and Booking Form</p> <p>Details are held on the Revelation Pets Electronic system. Checked on-site inspection.</p> <p>Compliant.</p>

<ul style="list-style-type: none"> <li>(h) the name and contact details of each cat's normal veterinarian and details of any insurance relating to the cat,</li> <li>(i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise,</li> <li>(j) details of each cat's diet and related requirements,</li> <li>(k) any required consent forms</li> <li>(l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments, and</li> <li>(m) details of any medical treatment each cat is receiving.</li> </ul>		
<b>5.0 Protection from pain, injury, suffering and disease</b>		
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.		Compliant
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/breeding cats must be separated by a door or solid partition. Extra precautions must be taken to prevent the spread of disease. Ideally a separate member of staff should attend to these cats.  Higher Standard: Where applicable, there must be a completely separate unit for any other activities such as rescue or breeding.	No rescue/breeding cats no other activities occur on site.  Higher Standard – Not applicable in this instance

5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.		Compliant
5.4 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.		Preventative Health Care Plan agreed and signed by the Vet received 20.5.22
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.		Compliant  Vet also available in Emergency
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.		Compliant

#### Inspectors Comments/Recommendations

The applicant is very knowledgeable and has a genuine passion for caring for cats. The documentation she keeps is of a high standard and the facilities are clean spacious warm and comfortable.

#### On-site Inspection: -

The applicant has been advised that she will be required to place sneeze barriers on the outside balconies to prevent any direct contact with any other animals.

The on-site isolation facility was not inspected at the time of the visit as this required repair and was not in use. Isolation provision was being provided by the Vets if required and a letter from the Vet has now been provided for this purpose. The cattery units could not be used for this purpose as they are not in separate self-contained facilities.



**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)**

<b>Condition / Guidance</b>	<b>Applicant Notes / Comments</b>	<b>Officer Notes / Comments</b>	<b>Compliant Y or N <i>(Officer use only)</i></b>
<b>1.0 Licence Display</b>			
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 on display in office 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.		Website checked and displays full licence details.	Y
<b>2.0 Records</b>			
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		All records requested on inspection were made available by applicant.	Y

<p>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.</p>			
<p>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.</p> <p><i>Electronic records must be backed up.</i></p>		<p>Records are kept for 3 years.</p>	<p>Y</p>
<p><b>3.0 Use, number and type of animal</b></p>			
<p>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</p> <p><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></p> <ul style="list-style-type: none"> <li>• <i>the relevant person in the local authority</i></li> <li>• <i>the police</i></li> <li>• <i>a suitable animal welfare organisation</i></li> </ul>		<p>Current licence issued for this activity is for 25 boarding dogs. Upon inspection 36 dogs being boarded.</p> <p>Due to breach of licence a warning will be issued regarding numbers boarded upon inspection.</p>	<p>N</p>
<p>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.</p> <p><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></p> <p><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></p>		<p>Applicant (including self) has 3 x full time members of staff, all family members.</p> <p>Applicant also has licences for breeding dogs, cattery. Selling as pets. Discussed with applicant staffing levels and she is adamant that they can cope with numbers and work involved. They all have identified daily roles to complete. Staff remain on site. No pick-up drop-off is offered unless exceptional circumstances.</p>	<p>N</p> <p>Numbers of animals (boarding dogs) kept for activity on inspection 36 boarding dogs, 25 on licence.</p>
<p><b>4.0 Staffing</b></p>			

<p>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.</p> <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"> <li>• <i>the size of premises</i></li> <li>• <i>the layout of the premises (the number of dogs that are allowed in each separate area)</i></li> <li>• <i>the type of dog</i></li> <li>• <i>the qualifications and experience of staff</i></li> <li>• <i>additional services offered by the facility</i></li> <li>• <i>use of part-time staff or volunteers</i></li> <li>• <i>advice from the local authority's veterinary officer</i></li> </ul>		<p>36 dogs on site on inspection. 3 x full time staff on site therefore 12 dogs per member of staff.</p> <p>Kennels are in 3 blocks.</p> <p>Block 1 numbered: 1-19 Block 2 numbered: 20-37 Block 3 numbered: 39-52</p> <p>Staffing at full capacity as per application would be 55 dogs. Therefore 18 1/3 dogs per member of staff.</p> <p>Please see notes in comments section below.</p> <p>Advised to record toileting breaks.</p> <p>Applicant is adamant that they can manage this along with cattery and any breeding responsibilities.</p>	N
<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"> <li>• <i>animal welfare, including recognising poor welfare</i></li> <li>• <i>animal handling</i></li> <li>• <i>animal behaviour</i></li> <li>• <i>cleanliness and hygiene</i></li> <li>• <i>feeding and food preparation</i></li> <li>• <i>disease prevention and control</i></li> <li>• <i>recognition and first aid treatment of sick or injured animals</i></li> </ul> <p><i>Staff who care for the dogs must either:</i></p>		<p>All 3 members of staff have years of experience and knowledge of dog behaviours and welfare matters.</p> <p>Training in place. [REDACTED] holds higher level qualification.</p> <p>Applicant states staff will continue to research training through internet and look for any updates to previous courses.</p>	Y

<ul style="list-style-type: none"> <li>• hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</li> <li>• show they have relevant and sufficient knowledge and experience</li> </ul> <p>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.</p>			
<p>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</p> <p>The staff training policy must be reviewed and updated each year.</p> <p>It must include:</p> <ul style="list-style-type: none"> <li>• an annual appraisal</li> <li>• planned and continued professional development</li> <li>• recognition of knowledge gaps</li> </ul> <p>This applies to all staff including the licence holder.</p> <p>Staff participation can be shown by:</p> <ul style="list-style-type: none"> <li>• records of the courses they are taking</li> <li>• records of written or online learning</li> <li>• keeping up to date with any research or developments for specific breeds</li> <li>• annual appraisal documents</li> </ul> <p>Evidence of staff attendance or completion of the training must be provided.</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>No specific training policy in place. No external staff as family business.</p> <p>Applicant has evidence of certificates for completed training.</p> <p>Advised to completed documented list of training/experience as a pen portrait of staff training and knowledge.</p> <p>Higher Standard NOT MET</p> <p>Higher Standard MET</p>	Y
<b>5.0 Suitable Environment</b>			
<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</p>		<p>Upon inspection no evidence seen that would present concern of</p>	Y

<p>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 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>injury, escape or illness. Well made and maintained building and outside areas.</p> <p>Corridor in place in kennel runs. Not used as exercise areas.</p> <p>Compliant with 1.8m head room.</p> <p>Exercise area in good condition. Well maintained, appears brand new despite being older. Fencing of good height and robust.</p> <p>Artificial grass in use. In good order, no scratch damage.</p> <p>Kennel doors open inwards.</p> <p>No water retention seen.</p> <p>Not facing other units.</p> <p>Drain covers in place where required.</p> <p>Any timber on site appeared well maintained and not damaged.</p> <p>Surfaces were smooth and impervious. Non slip and clean.</p>	
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<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><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p>		<p>No evidence of sharp edges or damage.</p> <p>Windows are escape proof.</p> <p>Doors all latched or lockable and robust fit for purpose.</p> <p>No door seen propped open.</p> <p>All meshing on site is to standard</p> <p>No gaps seen of concern.</p> <p>No standing water seen, drainage appears suitable and goes to septic tank.</p> <p>Corridors secure.</p> <p>.</p>	
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<p><i>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.</i></p> <p><i>Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.</i></p> <p><i>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.</i></p> <p><i>Door openings must be constructed such that the passage of water/waste is not 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>Temperature is recorded daily. Each kennel has individual heat lamps and fans are available.</p> <p>Advised re location of thermometers as none in block 3 which felt cooler than other 2.</p> <p>(a)-(f) is appropriate within kennels.</p> <p>Extreme weather policy in place. (within RA doc)</p> <p>Quiet block 1 available for more nervous dogs although applicant did say they would refuse any dog that appeared too nervous or anxious to board.</p>	<p>Y With advice</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>If heat lamps in use ample space for dog to remove itself from heat.</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>Cleaning is completed during exercise periods and toileting times.</p> <p>All kennels appeared clean and comfortable upon inspection.</p> <p>Enrichment and grooming is discussed at time of booking. Advised to include preferred enrichment on booking form.</p> <p>Dogs have daily health check by staff. Recorded on day sheet.</p>	<p>Y With advice regarding recording of timing for evidence of compliance: Groom, clean, health-check, toileting, exercise.</p>
<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>Applicant states dogs are allowed toileting breaks and or exercise times throughout the day.</p>	<p>Y – with advice as above.</p>
<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.</i></p>		<p>Cleaning procedure in place and submitted.</p> <p>Upon inspection all site was clean. Very little evidence of dog fouling in any kennels. Cleaning was taking place at time.</p>	<p>Y With advice regarding recording of timings.</p>



<p><i>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>Policy/procedure confirms disinfected weekly and upon changeover.</p>	
<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: <a href="https://www.legislation.gov.uk/uksi/2006/3260/contents/made">https://www.legislation.gov.uk/uksi/2006/3260/contents/made</a>.</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. During transport, dogs must be suitably restrained to prevent injury using any of the following:</i></p> <ul style="list-style-type: none"> <li>• dog crate</li> <li>• transport harness</li> <li>• dog guard</li> </ul> <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>Pick up and drop off will now only be done in exceptional circumstances. Emergency contact will be contacted to collect if for any reason owner is not available.</p> <p>Any other transport would be for emergency vet etc.</p> <p>Transport policy submitted with application.</p> <p>Ample multi sized crates available.</p> <p>Vehicles would be cleaned and disinfected following any use.</p>	<p>Y</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>Natural and artificial light available. Lights out at night.</p>	<p>Y</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>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> <ul style="list-style-type: none"> <li>• food</li> <li>• water</li> <li>• enrichment items (such as toys)</li> <li>• resting and sleeping areas</li> </ul> <p><i>Dogs must be carefully monitored, especially at feeding times.</i></p>		<p>Multiple resources in units housing more than one dog.</p> <p>Toys are only provided under supervision of staff.</p> <p>Any kennels with 2 dogs from same household are monitored at feeding times.</p>	Y
<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><i>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.</i></p> <p><i>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:</i></p> <ul style="list-style-type: none"> <li>• physical barriers</li> <li>• sound-absorbing build structure</li> <li>• positive reinforcement training to keep barking down</li> <li>• kennel design to prevent noise generation with demonstration of effectiveness</li> </ul>		<p>Family business all live on site. Dogs not left unattended for any length of time.</p> <p>Staff present throughout the day. All staff have sight and involvement with dogs.</p> <p>Any concerns or issues recorded on day sheet.</p> <p>Higher standard not met. Advised to start out of hour records.</p> <p>Higher Standard MET</p>	Y

<b>6.0 Suitable Diet</b>			
<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. 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>Applicant supplies food. At booking stage feed identified and if not stocked then ordered by applicant for duration of stay. Applicant needs to adapt feeding procedure to allow owners instructions regarding feeding to be followed, as long as those instructions meet animals' welfare needs.</p> <p>Large feed store seen on inspection. Feeds suitably stored.</p> <p>Diet should remain unchanged for dogs.</p> <p>Applicant aware to contact vet if concerned regarding dogs eating/welfare.</p>	<p>Y Advice re 2 times.</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"> <li>• are debilitated, underweight or ill</li> <li>• have specific dietary requirements</li> </ul>		<p>Feed and water intake is monitored and recorded on day sheet.</p> <p>Long stay dogs discussed. Applicant currently does not weigh long stays and advised to do so.</p> <p>Aware to follow any vet advice and this would be recorded.</p>	<p>Y With advice to record times.</p>
<p>6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.</p>		<p>Feed store clean and tidy, cool and no evidence of vermin.</p>	<p>Y</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"> <li>• <i>away from risk of vermin</i></li> <li>• <i>in appropriately cool and dry places</i></li> </ul>		<p>Evidence of clean bowls awaiting use.</p> <p>Fridges available.</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"> <li>• <i>non-porous</i></li> <li>• <i>cleaned daily</i></li> <li>• <i>disinfected between different dogs</i></li> <li>• <i>disinfected at least once every week</i></li> <li>• <i>disposed of if damaged</i></li> </ul>		<p>Suitable feed and drink receptacles for each dog. All bowls used are non-porous, cleaned daily, disinfected between different dogs, disinfected at least once every week, disposed of if damaged.</p>	Y
<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>Fresh, clean water available to each dog.</p>	Y
<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>Hygienic facilities available. Hot and cold running water. Food prep area was clean and with hand wash and drying.</p>	Y

<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>		Bowls specific to use.	
<p><b>7.0 Monitoring of behaviour and training of animals</b></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>List of enrichment activity available on website, but not unique to individual dogs. Not documented and advised to include on booking form.</p> <p>The premises does provide forms of enrichment to the dogs. This is advertised on website also.</p> <p>Provided by way of either separate leashed toileting opportunities in the stoned outside area or separate free supervised play in the rear secure artificial turfed outside area. The dogs also benefit from human interaction when checks of the dogs are made throughout the day whilst dogs are in their kennels.</p> <p>Enrichment items were seen on the site inspection including toys and feeding enrichment items.</p> <p>There is no documented programme in place for enrichment for the business therefore the applicant would be advised to create a written enrichment programme for the dogs setting out the daily general exercise and enrichment routine, they follow each day. Applicant would be advised to record all dates/times/staff signatures of what enrichment each dog has per day to evidence compliance with this condition.</p>	N

		<p>It is noted that there is a note for exercise included on the booking form however for this condition to be met the applicant would need to document what specific exercise, grooming, socialisation each dog requires specific to its own need, and this would need to be agreed and signed for with the owner on the booking form.</p> <p>Dogs are not left alone with any enrichment items. Applicant is advised to replace the damaged soft cube play items in the rear turfed area as these has been chewed and the exposed inner sponge if eaten could pose a risk to the dogs. Staff must ensure that all enrichment items provided are checked daily and if damaged are removed and replaced.</p> <p>Dogs are kept separate at all times unless from the same household and are sharing a kennel unit – with owners written consent.</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>Artificial grassed pen used for exercise. 2 x daily sessions- Advised to record these sessions.</p> <p>Only dogs from same household would be exercised together. – with owners written consent</p>	<p>Y – With advice</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>No walks undertaken.</p> <p>Enrichment provided for those that require. Advised to record what type of enrichment is provided to evidence compliance and to ensure individual dogs needs are met.</p> <p>Area clean on inspection.</p> <p>In good order and appears new.</p> <p>No access to bins.</p> <p>High sturdy good quality fencing all-round.</p> <p>No ponds or water features.</p>	
<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> <ul style="list-style-type: none"> <li>• <i>suffering</i></li> <li>• <i>stress</i></li> <li>• <i>fear</i></li> <li>• <i>aggression</i></li> </ul>		<p>Applicant records any changes in behaviour on diary sheet, this is then retained in dogs name folder.</p> <p>Advised to expand description of dogs "usual" behaviours on booking form.</p>	<p>Y – With advice</p>


<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"> <li>• <i>elderly</i></li> <li>• <i>nervous</i></li> <li>• <i>on certain medication</i></li> </ul> <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>Satisfied staff recognise signs of suffering, stress, fear, or aggression given their experience.</p> <p>Block 1 usually utilised for quieter dogs.</p> <p>Applicant would go through vet in first instance.</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>		<p>No training sessions provided, but reward based for basic commands.</p>	<p>Y</p>
<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>See dogs under the age of 1 policy.</p> <p>Higher Standard NOT MET. No records of 2 x 20 minutes exercise. Not in policy or advertised.</p>	<p>Y</p>
<p><b>8.0 Animal Handling and Interactions</b></p>			
<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>Staff experienced in handling dogs.</p>	<p>Y</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>Upon inspection all dogs handled appropriately.</p> <p>Reward based.</p> <p>See difficult dog policy.</p> <p>Muzzles and catch pole available.</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 same household dogs may share and this is now consented on the booking form.</p> <p>Monitored especially at feeding.</p>	Y
<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 all day. Interactions ample to need.</p>	Y
<p><b>9.0 Protection from Pain, Suffering, Injury and Disease</b></p>			
<p>9.1 Written procedures must:-</p> <p>(a) be in place and implemented covering:-</p> <p>(i) feeding regimes,</p> <p>(ii) cleaning regimes,</p> <p>(iii) transportation,</p> <p>(iv) the prevention of, and control of the spread of, disease,</p>		<p>Policies and procedures in place covering (i)-(v), (b).</p>	Y

<p>(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>		All aware.	Y
<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"> <li>• <i>injured</i></li> <li>• <i>sick</i></li> <li>• <i>infectious or carrying a serious infectious disease</i></li> </ul> <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, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.</i></p>	<p>Agreement is in place with veterinary practice.</p>	<p>Vet to be used in first instance.</p> <p>Applicant does have separate isolation facility. Suitable PPE in place and separate cleaning/feeding utensils available. Self-isolation would only be used in short term emergency prior to vets.</p>	Y

<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"> <li>• <i>canine parvovirus</i></li> <li>• <i>canine distemper</i></li> <li>• <i>infectious canine hepatitis (adenovirus)</i></li> <li>• <i>leptospirosis</i></li> <li>• <i>other relevant diseases</i></li> </ul> <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>On inspection applicant able to produce vaccination records for current and previous stays.</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, 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>Waste disposal contract in use.</p>	<p>Y</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>		Registered with local vet.	Y
<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>See booking form.</p> <p>Previous vet records produced.</p>	Y
<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 the include:</i></p> <ul style="list-style-type: none"> <li>• name</li> <li>• address</li> <li>• telephone number</li> <li>• out of hours telephone number</li> </ul> <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 held in reception office.</p> <p>Advised regarding written consent on the booking form.</p>	Y
<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><i>All courses must be completed to the specifications given by the vet.</i></p>		Fridge available for medicine.	Y

<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>		<p>Any medication use consented on booking form.</p>	<p>Y</p>
<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 and drying.</i></p>		<p>All animal safe products used.</p> <p>See cleaning policy.</p> <p>Cleaning products stored away from dog access.</p> <p>No evidence of any standing water on site.</p> <p>Small quantity of grooming brushes seen. All clean and appropriate for purpose.</p> <p>Toys seen clean and free from damage. Some rope toys appeared threaded and well used.</p>	<p>Y</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>See cleaning and isolation procedure.</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>		<p>No euthanasia taken place at premises. Licence holder is aware of condition and responsibilities.</p>	<p>Y</p>
<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>		<p>Daily health check conducted and recorded on day sheet, then retained on dogs name file.</p>	<p>Y</p>
<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>		<p>Recorded within dogs name file.</p> <p>Evidence produced of vet record from previous emergency treatment and vet advice.</p>	<p>Y</p>
<p><b>10.0 Emergencies</b></p>			
<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> <p><i>Entrances and fire exits must be clear of obstructions at all times.</i></p>		<p>Emergency plan in place. Held in reception area.</p> <p>Separate fire plan.</p> <p>Kennels have smoke alarms and ample firefighting equipment.</p>	<p>Y Advice to record emergency drill/fire drill.</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>Upon inspection all entrances and exits clear.</p> <p>Dog first aid kits available.</p> <p>Extreme weather policy/procedure is set out in the risk assessment document submitted.</p> <p>All equipment seen appeared in good condition.</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>		<p>Compliant.</p>	<p>Y</p>
<p>10.3 External doors and gates must be lockable.</p>		<p>Compliant.</p>	<p>Y</p>
<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><i>A member of staff must be on site at all times.</i></p>		<p>3 staff live on site 24/7.</p> <p>██████████ is designated key holder.</p> <p>Higher standard: Met</p>	<p>Y</p>

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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 <i>(Officer use only)</i>
<b>7 Suitable Environment</b>			
7.1 Dogs within the licensed premises must be prevented from coming into contact with other animals from outside the premises.		Enclosed and fenced facility. No other animal access available.	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>(a)-(b) compliant.</p> <p>(i)-(v) compliant.</p> <p>Pre reg kennels not compliant with new regs but exempted.</p>	Y
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.		Kennels are numbered. System in place that allows all relevant information to be obtained pertinent to that dog/s by staff or inspector.	Y
<p>7.4 Each dog must have constant access to its sleeping area.</p> <p><i>There must be a clean resting place to provide comfort and warmth that is situated out of draughts.</i></p>		Upon inspection all occupied kennels had clean bedding down. No noticeable draughts.	Y



<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>See cleaning policy.</p> <p>Upon inspection all dogs had appropriate bedding as per owners consent.</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>Compliant upon inspection. – Advised regarding thermometer in kennel block number 2. And ensure Kennel block 3 temps are maintained as this was noticeably cooler at one end.</p>	<p>Y – With advice</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>No exercise runs to kennels.</p> <p>Applicant states and is shown in exercise health welfare policy that this is achieved daily.</p> <p>Advised to record toileting and exercise periods in a clear manner.</p>	<p>Y – with advice</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>Use of individual isolation kennel available.</p> <p>Kennels have full height separation.</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><i>The sleeping area must be at least 2.85 square metres.</i></p>		<p>Compliant and consented.</p> <p>Higher standard: Not met</p>	<p>Y</p>

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>		<p>All equipment seen appeared clean and safe. –Minor chew damage to large sponge blocks (soft cubes)</p> <p>Dog specific items held and labelled.</p> <p>Leads on outside of kennels.</p>	<p>Y – with advice</p>
<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>		<p>Enrichment toys and feeders available in exercise area.</p> <p>Only supervised enrichment takes place. Any toys or article are removed from dogs prior to re-kennelling.</p>	<p>Y With advice to record.</p>
<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>		<p>On inspection toys and enrichment items appeared clean. Some threading of rope toys and advised to replace before getting any worse.</p>	<p>Y</p>
<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>		<p>See exercise and health welfare policy. – Advised to record timings</p>	<p>Y – with advice</p>
<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>		<p>Applicant aware of condition and would be recorded in dogs day sheets within name file. – Advised to record timings and what interaction</p>	<p>Y – with advice</p>

<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>Advised reuse of blankets or screens where needed.</p> <p>Higher Standard: Not met</p>	<p>N</p>
<p><b>9.0 Records</b></p>			
<p>9.1 A register must be kept of all the dogs at the premises which must include:</p> <p>(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>		<p>Documents seen on inspection covering (a)-(l)</p> <p>New forms have been printed and are to be used moving forward.</p>	<p>N</p> <p>New forms need to be used.</p>
<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>Collar tags seen on inspection.</p>	<p>Y</p>
<p><b>10.0 Protection from pain, injury, suffering and disease</b></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>Cattery separate building Boarding Kennels separate building. Breeding of dogs in separate unit. Breeding and Boarding use same toileting area but appropriate cleaning and prevention of spread of disease measures in place.</p>	Y
<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>		Vet isolation provided.	Y
<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>		No named holding kennel on site.	Y
<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>		Only usual numbered kennels will be used. Applicant always retains spare kennels for emergency cover or transition.	Y

## To be completed by the Inspecting Officer:

Date of inspection(s)

Name of person(s)  
seen at inspection

EVU(s).

Officer name(s)

### Inspectors Comments/Recommendations

Upon inspection premises was found to be clean and no identified welfare risks however the current licence is for 25 boarding dogs. There were 36 boarding dogs at the time of this inspection. Breach of current licence and a warning letter will be required to be issued.

The applicant utilises 2 other family members as staff. All appear to have experience and knowledge around dog care and welfare.

Advice was offered around the recording of the required checks to evidence compliance to help demonstrate the conditions applied to such a licence are being complied with. An example being, how to record the 4 x day toileting opportunity.

I note the applicant has applied for 55 dogs for boarding. With just 3 staff the applicant must be able to demonstrate compliance with all conditions especially those below that are labour /time intensive:

**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*

**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.

**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.

Given the above conditions I must consider the numbers of dogs applied for and the potential for the business to operate in compliance with those conditions. Therefore, I must consider the time scale involved for 3 members of staff as the kennels have no attached run.

55 individual dogs x 4 toileting opportunities a day potentially = 220 trips.

In addition to this time, condition 7.2 requires opportunities to exercise must be provided. If a dog is allowed 1x 20minutes exercise a day appropriate to its size and need this would again equate to 18hours 33 minutes. I accept that some of the exercise may double as toileting opportunities, but this would still have significant impact on staff time spent supervising the dogs.

If 55 dogs had 1 x 20 minute exercise and 3 x 5 minute toilet opportunities this equates to working almost 32 hours per day, divided by 3 staff = 10.69 hours per staff member purely on exercise and toileting.

If 55 dogs had 1 x 20 minute exercise and 3 x 3 minute toilet opportunities this equates to working 27 hours per day, divided by 3 staff = 9 hours per staff member purely on exercise and toileting.

I accept the applicant and family members are committed and conscientious to the business, however given the prospective times spent on the above functions identified as way of example, I fail to see how compliance can be demonstrated to maintain compliance with the conditions associated not only to this licence but with 3 other licensable activities taking place on the premises with the 3 same persons responsible for those activities. The current licence is for 25 dogs.

Using the same example:

If 25 dogs have 1 x 20 minute exercise and 3 x 5 minute toilet opportunities this equates to working 14.58 hours per day, divided by 3 staff = 4.86 hours per staff member purely on exercise and toileting.

If 25 dogs have 1 x 20 minute exercise and 3 x 3 minute toilet opportunities this equates to working 12 hours per day, divided by 3 staff = 4 hours per staff member purely on exercise and toileting.

Given the above and other licensable activities taking place I am concerned for the resilience of the business in case of staff illness, staff away from site, vet emergencies etc.

The following condition also needs to be complied with:

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. This includes dogs walking past. The simple introduction of blanket barriers would suffice.

I recommend that this licence should remain at 25 dogs. I further recommend that the applicant adopts a more detailed daily kennel sheet log with individual Kennel number, with recorded date, time and staff details of the following activities: Feeding, Enrichment, Grooming, Health Checks, Toileting Opportunity, Exercise, Equipment checks, Cleaning and any other appropriate observations/incidents. Tick boxes will not help evidence the time taken to complete activities. It is incumbent on the applicant to be able to demonstrate the compliance of all conditions given the numbers of staff available and the other licensable activities that take place at the premises.





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.		<div style="background-color: black; width: 100px; height: 20px; margin-bottom: 5px;"></div>	
<b>2.0 Records</b>			
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 electronically, must be produced in a visible and legible form.		All records are electronic and paper	
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.	Electronic records must be backed up	Kept for 3 yrs	
<b>3.0 Use, Number And Type Of Animal</b>			
3.1 No animals or types of animals other than those animals and types of animal	The licence applies only to boarding cats.	This licence applies only to the boarding of dogs.	Boarding Cats and Boarding Dogs only

<p>specified in the licence may be used in relation to the relevant licensable activity.</p>	<p>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.</p>	<p>However, if there are welfare concerns relating to other animals then the inspector should inform any or all of the following, as appropriate:</p> <ul style="list-style-type: none"> <li>the relevant person in the local authority</li> <li>the police</li> <li>a suitable animal welfare organisation</li> </ul>	
<p><b>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.</b></p>	<p>The licence must clearly state the maximum number of cats that are allowed on the premises.</p> <p>Undeclared numbers are a breach of the licence, especially if staffing levels are not increased.</p> <p>You should take into account any other cats that are on the premises (such as pets) and the impact on facilities and staffing.</p> <p>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.</p>	<p>The licence conditions must clearly state the numbers of dogs that are kept for the licensable activity permitted at the premises.</p> <p>Undeclared numbers would be a breach of the licence, especially if not reflected in increased staffing levels.</p> <p>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).</p>	<p>Dogs: 67** dogs (this figure includes the provision for 11 of the kennels @4m2 being compliant for the use of 3 small dogs -the maximum possible number must be taken into account)</p> <p>Cats: 36</p> <p>**There is also a stray dogs block which Bancroft use on behalf of Wigan Council – these numbers should also be included in the total number.</p>
<p><b>4.0 Staffing</b></p>			
<p><b>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.</b></p>	<p>The business must have enough staff to fully meet the welfare needs of each cat.</p> <p>Each member of staff should have 25 cats or less to care for.</p> <p>If there is evidence that the cats' welfare needs are not being met, you should consider the staffing levels against:</p> <ul style="list-style-type: none"> <li>the size of premises</li> </ul>	<p>Each member of staff should have 25 dogs or less to care for.</p> <p>If there is evidence that the dog's welfare needs are not being met, you should consider the staffing levels against:</p> <ul style="list-style-type: none"> <li>the size of premises</li> <li>the layout of the premises</li> </ul> <p>(the number of dogs that are allowed in each separate area)</p>	<p>██████ – OFQUAL LVL2 in Kennel Management – First Aid needs updating</p> <p>██████ – ████████ – maintenance and dog walking</p> <p>██████ – OFQUAL LVL3 Kennel Management</p> <p>██████ – OFQUAL LVL3 Kennel Management</p>

	<ul style="list-style-type: none"> <li>the layout of the premises (the number of cats that are allowed in each separate area)</li> <li>the qualifications and experience of staff</li> <li>advice from the local authority's veterinary officer</li> <li>use of part-time staff or volunteers</li> </ul>	<ul style="list-style-type: none"> <li>the type of dog</li> <li>the qualifications and experience of staff</li> <li>additional services offered by the facility</li> <li>use of part-time staff or volunteers</li> <li>advice from the local authority's veterinary officer</li> </ul>	<p>██████ – Full time, completed a Canine Behaviour course.</p> <p>██████ – Full time, has her own farm, 30 years experience with animals</p> <p>██████ – Apprentice – Studying with Haddon College for OFQUAL LVL 2 Kennel Management</p> <p>██████ – works weekend – OFQUAL LVL 2 Kennel Management</p> <p>██████ – Full time – Reception and Office – she also deals with the Cattery</p> <p>██████ – OFQUAL LVL 3 Kennel Management</p> <p>██████ – Studying OFQUAL LVL2 Kennel Management at Wigan College</p> <p>██████ – Studying OFQUAL LVL2 Kennel Management at Wigan College</p> <p>██████ – Studying OFQUAL LVL2 Kennel Management at Wigan College</p>
<p><b>4.2. The licence holder or a designated manager and any staff employed to care for the animals must have competence to both:</b></p> <ul style="list-style-type: none"> <li>identify the normal behaviour of the species for which they are caring</li> <li>recognise signs of and take appropriate</li> </ul>	<p>You should look at training records as evidence of suitable induction training of staff in:</p> <ul style="list-style-type: none"> <li>animal welfare, including recognising poor welfare</li> <li>animal handling</li> <li>animal behaviour</li> <li>cleanliness and hygiene</li> <li>feeding and food preparation</li> <li>disease prevention and control</li> <li>recognition and first aid treatment of sick or injured animals</li> </ul>	<p>You should look at training records as evidence of suitable induction training of staff in:</p> <ul style="list-style-type: none"> <li>animal welfare, including recognising poor welfare</li> <li>animal handling</li> <li>animal behaviour</li> <li>cleanliness and hygiene</li> <li>feeding and food preparation</li> <li>disease prevention and control</li> <li>recognition and first aid treatment of sick or injured animals</li> </ul>	<p>Training records</p> <p>Bancroft Kennels works in partnership with Haddon College, this means Bancroft is regularly visited by the tutors from Haddon and as well as the students being assessed Bancroft is also checked on a regular basis for suitability for their students to work here.</p> <p>This is a recognised National Programme.</p>

<p><b>measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour</b></p>	<p>Staff who care for the cats must either:</p> <ul style="list-style-type: none"> <li>• hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</li> <li>• show they have relevant and sufficient knowledge and experience</li> </ul> <p>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.</p> <p>Individuals undertaking an Ofqual regulated qualification must have suitably progressed in 12 months and have completed the qualification within 2 years.</p>	<p>Staff who care for the dogs must either:</p> <ul style="list-style-type: none"> <li>• hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</li> <li>• show they have relevant and sufficient knowledge and experience</li> </ul> <p>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.</p> <p>Individuals undertaking an Ofqual regulated qualification must have suitably progressed in 12 months and have completed the qualification within 2 years.</p>	<p>██████ holds appraisals with her staff which take place 6 monthly, these cover any training gaps and future courses which would be relevant to the business</p> <p>Advised to keep all First Aid courses up to date.</p>
<p><b>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</b></p>	<p>The staff training policy must be reviewed and updated each year. It must include:</p> <ul style="list-style-type: none"> <li>• an annual appraisal</li> <li>• planned and continued professional development</li> <li>• recognition of knowledge gaps</li> </ul> <p>This applies to all staff including the licence holder.</p> <p>Staff participation can be shown by:</p> <ul style="list-style-type: none"> <li>• keeping records of the courses they are taking</li> <li>• keeping records of written or online learning</li> <li>• keeping up to date with any research or developments for specific breeds</li> <li>• annual appraisal documents</li> </ul>	<p>The staff training policy must be reviewed and updated each year.</p> <p>It must include:</p> <ul style="list-style-type: none"> <li>• an annual appraisal</li> <li>• planned and continued professional development</li> <li>• recognition of knowledge gaps</li> </ul> <p>This applies to all staff including the licence holder.</p> <p>Staff participation can be shown by:</p> <ul style="list-style-type: none"> <li>• records of the courses they are taking</li> <li>• records of written or online learning</li> <li>• keeping up to date with any research or developments for specific breeds</li> <li>• annual appraisal documents</li> </ul>	<p>See above for training and Haddon College details</p>

	Evidence of staff attendance or completion of the training must be provided.	Evidence of staff attendance or completion of the training must be provided.	Checked and seen by inspector
<b>Required higher standard for staffing (Blue)</b>	<i>There must be at least one full time member of staff for every 20 cats, or a higher number of qualified staff.</i>	<i>The licence holder needs to have at least one full-time member of staff for every 15 dogs kept.</i>	<i>This condition is met, see staff list</i>
<b>Optional higher standard for staffing (Red)</b>	<i>There must be at least one member of staff that has a relevant Ofqual regulated Level 3 qualification.</i>	<i>There must be a member of permanent, full-time staff with an appropriate Level 3 Ofqual regulated qualification.</i>	<i>3 x Lvl 3s</i>
<hr/>			
<b>5.1 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape.</b>  <b>They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.</b>	<p>Timber must be good quality and well kept.</p> <p>Any damaged areas must be sealed or over-clad.</p> <p>Wood must be smooth, treated, properly maintained and waterproof.</p> <p>Interior surfaces, including floors, must be smooth and waterproof.</p> <p>Surfaces must be able to be disinfected, where appropriate.</p> <p>Floors must have a non-slip, solid surface.</p> <p>Junctions between sections must be covered or sealed.</p> <p>There must not be any sharp edges, projections, rough edges or other hazards which could injure a cat.</p> <p>Windows and doors must be:</p> <ul style="list-style-type: none"> <li>• escape proof</li> </ul>	<p>Dogs should be accommodated in a kennel unit, defined as a sleeping area and an attached run.</p> <p>The interior and exterior of the buildings must be maintained in good repair.</p> <p>Outer paths, gardens, exercise areas and general surroundings must be kept in a good, clean, presentable condition.</p> <p>There must not be any sharp edges, projections, rough edges or other hazards that could risk injuring a dog.</p> <p>Timber, if used, must be:</p> <ul style="list-style-type: none"> <li>• good quality</li> <li>• well-kept</li> <li>• sealed or over-clad if there are any damaged areas</li> </ul> <p>Exposed wood must be smooth, treated and properly maintained to render it waterproof.</p>	<p>Dogs should be accommodated in a kennel unit, defined as a sleeping area and an attached run.</p> <p>The interior and exterior of the buildings must be maintained in good repair.</p> <p>All dogs have access to both a sleeping area and a run</p> <p>There are 11 kennels @ 4m<sup>2</sup></p> <p>13 kennels @ 2.85m<sup>2</sup></p> <p>8 kennels (used for the strays) @ 1.9m<sup>2</sup> – this is adequate and meets the standards for temporary accommodation.</p> <p>All kennels are stone and where there is wood, it is well maintained and treated with non-toxic substances.</p> <p>There are no sharp edges or hazards</p>

	<ul style="list-style-type: none"> <li>• strong enough to resist scratching</li> <li>• capable of being secured properly</li> </ul> <p>Access doors must not be propped open.</p> <p>All wire mesh or fencing must be strong and rigid. It must be kept in good repair to prevent escape.</p> <p>External doors or gates must be lockable.</p> <p>Staff must have easy access to keys in case of an emergency.</p> <p>Gaps or openings must be small enough to prevent a cat's head passing through, or trapping any limb or body parts.</p> <p>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.</p> <p>Door openings must be constructed in a way that the passage of water or waste is not prevented.</p> <p>Water or waste must not be allowed to gather because of inaccessibility.</p> <p>If cats have access to mesh, the diameter of the wire must not be less than 1.6 millimetres (16 gauge welded mesh).</p> <p>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.</p> <p>Any drainage must be effective to make sure there is no standing or pooling of liquids. A</p>	<p>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.</p> <p>No standing water from cleaning or urine is acceptable.</p> <p>Drainage must be permanently unblocked, with liquids able to run off into drains immediately.</p> <p>Drainage channels should be provided so that urine is not allowed to pass over walk areas, in corridors and communal access areas.</p> <p>Any drain covers in areas where dogs have access must be secure and designed and located to prevent toes and claws from being caught.</p> <p>All interior surfaces that dogs have access to must be cleaned regularly and maintained in good order and repair.</p> <p>Wherever possible, interior surfaces must be smooth, waterproof and able to be cleaned.</p> <p>Floors must be non-hazardous for dogs to walk on, in particular to avoid slipping.</p> <p>Doors and windows to the outside must be escape proof, securable, strong enough to resist impact and scratching, and to prevent injury.</p> <p>External doors and gates must be lockable.</p> <p>Those involve.</p>	<p>The floors are painted floors and are clean and smooth,</p> <p>The drainage channels are clear and are free from debris</p> <p>All wire mesh is compliant and 14 gauge</p> <p>All gates and doors are lockable</p> <p>██████ and ██████ live on site and ██████ is an emergency key holder</p> <p>There are no gaps or openings for the cats to escape or trap any body parts in</p> <p>All units doors are compliant</p> <p>Water can pass under all the doors</p> <p>All drains are covered and safe as far as I can see</p> <p>All interior surfaces are smooth and clean And easy to clean</p> <p>Mesh used for cattery is compliant at 16 gauge</p> <p>All doors and windows are safe and secure</p> <p>All doors are lockable</p> <p>Mesh is situated on the outside to prevent scratching</p> <p>All drainage is clear and free from debris</p>
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	<p>minimum gradient of 1:80 is advised to allow water to run off.</p> <p>Waste or water must not run off into neighbouring pens or cat units.</p> <p>Units must open onto secure corridors or other secure areas so that cats cannot escape from the premises.</p> <p>Units should be designed so cats can exercise and be handled within the unit.</p>	<p>d in the care of the dogs must have easy access to keys and any key code in case of emergency.</p> <p>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.</p> <p>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).</p> <p>Square mesh size must not exceed 50 millimetres by 50 millimetres and for chain link it must not exceed 75 millimetres by 50 millimetres.</p> <p>Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts.</p> <p>Any electrical sockets and appliances in the dog designated rooms and where the dogs have access to must be secure and protected against damage.</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>Gradient is compliant and obvious to the eye</p> <p>No waste or watering can reach neighbouring pens</p> <p>Both kennel and cattery units have several gates and 'tiger traps' No doors open immediately onto the outside, there are internal gates also.</p> <p>All corridors are secure</p> <p>Units are designed so the cats have a choice of areas including large runs accessed by a cat flap.</p> <p>There are ramps and shelving for the cats</p> <p>Units are large and oversized</p> <p>The wire fencing around the kennels is security standard fencing which is concreted into the ground.</p> <p>The fencing is high grade and professionally installed</p> <p>No gaps or apertures – fully secure</p> <p>All electrical sockets are professionally fitted and are safe as far as I can see.</p> <p>All doors are compliant</p>
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<p><b>5.2 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) at all times with respect to:</b></p> <p><b>(a) their behavioural needs,</b>  <b>(b) its situation, space, air quality, cleanliness and temperature</b>  <b>(c) the water quality (where relevant),</b>  <b>(d) noise levels</b></p>	<p>Cats must not be restricted to areas that get too hot or too cold, causing them distress.</p> <p>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.</p> <p>Additional heat may be provided by heated beds or pads, but they must not be the main source of heat for the cats.</p> <p>The cat must be able to remove itself from the source of heat.</p>	<p>Dogs must not be restricted to areas when climatic conditions may cause them distress.</p> <p>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.</p> <p>Dogs must be monitored to check if they are too hot or too cold.</p> <p>If an individual dog is showing signs of heat or cold intolerance, steps must be taken to ensure the welfare of the dog.</p>	<p>Both dogs and cats have a choice of areas and can move away from heat sources</p> <p>Both the kennels and cattery have thermometers in every building and the temperatures are checked 3 times a day and recorded.</p> <p>There are heaters placed at ceiling level out of reach of all animals</p> <p>All animals can remove themselves from the heat source</p>



<p><b>(e) light levels</b> <b>(f) ventilation.</b></p>	<p>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.</p> <p>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.</p> <p>Cats must not be exposed to:</p> <ul style="list-style-type: none"> <li>• excessive or continuous noise - such as dogs barking</li> <li>• draughts</li> </ul> <p>Ventilation must be provided in interior areas to avoid excess humidity.</p>	<p>A dog must be able to remove itself from a direct source of heat.</p> <p>Adequate ventilation must be provided to all interior areas without the creation of excessive, localised draughts, and to avoid excess humidity.</p> <p>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.</p> <p>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.</p>	<p>All heaters are placed at ceiling height</p> <p>All ventilation throughout the premises is excellent</p> <p>The temperature for the cattery is checked and recorded 3 times per day = inspector seen and checked the records</p> <p>The cattery is immediately off the reception area via a double glazed door. It is extremely quiet</p> <p>Given the size of the premises I am surprised at the lack of barking. As the kennels are split into manageable blocks this helps to minimise the noise levels</p>
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<p><b>5.3 Staff must ensure that the animals are kept clean and comfortable</b></p>	<p>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.</p> <p>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.</p>	<p>Each occupied kennel must be cleaned daily at a minimum.</p> <p>Dogs must be removed from the area when it is being cleaned.</p> <p>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.</p> <p>This must include attention to coat, teeth, ears and nails and inspection for parasites.</p>	<p>Cats are not routinely groomed - this is a specialist requirement.</p> <p>Kennels are cleaned twice per day and spot cleaned throughout the day</p> <p>Cats are not removed from their units</p> <p>There is a dog grooming facility on site which is used for bathing the dogs.</p> <p>These are checked and advice would be sought if required</p>
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<p><b>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</b></p>	<p>Cats must have a litter tray. Scented litter must not be used.</p> <p>Bedding must be changed, cleaned and disinfected between cats or when soiled.</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.</p> <p>Where a dog will not toilet in its kennel unit, the dog must be removed from the kennel unit to toilet away from its bed and to exercise at least 4 times a day.</p>	<p>All cats have litter trays and multiple trays for multiple cats</p> <p>All litter is changed daily and required</p> <p>All dogs have access to an outdoor run</p> <p>Dogs have regular access to toileting</p>
<p><b>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.</b></p>	<p>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.</p> <p>Each occupied unit must be cleaned at least once each day.</p> <p>Units must be disinfected between new occupants and when necessary.</p> <p>Effective spot cleaning is allowed.</p> <p>If a pest problem is identified, a pest control programme must be put in place.</p>	<p>Kennel units must be inspected daily and kept in a clean condition, in accordance with the cleaning and disinfection procedure, produced by the facility.</p> <p>Kennels must be disinfected at least once a week and at occupancy change.</p> <p>Faeces must be removed from all areas as often as necessary and in any case a minimum of twice a day.</p> <p>Where a pest problem is identified, a control programme must be implemented.</p>	<p>All the units are inspected throughout the day as well as the 3 x temperature checks</p> <p>All units are cleaned twice per day and spot cleaned throughout the day</p> <p>All units are disinfected</p> <p>Faeces is removed as required</p> <p>Pest Control policy is in SOPs – checked and seen by inspector</p>
<p><b>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.</b></p>	<p>All animals must be transported according to the <a href="#">regulations laid down in current legislation</a>.</p> <p>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.</p> <p>Cats must always be transported in a suitable, strong cat carrier.</p>	<p>All animals must be transported according to the regulations laid down in current legislation.</p> <p>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.</p> <p>During transport, dogs must be suitably restrained to prevent injury, using any of the following:</p>	<p>No transportation is offered</p> <p>Transportation is only used for emergencies for the vet</p> <p>Dogs would be transported in the van which is professionally fitted out with crates</p> <p>Cats would be transported in their carrier</p>

	<p>This applies to travel:</p> <ul style="list-style-type: none"> <li>• within the cattery</li> <li>• in a vehicle</li> <li>• to and from a vehicle</li> </ul> <p>Vehicles must be cleaned and disinfected after each collection or delivery of any new cats.</p> <p>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.</p> <p>Consideration must be given to whether it is necessary to transport cats when the temperature poses a risk.</p> <p>Enough breaks must be given for water and food where appropriate.</p>	<ul style="list-style-type: none"> <li>• dog crate</li> <li>• transport harness</li> <li>• dog guard</li> </ul> <p>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.</p> <p>Vehicles must be cleaned and disinfected after each collection and delivery of any dogs.</p> <p>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.</p> <p>Consideration must be given to whether it is necessary to transport animals when the temperature poses a risk.</p> <p>Sufficient breaks must be offered for water, food where appropriate and the chance to go to the toilet.</p> <p>Dogs must be transported to vet facilities in an appropriate manner for their condition, taking care that transport does not cause further suffering.</p> <p>Veterinary advice on the condition of the animal and suitability for transport should be sought before transport.</p>	<p>All crates are standard size</p> <p>Vehicles will be disinfected after use</p> <p>No animals are left in vehicles they are transported to the vet</p> <p>No need for water breaks – only 5 mins away</p>
<p><b>5.7 All the animals must be easily accessible to staff and for inspection.</b></p>	<p>Where practicable this must be natural light, but artificial light must be available.</p>	<p>Where practicable this must be natural light, but artificial light must be available.</p>	<p>Light levels both natural and artificial are excellent</p>

<p><b>There must be sufficient light for the staff to work effectively and observe the animals.</b></p>	<p>If artificial lighting is used it must be within a range of 10 to 12 hours daily.</p> <p>Lights must be turned off overnight to provide a period of darkness.</p>	<p>Where artificial lighting is used, this must be within a range of 10 to 12 hours daily.</p> <p>Lights must be turned off to provide a period of darkness overnight.</p>	<p>Artificial lighting is available and turned off in the summer months – used as required</p> <p>All lights off at night</p>
<p><b>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.</b></p>	<p>If cats from the same household share a unit there must be multiples of all resources equal or greater than the number of cats.</p> <p>Examples of resources include:</p> <ul style="list-style-type: none"> <li>• food</li> <li>• water</li> <li>• litter trays</li> <li>• resting and sleeping areas</li> <li>• enrichment items (such as toys)</li> </ul>	<p>There must be multiples of all resources equal or greater than the number of dogs in the unit.</p> <p>Resources include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• food</li> <li>• water</li> <li>• enrichment items (such as toys)</li> <li>• resting and sleeping areas</li> </ul> <p>Dogs must be carefully monitored, especially at feeding times.</p>	<p>Only cats from the same household can share a unit</p> <p>All animals have multiple resources in their units</p>
<p><b>5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.</b></p>	<p>All cats must be checked often throughout the day.</p> <p>The licence holder or responsible person must visit the cats at regular intervals no more than 3 hours apart (from 8am until 6pm).</p> <p>Cats must also be checked as often as needed for their individual health, safety and welfare.</p>	<p>Trained and competent staff must observe dogs regularly throughout the day as necessary for the individual health, safety and welfare of each dog.</p>	<p>All cats are checked regularly throughout the day- all recorded</p> <p>All staff are competent and hold the relevant qualifications for the job</p> <p>All staff have plenty of experience</p> <p>██████ and ██████ live on site so all the animals last checks 9pm</p>
<p><b>Required higher standards for providing a suitable environment for cats (Blue)</b></p>	<p><i>All cats must be checked at least once at an appropriate interval out of hours (between 6pm and 8am) by a person or CCTV.</i></p> <p><i>Temperature in the sleeping area must be between 18°C and 26°C.</i></p> <p><i>The environment must have a layout and design that gives the cats choice.</i></p>	<p><i>Dogs must be provided with a design and layout that gives them choice.</i></p> <p><i>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.</i></p>	<p><i>All animals are checked on throughout the day and this is recorded</i></p> <p><i>Last night checks are around 9pm</i></p> <p><i>CCTV throughout the premises</i></p>

		<i>There must be documented records for checking.</i>	<i>All temperatures are checked and recorded</i>
<b>Optional higher standards for providing a suitable environment cats (Red)</b>	<p><i>Ventilation must be a managed, fixed or portable, air system to maintain appropriate temperatures in all weathers.</i></p> <p><i>This can be an air conditioning unit or removable fans - but these must be safely installed away from cats.</i></p>	<p><i>Ventilation must be a managed, fixed or portable air system to make sure appropriate temperatures are maintained in all weathers.</i></p> <p><i>This can be an air conditioning unit or removable fans safely installed away from animals.</i></p> <p><i>A noise management plan to reduce noise to the dogs must be in place.</i></p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li><i>• physical barriers</i></li> <li><i>• sound-absorbing build structure</i></li> <li><i>• positive reinforcement training to keep barking down</i></li> <li><i>• kennel design to prevent noise generation with demonstration of effectiveness</i></li> </ul>	<p><i>All ventilation meets the required standards throughout the premises</i></p> <p><i>Noise management plan held in SOPs – checked and seen by inspector</i></p> <p><i>Fans are available in the hotter months if required</i></p> <p><i>All buildings are fully insulated and double glazed and built to building regs</i></p>
<b>6.0 Suitable Diet</b>			
<b>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.</b>	<p>Adult cats must have at least 2 meals a day at least 8 hours apart, as appropriate to the cat's needs.</p> <p>Dietary requirements that are agreed with the owner must be followed.</p> <p>If there are concerns about an individual cat's diet, veterinary advice must be sought.</p> <p>One feeding bowl and one water bowl must be provided for each cat. These must be separate containers.</p>	<p>Adult dogs must be fed at least once per day and in accordance with the individual dog's needs.</p> <p>Dogs must be fed a complete diet appropriate to their age, breed, activity level and stage in the breeding cycle.</p> <p>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.</p>	<p>All animals are fed according to owner's instructions</p> <p>All dietary requirements are met and all details are recorded on the dogs registration forms</p> <p>All animals have a food bowl and a water bowl</p>

	Food and water must be kept away from each other and away from the litter tray (at least 60 centimetres apart).	Dogs must be fed separately from other dogs, unless the owner has agreed dogs from the same household can share a unit.	Cats bowls are separated and compliant  All dogs are fed separately
<b>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</b>	<p>If a cat has no appetite for longer than 48 hours, veterinary advice must be sought.</p> <p>Seek advice from a vet earlier if there are specific concerns or known health problems.</p> <p>Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking too much.</p> <p>The general condition of the cats must be observed.</p> <p>Cats displaying significant weight loss or gain must be checked by a vet and treated as needed.</p>	<p>Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours.</p> <p>If there are concerns, staff must seek veterinary advice.</p> <p>Water intake must be checked and staff must seek veterinary advice if the dog is not drinking or is drinking excessively.</p> <p>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.</p> <p>Staff must follow veterinary advice if they feed dogs that:</p> <ul style="list-style-type: none"> <li>• are debilitated, underweight or ill</li> <li>• have specific dietary requirements</li> </ul>	<p>A vet would be called as required</p> <p>All water intake for all the animals is monitored and recorded – checked and seen.</p> <p>All animals are monitored and all details are recorded</p> <p>Any doubts or concerns and a vet would be called My Pets Vets attend the premises</p>
<b>6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.</b>	<p>Food bowls should be emptied and cleaned following feeding so that food, particularly wet food, is not left out until the next feeding time.</p> <p>Fridges for feed storage must be provided.</p> <p>Feed must be stored away from risk of vermin and in cool and dry places.</p>	<p>Food bowls should be emptied and cleaned following feeding so that food, particularly wet food, is not left out until the next feeding time.</p> <p>The premises must have fridges to store feed.</p> <p>Feed must be stored:</p> <ul style="list-style-type: none"> <li>• away from risk of vermin</li> <li>• in appropriately cool and dry places</li> </ul>	<p>All bowls are cleaned after each use</p> <p>Fridges and freezers are available</p> <p>All blocks have their own feed rooms</p>
<b>6.4 Feed and drinking receptacles must be</b>	Receptacles must be:	Receptacles must be:	Metal bowls used
		<ul style="list-style-type: none"> <li>• non-porous</li> </ul>	

<p><b>capable of being cleaned and disinfected, or disposable.</b></p>	<ul style="list-style-type: none"> <li>• non-porous</li> <li>• cleaned daily</li> <li>• disinfected between different cats</li> <li>• disinfected at least once every week</li> <li>• disposed of if damaged</li> </ul>	<ul style="list-style-type: none"> <li>• cleaned daily</li> <li>• disinfected between different dogs</li> <li>• disinfected at least once every week</li> <li>• disposed of if damaged</li> </ul>	<p>Would be disposed of if necessary</p>
<p><b>6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.</b></p>	<p>Fresh, clean drinking water must be provided each day.</p> <p>It must be in a clean container and changed or refreshed as often as needed.</p> <p>Several water bowls must be available to make sure all the cats have access to water.</p>	<p>Fresh clean drinking water must be provided daily in a clean container and changed or refreshed as often as necessary.</p> <p>There must be multiple water bowls provided so that all dogs have ready access to water.</p>	<p>Fresh water available ad-lib and as required</p> <p>Multiple bowls for multiple animals</p>
<p><b>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.</b></p>	<p>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.</p> <p>Soap and hygienic hand drying facilities must also be available.</p> <p>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.</p>	<p>A separate hand wash basin with an adequate supply of hot and cold water must be provided for staff to wash their hands.</p> <p>This must be connected to a suitable drainage system.</p> <p>Soap and hygienic hand drying facilities must also be available.</p> <p>The food preparation area must be kept clean and vermin-free at all times.</p> <p>Receptacles for a dog's food and drink must not be used for any other purposes.</p>	<p>Plenty of handwash facilities – hot and cold water all fully plumbed in</p> <p>Soap and hand gel available</p> <p>Food prep areas are all separate and clean</p>
<p><b>7.0 Monitoring Of Behaviour And Training Of Animals</b></p>			
<p><b>7.1 Active and effective environmental enrichment must be provided to the animals</b></p>	<p>The business must have a documented programme that shows how they provide an enriching environment to the cats.</p>	<p>A documented programme must be available and agreed with the owner, setting out enrichment both inside and outside.</p>	<p>This is kept in the SOP file -checked and seen by inspector</p>

<p><b>in inside and any outside environments.</b></p>	<p>All cats must have access to:</p> <ul style="list-style-type: none"> <li>• appropriate toys</li> <li>• scratching posts</li> <li>• hiding places</li> </ul> <p>Items must be checked each day to make sure they remain safe.</p> <p>Feeding enrichment can be provided too unless a vet advises against it.</p>	<p>This includes grooming, socialisation and play.</p> <p>All dogs must receive appropriate toys or feeding enrichment (or both) unless veterinary advice suggests otherwise.</p> <p>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.</p> <p>Potential competition between dogs must be avoided.</p>	<p>All cats have scratching posts, toys and hiding places</p> <p>All items are checked and would be disposed of if required</p> <p>All dogs receive appropriate toys and are not left unattended</p> <p>Competition is avoided</p>
<p><b>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.</b></p>	<p>Cats must not be taken from their individual units except in an emergency or for veterinary treatment.</p> <p>Communal exercise areas are not acceptable.</p>	<p>Opportunities to exercise must involve at least one walk per day or access to a secure open space away from the kennel unit.</p> <p>Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.</p> <p>No more than 6 dogs per person can be walked at one time.</p> <p>The owner's consent is needed for a dog to walk with other dogs.</p> <p>Dogs must be familiarised with each other before the walk.</p> <p>Dogs that cannot be exercised must be provided with alternative forms of mental stimulation.</p> <p>Outdoor areas must not be used by more than one dog at any one time, unless they are from the same household or prior</p>	<p>Cats not removed from their units</p> <p>No communal area for the cats</p> <p>Dogs are walked 2 per day for 20 mins each time</p> <p>Dogs all have several pens and enclosures where the dogs from the same family can run free in a secure area and play – they are still monitored even though they are from the same family</p> <p>Dogs are walked one on one</p> <p>Dogs are all familiarised prior to walking</p> <p>There are several paddocks which are secure there is 7 acres split into small paddocks which are secure and suitable for dogs which cannot be walked</p> <p>Only one at a time or 2 from the same family</p>



		<p>written consent has been obtained from the owners.</p> <p>Outdoor areas must be cleared of all potential hazards after each use.</p> <p>Faeces must be picked up between dogs using an area.</p> <p>Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards.</p> <p>Dogs must not have direct access to bins.</p> <p>The outdoor or garden area of the premises and any other area that boarded dogs may have access to must be secure and safe.</p> <p>Dogs must not have unsupervised access to ponds, pools, wells and any other garden feature that might be a threat.</p>	<p>Consent is sought from the owners for keeping the dogs together and exercising them</p> <p>No hazards</p> <p>Removed as required</p> <p>No artificial turf</p> <p>No access to bins</p> <p>Garden not used that is private family garden – but 7 other acres for the dogs</p> <p>No unsupervised access to water</p>
<p><b>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.</b></p>	<p>The behaviour of each cat must be monitored each day.</p> <p>Changes in behaviour must be recorded and acted upon if there are signs of:</p> <ul style="list-style-type: none"> <li>• suffering</li> <li>• stress</li> <li>• fear</li> <li>• aggression</li> <li>• anxiety</li> </ul> <p>Staff must get advice from a vet, who may refer the cat to a suitably qualified animal behaviourist.</p>	<p>The behaviour of each dog must be monitored daily.</p> <p>Changes in behaviours must be recorded and acted upon if there are signs of:</p> <ul style="list-style-type: none"> <li>• suffering</li> <li>• stress</li> <li>• fear</li> <li>• aggression</li> </ul> <p>All staff must be able to identify dogs that are anxious or fearful about contact. Records of assessment must be kept.</p>	<p>All behaviours of the animals is recorded</p> <p>The cats have a write up on their file for how they have interacted during their stay</p> <p>The dogs have a similar sheet recording any behaviour</p> <p>Any adverse behaviour would be recorded and the owner would be informed</p>

		<p>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:</p> <ul style="list-style-type: none"> <li>• elderly</li> <li>• nervous</li> <li>• on certain medication</li> </ul> <p>Staff must also take account of their individual needs.</p> <p>Staff must get advice where necessary from a suitably qualified clinical animal behaviourist.</p>	<p>All dogs are assessed for these traits and [REDACTED] and her staff pay particular attention to these dogs and take their time with them</p> <p>All dogs have their individual needs are catered</p>
<b>7.4 Where used, training methods or equipment must not cause pain, suffering or injury.</b>	Cats are not likely to be trained when staying in a boarding cattery.	<p>Training must be reward based. This means staff must reward desired behaviour and ignore unwanted behaviour.</p>	<p>N/A for cats</p> <p>Training not routinely offered – but basics are reinforced</p>
<p><b>7.5 All immature animals must be given suitable and adequate opportunities to:</b></p> <p><b>(a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and</b></p> <p><b>(b) become habituated to noises, objects and activities in their environment.</b></p>	<p>Habituation and socialisation happens early in cats - mostly before 8 weeks of age.</p> <p>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.</p> <p>Kittens would be very susceptible to disease. They would also need an appropriate environment to learn and develop.</p>	<p>Documented processes must be in place to accommodate the needs of dogs under one year of age.</p>	<p>Immature Animal Policy kept in SOPs</p> <p>Kittens are taken only after both sets of vaccines and no unneutered cats</p> <p>Puppies are taken after they've been fully vaccinated</p>
<b>Optional higher standards for</b>	<i>Behavioural observations must be recorded daily.</i>	<i>There must be a clear plan setting out 2 periods of exercise per dog each day for a minimum of 20 minutes each.</i>	<p><i>All behaviour is recorded</i></p> <p><i>Minimum 2 periods of exercise</i></p>

<b>monitoring animal behaviour (Red)</b>		<i>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>	<i>Secure paddocks for dogs that cannot go on walk</i>
<b>8.0 Animal Handling and Interactions</b>			
<b>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.</b>	<p>Cats must always be handled humanely and appropriately to suit their individual needs.</p> <p>Handling must minimise stress and distress such as anxiety, fear, frustration and pain.</p> <p>Cats must never be punished so that they become frightened or display agitated behaviour.</p> <p>People must have the competence to handle cats correctly.</p> <p>They must be able to identify cats that are anxious or fearful about contact.</p> <p>A cat must not be picked up by the scruff of its neck (scruffing), unless it is an absolute last resort.</p>	<p>Dogs must always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress.</p> <p>Dogs must never be punished so that they become frightened or display agitated behaviour.</p> <p>People must have the competence to handle dogs correctly.</p> <p>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.</p> <p>They must also have the ability to recognise and act upon dogs with undesirable behaviours, as well as anxious or fearful dogs.</p> <p>A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site.</p>	<p>All animals are handled humanely</p> <p>Never punished</p> <p>All staff are fully competent to handle both cats and dogs</p> <p>Difficult Dog policy in SOPs</p> <p>Cats are never scruffed</p> <p>All adverse behaviours can be recognised and would be recorded and the owner informed</p> <p>Muzzles are available if required</p>
<b>8.2 The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals.</b>	<p>Cats from different households must never share a unit.</p> <p>If cats from the same household share a unit, the owner must have given written consent.</p> <p>The cats must also be monitored.</p>	<p>Only dogs from the same household can share a kennel unit and they must be monitored.</p> <p>The owner must give written authorisation to do this and consent must also include</p>	<p>Only cats from the same household can share a unit</p> <p>Only dogs from the same household can share a unit</p> <p>Consent forms signed at registration</p>

<p><b>No animals from a social species may be isolated or separated from others of their species for any longer than is necessary.</b></p>	<p>Consent from the owner must include authority to separate cats, if there are any problems.</p>	<p>the authority to separate the dogs if there are problems.</p>	<p>Consent forms are signed and cats that share a unit are monitored</p> <p>Dogs that share a unit are monitored</p> <p>For both cats and dogs consent is given by the owner to separate if required</p>
<p><b>8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.</b></p>	<p>Cats must have human interactions specific and appropriate to their needs.</p> <p>The needs of individual cats will be reassessed each day.</p> <p>A cat must never be forced to interact with a person or people.</p> <p>A cat must be able to avoid people if it wishes.</p>	<p>Animals should be encouraged, but never forced to interact with people.</p>	<p>Cats and dogs are never forced to interact with humans</p> <p>All cats are assessed each day, the cats have several choices within their unit to hide and avoid human contact if they wish</p>
<p><b>Required higher standard for animal interactions (Blue)</b></p>	<p><i>If more than one cat shares a unit, daily behavioural observations must be recorded and acted upon.</i></p> <p><i>These should especially focus on any signs of stress or aggression.</i></p>		<p><i>All cats are observed and their behaviour is recorded</i></p>
<p><b>9.0 Protection from Pain, Suffering, Injury and Disease</b></p>			
<p><b>9.1 Written procedures must:</b>  <b>(a) be in place and implemented covering</b>  <b>(i) feeding regimes</b>  <b>(ii) cleaning regimes</b>  <b>(iii) transportation</b></p>	<p>The procedures must demonstrate how the conditions in this guidance are met.</p>	<p>The procedures must include how the conditions outlined in this guidance are met.</p>	<p>All of these written procedures are in place and copies have been forwarded to Wigan Council</p>

<p>(iv) the prevention of, and control of the spread of, disease</p> <p>(v) monitoring and ensuring the health and welfare of all the animals</p> <p>(vi) the death or escape of an animal (including the storage of carcasses)</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>Inspector has checked and seen these procedures on site.</p>
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>			<p>All staff are fully aware</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>The business must have a facility to isolate any cat that is:</p> <ul style="list-style-type: none"> <li>• injured</li> <li>• sick</li> <li>• infectious or carrying a serious infectious disease</li> </ul> <p>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.</p>	<p>The business must have a facility to isolate any dog that is:</p> <ul style="list-style-type: none"> <li>• injured</li> <li>• sick</li> <li>• infectious or carrying a serious infectious disease</li> </ul> <p>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).</p>	<p>Isolation agreement is with My Pets Vet at Moss Industrial estate</p> <p>There is written evidence of this agreement held on the files</p>

	<p>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).</p> <p>All staff must understand the procedures to prevent the spread of infectious disease between cats.</p> <p>When staff are handling cats in the isolation facility, they must:</p> <ul style="list-style-type: none"> <li>• wear protective clothing and footwear</li> <li>• follow cleaning procedures</li> </ul> <p>The clothing must be kept in the isolation facility and only removed for cleaning and disinfection.</p> <p>Protective garments must either be:</p> <ul style="list-style-type: none"> <li>• changed and laundered with appropriate disinfectant</li> <li>• disposed of after handling a cat with a suspected infectious disease</li> </ul> <p>The following items must be stored in the isolation facility and ready to use:</p> <ul style="list-style-type: none"> <li>• separate feeding and water bowls</li> <li>• a dedicated safe cat basket and bedding</li> <li>• litter trays and litter</li> <li>• cleaning utensils</li> </ul> <p>Any cats in the isolation facility must be checked as often as the other cats.</p> <p>Staff must visit them after the other cats.</p>	<p>All staff must understand the procedures to prevent the spread of infectious disease.</p> <p>Where infectious disease is present in the whole premises, barrier nursing procedures, and people trained in these, must be implemented.</p> <p>This includes use of protective clothing and footwear (where applicable) changed between enclosures, separate storage of equipment and segregation of waste.</p> <p>Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area.</p> <p>Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to.</p> <p>Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.</p> <p>Dogs in the isolation facility must be checked at least as frequently as other dogs.</p> <p>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.</p>	<p>All staff understand the protocols</p> <p>All staff are trained</p> <p>PPE available</p> <p>Would be taken to the vets immediately</p> <p>All equipment would be disinfected and disposed of if required</p>
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	<p>If a separate person is caring for cats in the isolation facility this does not apply.</p>		<p>Only one member of staff would disinfect the unit once the dog had been taken to the vets</p>
<p><b>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.</b></p>	<p>The business owner must see an up-to-date veterinary vaccination record for all cats.</p> <p>The cats must have current vaccinations against:</p> <ul style="list-style-type: none"> <li>• feline panleukopenia</li> <li>• feline parvovirus, also known as feline infectious enteritis</li> <li>• feline respiratory viruses (feline herpesvirus and feline calicivirus)</li> </ul> <p>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.</p> <p>Vaccines used must be licensed for use in the UK. Homeopathic vaccination is not acceptable.</p> <p>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.</p> <p>Treatment must only happen after either:</p> <ul style="list-style-type: none"> <li>• having a consultation with a vet, using the product as directed</li> <li>• getting written consent from the owner or nominated person to treat the cat</li> </ul>	<p>An up-to-date veterinary vaccination record must be seen to show that dogs, including resident dogs, have current vaccinations against:</p> <ul style="list-style-type: none"> <li>• canine parvovirus</li> <li>• canine distemper</li> <li>• infectious canine hepatitis (adenovirus)</li> <li>• leptospirosis</li> <li>• other relevant diseases</li> </ul> <p>Vaccination against other diseases such as kennel cough (bordetella bronchiseptica or canine parainfluenza virus) may be required.</p> <p>A vet certificate of a recent protective titre test may be accepted instead of a booster vaccination.</p> <p>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.</p> <p>Primary vaccination courses must be completed at least 2 weeks before acceptance into boarding.</p> <p>Vaccines used must be licensed for use in the UK. Homeopathic vaccination is not acceptable.</p> <p>If there is evidence of external parasites such as fleas, ticks or lice, the dog must be treated with an appropriate product authorised by</p>	<p>All animals are required to be fully vaccinated prior to any bookings being taken.</p> <p>All dates for most recent vaccination is noted – the card is required for every booking</p> <p>Titre testing aware</p> <p>No homeopathic vaccinations used</p> <p>All animals are treated for fleas and worms prior to visit</p> <p>No animals are taken within 2 weeks of being vaccinated with kennel cough</p> <p>Kennel cough is insisted upon</p>

		<p>the Veterinary Medicines Directorate (VMD) and licensed for use in the UK.</p> <p>Treatment must be discussed with a vet before giving it to the dog. The owner must consent to this.</p>	
<p><b>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.</b></p>	<p>Waste (urine and faeces) must be:</p> <ul style="list-style-type: none"> <li>in a clearly-marked bin which is emptied each day or when full - whichever is sooner</li> <li>removed in line with the documented cleaning and disinfection procedure</li> </ul> <p>Storage of waste must be away from areas where food or animals are kept.</p>	<p>This must be in a clearly-marked bin which is emptied either daily or when full, whichever is the sooner.</p> <p>Excreta must be removed in accordance with the documented cleaning and disinfection procedure.</p> <p>Storage of excreta must be away from areas where animals or food are kept.</p>	<p>All removed as required</p> <p>Commercial contract with BIFFA and there is a portion of composting also</p>
<p><b>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.</b></p>	<p>When a trained first aider suspects a cat is ill or injured, contact a vet for advice immediately.</p> <p>The business must record any instructions for treatment and seek further advice if there's ongoing concern.</p> <p>They must contact the cat's owner or nominated person.</p>		<p>All staff are First Aid trained</p>
<p><b>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</b></p>	<p>Any preventative treatment must be given with the written consent of the owner and under the direction of the vet.</p>	<p>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.</p> <p>Further advice must be sought if there is ongoing concern.</p>	<p>All treatment would be with direction and consent from the owner and vet</p>



		Any preventive treatment must be administered with written consent from the owner and under the direction of a vet.	Covered on the consent form
<b>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.</b>	<p>The vet's details must be displayed where they can be easily seen by all staff members.</p> <p>This must include:</p> <ul style="list-style-type: none"> <li>• name</li> <li>• address</li> <li>• telephone number</li> <li>• out of hours telephone number</li> </ul> <p>The veterinary practice must be within a reasonable travel distance.</p> <p>When cats are boarding, the licence holder must get written consent from the cat's owner to state which vet will be used.</p>	<p>The vet's details must be displayed where they can be easily seen by all staff members.</p> <p>This must include:</p> <ul style="list-style-type: none"> <li>• name</li> <li>• address</li> <li>• telephone number</li> <li>• out of hours telephone number</li> </ul> <p>The veterinary practice must be within a reasonable travel distance.</p> <p>The licence holder will decide which vet they will use.</p> <p>They must get written consent from the dog's owner before taking the dog to the vet.</p>	<p>Vet details in reception with all relevant numbers on</p> <p>All the owner's vet details are taken, but consent is given to use Bancroft's nominated vet</p>
<b>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.</b>	<p>All courses must be completed to the specifications given by the vet.</p> <p>Any unused medications must be returned to the owner or prescribing vet.</p> <p>A fridge must be available to store any medicines that need to be kept at certain temperatures.</p>	<p>All courses must be completed to the specifications given by the vet.</p> <p>Any unused medications must be returned to the owner, nominated contact or prescribing vet.</p> <p>A fridge must be available to store medicines that need to be kept at low temperatures.</p>	<p>All courses would be completed by direction of the vet</p> <p>Any unused meds are returned</p> <p>Fridge available for meds</p>
<b>9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the</b>		All medications must only be used with prior consent of the owner and in discussion with a vet.	Only with consent and direction from owner and vet

instructions of the manufacturer or vet.			
<p><b>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.</b></p>	<p>Disinfectant products must be able to kill viruses and bacteria (viricidal and bactericidal).</p> <p>The choice of cleaning and disinfectant products must be based on:</p> <ul style="list-style-type: none"> <li>• suitability</li> <li>• safety</li> <li>• compatibility</li> <li>• effectiveness</li> </ul> <p>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.</p> <p>Staff using cleaning products must be competent in the safe use of detergents and fluids.</p> <p>Cleaning products must:</p> <ul style="list-style-type: none"> <li>• be kept out of the reach of animals</li> <li>• never be left in the cat unit</li> </ul> <p>Any equipment that has been used on an infectious or suspected infectious cat must be cleaned and disinfected after use or disposed of.</p> <p>Medication must only be used with prior consent of the owner or after a discussion with a vet.</p>	<p>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>The choice of cleaning and disinfectant products must be based on suitability, safety, compatibility and effectiveness.</p> <p>Disinfectant products must be virucidal as well as bacteriocidal.</p> <p>Staff using cleaning products must be competent in the safe use of detergents and fluids.</p> <p>Cleaning products must be kept entirely out of the reach of animals, and must never be left in kennels.</p> <p>Standing water must not be allowed to accumulate due to the possibility of pathogens residing in these moist environments.</p> <p>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.</p> <p>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).</p>	<p>Fresh Pet used</p> <p>All dilution instructions are followed</p> <p>All staff trained on use of disinfectant</p> <p>No standing water visible during inspector</p> <p>All grooming equipment is cleaned after use</p> <p>All toys are disinfected after use</p>

		<p>Kennels of long stay dogs must undergo periodical thorough cleaning, disinfection and drying.</p> <p>Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use or disposed of.</p>	<p>Would be disposed of</p>
<p><b>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:</b></p> <p><del>(a) in the case of fish, a person who is competent for such purpose</del></p> <p><del>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose</del></p>	<p>Only a vet can euthanise a cat.</p> <p>The licence holder must keep a record of:</p> <ul style="list-style-type: none"> <li>• all euthanasia</li> <li>• the qualified vet that carried it out</li> </ul> <p>Euthanasia must not take place until the owner or nominated person gives consent - unless it is crucial for the welfare of the cat.</p>	<p>Only a vet may euthanise a dog.</p> <p>The licence holder must keep a record of all euthanasia and the identity of the qualified vet that carried it out.</p> <p>The owner or designated main point of contact must be contacted to give consent.</p> <p>Unless imperative for the welfare of the dog, euthanasia must not take place until consent is given.</p>	<p>Only a vet can euthanase a dog</p> <p>All records kept – none currently</p> <p>The vet would seek consent form the owner or designated emergency contact</p>
<p><b>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</b></p>			<p>All dogs and cats are checked regularly throughout the day – these checks are recorded</p>

<p>must be checked more frequently.</p>			
<p><b>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.</b></p>	<p>Inspectors must be able to access any record and associated checklists.</p> <p>Presence or absence of faeces and urine must be monitored each day.</p> <p>Any abnormalities must be recorded and acted upon as needed.</p> <p>Cats staying long-term (over 3 weeks) must be checked for weight-loss or gain.</p> <p>If there are any concerns, advice must be sought from a vet.</p>	<p>Records and any associated checklists must be made available to inspectors.</p> <p>Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.</p>	<p>All records and checklists were made available to the inspector all checked and seen</p> <p>All toileting is monitored and recorded</p> <p>Vet would be called as required</p>
<p><b>Optional higher standard for protecting cats from pain, suffering, injury and disease (Red)</b></p>	<p><i>Designated on site isolation facilities must be available.</i></p> <p><i>They must be the same size and have the same facility requirements as a normal cattery unit.</i></p>		<p><i>Isolation is by agreement with My Pets Vets</i></p>
<p><b>10.0 Emergencies</b></p>			
<p><b>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</b></p>	<p>Entrances and fire exits must be clear of obstructions at all times.</p> <p>Suitable firefighting, prevention and detection equipment must be available. It must be maintained and in good working order.</p> <p>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.</p>	<p>Entrances and fire exits must be clear of obstructions at all times.</p> <p>Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order.</p> <p>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.</p>	<p>All fire exits are clear</p> <p>Fire extinguishers</p> <p>Fire Blankets</p> <p>Smoke alarms</p> <p>carbon monoxide detector</p>

<p><b>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.</b></p>	<p>Where appropriate, there must be at least one carbon monoxide detector.</p> <p>An emergency drill programme must be in place with annual testing, or as required by fire risk assessments.</p> <p>All new members of staff must have this training as part of their induction programme.</p> <p>There must be a plan for housing of the cats if the premises become uninhabitable.</p> <p>There must be a written policy in place for dealing with extremes of temperature and weather conditions (hot and cold).</p> <p>All electrical installations must be installed by a qualified person and maintained in a safe condition.</p> <p>They must be sited in a way that does not present a risk.</p> <p>All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</p>	<p>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.</p> <p>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.</p> <p>There must be a plan for housing of the dogs should the premises become uninhabitable.</p> <p>There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold).</p> <p>All electrical installations must be installed by appropriately qualified persons in a location where they do not present a risk.</p> <p>All equipment must be maintained in a safe condition and good state of repair and must be serviced according to manufacturer's guidelines.</p>	<p>First Aid kits for in the kennel and cattery</p> <p>Emergency drill is kept in SOP file – checked and seen by inspector</p> <p>In case of evacuation [REDACTED] has several places where she can temporarily accommodate the cats and dogs</p> <p>Emergency contacts would be used</p> <p>All electrical installations are professionally fitted and safe as far as I can see</p> <p>All equipment is well maintained as far as I can see</p>
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<p><b>10.2 The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become</b></p>			<p>Emergency measures paperwork in SOPs</p>
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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.			All 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.	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.	██████████ and she is an emergency key holder
<i>Required higher standard for emergencies (Blue)</i>	<i>A competent person must be on site at all times.</i>	<i>A member of staff must be on site at all times.</i>	██████████ live on site

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

2.1 Cats within the premises to which the licence relates 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: <ul style="list-style-type: none"> <li>• on the end walls of the exercise run</li> <li>• at each end of the cattery block</li> </ul>	Full length sneeze barriers
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<p><b>2.2 There must be a safe, secure, waterproof roof over the entire cat unit.</b></p>	<p>Materials used for the exercise run must be capable of filtering UV light and providing enough shade.</p>	<p>Fully insulated roof over whole cattery</p>
<p><b>2.3 A cat unit may only be shared by cats from the same household.</b></p>		<p>Only from the same household</p>
<p><b>2.4 Communal exercise areas are not permitted.</b></p>		<p>N/A</p>
<p><b>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.</b></p>	<p>A one page summary of the cat or cats must be outside each unit or kept in an accessible place for staff.</p> <p>The summary must include:</p> <ul style="list-style-type: none"> <li>• the cat's name</li> <li>• its age</li> <li>• its sex</li> <li>• any relevant medical, behavioural or dietary information</li> </ul>	<p>Summary outside each cat unit</p>
<p><b>2.6 Each cat unit must provide the cat with sufficient space to:</b></p> <p><b>(a) walk</b></p> <p><b>(b) turn around</b></p> <p><b>(c) stand on its hind legs</b></p> <p><b>(d) hold its tail erect</b></p> <p><b>(e) climb</b></p> <p><b>(f) rest on the elevated area</b></p> <p><b>(g) lie down fully stretched out without touching another cat or its walls</b></p>	<p><b>Minimum sizes for cat units</b></p> <p>The size of a cat unit includes the sleeping area plus the run area.</p> <p>The minimum height for all cat units is 1.8 metres.</p> <p>These minimum areas and dimensions must be achieved to give cats a suitable and appropriate comfortable space.</p> <p><b>Minimum sizes for walk in sleeping accommodation</b></p> <p>A unit for one cat must be at least:</p> <ul style="list-style-type: none"> <li>• 0.85 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 0.95m</li> </ul> <p>A unit for up to 2 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.5 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 1.25m</li> </ul> <p>A unit for up to 4 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.9 square metres for the area</li> <li>• 1.92 metres for the dimension, for example 1.2m by 1.6m</li> </ul> <p>New builds should not have the one cat size option.</p>	<p>All the cat units are over sized</p> <p>All units are oversized and [REDACTED] only uses the units for 2 cats and these units exceed the specifications</p>

**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

See above

All have ramps, steps and small chairs to enable the elderly or disabled cats to move around

All cats and their requirements are catered for



	<ul style="list-style-type: none"> <li>• 1.2 metres for the dimension, for example 1.2m by 1.85m</li> </ul> <p>Runs for up to 4 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 2.8 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 2.35m</li> </ul> <p>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.</p> <p>Cats do not use the underneath area.</p> <p>The 'one cat' size option has also been removed for new builds.</p> <p>Older catteries will have one cat size unit and shorter runs - this is acceptable. New builds must use the bigger dimensions.</p>	See above
<p><b>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.</b></p>	<p>Each unit must have space for at least 60 centimetres separation between the litter tray, resting place and feeding area.</p> <p>This allows cats to sit, rest and eat away from areas where they urinate and defecate.</p>	<p>Food and water is separated by more than 60cm</p> <p>And located away from litter tray</p>
<p><b>2.8 Cats must have constant access to their sleeping area.</b></p>	<p>A raised bed may help to avoid cats sleeping in any draughts.</p> <p>All beds and bedding areas must be kept clean, dry and parasite free.</p> <p>Bedding must be made of a material that is easy to wash, disinfect or disposed of.</p> <p>A cat must not be left without bedding, unless instructed otherwise by the cat's owner.</p> <p>Soft bedding materials must be provided and adapted if needed for old, young or infirm cats to help regulate their body temperature.</p> <p>Access between the exercise and sleeping accommodation must be through a securely fitted and suitably sized cat flap.</p>	<p>Raised beds are used</p> <p>All bedding is washed as required</p> <p>Vet bed is used</p> <p>Soft bedding is used</p> <p>Cat flap is used</p>

	It must be capable of being securely propped open if needed.	Can be propped open if required
<p><b>2.9 A litter tray must be provided at all times in each cat unit.</b></p> <p><b>A safe and absorbent litter material must be provided.</b></p> <p><b>Litter trays must be regularly cleaned and disinfected.</b></p>	<p>In a multiple cat unit, the number of trays must be appropriate to the number of cats.</p> <p>Trays must be impermeable, easy to clean, disinfect or dispose of.</p> <p>The tray must be:</p> <ul style="list-style-type: none"> <li>• large enough for the cat to turn around - at least 30 centimetres by 42 centimetres</li> <li>• deep enough for digging in litter - at least 3 centimetres deep</li> </ul> <p>The following materials are not considered acceptable to use as litter:</p> <ul style="list-style-type: none"> <li>• loose sawdust</li> <li>• shredded newspaper</li> <li>• sheet newspaper</li> <li>• soil</li> </ul>	<p>Multiple trays for multiple cats</p> <p>All trays are compliant</p> <p>Wood chip used</p>
<p><b>2.10 Each cat unit must include an elevated area.</b></p>	<p>These must be large enough for a cat to lie on and available in the sleeping accommodation or the run.</p> <p>Facilities must be available to give safe, easy access to elevated areas for any elderly, ill, very young or disabled cats.</p>	<p>All cats have elevated shelves and ramps and chairs are available in all units</p>
<p><b>2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.</b></p>	<p>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.</p> <p>New builds using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.</p>	<p>All sneeze barriers opaque</p>
<p><b>2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.</b></p>	<p>The width of the corridor between facing units must be at least 1.2 metres.</p> <p>If the width of a corridor is less than 1.2 metres, sneeze barriers must be applied to the front of the units.</p>	<p>Corridors is compliant</p>

<p><b>2.13 Any cat taken out of a cat unit must be secured in a suitable carrier.</b></p>	<p>A spare cat carrier must be kept at the cattery in case the owners do not arrive with their cat in a secure carrier.</p>	<p>Spare carriers available</p>
<p><b>2.14 The sleeping area must form part of the cat unit and be free from draughts.</b></p>		<p>All draught free</p>
<p><b>Required higher standards for providing a suitable environment for cats (Blue)</b></p>	<p><i>Cat units must be 1.5 times the minimum area sizes in this guide.</i></p> <p><i>The calculation of the total area can include raised areas.</i></p> <p><i>Sneeze barriers must be completely opaque rather than translucent.</i></p> <p><i>They will be:</i></p> <ul style="list-style-type: none"> <li>• <i>up to 600 millimetres and behind any shelves</i></li> <li>• <i>300 millimetres above and to the side of any shelves</i></li> </ul> <p><i>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.</i></p>	<p><i>All units are oversized – see above</i></p> <p><i>Cats have 2 raised areas within the units</i></p>
<p><b>3.0 Monitoring Of Behaviour And Training</b></p>		
<p><b>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.</b></p>	<p>Cats must be provided with a hiding place.</p> <p>This can be as simple as providing any of the following in the units:</p> <ul style="list-style-type: none"> <li>• a cardboard box</li> <li>• an igloo-type bed</li> <li>• the cat's own carrier</li> <li>• other structures</li> </ul> <p>Any reusable structures need to be replaced or cleaned and disinfected between each cat.</p>	<p>All cats have access to hiding places</p>
<p><b>3.2 Each cat unit must include a facility for scratching.</b>  <b>Any surface within a cat unit available for scratching must either be disinfected between uses by different cats or disposed of.</b></p>	<p>Each cat must have a scratching facility which can be disposed of, such as carpet squares or one that is waterproof such as wood.</p> <p>The scratching facilities must be capable of being cleaned.</p>	<p>All cats have scratching posts</p>

	<p>If a scratching facility is provided by the owner it must be kept within that cat's unit and used for that cat only.</p> <p>It must be returned to the owner at the end of the cat's stay.</p>	Scratching post are provided by Bancroft
<b>3.3 All cats must be provided with toys or feeding enrichment (or both) unless advice from a vet suggests otherwise.</b>		All cats are provided with toys
<b>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.</b>	<p>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.</p> <p>They must be returned to the owner at the end of the cat's stay.</p> <p>All toys and enrichment equipment must be cleaned and disinfected between different cats.</p> <p>Toys must be disposed of if they are not safe.</p>	<p>All toys are checked first and returned to the owner</p> <p>All toys are cleaned</p> <p>Disposed of if required</p>
<b>4.0 Records</b>		
<b>4.1 A register must be kept of all the cats on the premises which must include:</b> <b>(a) the dates of each cat's arrival and departure</b> <b>(b) each cat's name, age, sex, neuter status and a description of it or its breed</b> <b>(c) each cat's microchip number, where applicable</b> <b>(d) the number of any cats from the same household</b> <b>(e) a record of which cats (if any) are from the same household</b> <b>(f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details</b>	<p>Consent forms must cover:</p> <ul style="list-style-type: none"> <li>• veterinary treatment</li> <li>• consent to share or separate cats if needed</li> <li>• consent for toys or interaction preferences</li> <li>• record of baskets or items left at the cattery</li> </ul>	<p>Consent forms seen and checked by inspector – all consent forms in place</p> <p>All these records are kept and seen by the inspector</p>

<p>(g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency</p> <p>(h) the name and contact details of each cat's normal vet and details of any insurance relating to the cat</p> <p>(i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise</p> <p>(j) details of each cat's diet and related requirements</p> <p>(k) any required consent forms</p> <p>(l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments</p> <p>(m) details of any medical treatment each cat is receiving</p>		See above
<b>5.0 Protection From Pain, Injury, Suffering And Disease</b>		
<p><b>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.</b></p>		Cats not removed
<p><b>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.</b></p>	<p>Extra precautions must be taken to prevent the spread of disease.</p> <p>A separate member of staff should attend to these cats.</p>	Kennels entirely separately
<p><b>5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.</b></p>		All disinfected
<p><b>5.4 A preventative healthcare plan agreed with the vet with whom the licence holder has</b></p>		Healthcare agreement with My Pets Vets

<p><b>registered under paragraph 9(8) of Schedule 2 must be implemented.</b></p>		
<p><b>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.</b></p>		<p>Holding unit available</p>
<p><b>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.</b></p>	<p>A holding cat unit should be a minimum of 2.25 square metres for the floor area and 0.7 metres for the height.</p> <p>It needs to be able to fit a litter tray and bowls.</p> <p>A fold-up crate is acceptable.</p>	<p>Same size as standard units</p>

## **Granting or renewing a licence: risk-based approach**

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
<b>Low risk</b>	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
<b>Higher risk</b>	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. These concerns should also be reported directly to the UKAS-accredited body.

### Part B – Specific conditions: providing boarding in kennels for dogs (schedule 4, part 2 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.		NO dogs mix with any other animals
7.2 In each kennel unit, the sleeping area must:  (a) be free from draughts	This applies to new builds and extensions.  It does not apply to kennels rebuilding on an existing footprint.	All units have sleeping areas free from draughts

<p><b>(b) provide the dog with sufficient space without touching another dog or the walls to:</b>  <b>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</b></p> <p><b>(c) have a floor area which is at least twice the area required for the dog in it to lie flat</b></p> <p><b>(d) if built after the date on which these Regulations come into force, have a floor area of at least 1.9 square metres.</b></p>	<p>It is expected that many new boarding facilities will be significantly larger than the minimum sizes currently provided.</p>	<p>All units are oversized – no issues with sizing</p> <p>Large kennels – sizes are listed earlier in this form</p> <p>Kennels are either 2.85m<sup>2</sup> or 4m<sup>2</sup></p>
<p><b>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.</b></p>		<p>All kennels numbered and all information is listed outside the kennel unit</p>
<p><b>7.4 Each dog must have constant access to its sleeping area.</b></p>	<p>There must be a clean resting place to provide comfort and warmth that is situated out of draughts.</p> <p>All beds and bedding areas must be kept clean, dry and parasite free.</p> <p>Bedding must be made of a material that is easy to wash and disinfect, or is disposable.</p> <p>Bedding must be changed, cleaned and disinfected between dogs.</p> <p>A dog must not be left without bedding.</p> <p>Soft bedding materials must be provided and adapted if necessary for old, young or infirm dogs to help regulate their body temperature.</p> <p>If a dog chews or destroys its bedding, it must be replaced with an alternative.</p>	<p>All dogs have access to sleeping accommodation and a run</p> <p>All beds are clean and soft</p> <p>Vet bed used</p> <p>All bedding is changed as required</p> <p>All bedding is soft – vet bed used</p> <p>Bedding would be replaced</p>



<p><b>7.5 Each dog must have a clean, comfortable and warm area within its sleeping area where it can rest and sleep.</b></p>		<p>All dogs have warm beds available to them</p>
<p><b>7.6 Each exercise run must have a single, safe, secure, waterproof roof over a minimum of half its total area.</b></p>	<p>The roofing material must be of a material (ideally translucent) capable of filtering UV light and providing shade.</p> <p>A run must not be used as the primary sleeping area.</p>	<p>Kennels are built to building regs – fully insulated</p> <p>Not primary area</p>
<p><b>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.</b></p>	<p>Partition walls may be temporary, as long as they are safe and robust.</p>	<p>All walls are robust and permanent fixtures</p>
<p><b>7.8 Only dogs from the same household may share a kennel unit.</b></p>	<p>Written authorisation from the owner is required.</p>	<p>Authorisation is signed for on consent form</p>
<p><b><i>Required higher standard for providing a suitable environment for dogs (Blue)</i></b></p>	<p><i>The sleeping area must be at least 2.85 square metres.</i></p>	<p>Kennels meet this requirement and satisfy this condition</p>

<b>8.0 Monitoring Of Behaviour And Training</b>		
<b>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.</b>	<p>Items specific to a particular dog must be identified as such and only used for those dogs.</p> <p>Items such as leads must be removed when the dog is in its kennel unit.</p>	<p>All dogs items are identified and returned at end of stay</p> <p>Leads removed</p>
<b>8.2 All dogs must be provided with toys or feeding enrichment (or both) unless advice from a vet suggests otherwise.</b>	<p>Supervised enrichment opportunities must be offered to each dog at least daily.</p> <p>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.</p> <p>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.</p> <p>Dogs which show adverse behaviour associated with feeding, or when provided with food based enrichment, must be separated from other dogs prior to feeding.</p>	<p>All dogs are supervised at all times</p> <p>Dogs are fed according to the owner's instruction</p> <p>Dogs are only kept in pairs if from the same family otherwise dogs are one on one with the staff</p> <p>Dogs are fed separately</p>
<b>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.</b>		<p>All toys are checked and disinfected</p>
<b>8.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.</b>		<p>Dogs are walked 2 x per day</p>
<b>8.5 Any dog, which on the advice of a vet, cannot be exercised must be provided with alternative forms of mental stimulation.</b>	<p>Walks must be replaced with 2 extra periods of human interaction during the day using grooming, toys or play.</p> <p>Toys will ideally be on a rotation so that their preferences for different toys can be established and to minimise stress.</p>	<p>Dogs have access to secure paddocks if they cannot be walked</p>

<p><b>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 wants to.</b></p>	<p>This applies whether a dog is single, paired or group housed.</p> <p>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.</p>	<p>The dogs have a choice of area whereby they cant see another dog or human</p> <p>The screen or blanket is guidance NOT a condition. This is a specific instruction for a dog which requires this it is NOT something to enforce in a regular kennel situation</p>
<p><b><i>Required higher standard for monitoring dogs' behaviour and training (Blue)</i></b></p>	<p><i>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).</i></p>	<p><i>Minimum of 2 x per day</i></p>
<p><b>9.0 Records</b></p>		
<p><b>9.1 A register must be kept of all the dogs at the premises which must include:</b></p> <ul style="list-style-type: none"> <li><b>(a) the dates of each dog's arrival and departure</b></li> <li><b>(b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed</b></li> <li><b>(c) the number of any dogs from the same household</b></li> <li><b>(d) a record of which dogs (if any) are from the same household</b></li> <li><b>(e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details</b></li> <li><b>(f) the name, postal address, telephone number and email address of a local contact in an emergency for each dog</b></li> <li><b>(g) the name and contact details of the dog's normal vet and details of any insurance relating to the dog</b></li> <li><b>(h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise</b></li> <li><b>(i) details of the dog's diet and related requirements</b></li> <li><b>(j) consent forms</b></li> <li><b>(k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments</b></li> </ul>		<p>All of this information is kept in the individual dog's file and kept up to date</p>

<b>(l) details of any medical treatment each dog is receiving</b>		
<b>9.2 When outside the premises, each dog must wear an identity tag, which includes the licence holder's name and contact details.</b>		Dogs do not leave the premises
<b>10.0 Protection From Pain, Injury, Suffering And Disease</b>		
<b>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.</b>	<p>Units housing rescue or breeding dogs must be separate.</p> <p>Extra precautions must be taken to prevent the spread of disease and the licence holder must be able to demonstrate how this is managed.</p> <p>Ideally all equipment must be separate.</p>	<p>There is a separate unit for stray dogs which is on behalf of Wigan Council</p> <p>There are 8 units available</p>
<b>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.</b>		My Pets Vet used – written agreement seen by inspector
<b>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.</b>		Holding kennels are available
<b>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.</b>	<p>Holding kennels must comply with the conditions as required for main kennels.</p> <p>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.</p>	Holding kennels are the same size as standard kennels

## **Granting or renewing a licence: risk-based approach**

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:

4. Does the business meet the minimum standards?
5. Does the business meet the higher standards?
6. 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
<b>Low risk</b>	11star 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 monttis	5 star rating, 3 year [licence, at least 1 unannounced visit wittiin 36 months
<b>Higher risk</b>	11star 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 monttis	4 star rating, 2 year [licence, at least 1 unannounced visit wittiin 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 [1](#)procedural issues. The risk rating score should be adjusted accordingly. These concerns should also be reported directly to the UKAS-accredited body.

## Inspection Form – Boarding for Cats

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



Name of Premises	Leigh Luxury Cat Hotel		
Address of Premises	[REDACTED]		
Date of Inspection	[REDACTED]	Name of Person(s) seen at Inspection	[REDACTED]
APP Enforcement Visit No.	[REDACTED]	Officer Name	[REDACTED]

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

Condition	Guidance	Officer Notes
<b>1.0 Licence Display</b>		
1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.	The licence must be displayed in a public-facing area of the premises such as the entrance or reception area.	Compliant – Licence and other documentation displayed in main public office. <b>On-Site Inspection – Compliant</b>
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.		<b>Compliant updated since remote inspection. Advised re Facebook Page.</b>

<b>2.0 Records</b>		
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.	Electronic records must be backed up  Paper records & Electronic Records kept.  Computer Records backed up  <b>Records available from 2019 on-site inspection. - Compliant.</b>
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.	Compliant – Records go back to when first licence issued 2years. – <b>Compliant checked on-site inspection.</b>
<b>3.0 Use, number and type of animal</b>		
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 cats. However, if there are welfare concerns relating to other animals then the inspector should inform either the relevant person in the Local Authority, the Police or suitable animal welfare organisation as appropriate.  No welfare concerns. Only has cats for boarding purposes.  Applicant owns 2 x dogs, 7 x cats, 1 x Rabbit all kept separate from the cattery.  <b>Compliant.</b>
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 cats permitted at the premises. Undeclared breach of this number can invalidate the licence, especially if not reflected in increased staffing levels.  This figure must include any other cats kept within the licensed cattery which are not there for boarding.  24 cats applied for – <b>Following conversation with the applicant this number has been reduced to <u>20 Cats in total for the licence.</u></b>  Applicant owns 2 x Dogs, 7 x Cats, 1 x Rabbit all kept separate from the cattery. The pet cats are housed in separate pens attached to the back of the home.  <b>Compliant.</b>



<b>4.0 Staffing</b>		
<p>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.</p>	<p>Staffing levels must ensure that each cat's individual welfare needs can be fully met whilst under the care of the establishment and animal welfare requirements are not compromised through lack of staff.</p> <p>If there is evidence that the welfare needs of the animals are not being met, the individual local authority should consider the staffing levels in relation to:</p> <ul style="list-style-type: none"> <li>• The size of premises</li> <li>• The layout of the premises i.e. how many cats may be permitted in each separate area</li> <li>• The qualifications/experience of the staff</li> <li>• Advice from the local authority's veterinary officer</li> <li>• Use of part-time or voluntary staff</li> <li>• As a guide, the ratio of staff to cats in established businesses will be around 1:25</li> </ul>	<p>No concerns re welfare of the cats.</p> <p>Applicant is full time live on staff member.</p> <p>Has assistance from her Husband but he also works full time.</p> <p><b>On-Site Inspection – All the cats boarding at the time of the inspection looked well cared for and content.</b></p>
	<p>Higher Standard: Staffing levels will be up to 1 full-time equivalent attendant per 20 cats kept or a higher ratio of qualified staff.</p>	<p>Higher standard: Met (following the reduction of total number of cats applied for)</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>Suitable and sufficient training of staff must be demonstrated to have been carried out in the following areas:</p> <p>Cat welfare, including recognising poor welfare, and understanding the five welfare needs;</p> <ul style="list-style-type: none"> <li>• Cat handling;</li> <li>• Cat behaviour;</li> <li>• Cleanliness and hygiene;</li> <li>• Feeding and food preparation;</li> <li>• Disease control;</li> <li>• Recognition and first aid treatment of sick animals.</li> </ul> <p>Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.</p> <p><b>Higher Standard: A member of staff with an OFQUAL regulated Level 3 qualification in a relevant subject must be present during the working day.</b></p>	<p>█ has over 20 years' experience of owning looking after cats and has 2years experience running the cattery business.</p> <p>No staff</p> <p><b>Qualifications – Seen on-site inspection: -</b>  Feline Care and Behaviour and Welfare – OCN Level 3  Diploma in Styling Dog and Cat  Diploma in Canine Beautician  City and Guilds Level 2 Grooming  Pet First Aid Level 2  Pet grooming Advanced Level 4</p> <p><b>Compliant</b></p> <p><b>Higher Standard: Met</b></p>
<p>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</p>	<p>The training policy must be reviewed and updated on an annual basis and must include:</p> <ul style="list-style-type: none"> <li>• annual appraisal</li> <li>• planned continued professional development</li> <li>• recognition of knowledge gaps</li> </ul>	<p>No staff employed – Advised if she should employ staff in the future.</p>

	<ul style="list-style-type: none"> <li>• use of online courses and literature</li> <li>• if no staff are employed the licence holder must demonstrate their own knowledge development.</li> </ul> <p>It will be applicable to any members of staff and can be shown by engagement with courses, written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.</p> <p>Evidence of staff attendance or completion of the training must be provided</p>	
<p><b>5.0 Suitable Environment</b></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>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.</p> <p>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 covered or sealed.</p> <p>There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a cat.</p> <p>Windows must be escape-proof.</p>	<p>Timber frame/Tin Roof/Removable Windows with mesh behind for ventilation. Lodge floors covered in vinyl. Unit doors open inwards, mesh is of that included in the regs. Smooth impervious wood</p> <p>Painted concrete flooring to safety corridor. Pens have vinyl flooring. All are smooth and impervious and able to be disinfected.</p> <p>No rough edges or hazards that would present risks.</p> <p>All windows are escape proof and removable for weather conditions.</p>

	<p>Doors must be strong enough to resist scratching and must be capable of being effectively secured.</p> <p>Access doors must not be propped open.</p> <p>All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape-proof structure.</p> <p>External doors/gates must be lockable, and staff must have easy access to keys in case of emergency.</p> <p>Gaps or apertures must be small enough to prevent a cat's head passing through, or entrapment of any limb or body parts.</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>Where cats have access to mesh, the diameter of the wire must not be less than 1.6 mm (16-gauge welded mesh). Mesh size must not exceed 25 mm in one direction and should be positioned on the inside of the framework of runs to prevent damage of uprights by cats scratching any woodwork.</p> <p>Any drainage required 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/cat units.</p>	<p>All securable/strong</p> <p>Units open on to a secure safety corridor</p> <p>Wood/Mesh/Opaque Sneeze Barriers</p> <p>All the doors open inwards.</p> <p>External doors and gates are lockable.</p> <p>No Gaps</p> <p>Compliant.</p> <p>Mesh as per regulations.</p> <p>Suitable drainage</p>
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	<p>Units must open onto secure corridors or other secure areas so that cats are not able to escape from the premises.</p> <p>Units should be designed so cats can exercise and be handled within the unit.</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>Higher Standard: Cats must be provided with a design and layout that provides them with choice. This can be achieved by, for example, inclusion of raised platforms.</p>	<p>Units open on to secure corridor</p> <p>Compliant</p> <p>Unit doors open inwards. Advised re isolation pen unit door, this was to be changed to open inwards.</p> <p>Each pen/unit had various forms of raised platforms/ladders/scratch posts/toys/cat trees/boxes available for all cats. Higher Standard - Met</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> <ul style="list-style-type: none"> <li>(a) their behavioural needs,</li> <li>(b) its situation, space, air quality, cleanliness and temperature</li> <li>(c) the water quality (where relevant),</li> <li>(d) noise levels</li> <li>(e) light levels</li> <li>(f) ventilation.</li> </ul>	<p>Cats must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in some part of the sleeping area must aim to keep the temperature between 15 degrees and 26 degrees and never below the absolute minimum of 10 degrees.</p> <p>Additional heat may be in the form of a heated bed/pad, but these must not be the main source of heat for the cats. The cat must be able to remove itself from the source of heat.</p>	<p>Monitoring cattery temperature document in place. Lodge has separate heating, and all units have individual controlled electric heating/lighting.</p> <p>In hot weather windows can be removed to allowed for ventilation. Cattery built under a very large tree for shade. Does have a portable air conditioning unit.</p> <p>In cold weather doors/windows are kept closed. Temperature raised via electric heating and additional heating available if needed</p>

	<p>Cats must be monitored to check if they are too hot or too cold. If an individual cat is showing signs of heat or cold intolerance steps must be taken to ensure the welfare of the cat.</p> <p>Cats must not be exposed to excessive or continuous noise (such as dogs barking).</p> <p>Cats must not be exposed to draughts.</p> <p>Ventilation must be provided in interior areas to avoid excess humidity.</p> <p>Higher Standards: Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.</p> <p>Higher Standards: Temperature in the sleeping environment must be above 18°C.</p>	<p>from portable heater.</p> <p>Cats monitored daily for heat/cold intolerance.</p> <p>Premises located in a quiet area no subject to noise issues.</p> <p>Higher Standard – Met . Central Heating – Air Con Unit/Heating Unit available.</p> <p><b>All compliant on-site inspection.</b></p> <p>Higher Standard – Met. Applicant checks each day and will record temperatures on daily health check list.</p>
<p>5.3 Staff must ensure that the animals are kept clean and comfortable</p>	<p>The licence holder and staff must ensure that cats benefit from adequate routine grooming and other health regimes as needed e.g. cleaning of eyes or keeping long fur from matting and inspection for parasites.</p> <p>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.</p>	<p>Only provided upon request from owner.</p> <p>Aware of daily grooming/cleaning regime.</p> <p>Qualified Groomer</p> <p><b>Compliant.</b></p>

<p>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</p>	<p>For cats a litter tray must be provided. Scented litter must not be used.</p>	<p>Litters trays provided – scented litter not used.</p> <p><b>Compliant</b></p>
<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>Units must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.</p> <p>Each occupied unit must be cleaned daily at a minimum.</p> <p>Units must be disinfected between new occupants and when necessary.</p> <p>Effective spot cleaning is permissible</p>	<p>Full cleaning regime documented.</p> <p>Each unit is cleaned daily and disinfected between occupants.</p> <p><b>Compliant</b></p>
<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>Cats must always be transported (either within the cattery or to and in a vehicle) in a suitable, strong cat carrier.</p> <p>The licence holder must demonstrate that a suitable vehicle is available to transport cats, or if a vehicle is not provided, a contingency plan in place for emergency transport. If more than one cat is being transported there must be suitable disease control such as sneeze barriers between carriers</p> <p>Leaving cats in vehicles must be minimalised and cats 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 on whether it is necessary to transport animals when the temperature poses risk to an individual.</p>	<p>Written transportation document produced. Only transports cats to Vets in an emergency.</p> <p><b>Compliant.</b></p>

	All vehicles and equipment must be regularly cleaned and disinfected.	
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.	Both Natural and artificial lighting available and lights are turned off overnight.  <b>Compliant</b>
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.	Where cats from the same household share a unit there must be multiples of all resources (food, water bowls, litter trays and sleeping areas), equal or greater than the number of cats in the unit.	Multiple feeding/water bowls provided by applicant.  <b>Compliant multiple resources available</b>
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 observed regularly throughout the day. The licence holder or responsible person must visit the cats at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800, until 1800m) and as often as necessary for the individual health, safety and welfare of each cat.  Higher Standard: All individual cats must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).	Cats are observed every 2hours sometimes more.  Records all checks made  <b>Compliant daily records seen on-site inspection. Applicant lives on site</b>  Higher Standard – Met Last inspection – 21.00hrs/22.00hrs First Inspection 07.30hrs.
<b>6.0 Suitable Diet</b>		



<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>For adult cats at least two meals a day must be offered at a minimum of 8 hours apart, as appropriate to the individual's requirements.</p> <p>Dietary requirements, agreed with the owner, must be followed. If there are concerns about an individual cat's diet, veterinary advice must be sought.</p> <p>One feeding and one water bowl must be provided for each cat. These must be separate receptacles.</p> <p>Food and water must be sited away from the litter tray (min 60 cm) and away from each other.</p>	<p>Cats are fed at the owner's requests with any dietary requirements. All on consent form.</p> <p>Each cat has 2 x feeding bowls Each Cat has 1 x water bowl</p> <p>Litter Tray – Sleeping Area Food – Exercise Run. <b>Compliant on-site inspection</b></p>
<p>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</p>	<p>Cats must not remain in appetent (without appetite) for longer than 48 hours without seeking veterinary advice. If the cat has any known health problems or if there are specific concerns veterinary advice must be sought earlier</p> <p>Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking excessively.</p> <p>The general condition of the cats must be observed and cats displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.</p>	<p>Monitor food and water intake and abnormalities recorded and Vet advice would be sought if required.</p> <p><b>Daily monitoring sheets seen on-site inspection. Applicant would seek immediate vet advice if any cat displayed any abnormal behaviour/weight loss.</b></p> <p><b>Compliant</b></p>

<p>6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.</p>	<p>Dry feed must not be left out for more than 24 hours. Any wet feed not eaten must be removed at the time of the next feeding.</p> <p>Refrigeration facilities for feed storage must be provided.</p> <p>Feed must be stored away from risk of vermin and in appropriately cool and dry places.</p>	<p>Wet Food removed 2 hrs later if not eaten. Dry Food left for the day and removed in the evening if not eaten.</p> <p>Separate Fridge in Grooming Salon/Office</p> <p><b>Compliant on-site inspection</b></p>
<p>6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.</p>	<p>Receptacles must be non-porous.</p> <p>Receptacles must be cleaned daily and disinfected at least once a week and between different cats. If damaged they must be disposed of.</p>	<p>All bowls are non-porous and are cleaned daily.</p> <p><b>Compliant</b></p>
<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>Fresh water must be provided daily in a clean container and changed or refreshed as often as necessary.</p> <p>One water bowl must be provided per cat.</p>	<p>Fresh water provided at least one a day and 1 x water bowl per cat.</p> <p><b>Compliant</b></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>In establishments where staff are employed a separate hand wash basin with an adequate supply of hot and cold water must be provided for them to wash their hands. This must be connected to a suitable drainage system.</p> <p>Soap and hygienic hand drying facilities must also be available.</p>	<p>No staff but separate hand washing facilities on the grooming salon/office.</p> <p><b>Compliant - All facilities seen on-site inspection.</b></p>
<p><b>7.0 Monitoring of behaviour and training of animals</b></p>		

<p>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</p>	<p>Provision will include opportunities to scratch, play and exhibit predatory behaviour provided by toys, puzzle feeders, scratching posts and hiding places.</p> <p>Higher Standard: Provision must include a choice of hiding places and different levels/shelves.</p>	<p>Cats have access to various toys/puzzles/ climbing trees/scratch posts/cubes/tunnels/boxes and different levels.</p> <p>Higher Standard – Met</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>Cats must not be taken from their individual units except in an emergency or for veterinary treatment.</p> <p>Communal exercise areas are not acceptable</p>	<p>Compliant</p>
<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>The behaviour of individual cats must be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety must be recorded and acted upon.</p> <p>Advice must be obtained where necessary from a veterinarian who may then refer to a suitably qualified animal behaviourist.</p> <p>Higher Standard: Behavioural observations must be recorded daily.</p>	<p>Behaviour Monitored documented on health check list attached to each pen. Applicant has qualification in feline behaviour and Vet advice would be sought.</p> <p>Higher Standard – Met</p>
<p>7.4 Where used, training methods or equipment must not cause pain, suffering or injury.</p>	<p>It is unlikely cats will be trained during their stay in a boarding cattery.</p>	<p>Does not train the cats</p>
<p>7.5 All immature animals must be given suitable and adequate opportunities to:</p>	<p>Habituation and socialisation occurs early in cats – mostly before 8 weeks of age. In a boarding cattery it is unlikely that kittens under 8 weeks old will be boarded (if they are, they should still be with their mother). They would be very susceptible to disease</p>	<p>Very unlikely that immature animal would be boarded and would only take a cat of age 14weeks and over will full vaccination record Advised.</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>and would need an appropriate environment in which to undertake such learning.</p>	
<p><b>8.0 Animal Handling and Interactions</b></p>		
<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>Cats must always be handled humanely and appropriately to suit the requirements of the individual cat and to minimise stress and distress, such as anxiety, fear, frustration and pain. Cats must never be punished so that they are frightened or exhibit aversive behaviour.</p> <p>People must have the competence to handle cats correctly and be able to identify cats that are anxious or fearful about contact.</p> <p>Scruffing of cats (picking up a cat by the scruff of its neck) must not be done except as an absolute last resort</p>	<p>All cats handled humanely and applicant fully competent in cat handling.</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>Cats from different households must never share a unit. Where cats from the same household share a unit, the owner's written authorisation must be obtained, and cats must be monitored. Consent from the owner must also include authority for separating cats, should problems arise.</p>	<p>Cats are boarded separately unless from the same family unit with owner's written consent. Daily observational records are kept.</p>

	Higher Standard: Where more than one cat shares a unit daily behavioural observations are recorded – these should especially focus on any signs of stress/aggression.	Higher Standard - Met
8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.	Cats must receive human interactions specific and appropriate to the individual cat, and its needs reassessed daily.  A cat must never be forced to interact with a person/people, and a cat must be able to avoid people should it wish.	Compliant – Applicant lives on site
<b>9.0 Protection from Pain, Suffering, Injury and Disease</b>		
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 demonstrate how the conditions outlined in this guidance are met.	Written procedure in place for: - feeding regimes, transportation, death or escape of an animal (including the storage of dead animals), monitoring and ensuring the health and welfare of all the animals, cleaning regimes, the prevention of, and control of the spread of, disease, applicant has since submitted written policy covering the care of the animals following the suspension or revocation of the licence or during and following an emergency since the remote inspection.  <b>Compliant.</b>

<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		<p>Advised</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>Provision must be made for the isolation of sick/injured/infectious cats and those that might reasonably be expected to be carrying serious infectious diseases.</p> <p>Where isolation facilities are provided by an attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If a cat is not taken to a veterinary practice but kept at the cattery for anything more than 12 hours, the isolation facilities must follow the same size and facility requirements as a normal cattery unit.</p> <p>Protective clothing and footwear must be worn when handling cats in the isolation facility, and cleaning protocols adhered to. Whilst in use, the clothing must be kept in the isolation unit and not be removed other than for cleaning and disinfection. Protective garments must be changed and laundered with an appropriate disinfectant/ disposed of immediately after handling a cat with a suspected infectious disease.</p> <p>Separate feeding and water bowls, litter trays, litter, a dedicated safe cat basket, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.</p>	<p>Family Size full height walk in unit – separate PPE Pack for Isolation – Separate Unit in front of Grooming Salon/Office. Vet would be contacted.</p> <p>Vet Letter also produced since remote inspection to cover isolation facilities if required. Cats also have access to a same size pen for isolation purposes.</p>

	<p>Any cats in the isolation facility must be checked as frequently as other cats as a minimum and unless a separate person is caring for them, they must be visited after the other cats.</p> <p>Higher Standard: Designated on site isolation facilities must be available and must follow the same size and facility requirements as normal cattery unit.</p>	<p>Higher Standard - Met</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>An up-to-date veterinary vaccination record must be seen to ensure that cats have current vaccinations against feline parvovirus also known as feline infectious enteritis, feline panleukopenia and against feline respiratory viruses (feline herpesvirus and feline calicivirus).</p> <p>Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination as required by the establishment. The certificate must state that it is valid for the current period. It is up to the licensee whether to accept such a certificate.</p> <p>If there is evidence of external parasites (fleas, ticks, lice) the cat must be treated with a product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must only be after consultation and as directed by a veterinarian and / or with written consent from the owner or nominated person</p>	<p>Customers produce up to date vaccination record as condition of booking.</p> <p>All cats have to have flea treatment and wormed prior to boarding and customer required to sign declaration.</p> <p><b>Compliant</b></p>

	Vaccines used must be licensed for use in the UK. Homoeopathic vaccination is not acceptable.	
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>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.</p> <p>Storage of excreta must be away from areas where animals or food is kept.</p>	<p>Premises has 3 large compost bins that are used for wooden cat litter pellets. Land is located away from cattery at the bottom of the garden.</p> <p>Soiled bedding would be washed in separate washer for the cattery.</p> <p><b>Compliant.</b></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>When a cat is suspected of being ill or injured a veterinarian must be contacted for advice immediately and any instructions for treatment recorded. Further advice must be sought if there is ongoing concern.</p> <p>The owner of the animal or nominated person must be contacted.</p>	<p>Vet would be contacted/owner contacted.</p> <p><b>Compliant.</b></p>
9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.	Any preventative treatment must be administered with the consent of the owner and under the direction of the veterinarian	<p>Medicine would be administered in accordance with vet/manufacture owner's instructions. Would not give injections.</p> <p><b>Compliant</b></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	The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff. The veterinary practice must be in a reasonable travel distance.	<p>Vet details on display in the office.</p> <p>Written consent obtained with owner in respect of Vets to be used.</p>



<p>veterinarian must be readily available to all staff on the premises used for the licensable activity.</p>	<p>Written consent between the cat owner and licence holder must be obtained with regards to which veterinarian is to be used when cat is first placed with licence holder</p>	<p><b>Compliant</b></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>All courses must be completed to the specifications given by the veterinarian.</p> <p>Any unused medications must be returned to the owner or prescribing vet.</p> <p>A fridge must be available to store medicine which requires being kept at certain low temperatures.</p>	<p>Medicines would be stored in separate fridge or lockable cupboard in main house in a named box. Fridge available <b>Compliant.</b></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><b>Compliant</b></p>
<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>Cleaning and disinfection products must be non-toxic and compatible with other products used. Extra care must be taken to use products not toxic to cats which may be safe for other animals, for example, phenolic disinfectants.</p> <p>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 the cat unit.</p>	<p>Cleaning products cat friendly.</p> <p>Safe4 disinfectant cleaning concentrate used.</p> <p>Dilution chart – advised in the event of an emergency.</p> <p><b>Compliant.</b></p>

	Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use or disposed of.	
<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;</p> <p>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.</p> <p>(c) a person who has been authorised by a veterinarian as competent for such purpose</p>	<p>Only a veterinarian can euthanase a cat</p> <p>Euthanasia must be humane and effective.</p> <p>The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. Unless imperative for the welfare of the cat, euthanasia must not take place until consent is given by the owner or nominated contact</p>	<p>Vet only</p> <p><b>Compliant.</b></p>
<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. 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.</p>	<p>Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.</p> <p>Cats staying long-term (staying for over three weeks) must be checked for weight-loss or gain and, if there are any concerns, advice must be sought from a veterinarian.</p>	<p>Daily checks any abnormalities recorded and vet advice sought.</p> <p>Advised re weight monitoring of cats staying over 3 weeks.</p>
<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 veterinarian (or in the case of fish, of an</p>		<p><b>Compliant</b></p>

<p>appropriately competent person) must be sought and followed.</p>		
<p><b>10.0 Emergencies</b></p>		
<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>	<p>Entrances and fire exits must be clear of obstructions at all times.</p> <p>Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Any buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level / floor of the property and, where appropriate, there must be at least one carbon monoxide detector</p> <p>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.</p> <p>There must be a plan for accommodation of the cats should the premises become uninhabitable.</p> <p>All electrical installations must be installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk.</p> <p>All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</p>	<p>Written emergency document in place.</p> <p>Smoke detectors – 1 x Lodge 1 x Cattery 1 x Salon/Office 1 x Carbon Monoxide Monitors in each facility and office 1 x Fire Extinguisher in each building</p> <p>Emergency Fire Drill – Advised to record any testing.</p> <p>Written document in place.</p> <p>Electrical checks are done yearly – <b>Compliant. – Records kept.</b></p>

	There must be a documented policy in place for dealing with extremes of temperature and weather conditions (both hot and cold).	Extreme weather document in place. <b>Compliant on-site inspection.</b>
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 and an emergency telephone list that includes the fire service and police.		Written emergency document/plan in place. <b>Compliant</b>
10.3 External doors and gates must be lockable.		Compliant
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>In a non-domestic setting, an emergency contact name / number must be displayed on the outside of the premises.</p> <p>A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.</p> <p>Higher Standard: A competent person must be on site at all times.</p>	<p>Emergency Key Holder – [REDACTED] lives on site</p> <p>[REDACTED]</p> <p>Higher Standard – Met</p>

**Part B – Specific Conditions** (Schedule 4, Part 1 of the Regulations)

<b>2.0 Suitable environment</b>			
2.1	Cats within the premises to which the licence relates must be prevented from coming into direct contact with other animals from outside the premises.	Sneeze barriers must be in place on the end walls of the exercise run, and at each end of the cattery block to prevent contact with animals from outside.	Cats are kept separate from all other animals. Sneeze barriers are in place on the end walls of the exercise run, and at each end of the cattery - <b>Compliant</b>
2.2	There must be a safe, secure, waterproof roof over the entire cat unit.	For the exercise run, materials used must be capable of filtering UV light and providing adequate shade.	Timber covered in bechamel roofing felt. Pens are located in shaded areas of the garden. - <b>Compliant</b>
2.3	A cat unit may only be shared by cats from the same household.		Only allows same family unit to share pens – <b>Compliant.</b>
2.4	Communal exercise areas are not permitted.		No communal exercise areas <b>Compliant.</b>
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 synopsis of the cat or cats must be outside of each unit or kept in an easy to locate manner. This must include the name of the cat, the age, sex and any relevant medical, behavioural or dietary information	Each cat unit is clearly numbered and information sheet about the cat is on each pen. Including the name of the cat, the age, sex and 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; and	The size of a cat unit includes the sleeping area plus the run area. (See actual Guidance for sizes)  State what type of accommodation is provided:  Walk in unit with sleeping area on floor  Walk in penthouse unit	<b>Compliant on-site inspection</b>  <b><u>12 x Full Height Walk in Units with sleeping accommodation. 1 x Luxury Lodge</u></b>  <b><u>Family Pens No: 2 &amp; 11 – Max 4 Cats</u></b> Sleeping 1.9m <sup>2</sup> /Exercise 3.48m <sup>2</sup> = 5.38m <sup>2</sup> Plus raised areas in sleeping and exercise = Total Area = 8.25m <sup>2</sup> .

<p>(g) lie down fully stretched out without touching another cat or its walls.</p>	<p>Facilities must be easily accessible and provide safe easy access (ramp/steps) to the penthouse. Extra consideration must be given for elderly, ill, very young or disabled cats.</p> <p>For new builds the measurement of the run area for penthouse units must include only the area in front of the penthouse (not that underneath it) as cats do not use this area. The 'one cat' size option has also been removed for new builds. Older catteries will have one cat size units and shorter runs and this is acceptable. New builds must use the bigger dimensions.</p> <p>Higher Standard: Units must be 1.5 times the minimum sizes stated. The calculation of the total area available can include raised areas.</p>	<p>(Min area as per regs = <math>1.9 \times 2.8 = 5.32\text{m}^2 \times 1.5</math> for HS = <math>7.98\text{m}^2</math>) Higher standard - Met <b><u>Standard Pens No: 3-10 – Max 2 Cats</u></b></p> <p>Sleeping <math>1.5\text{m}^2</math>/Exercise <math>2.35\text{m}^2 = 3.85\text{m}^2</math> Plus raised areas in sleeping and exercise = Total Area = <math>6.11\text{m}^2</math></p> <p>(Min area as per regs <math>1.5 \times 2.2 = 3.3\text{m}^2 \times 1.5</math> for HS) Higher Standard – Met</p> <p><b><u>Isolation Pen No:1 – Max 2 Cats</u></b></p> <p>Sleeping <math>1.58\text{m}^2 \times</math> Exercise <math>2.64\text{m}^2 = 4.17\text{m}^2</math> Plus raised areas in sleeping and exercise = Total area = <math>6.63\text{m}^2</math></p> <p>(Min area as per regs <math>1.5 \times 2.2 = 3.3\text{m}^2 \times 1.5 = 4.95\text{m}^2</math> for HS) Higher standard – Met</p> <p><b><u>Luxury Lodge – Max 4 Cats.</u></b> Sleeping <math>3.62\text{m}^2 \times 11.21\text{m}^2 = 40.58\text{m}^2</math> Plus raised areas in sleeping and exercise = Total Area = <math>19.06</math></p> <p>(Min area as per regs = <math>1.9 \times 2.8 = 5.32\text{m}^2 \times 1.5 = 7.98\text{m}^2</math> for HS) Higher standard – Met</p> <p>Higher Standard – Met (Including all raised areas).</p>
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<p>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.</p>	<p>Each unit must have space to allow for at least 60 cm separation between the litter tray, resting place and feeding area. This allows cats to sit, rest and eat away from areas where they urinate and defecate.</p>	<p><b>Compliant</b></p>
<p>2.8 Cats must have constant access to their sleeping area.</p>	<p>A raised bed may aid in the avoidance of draughts. All beds and bedding areas must be kept clean, dry and parasite free.</p> <p>Bedding must be made of a material that is easy to wash/disinfect or be disposable.</p> <p>Bedding must be changed, cleaned and disinfected between cats.</p> <p>Access between the exercise and sleeping accommodation must be through a securely fitted and suitably sized cat flap which is capable of being securely propped open if necessary.</p> <p>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 necessary, for old, young or infirm cats to help regulate their body temperature.</p>	<p>All cats have access to various raised areas within the pens. They all have clean comfortable bedding and various Cat beds are available.</p> <p>This forms part of the daily operating procedures/cleaning regime.</p> <p><b>Compliant on-site inspection</b></p> <p><b>Compliant.</b></p>
<p>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.</p>	<p>In a multiple cat unit, the number of trays must be appropriate to the number of cats. <input type="checkbox"/> Trays must be impermeable, easy to clean and disinfect, or be disposable. The tray must be large enough (average size is 30 x 42 cm) to let the cat turn around and the litter deep enough (a minimum of 3 cm is recommended) to allow digging activity. Loose sawdust shredded or sheet newspaper, or</p>	<p>Litter Trays are all of correct size and some are larger.</p> <p>Biodegradable Wooden cat litter pellets used.</p> <p><b>Compliant.</b></p>

	soil, are not considered acceptable as litter material.	
2.10 Each cat unit must include an elevated area.	<p>These must be large enough for a cat to lie on and be available in the sleeping accommodation or the run.</p> <p>Facilities must be available to provide safe easy access to elevated areas for elderly, ill, very young or disabled cats if required.</p> <p>Higher Standard: Each cat must have access to at least two raised areas – one of which must be in the sleeping area and one must be in the exercise area.</p>	<p>Cats have various raised areas within each pen, including sleeping areas large enough for the cat to lie on. They have Cat Trees, Shelves, and various platforms available.</p> <p>There are suitable ramps to provide easy access for all cats of various ages/disabilities in each of the pens, and multiple raised areas within the sleeping area and exercise area.</p> <p>Higher Standard – Met.</p>
2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.	<p>For new builds sneeze barriers must be at a minimum translucent (allowing light to pass through, but only diffusely so that objects on the other side cannot be clearly distinguished) to reduce stress caused by cats seeing one another.</p> <p>New build using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.</p> <p>Higher Standard: There must be completely opaque sneeze barriers rather than translucent up to 600mm and behind any shelves.</p>	<p>All adjoining units have full height/width adjoining wall.</p> <p>Each of these units is fitted with an opaque sneeze barrier.</p> <p>Higher Standard - Met</p>



2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.	Most modern catteries use full height sneeze barrier between units rather than gaps because it reduces the build size. The width of the corridor between facing units must be at least 1.2m. If the width of a corridor is less than 1.2m sneeze barriers must be applied to the front of the units	No gaps no facing units <b>Compliant</b>
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 for situations where owners do not arrive with their cat in a secure carrier.	Applicant has several spare cat carriers of different sizes/materials available. All washable. <b>Compliant.</b>
2.14 The sleeping area must form part of the cat unit and be free from draughts.		<b>Compliant.</b>
<b>3.0 Monitoring of behaviour and training</b>		
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 a cardboard box, an igloo-type bed or other structures within the unit. Leaving the cat's own carrier in the unit can provide a familiar place to hide.	Hiding places available – Cat Tree/Tunnels and cubes within the unit. <b>Compliant.</b>
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 access to a tall sturdy scratching facility. If provided by the owner, it must be kept within that cat's unit and used solely for that cat and returned to the owner and the end of the cat's stay.	Scratch posts/Cat Trees multiple resources available in each unit. <b>Compliant.</b>
3.3 All cats must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.		Various toys available <b>Compliant.</b>

<p>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.</p>	<p>If provided by the owner, toys or feeding enrichment equipment must be kept within that cat's unit and used solely for that cat and returned to the owner and the end of the cat's stay.</p> <p>All toys and enrichment equipment must be cleaned and disinfected between different cats</p>	<p>All checked daily and cleaned daily.</p> <p><b>Compliant.</b></p>
<p><b>4.0 Records</b></p>		
<p>4.1 A register must be kept of all the cats on the premises which must include:</p> <ul style="list-style-type: none"> <li>(a) the dates of each cat's arrival and departure,</li> <li>(b) each cat's name, age, sex, neuter status and a description of it or its breed,</li> <li>(c) each cat's microchip number, where applicable,</li> <li>(d) the number of any cats from the same household,</li> <li>(e) a record of which cats (if any) are from the same household,</li> <li>(f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details,</li> <li>(g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency,</li> <li>(h) the name and contact details of each cat's normal veterinarian and details of any insurance relating to the cat,</li> <li>(i) details of each cat's relevant medical and behavioural history, including details of any</li> </ul>	<p>Consent forms must cover veterinary treatment, consent to share or separate cats if needed, consent regarding toys / interaction preferences, record of baskets/items left at the cattery.</p>	<p>Applicant has a paper register and records all required information.</p> <p><b>Compliant on-site inspection.</b></p>

<p>treatment administered against parasites and restrictions on exercise,</p> <p>(j) details of each cat's diet and related requirements,</p> <p>(k) any required consent forms</p> <p>(l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments, and</p> <p>(m) details of any medical treatment each cat is receiving.</p>		
<p><b>5.0 Protection from pain, injury, suffering and disease</b></p>		
<p>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.</p>		<p><b>Compliant.</b></p>
<p>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.</p>	<p>Units housing rescue/breeding cats must be separated by a door or solid partition. Extra precautions must be taken to prevent the spread of disease. Ideally a separate member of staff should attend to these cats.</p> <p>Higher Standard: Where applicable, there must be a completely separate unit for any other activities such as rescue or breeding.</p>	<p>Grooming Salon on site but this is in entirely separate building from the Cattery.</p> <p>Higher Standard - Met</p>
<p>5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.</p>		<p>Full cleaning regime in place and the unit is fully cleaned/disinfected prior to any cat being boarded.</p>
<p>5.4 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has</p>		<p>Preventative health Care Plan submitted agreed and signed by the Vet.</p>

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.		Applicant does not have holding unit as the policy of the business is not to rent out unit on the same day so there is always ample time to clean/disinfect units.
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.		Applicant does not have holding unit.

#### Inspectors Comments/Recommendations

**The applicant is very knowledgeable and has a genuine passion for caring for cats. The documentation she keeps is of a high standard. The facilities are very clean, welcoming, and comfortable and are also of a high standard. The lack of 3-year compliance history is the only reason that the star rating has remained the same. The higher star rating could be achieved upon renewal with full compliance history.**



<b>2.0 Records</b>			
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.	Electronic records must be backed up	Compliant – Paper records kept and checked upon site inspection.
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.		Compliant.
<b>3.0 Use, number and type of animal</b>			
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 cats. However, if there are welfare concerns relating to other animals then the inspector should inform either the relevant person in the Local Authority, the Police or suitable animal welfare organisation as appropriate.	Compliant.
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 cats permitted at the premises. Undeclared breach of this number can invalidate the licence, especially if not reflected in increased staffing levels.  This figure must include any other cats kept within the licensed cattery which are not there for boarding.	Currently licensed and wishes to keep the licence numbers as follows:  Cats – 52 Dogs – 36
<b>4.0 Staffing</b>			

<p>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.</p>	<p>Staffing levels must ensure that each cat's individual welfare needs can be fully met whilst under the care of the establishment and animal welfare requirements are not compromised through lack of staff.</p> <p>If there is evidence that the welfare needs of the animals are not being met, the individual local authority should consider the staffing levels in relation to:</p> <ul style="list-style-type: none"> <li>• The size of premises</li> <li>• The layout of the premises i.e. how many cats may be permitted in each separate area</li> <li>• The qualifications/experience of the staff</li> <li>• Advice from the local authority's veterinary officer</li> <li>• Use of part-time or voluntary staff</li> <li>• As a guide, the ratio of staff to cats in established businesses will be around 1:25</li> </ul> <p>Higher Standard: Staffing levels will be up to 1 full-time equivalent attendant per 20 cats kept or a higher ratio of qualified staff.</p>	<p>Family run business with wealth of knowledge and experience. Kennels were built in 1996 and will not meet higher standards.</p> <p>Staff include [REDACTED]</p> <p>1:9 ratio if all staff are working. All staff live on site.</p> <p>Higher Standard: MET</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,</p>	<p>Suitable and sufficient training of staff must be demonstrated to have been carried out in the following areas:</p> <p>Cat welfare, including recognising poor welfare, and understanding the five welfare needs;</p>	<p>Advised – Staff training records were not carried out by previous licence holder and business has been passed on. All staff are experienced, but they have been instructed to implement staff training records. They are currently undertaking this.</p>

<p>pain, suffering, injury, disease or abnormal behaviour.</p>	<ul style="list-style-type: none"> <li>• Cat handling;</li> <li>• Cat behaviour;</li> <li>• Cleanliness and hygiene;</li> <li>• Feeding and food preparation;</li> <li>• Disease control;</li> <li>• Recognition and first aid treatment of sick animals.</li> </ul> <p>Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.</p> <p>Higher Standard: A member of staff with an OFQUAL regulated Level 3 qualification in a relevant subject must be present during the working day.</p>	<p>Family run business with no external employment. [REDACTED] are directors of the limited company and [REDACTED] work alongside them. They have implemented staff training between the 4 of them and records are now available.</p> <p>Higher Standard: Not met</p>
<p>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</p>	<p>The training policy must be reviewed and updated on an annual basis and must include:</p> <ul style="list-style-type: none"> <li>• annual appraisal</li> <li>• planned continued professional development</li> <li>• recognition of knowledge gaps</li> <li>• use of online courses and literature</li> <li>• if no staff are employed the licence holder must demonstrate their own knowledge development.</li> </ul> <p>It will be applicable to any members of staff and can be shown by engagement with courses, written</p>	<p>Advised. Training policy wasn't requested at previous inspections but will be implemented immediately.</p> <p>As above.</p>



	<p>or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.</p> <p>Evidence of staff attendance or completion of the training must be provided</p>	
<p><b>5.0 Suitable Environment</b></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>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.</p> <p>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 covered or sealed.</p> <p>There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a cat.</p> <p>Windows must be escape-proof.</p> <p>Doors must be strong enough to resist scratching and must be capable of being effectively secured.</p> <p>Access doors must not be propped open.</p> <p>All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape-proof structure.</p>	<p>Smooth, impervious materials which are easily disinfected are used for the cattery units. Non-slip floors and no hazards visible upon site inspection.</p> <p>Strong, rigid, escape proof mesh in good repair.</p> <p>Lockable external doors/gates.</p> <p>Units open up onto secure areas.</p> <p>Suitable drainage, no pooling of water.</p> <p>Higher Standard: Met.</p>

External doors/gates must be lockable, and staff must have easy access to keys in case of emergency.

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

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

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

Any drainage required 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/cat units.

Units must open onto secure corridors or other secure areas so that cats are not able to escape from the premises.

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

	<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>Higher Standard: Cats must be provided with a design and layout that provides them with choice. This can be achieved by, for example, inclusion of raised platforms.</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> <ul style="list-style-type: none"> <li>(a) their behavioural needs,</li> <li>(b) its situation, space, air quality, cleanliness and temperature</li> <li>(c) the water quality (where relevant),</li> <li>(d) noise levels</li> <li>(e) light levels</li> <li>(f) ventilation.</li> </ul>	<p>Cats must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in some part of the sleeping area must aim to keep the temperature between 15 degrees and 26 degrees and never below the absolute minimum of 10 degrees.</p> <p>Additional heat may be in the form of a heated bed/pad, but these must not be the main source of heat for the cats. The cat must be able to remove itself from the source of heat.</p> <p>Cats must be monitored to check if they are too hot or too cold. If an individual cat is showing signs of heat or cold intolerance steps must be taken to ensure the welfare of the cat.</p> <p>Cats must not be exposed to excessive or continuous noise (such as dogs barking).</p> <p>Cats must not be exposed to draughts.</p>	<p>Compliant – Temp at time of inspection was 20 degrees.</p> <p>Cats monitored throughout the day by staff.</p> <p>Kennels are situation away from the cattery units however faint barking could be heard.</p> <p>No draughts within sleeping area. Ventilation as mesh in exercise area.</p> <p>Higher Standard: Met. Removable fans available.</p> <p>Higher Standard: Met</p>

	<p>Ventilation must be provided in interior areas to avoid excess humidity.</p> <p>Higher Standards: Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.</p> <p>Higher Standards: Temperature in the sleeping environment must be above 18°C.</p>	
5.3 Staff must ensure that the animals are kept clean and comfortable	<p>The licence holder and staff must ensure that cats benefit from adequate routine grooming and other health regimes as needed e.g. cleaning of eyes or keeping long fur from matting and inspection for parasites.</p> <p>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.</p>	Compliant – Routine grooming is conducted regularly, however licence holder is advised to document this.
5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.	For cats a litter tray must be provided. Scented litter must not be used.	Compliant – Wood based pellets.
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>Units must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.</p> <p>Each occupied unit must be cleaned daily at a minimum.</p>	Compliant – As per operating procedures outlining cleaning regime.

	<p>Units must be disinfected between new occupants and when necessary.</p> <p>Effective spot cleaning is permissible</p>	
<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>Cats must always be transported (either within the cattery or to and in a vehicle) in a suitable, strong cat carrier.</p> <p>The licence holder must demonstrate that a suitable vehicle is available to transport cats, or if a vehicle is not provided, a contingency plan in place for emergency transport. If more than one cat is being transported there must be suitable disease control such as sneeze barriers between carriers</p> <p>Leaving cats in vehicles must be minimalised and cats 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 on whether it is necessary to transport animals when the temperature poses risk to an individual.</p> <p>All vehicles and equipment must be regularly cleaned and disinfected.</p>	<p>Compliant – See transportation policy. Cats are transported in secure, purpose built carriers with bedding. Transportation is not offered for any distance above 10 miles.</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>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.</p> <p>Lights must be turned off to provide a period of darkness overnight.</p>	<p>Compliant – Artificial and natural light available.</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>Where cats from the same household share a unit there must be multiples of all resources (food, water bowls, litter trays and sleeping areas), equal or greater than the number of cats in the unit.</p>	<p>Compliant.</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>All cats must be observed regularly throughout the day. The licence holder or responsible person must visit the cats at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800, until 1800m) and as often as necessary for the individual health, safety and welfare of each cat.</p> <p>Higher Standard: All individual cats must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).</p>	<p>Advised – Cats are regularly checked on however documentation of this needs to be implemented to evidence that they are meeting this condition.</p> <p>Higher Standard: Not met – although the business claim compliance this needs to be documented as evidence</p>
<p><b>6.0 Suitable Diet</b></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>For adult cats at least two meals a day must be offered at a minimum of 8 hours apart, as appropriate to the individual’s requirements.</p> <p>Dietary requirements, agreed with the owner, must be followed. If there are concerns about an individual cat’s diet, veterinary advice must be sought.</p> <p>One feeding and one water bowl must be provided for each cat. These must be separate receptacles.</p> <p>Food and water must be sited away from the litter tray (min 60 cm) and away from each other.</p>	<p>Compliant – cats are fed in agreement with their owners instructions. Food, water and litter are all situated at least 60cm away from one another.</p>

<p>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</p>	<p>Cats must not remain in appetent (without appetite) for longer than 48 hours without seeking veterinary advice. If the cat has any known health problems or if there are specific concerns veterinary advice must be sought earlier</p> <p>Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking excessively.</p> <p>The general condition of the cats must be observed and cats displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.</p>	<p>Compliant</p>
<p>6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.</p>	<p>Dry feed must not be left out for more than 24 hours. Any wet feed not eaten must be removed at the time of the next feeding.</p> <p>Refrigeration facilities for feed storage must be provided.</p> <p>Feed must be stored away from risk of vermin and in appropriately cool and dry places.</p>	<p>Compliant – Refrigeration facilities seen upon site inspection. Suitable storage of food.</p>
<p>6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.</p>	<p>Receptacles must be non-porous.</p> <p>Receptacles must be cleaned daily and disinfected at least once a week and between different cats. If damaged they must be disposed of.</p>	<p>Compliant.</p>
<p>6.5 Constant access to fresh, clean drinking water</p>	<p>Fresh water must be provided daily in a clean</p>	<p>Compliant.</p>

	must be provided in a suitable receptacle for the species that requires it.	container and changed or refreshed as often as necessary.  One water bowl must be provided per cat.	
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.	In establishments where staff are employed a separate hand wash basin with an adequate supply of hot and cold water must be provided for them to wash their hands. This must be connected to a suitable drainage system.  Soap and hygienic hand drying facilities must also be available.	Compliant – hand washing facilities checked upon site inspection.
<b>7.0 Monitoring of behaviour and training of animals</b>			
7.1	Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.	Provision will include opportunities to scratch, play and exhibit predatory behaviour provided by toys, puzzle feeders, scratching posts and hiding places.  Higher Standard: Provision must include a choice of hiding places and different levels/shelves.	Compliant  Higher Standard: Not met. More levels/shelves in both exercise and sleeping area could see compliance with this higher standard.
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.	Cats must not be taken from their individual units except in an emergency or for veterinary treatment.  Communal exercise areas are not acceptable	Compliant.
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.	The behaviour of individual cats must be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety must be recorded and acted upon.  Advice must be obtained where necessary from a	Compliant.  Higher Standard: Not met



	<p>veterinarian who may then refer to a suitably qualified animal behaviourist.</p> <p><b>Higher Standard: Behavioural observations must be recorded daily.</b></p>		
7.4	<p>Where used, training methods or equipment must not cause pain, suffering or injury.</p>	<p>It is unlikely cats will be trained during their stay in a boarding cattery.</p>	<p>Compliant (N/A).</p>
7.5	<p>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>Habituation and socialisation occurs early in cats – mostly before 8 weeks of age. In a boarding cattery it is unlikely that kittens under 8 weeks old will be boarded (if they are, they should still be with their mother). They would be very susceptible to disease and would need an appropriate environment in which to undertake such learning.</p>	<p>Compliant – No immature animals are boarded.</p>
<b>8.0 Animal Handling and Interactions</b>			
8.1	<p>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>Cats must always be handled humanely and appropriately to suit the requirements of the individual cat and to minimise stress and distress, such as anxiety, fear, frustration and pain. Cats must never be punished so that they are frightened or exhibit aversive behaviour.</p> <p>People must have the competence to handle cats correctly and be able to identify cats that are anxious or fearful about contact.</p>	<p>Compliant – Experienced staff who are competent in the handling of cats.</p>

	Scruffing of cats (picking up a cat by the scruff of its neck) must not be done except as 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.	<p>Cats from different households must never share a unit. Where cats from the same household share a unit, the owner's written authorisation must be obtained, and cats must be monitored. Consent from the owner must also include authority for separating cats, should problems arise.</p> <p>Higher Standard: Where more than one cat shares a unit daily behavioural observations are recorded – these should especially focus on any signs of stress/aggression.</p>	<p>Compliant – Only cats from same household share a unit. Consent to share and be separated must be implemented immediately.</p> <p>Higher Standard: Not met</p>
8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.	<p>Cats must receive human interactions specific and appropriate to the individual cat, and its needs reassessed daily.</p> <p>A cat must never be forced to interact with a person/people, and a cat must be able to avoid people should it wish.</p>	<p>Compliant – Advised better recording of behaviour to reflect specific needs of each individual cat.</p> <p>Cats can go into sleeping area/cat carrier to avoid people.</p>
<b>9.0 Protection from Pain, Suffering, Injury and Disease</b>		
9.1 Written procedures must:  (a) be in place and implemented covering:  (i) feeding regimes, (ii) cleaning regimes, (iii) transportation,	The procedures must demonstrate how the conditions outlined in this guidance are met.	<p>Compliant</p> <p>(i) Operating Procedures (ii) Operating Procedures (ii) Transportation Policy (iv) Infection Control Procedure (v) Monitoring health and welfare policy</p>

<p>(iv) the prevention of, and control of the spread of, disease,</p> <p>(v) monitoring and ensuring the health and welfare of all the animals,</p> <p>(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>(vi) Escape Policy and Death of Animal Policy</p> <p>(b) Emergency Plan</p>
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		<p>Advised re staff training.</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>Provision must be made for the isolation of sick/injured/infectious cats and those that might reasonably expected to be carrying serious infectious diseases.</p> <p>Where isolation facilities are provided by an attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If a cat is not taken to a veterinary practice but kept at the cattery for anything more than 12 hours, the isolation facilities must follow the same size and facility requirements as a normal cattery unit.</p> <p>Protective clothing and footwear must be worn when handling cats in the isolation facility, and cleaning protocols adhered to. Whilst in use, the</p>	<p>Compliant – Isolation facilities on site, however cats would be taken to vets immediately if ill/infectious.</p> <p>Letter from Gilmores Vets provided.</p> <p>PPE available and spares of resources, however advised that this should be in a separate container ready for immediate use.</p> <p><b>Higher Standard: Met</b></p>

	<p>clothing must be kept in the isolation unit and not be removed other than for cleaning and disinfection. Protective garments must be changed and laundered with an appropriate disinfectant/ disposed of immediately after handling a cat with a suspected infectious disease.</p> <p>Separate feeding and water bowls, litter trays, litter, a dedicated safe cat basket, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.</p> <p>Any cats in the isolation facility must be checked as frequently as other cats as a minimum and unless a separate person is caring for them, they must be visited after the other cats.</p> <p><b>Higher Standard: Designated on site isolation facilities must be available and must follow the same size and facility requirements as normal cattery unit.</b></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>An up-to-date veterinary vaccination record must be seen to ensure that cats have current vaccinations against feline parvovirus also known as feline infectious enteritis, feline panleukopenia and against feline respiratory viruses (feline herpesvirus and feline calicivirus).</p> <p>Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination as required by the establishment. The certificate must state that it is valid for the current period. It is up to the licensee</p>	<p>Compliant – Records seen of vaccination dates upon site inspection.</p>

	<p>whether to accept such a certificate.</p> <p>If there is evidence of external parasites (fleas, ticks, lice) the cat must be treated with a product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must only be after consultation and as directed by a veterinarian and / or with written consent from the owner or nominated person</p> <p>Vaccines used must be licensed for use in the UK. Homoeopathic vaccination is not acceptable.</p>	
9.5	<p>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>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.</p> <p>Storage of excreta must be away from areas where animals or food is kept.</p>	Compliant.
9.6	<p>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>When a cat is suspected of being ill or injured a veterinarian must be contacted for advice immediately and any instructions for treatment recorded. Further advice must be sought if there is ongoing concern.</p> <p>The owner of the animal or nominated person must be contacted.</p>	Compliant – Last time vet contacted for advice was documented and checked upon site inspection.

<p>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</p>	<p>Any preventative treatment must be administered with the consent of the owner and under the direction of the veterinarian</p>	<p>Compliant.</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>The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff. The veterinary practice must be in a reasonable travel distance.</p> <p>Written consent between the cat owner and licence holder must be obtained with regards to which veterinarian is to be used when cat is first placed with licence holder</p>	<p>Compliant.</p> <p>Consent with regards to which vet is sought within t&amp;c.</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>All courses must be completed to the specifications given by the veterinarian.</p> <p>Any unused medications must be returned to the owner or prescribing vet.</p> <p>A fridge must be available to store medicine which requires being kept at certain low temperatures.</p>	<p>Compliant.</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>Compliant.</p>
<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</p>	<p>Cleaning and disinfection products must be non-toxic and compatible with other products used. Extra care must be taken to use products not toxic</p>	<p>Compliant.</p>

<p>disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering of the animals.</p>	<p>to cats which may be safe for other animals, for example, phenolic disinfectants.</p> <p>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 the cat unit.</p> <p>Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use or disposed of.</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;</p> <p>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.</p> <p>(c) a person who has been authorised by a veterinarian as competent for such purpose</p>	<p>Only a veterinarian can euthanase a cat</p> <p>Euthanasia must be humane and effective.</p> <p>The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. Unless imperative for the welfare of the cat, euthanasia must not take place until consent is given by the owner or nominated contact</p>	<p>Compliant – No euthanasia. Advised should this occur.</p>
<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. 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</p>	<p>Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.</p> <p>Cats staying long-term (staying for over three weeks) must be checked for weight-loss or gain and, if there are any concerns, advice must be sought from a veterinarian.</p>	<p>Staff would regularly check on toileting during daily checks. However advised more detail on checklists as other staff may not be aware whether dog has already toileted. Checklist states 'toileted'. This doesn't specify faeces or urine.</p>

<p>case of fish, of an appropriately competent person) must be sought and followed.</p>		
<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 veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.</p>		<p>Compliant – Records checked upon site inspection.</p>
<p><b>10.0 Emergencies</b></p>		
<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>	<p>Entrances and fire exits must be clear of obstructions at all times.</p> <p>Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Any buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level / floor of the property and, where appropriate, there must be at least one carbon monoxide detector</p> <p>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.</p> <p>There must be a plan for accommodation of the cats should the premises become uninhabitable.</p> <p>All electrical installations must be installed by appropriately qualified persons and maintained in a</p>	<p>Compliant – No obstructions at entrances/exits.</p> <p>Smoke alarms, carbon monoxide, fire blankets/extinguishers available.</p> <p>Emergency drill advised. This needs to have been conducted upon next site inspection.</p> <p>Agreement with other licensed premises for accommodation in event of emergency.</p> <p>Extreme weather policy seen as was sent in via email prior to site inspection.</p>



	<p>safe condition; and sited such that they do not present a risk.</p> <p>All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</p> <p>There must be a documented policy in place for dealing with extremes of temperature and weather conditions (both hot and cold).</p>	
10.2	<p>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.</p>	Compliant.
10.3	<p>External doors and gates must be lockable.</p>	Compliant.
10.4	<p>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>In a non-domestic setting, an emergency contact name / number must be displayed on the outside of the premises.</p> <p>A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.</p> <p>Higher Standard: A competent person must be on site at all times.</p>	<p>Compliant – Applicant lives on site.</p> <p>Higher Standard: Met</p>

**Part B – Specific Conditions** (Schedule 4, Part 1 of the Regulations)

<b>2.0 Suitable environment</b>			
2.1	Cats within the premises to which the licence relates must be prevented from coming into direct contact with other animals from outside the premises.	Sneeze barriers must be in place on the end walls of the exercise run, and at each end of the cattery block to prevent contact with animals from outside.	Compliant – No facing units and solid barriers between units.
2.2	There must be a safe, secure, waterproof roof over the entire cat unit.	For the exercise run, materials used must be capable of filtering UV light and providing adequate shade.	Compliant.
2.3	A cat unit may only be shared by cats from the same household.		Compliant.
2.4	Communal exercise areas are not permitted.		Compliant.
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 synopsis of the cat or cats must be outside of each unit or kept in an easy to locate manner. This must include the name of the cat, the age, sex and any relevant medical, behavioural or dietary information	Compliant.
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; and (g) lie down fully stretched out without touching another cat or its walls.	The size of a cat unit includes the sleeping area plus the run area. (See actual Guidance for sizes)  State what type of accommodation is provided:  Walk in unit with sleeping area on floor  Walk in penthouse unit  Facilities must be easily accessible and provide safe easy access (ramp/steps) to the penthouse. Extra consideration must be given for elderly, ill,	Walk in penthouse unit with easy access to the penthouse (ramp).  <b>Higher Standards: Not met</b>

	<p>very young or disabled cats.</p> <p>For new builds the measurement of the run area for penthouse units must include only the area in front of the penthouse (not that underneath it) as cats do not use this area. The 'one cat' size option has also been removed for new builds. Older catteries will have one cat size units and shorter runs and this is acceptable. New builds must use the bigger dimensions.</p> <p>Higher Standard: Units must be 1.5 times the minimum sizes stated. The calculation of the total area available can include raised areas.</p>	
<p>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.</p>	<p>Each unit must have space to allow for at least 60 cm separation between the litter tray, resting place and feeding area. This allows cats to sit, rest and eat away from areas where they urinate and defecate.</p>	<p>Compliant – Sufficient space as required by regs between litter tray, resting place and feeding area.</p>
<p>2.8 Cats must have constant access to their sleeping area.</p>	<p>A raised bed may aid in the avoidance of draughts. All beds and bedding areas must be kept clean, dry and parasite free.</p> <p>Bedding must be made of a material that is easy to wash/disinfect or be disposable.</p> <p>Bedding must be changed, cleaned and disinfected between cats.</p> <p>Access between the exercise and sleeping accommodation must be through a securely fitted and suitably sized cat flap which is capable of being securely propped open if necessary.</p>	<p>Compliant – closed off sleeping area with suitable bed/bedding. Cat flap between closed in sleeping area and exercise area.</p>

	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 necessary, for old, young or infirm cats to help regulate their body temperature.	
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 and disinfect, or be disposable. The tray must be large enough (average size is 30 x 42 cm) to let the cat turn around and the litter deep enough (a minimum of 3 cm is recommended) to allow digging activity. Loose sawdust shredded or sheet newspaper, or soil, are not considered acceptable as litter material.	Compliant.
2.10 Each cat unit must include an elevated area.	<p>These must be large enough for a cat to lie on and be available in the sleeping accommodation or the run.</p> <p>Facilities must be available to provide safe easy access to elevated areas for elderly, ill, very young or disabled cats if required.</p> <p>Higher Standard: Each cat must have access to at least two raised areas – one of which must be in the sleeping area and one must be in the exercise area.</p>	<p>Chair within exercise area placed near ramp up to sleep area so can be used for access.</p> <p>Higher Standard: Not met</p>

<p>2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.</p>	<p>For new builds sneeze barriers must be at a minimum translucent (allowing light to pass through, but only diffusely so that objects on the other side cannot be clearly distinguished) to reduce stress caused by cats seeing one another.</p> <p>New build using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.</p> <p>Higher Standard: There must be completely opaque sneeze barriers rather than translucent up to 600mm and behind any shelves.</p>	<p>No facing units and solid walls between side by side units.</p> <p>Higher Standard: Compliant</p>
<p>2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.</p>	<p>Most modern catteries use full height sneeze barrier between units rather than gaps because it reduces the build size. The width of the corridor between facing units must be at least 1.2m. If the width of a corridor is less than 1.2m sneeze barriers must be applied to the front of the units</p>	<p>Compliant – No facing units.</p>
<p>2.13 Any cat taken out of a cat unit must be secured in a suitable carrier.</p>	<p>A spare cat carrier must be kept at the cattery for situations where owners do not arrive with their cat in a secure carrier.</p>	<p>Compliant – Spare carriers kept on site.</p>
<p>2.14 The sleeping area must form part of the cat unit and be free from draughts.</p>		<p>Compliant – Enclosed raised sleeping area.</p>
<p><b>3.0 Monitoring of behaviour and training</b></p>		
<p>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.</p>	<p>Cats must be provided with a hiding place. This can be as simple as providing a cardboard box, an igloo-type bed or other structures within the unit. Leaving the cat's own carrier in the unit can provide</p>	<p>Compliant – Cat carrier left within each unit.</p>

	a familiar place to hide.	
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 access to a tall sturdy scratching facility. If provided by the owner, it must be kept within that cat's unit and used solely for that cat and returned to the owner and the end of the cat's stay.	Compliant.
3.3 All cats must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.		Advised re feeding enrichment.
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 provided by the owner, toys or feeding enrichment equipment must be kept within that cat's unit and used solely for that cat and returned to the owner and the end of the cat's stay.  All toys and enrichment equipment must be cleaned and disinfected between different cats	Compliant.
<b>4.0 Records</b>		
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,	Consent forms must cover veterinary treatment, consent to share or separate cats if needed, consent regarding toys / interaction preferences, record of baskets/items left at the cattery.	Well kept records evidencing most of the requirements, however the business are advised re consent forms.

<ul style="list-style-type: none"> <li>(f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details,</li> <li>(g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency,</li> <li>(h) the name and contact details of each cat's normal veterinarian and details of any insurance relating to the cat,</li> <li>(i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise,</li> <li>(j) details of each cat's diet and related requirements,</li> <li>(k) any required consent forms</li> <li>(l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments, and</li> <li>(m) details of any medical treatment each cat is receiving.</li> </ul>		
<p><b>5.0 Protection from pain, injury, suffering and disease</b></p>		
<p>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.</p>		<p>Compliant.</p>
<p>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.</p>	<p>Units housing rescue/breeding cats must be separated by a door or solid partition. Extra precautions must be taken to prevent the spread of disease. Ideally a separate member of staff should attend to these cats.</p>	<p>Compliant – N/A</p> <p>Higher Standard: Met (N/A)</p>

	Higher Standard: Where applicable, there must be a completely separate unit for any other activities such as rescue or breeding.	
5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.		Compliant as per operating procedures. Advised to record on daily checklists last cleaning/disinfection of unit.
5.4 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.		Compliant.
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.		Compliant.
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.		

#### Inspectors Comments/Recommendations

**New licence holders have taken over and have taken all advice on board and put required documentation/policies in place. The business will be unable to meet the higher standards because of measurements, however there are no welfare concerns. The business has return customers who are happy with the premises and the suitability for their pets.**



## Inspection Form – Boarding Kennels for Dogs

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



Name of Premises	Talbot House Kennels & Cattery Ltd		
Address of Premises	[REDACTED]		
Date of Inspection	[REDACTED]	Name of Person(s) seen at Inspection	[REDACTED]
APP Enforcement Visit No.	[REDACTED]	Officer Name	[REDACTED]

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

Condition	Guidance	Officer Notes
<b>1.0 Licence Display</b>		
1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.	The licence must be displayed in a public-facing area of the premises such as the entrance or reception area.	Compliant.
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.		Advised – [REDACTED] believes licence details are on website, but no info on Facebook. He will address this.  <b>Compliant - Checked both website and Facebook and both have been updated</b>
<b>2.0 Records</b>		
2.1 The licence holder must ensure that at any time all the records that the licence holder is required	Electronic records must be backed up	Paper records kept.

<p>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.</p>		
<p>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.</p>		<p>Compliant.</p>
<p><b>3.0 Use, number and type of animal</b></p>		
<p>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.</p>	<p>This licence applies only to the boarding of dogs. However, if there are welfare concerns relating to other animals then the inspector should inform either the relevant person in the Local Authority, the Police or suitable animal welfare organisation as appropriate.</p>	<p>Compliant.</p>
<p>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.</p>	<p>The licence conditions must clearly state the numbers of dogs permitted at the premises used for the activity. Undeclared breach of this number can invalidate the licence, especially if not reflected in increased staffing levels.</p> <p>This figure must include any dogs kept within the licensed kennels which are not present for boarding.</p>	<p>Currently licensed and wishes to keep the licence numbers as follows:</p> <p>Cats – 52 Dogs – 36</p> <p>If smaller dogs they would keep max 3 dogs in one unit from same household. <b>Advised re larger dogs not to be housed together due to limited space.</b></p>
<p><b>4.0 Staffing</b></p>		

<p>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.</p>	<p>Where there is evidence that the welfare needs of the animals are not being met, the inspector should consider if the staffing levels are appropriate. The inspector should take into account:</p> <ul style="list-style-type: none"> <li>• The size of premises</li> <li>• The layout of the premises i.e. how many dogs may be permitted in each separate area</li> <li>• The type of dog e.g. breed, age, health status and needs</li> <li>• The qualifications / experience of the staff</li> <li>• Additional services offered by the establishment</li> <li>• Use of part-time or voluntary staff</li> </ul> <p>As a guide, the ratio of staff to dogs in established businesses will be around 1:25.</p> <p>Higher Standard: Staffing levels will be up to 1 full-time equivalent attendant per 15 dogs kept.</p>	<p>Family run business with wealth of knowledge and experience. Kennels were built in 1996 and will not meet higher standards.</p> <p>Staff include [REDACTED]</p> <p>1:9 ratio if all staff are working. All staff live on site.</p> <p>Higher Standard: MET</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>Suitable and sufficient training of staff must be demonstrated to have been carried out in the following areas:</p> <ul style="list-style-type: none"> <li>• Dog welfare, including recognising poor welfare and understanding the 5 welfare needs</li> <li>• Dog handling;</li> <li>• Dog behaviour;</li> <li>• Cleanliness and hygiene;</li> <li>• Feeding and food preparation;</li> <li>• Disease control;</li> </ul>	<p>Advised – Staff training records were not carried out by previous licence holder and business has been passed on. All staff are experienced, but they have been instructed to implement staff training records. They are currently undertaking this.</p> <p><b>Family run business with no external employment [REDACTED] are directors of the limited company and [REDACTED] work alongside them. They have implemented staff training between the 4 of them and records are now available.</b></p>

	<ul style="list-style-type: none"> <li>• Recognition and first aid treatment of sick animals.</li> </ul> <p>Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.</p> <p><b>Higher Standard: A member of staff with a relevant accredited Level 3 qualification must be present during the working day.</b></p>	Higher Standard: Not met
<b>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</b>	<p>The training policy must be reviewed and updated on an annual basis and must include:</p> <ul style="list-style-type: none"> <li>• annual appraisal</li> <li>• planned continued professional development</li> <li>• recognition of knowledge gaps</li> <li>• use of online courses and literature</li> <li>• if no staff are employed the licence holder must demonstrate their own knowledge development.</li> </ul> <p>It will be applicable to any members of staff and can be shown by engagement with courses, written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.</p> <p>Evidence of staff attendance or completion of the training must be provided</p>	<p>Advised. Training policy wasn't requested at previous inspections but will be implemented immediately.</p> <p><b>As above at 4.2</b></p>
<b>5.0 Suitable Environment</b>		
5.1 All areas, equipment and appliances to which the animals have access must present minimal risks	Timber, if used, must be of good quality, well-kept and any damaged areas sealed or over clad. Wood	Compliant – smooth impervious materials within kennel units. Areas are easy to

<p>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 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>must be smooth and treated and properly maintained to render it impervious.</p> <p>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 covered or sealed.</p> <p>There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog.</p> <p>Windows must be escape-proof.</p> <p>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.</p> <p>Access doors must not be propped open. 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.</p> <p>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.</p>	<p>clean/disinfect and floors are non slip. No hazards, projections or rough edges that could cause injury to a dog were seen during site inspection.</p> <p>Strong impact, scratch, chew resistant doors and no windows.</p> <p>Effective drainage and no pooling of liquids.</p> <p>Kennels open onto secure corridor.</p> <p><b>Facing kennels – Corridors are just shy of 1.2m requirement. Points 3 and 9 within operating procedures have been amended to address this and unit doors not opening inwards.</b></p> <p><i>Higher Standard: Met – Outside area for run. Raised platforms are advised.</i></p>
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<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>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.</p> <p>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.</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 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>	
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<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,</p>	<p>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 degrees.</p>	<p><b>Compliant – thermometers in place. Licence holder is advised to record temp daily.</b></p> <p><b>Dogs are monitored throughout the day and appropriate steps would be taken if signs of cold or heat intolerance were</b></p>

<ul style="list-style-type: none"> <li>(b) its situation, space, air quality, cleanliness and temperature</li> <li>(c) the water quality (where relevant),</li> <li>(d) noise levels</li> <li>(e) light levels</li> <li>(f) ventilation.</li> </ul>	<p>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.</p> <p>A dog must be able to remove itself from a direct source of heat.</p> <p>Dogs, particularly puppies, may be adversely affected by the sound of other barking dogs. Dogs under seven months of age must be located in the quietest part of the kennel establishment.</p> <p>Dogs must not be exposed to draughts.</p> <p>Ventilation must be provided to all interior areas to avoid excess humidity.</p> <p>Excessive noise must be avoided.</p> <p><b>Higher Standard: Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.</b></p> <p><b>A noise management plan must be in place e.g. physical barriers, sound absorbing build structure, positive reinforcement training to keep barking down, kennel design to prevent noise generation with demonstration of effectiveness.</b></p>	<p><b>seen. Licence holder is advised to document times of visits rather than tick lists as this does not prove that dogs have been visited as many times as the conditions require.</b></p> <p><b>Hatches are kept open for dogs to go in and out as they choose.</b></p> <p><b>The licence holder attempts to house dogs appropriately e.g. those who are affected by noise are not housed next to a noisy dog. However there is only one unit for dogs other than isolation unit so noise is inevitable.</b></p> <p><b>Higher Standard: Not met. Fans available but no noise management plan.</b></p>
<p>5.3 Staff must ensure that the animals are kept clean and comfortable</p>	<p>The licence holder and staff should ensure that dogs benefit from adequate routine grooming and</p>	<p>Compliant – Dogs are routinely groomed as per their individual needs. Applicant is advised to document this.</p>



	<p>other health regimes as needed and agreed with the owner e.g. cleaning of eyes or keeping long fur from matting. This must include attention to coat, teeth, ears and nails and inspection for parasites.</p> <p>Each occupied kennel must be cleaned daily at a minimum.</p> <p>Dogs must be removed from the area whilst it is being cleaned.</p>	<p>Kennels are cleaned twice daily. Dogs are removed from the area whilst this is done.</p>
<p>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</p>	<p>There must be direct and continuous access to a run for toileting or the dog must be taken out of the kennel unit to toilet at least 4 times at intervals throughout the day.</p>	<p>Compliant.</p>
<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>Kennels, including outside runs, must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.</p> <p>Kennels must be disinfected at least once a week and at occupancy change.</p> <p>Faeces must be removed from all areas as often as necessary and in any case a minimum of twice a day.</p>	<p>Compliant – As per operating procedures outlining cleaning regime.</p>
<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>The licence holder must demonstrate that a suitable vehicle is available to transport dogs or, where a vehicle is not provided, a contingency plan in place for emergency transport.</p>	<p>Compliant - Transportation policy in place. Secure crates used within vehicle whilst dogs are transported. Transport is not offered to anywhere further than 10 miles away.</p>

	<p>Transport must be in accordance with existing legal requirements.</p> <p>Vehicles must be cleaned and disinfected after each collection / delivery.</p> <p>Leaving dogs in vehicles must be minimalised and dogs must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal.</p> <p>If transporting dogs by road, sufficient breaks must be offered for water and the chance to go to the toilet.</p> <p>Dogs must be suitably restrained using a dog crate, dog guard or transport harness. Dog crates must be of adequate size, designed to provide good ventilation and firmly secured, out of direct sunlight and away from heating vents.</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>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.</p> <p>Lights must be turned off to provide a period of darkness overnight.</p>	<p>Compliant.</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>There must be multiples of all resources (food, water bowls and sleeping areas), equal or greater than the number of dogs in the unit. Dogs must be carefully monitored, especially at feeding times.</p>	<p>Compliant.</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>All dogs must be observed regularly throughout the day. The licence holder or responsible person must visit the dogs at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800, until 1800), or as necessary for the individual health, safety and welfare of each dog.</p> <p>Higher Standard: All individual dogs must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).</p>	<p>Advised – Although this condition is met the licence holder is advised to document the times the dogs are observed to evidence compliance.</p> <p>Higher Standard: Not currently met - Although dogs are checked out of hours this is not recorded and therefore not evidenced.</p>
<p><b>6.0 Suitable Diet</b></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>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.</p> <p>The diet must be in agreement with the dog's owner and if there are concerns about an individual dog's diet, the owners must be told and veterinary advice sought.</p>	<p>Compliant – dogs are fed in agreement with their owners instructions. These are documented on the daily feed board.</p>
<p>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</p>	<p>Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours and if there are concerns, veterinary advice must be sought.</p> <p>Water intake must be checked and veterinary advice sought if dog is not drinking or is drinking excessively.</p> <p>Dogs displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.</p>	<p>Compliant.</p>

	Veterinary advice must be followed if feeding debilitated, underweight or ill dogs, or those with specific dietary requirements	
6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.	<p>Dry feed must not be left out for more than 24 hours. When wet feed is fed it must be removed before the next feeding time.</p> <p>Refrigeration facilities for feed storage must be provided.</p> <p>Feed must be stored away from risk of vermin and in appropriately cool and dry places.</p> <p>Refrigeration facilities for feed storage must be provided.</p>	<b>Compliant – feed is not left out. Refrigeration facilities seen upon site inspection.</b>
6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.	<p>Receptacles must be non-porous.</p> <p>Receptacles must be cleaned daily and disinfected at least once a week and between dogs. If damaged they must be disposed of.</p>	Compliant.
6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.	<p>Fresh water must be provided daily in a clean container and changed or refreshed as often as necessary.</p> <p>At least one water bowl must be provided per adult dog.</p>	Compliant – Water changed and bowls washed as per operating procedures routine outlines.
6.6 Where feed is prepared on the premises, there must be hygienic facilities for its preparation,	In establishments where staff are employed, a separate hand wash basin with an adequate supply	<b>Compliant – hand wash facilities checked upon site inspection.</b>

<p>including a working surface, hot and cold running water and storage.</p>	<p>of hot and cold water must be provided for them to wash their hands.</p> <p>This must be connected to a suitable drainage system.</p> <p>Soap and hygienic hand drying facilities must also be available.</p>	
<p><b>7.0 Monitoring of behaviour and training of animals</b></p>		
<p>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</p>	<p>A documented programme must be available setting out enrichment both inside and outside including grooming, socialisation and play. All dogs must receive appropriate toys and / or feeding enrichment unless veterinary advice suggests otherwise. Items must be checked daily to ensure they remain safe and must not be left with dogs when staff are not on the premises.</p>	<p>Compliant – Enrichment policy emailed in prior to site inspection.</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>Opportunities to exercise must involve at least one walk every day or access to a secure open space away from their kennel unit. Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.</p> <p>Informed written consent from owners must be obtained to enable a dog to be walked outside the facility. Dogs exercised outside the premises must be kept on a lead at all times. No more than four dogs must be walked at the same time.</p> <p>Dogs must be monitored whilst in outdoor exercise areas. Outdoor exercise areas must be safe and free from hazards which may cause injury.</p>	<p>Compliant</p> <p>Higher Standard: Not met. One walk per day. Advised to record this.</p>

	<p>Dogs from different households must not be mixed, including in exercise areas and when being walked, unless prior written consent has been obtained from the owners.</p> <p>The owner must stipulate what mixing is to take place i.e. whether it is mixing with dogs selected by the proprietor or with named dogs only.</p> <p>Exercise areas must be cleared of all potential hazards between use by different dogs. Faeces must be picked up between dogs/occupancy and at least daily.</p> <p>Higher Standard: There must a clear plan setting out two walks per dog each day for a minimum of 20 minutes each or two sessions of access to a secure open area away from the kennel unit.</p>	
<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>The behaviour of individual dogs must be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety must be recorded and acted upon. All staff must be able to identify dogs that are anxious or fearful about contact.</p> <p>Dogs likely to, or showing, signs of being nervous or stressed must be located in a suitable part of the establishment, bearing in mind their individual disposition. This could include: elderly dogs; nervous dogs; dogs on some medications. Where a dog shows signs of being nervous, stressed or fearful, steps must be taken to address this.</p>	<p>Compliant – dogs are regularly monitored by experienced staff. Any changes in behaviour would be recorded, however they are advised to amend checklist on front of each unit to include notes section on behaviour.</p> <p>Dogs are housed appropriately as per their individual needs, however there is only one block so louder dogs would share block with nervous dogs. Nervous dogs would be housed as far from loud dogs as possible.</p> <p>Advice from animal behaviourist could be sought if required. Not applicable at time of inspection.</p>

	Advice must be obtained 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 (i.e. reward desired behaviour and ignore unwanted behaviour).	Compliant – No training.
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, and  (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.	Compliant – See puppy policy
<b>8.0 Animal Handling and Interactions</b>		
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>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 are frightened or exhibit aversive behaviour.</p> <p>People must have the competence to handle dogs correctly. A protocol 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 undesirable behaviours, and those dogs that are anxious or fearful.</p> <p>A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site.</p>	<p>Compliant – Dogs are handled humanely and appropriately by all members of staff. Protocol is in place for dealing with difficult dogs however this needs to be documented. Muzzles available upon site inspection. Dog catching device must be purchased.</p> <p><b>Difficult dog policy emailed in.</b></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>Only dogs from the same household may share a kennel unit. Where dogs share a unit, the owner's written authorisation must be obtained and dogs must be monitored. Consent from the owner must also include authority for separating dogs, should problems arise.</p> <p>A documented policy must be in place for monitoring the introduction of new dogs to the existing group to avoid stress to new or existing animals.</p>	<p>Advised – Only dogs from same house are allowed to share a unit at this premises however the consent from owners <b>MUST</b> be implemented.</p> <p>See New dog policy.</p>
<p>8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.</p>		<p>Compliant.</p>
<p><b>9.0 Protection from Pain, Suffering, Injury and Disease</b></p>		
<p>9.1 Written procedures must:</p> <p>(a) be in place and implemented covering:</p> <ul style="list-style-type: none"> <li>(i) feeding regimes,</li> <li>(ii) cleaning regimes,</li> <li>(iii) transportation,</li> <li>(iv) the prevention of, and control of the spread of, disease,</li> <li>(v) monitoring and ensuring the health and welfare of all the animals,</li> <li>(vi) the death or escape of an animal (including the storage of dead animals);</li> </ul> <p>(b) be in place covering the care of the animals following the suspension or revocation of</p>	<p>The procedures must demonstrate how the conditions outlined in this guidance are met.</p>	<p>Compliant</p> <ul style="list-style-type: none"> <li>(i) Operating Procedures</li> <li>(ii) Operating Procedures</li> <li>(ii) Transportation Policy</li> <li>(iv) Infection Control Procedure</li> <li>(v) <b>Monitoring health and welfare policy</b></li> <li>(vi) Escape Policy and Death of Animal Policy</li> </ul> <p>(b) Emergency Plan</p>



<p>the licence or during and following an emergency.</p>		
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		<p>Compliant.</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>Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably expected to be carrying serious infectious diseases.</p> <p>Where isolation facilities are provided by the attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If not the stated isolation protocols must be followed.</p> <p>Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area.</p> <p>Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to. Whilst in use, the clothing must be kept in the isolation unit and not be removed other than for cleaning and disinfection. Any dogs in the isolation facility must be checked regularly and unless a separate person is caring for them, they must be visited after the other dogs.</p>	<p>Compliant – isolation facilities on site, however agreement with vet is also in place if required.</p> <p>Advised re PPE isolation kit to be ready for use. Although all is readily available a box with equipment already prepared is advised.</p>

	<p>Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.</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>An up-to-date veterinary vaccination record must be seen to ensure that dogs have current vaccinations against canine parvovirus, canine distemper, canine adenovirus/infectious canine hepatitis, leptospirosis and other relevant diseases. Vaccination against diseases such as kennel cough (<i>Bordetella bronchiseptica</i>/Canine parainfluenza virus) may be required by the establishment.</p> <p>Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination as required by the establishment. The certificate must state that it is valid for the current period. It is the decision of the kennel proprietor whether to accept such a certificate.</p> <p>Vaccines used must be licenced for use in the UK. Homoeopathic vaccination is not acceptable.</p> <p>If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with a product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must be discussed with a veterinarian before administration. Consent from the owner is required.</p> <p>Primary vaccination courses must be completed at least 2 weeks before boarding.</p>	<p>Compliant – Vaccination records seen upon site inspection.</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>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.</p> <p>Storage of excreta must be away from areas where animals or food are kept.</p>	<p>Compliant.</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>Compliant.</p>
<p>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</p>	<p>Any preventive treatment must be administered with consent from the owner and under the direction of a veterinarian.</p>	<p>Advised.</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>The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff. The veterinary practice must be in a reasonable travel distance.</p> <p>Written consent between the dog owner and licence holder must be obtained with regards to which veterinarian is to be used when dog is first placed with licence holder.</p>	<p>Compliant.</p> <p>Consent for which vet to be used is sought and evidenced at site inspection.</p>
<p>9.9 Prescribed medicines must be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in</p>	<p>All courses must be completed to the specifications given by the veterinarian.</p>	<p>Compliant.</p>

<p>accordance with the instructions of the veterinarian.</p>	<p>Any unused medications must be returned to the owner, nominated contact or prescribing vet.</p> <p>A fridge must be available to store medicines which require being kept at certain low temperatures.</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>Compliant.</p>
<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>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.</p> <p>Cleaning and disinfection products must be used in accordance with the manufacturer's instructions.</p> <p>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.</p> <p>Kennels of long stay dogs must undergo periodical thorough cleaning, disinfection and drying.</p> <p>Standing water must not be allowed to accumulate due to the possibility of pathogens residing in these moist environments.</p> <p>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.</p>	<p>Compliant – All cleaning products seen upon site inspection. Suitable for use with animals and main product is Safe4. All are used in accordance with manufacturers instructions. Regular cleaning and disinfecting is undertaken. Advised to record time this is done on kennel info sheet.</p> <p>Toys seen upon site inspection. These are regularly cleaned/disinfected.</p>

	<p>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).</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;</p> <p>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.</p> <p>(c) a person who has been authorised by a veterinarian as competent for such purpose</p>	<p>Only a veterinarian may euthanase a dog.</p> <p>Euthanasia must be humane and effective.</p> <p>The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian 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.</p>	<p>Advised.</p>
<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. 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.</p>	<p>Presence or absence of faeces and urine must be monitored daily. Any abnormalities in excreta must be recorded and acted upon as appropriate.</p> <p>Dogs must be handled at least twice daily as part of their care and enrichment regime, unless handling them would pose a risk to kennel employees or cause stress to the dogs.</p>	<p>Compliant – Checklists on front of kennels for toileting. Advised checks for both faeces and urine.</p> <p>Dogs handled regularly throughout the day. Again advised this is recorded.</p>
<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 veterinarian (or in the case of fish, of an</p>		<p>Compliant – requested last time vet contacted for advice at site inspection and this was documented.</p>

<p>appropriately competent person) must be sought and followed.</p>		
<p><b>10.0 Emergencies</b></p>		
<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>	<p>Entrances and fire exits must be clear of obstructions at all times.</p> <p>Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Any buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level / floor of the property and there must be at least one carbon monoxide detector.</p> <p>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.</p> <p>There must be a plan for accommodation of the dogs should the premises become uninhabitable.</p> <p>All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</p> <p>There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold).</p> <p>All electrical installations must be installed by appropriately qualified persons and maintained in a</p>	<p>Compliant – Written emergency plan in place, entrances and exits clear of obstructions. Fire alarms, carbon monoxide detectors and fire extinguishers/blankets on site and in good working order.</p> <p>Advised re annual fire testing. This will be checked upon unannounced inspection.</p> <p>Accommodation in large secure farm buildings in case of emergency and an agreement in place with Deandane Kennels &amp; Cattery.</p> <p>Extreme weather policy in place.</p>

	safe condition; and sited such that they do not present a risk.	
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 and an emergency telephone list that includes the fire service and police.		Compliant.
10.3 External doors and gates must be lockable.		Compliant.
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>In non-domestic settings, an emergency contact name / number must be displayed on the outside of the premises.</p> <p>A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.</p> <p>Higher Standard: A member of staff must be on site at all times</p>	<p>Compliant – Licence holder and staff live on site.</p> <p>Higher Standard: Met</p>

**Part B – Specific Conditions:** (Schedule 4, Part 2 of the Regulations)

<b>7 Suitable Environment</b>		
7.1 Dogs within the premises to which the licence relates must be prevented from coming into contact with other animals from outside the premises.		Compliant – All kept in separate units and exercised alone.
<p>7.2 In each kennel unit, the sleeping area must:</p> <p>(a) be free from draughts;</p> <p>(b) provide the dog with sufficient space to:</p> <ul style="list-style-type: none"> <li>(i) sit and stand at full height,</li> <li>(ii) lie down fully stretched-out,</li> <li>(iii) wag its tail,</li> <li>(iv) walk, and</li> <li>(v) turn around without touching another dog or the walls;</li> </ul> <p>(c) have a floor area which is at least twice the area required for the dog in it to lie flat; and</p> <p>(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>7.2(d) applies to new builds and extensions. It does not apply to kennels rebuilding on an existing footprint. It is expected that many new boarding establishments will be significantly larger than the minimum sizes currently provided.</p> <p>Higher Standard: The sleeping area must be at least 2.85m<sup>2</sup>.</p>	<p>Compliant</p> <p>Higher Standard: Not met</p>
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.		Compliant – Advised about more detailed info sheets on kennel units.



<p>7.4 Each dog must have constant access to its sleeping area.</p>	<p>There must be a clean resting place to provide comfort and warmth which is situated out of draughts.</p> <p>All beds and bedding areas must be kept clean, dry and parasite free.</p> <p>Bedding must be made of a material that is easy to wash/disinfect, or is disposable.</p> <p>Bedding must be changed, cleaned and disinfected between dogs.</p> <p>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.</p>	<p>Compliant – Sleeping area indoors. Vet bed available for those whose owners do not bring own bedding.</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>Compliant.</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 must have constant access to its exercise run during the daytime. Where this is not possible, a dog must be removed from its unit at least four 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 / bedding area.</p>	<p>Compliant – Constant access to run during daytime.</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</p>	<p>Partition walls may be temporary as long as they are safe and robust.</p>	<p>Compliant.</p>

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.		
7.8 Only dogs from the same household may share a kennel unit.	Written authorisation is required.	Advised re consent.
<b>8 Monitoring of behaviour and training</b>		
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.	Compliant.
8.2 All dogs must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.	Supervised enrichment opportunities must be offered to each dog at least daily under supervision.  Higher Standard: There must be a documented daily enrichment plan setting out two or more sessions per day.	Compliant.  Higher Standard: Not met. Documented enrichment plan is in place. Checklist only outlines one enrichment opp per day.
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.		Compliant.
8.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.		Compliant.
8.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation.		Compliant – See enrichment policy.

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.	This applies whether a dog is single, paired or group housed.
<b>9 Records</b>		
9.1	<p>A register must be kept of all the dogs at the premises which must include:</p> <ul style="list-style-type: none"> <li>(a) the dates of each dog's arrival and departure;</li> <li>(b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed;</li> <li>(c) the number of any dogs from the same household;</li> <li>(d) a record of which dogs (if any) are from the same household;</li> <li>(e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details;</li> <li>(f) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency;</li> <li>(g) the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog;</li> <li>(h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise;</li> <li>(i) details of the dog's diet and related requirements;</li> <li>(j) consent forms;</li> </ul>	Compliant – Records all checked upon site inspection. Only advisories were around consent forms and flea/worm treatments.

<p>(k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments;</p> <p>(l) details of any medical treatment each dog is receiving.</p>		
<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>Compliant – Dogs do not leave premises.</p>
<p><b>10 Protection from pain, injury, suffering and disease</b></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>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 there would be separate member of staff attending to these dogs and all equipment must be separate.</p> <p>Higher Standard: There must be separate buildings used for different activities with separate staff and separate equipment.</p>	<p>Compliant – no rescue or breeding dogs on site.</p> <p>Higher Standard: N/A</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>Compliant – Gilmore vets letter.</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>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.</p>	<p>Compliant – no holding kennels are in use at the premises.</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.		

**Inspectors Comments/Recommendations**

**New owners have taken over at this establishment and taken advice on board re documentation/records. The units were built prior to the new regulations and therefore will not be able to achieve the higher standards due to sizing.**

## Inspection Form – Boarding Kennels for Dogs

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



Name of Premises	Dam Lane Kennels,		
Address of Premises	[REDACTED]		
Date of Inspection	[REDACTED]	Name of Person(s) seen at Inspection	[REDACTED]
APP Enforcement Visit No.	[REDACTED]	Officer Name	[REDACTED]

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

Condition	Guidance	Officer Notes
<b>1.0 Licence Display</b>		
1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.	The licence must be displayed in a public-facing area of the premises such as the entrance or reception area.	Compliant  <b>Displayed in office as per previous inspections.</b>
1.2 The name of the licence holder followed by the number of the licence holder's licence must be		Compliant

clearly and prominently displayed on any website used in respect of the licensable activity.		Applicant states no websites/social media used. I have however found a Facebook page. It appears little used with only 16 followers. No adverts of services provided found.
<b>2.0 Records</b>		
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.	Electronic records must be backed up	Compliant  <i>Applicant states that improvements have been made following last unannounced inspection. States all Written records are kept and now available for inspection as requested.</i>
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.		Compliant  <i>Records kept for at least 3 years all in paper form.</i>
<b>3.0 Use, number and type of animal</b>		
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 either the relevant person in the Local Authority, the Police or suitable animal welfare organisation as appropriate.	Compliant
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 permitted at the premises used for the activity. Undeclared breach of this number can invalidate the licence, especially if not reflected in increased staffing levels.	Compliant  <i>Following last unannounced inspection they now cater for max of 42 dogs. 1 x previous kennel has been adopted to allow new fridge and extra storage.</i>

	This figure must include any dogs kept within the licensed kennels which are not present for boarding.	
<b>4.0 Staffing</b>		
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.	<p>Where there is evidence that the welfare needs of the animals are not being met, the inspector should consider if the staffing levels are appropriate. The inspector should take into account:</p> <ul style="list-style-type: none"> <li>• The size of premises</li> <li>• The layout of the premises i.e. how many dogs may be permitted in each separate area</li> <li>• The type of dog e.g. breed, age, health status and needs</li> <li>• The qualifications / experience of the staff</li> <li>• Additional services offered by the establishment</li> <li>• Use of part-time or voluntary staff</li> </ul> <p>As a guide, the ratio of staff to dogs in established businesses will be around 1:25.</p> <p><i>Higher Standard: Staffing levels will be up to 1 full-time equivalent attendant per 15 dogs kept.</i></p>	<p>Compliant – No welfare concerns.</p> <p><i>Unchanged from last inspection. Higher Standards – Not met. When licence holder ██████████ go on holiday, they leave ██████████ to run the business. In these instances, higher standards are not met.</i></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>Suitable and sufficient training of staff must be demonstrated to have been carried out in the following areas:</p> <ul style="list-style-type: none"> <li>• Dog welfare, including recognising poor welfare and understanding the 5 welfare needs</li> <li>• Dog handling;</li> </ul>	<p><b>Advised - many years experience, and some basic training. No further training has taken place since last inspection. No training policy exists – Although this is a family business, ██████████ receives wages/pay slips and is technically employed as staff.</b></p>



	<ul style="list-style-type: none"> <li>• Dog behaviour;</li> <li>• Cleanliness and hygiene;</li> <li>• Feeding and food preparation;</li> <li>• Disease control;</li> <li>• Recognition and first aid treatment of sick animals.</li> </ul> <p>Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.</p> <p><b>Higher Standard: A member of staff with a relevant accredited Level 3 qualification must be present during the working day.</b></p>	<p><b>Higher Standards - Not Met</b></p>
<p>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</p>	<p>The training policy must be reviewed and updated on an annual basis and must include:</p> <ul style="list-style-type: none"> <li>• annual appraisal</li> <li>• planned continued professional development</li> <li>• recognition of knowledge gaps</li> <li>• use of online courses and literature</li> <li>• if no staff are employed the licence holder must demonstrate their own knowledge development.</li> </ul> <p>It will be applicable to any members of staff and can be shown by engagement with courses, written or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.</p> <p>Evidence of staff attendance or completion of the training must be provided</p>	<p><i>Since last inspection no change has been made – Although this is a family run business and appraisals/CPD may not be suitable the business should look to implement more training through the use of online courses and literature to develop their own knowledge.</i></p>

<p><b>5.0 Suitable Environment</b></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 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>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.</p> <p>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 covered or sealed.</p> <p>There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog.</p> <p>Windows must be escape-proof.</p> <p>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.</p> <p>Access doors must not be propped open.</p> <p>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.</p> <p>Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of</p>	<p><b>Compliant – A well maintained premises, licence holder has carried out extensive repairs and maintenance during lockdown.</b></p> <p><b>Concrete flooring, non-slip, metal scratch resistant doors, no projections, hazards or rough edges. Windows on roof are translucent.</b></p> <p><b>No standing water in kennels. Drainage to corridors to prevent standing or pooling of liquids.</b></p> <p><b>Kennels and runs open onto secure corridors/areas so dogs are unable to escape.</b></p> <p><b>Headroom height in units is over 2m. Width between units is 1.2m. Unit doors open inwards.</b></p> <p><b>Higher Standards – Compliant. Indoor and outdoor areas within unit.</b></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>any limb or body parts. To protect against entrapment any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate.</p> <p>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.</p> <p>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.</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 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>	
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	<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>Higher Standard: Dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities should be provided. This can be achieved by, for example, inclusion of raised platforms.</p>	
<p>5.2 Animals must be kept at all times in an environment suitable to their species and</p>	<p>Dogs must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in the kennels must aim to</p>	<p><b>Fans and oil central heating. However, there were no thermometers in place at</b></p>

<p>condition (including health status and age) with respect to:</p> <ul style="list-style-type: none"> <li>(a) their behavioural needs,</li> <li>(b) its situation, space, air quality, cleanliness and temperature</li> <li>(c) the water quality (where relevant),</li> <li>(d) noise levels</li> <li>(e) light levels</li> <li>(f) ventilation.</li> </ul>	<p>keep the temperature in some part of the sleeping area above an absolute minimum of 10 degrees.</p> <p>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.</p> <p>A dog must be able to remove itself from a direct source of heat.</p> <p>Dogs, particularly puppies, may be adversely affected by the sound of other barking dogs. Dogs under seven months of age must be located in the quietest part of the kennel establishment.</p> <p>Dogs must not be exposed to draughts.</p> <p>Ventilation must be provided to all interior areas to avoid excess humidity.</p> <p>Excessive noise must be avoided.</p> <p><b>Higher Standard: Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.</b></p> <p><b>A noise management plan must be in place e.g. physical barriers, sound absorbing build structure, positive reinforcement training to keep barking down, kennel design to prevent noise generation with demonstration of effectiveness.</b></p>	<p><b>the time of inspection. This is to be implemented immediately.</b></p> <p><i>Dogs monitored throughout the day. Dogs able to remove themselves from direct source of heat by moving indoor/outdoor.</i></p> <p><i>Puppies are not taken.</i></p> <p><i>Music is played to calm dogs and reduce barking.</i></p> <p><i>No noise assessment policy in place</i></p> <p><b>Higher Standard: Not met</b></p>
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<p>5.3 Staff must ensure that the animals are kept clean and comfortable</p>	<p>The licence holder and staff should ensure that dogs benefit from adequate routine grooming and other health regimes as needed and agreed with the owner e.g. cleaning of eyes or keeping long fur from matting. This must include attention to coat, teeth, ears and nails and inspection for parasites.</p> <p>Each occupied kennel must be cleaned daily at a minimum.</p> <p>Dogs must be removed from the area whilst it is being cleaned.</p>	<p><i>Applicant states no routine grooming is carried out, however diet and related requirements are agreed on booking form with owner. This includes any medical treatment each dog is receiving. However essential grooming ie, removal of soiling will take place.</i></p> <p><i>Kennels cleaned twice daily, and dogs removed from area whilst it is cleaned.</i></p> <p><i>Following last inspection, daily cleaning records are now maintained.</i></p>
<p>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</p>	<p>There must be direct and continuous access to a run for toileting or the dog must be taken out of the kennel unit to toilet at least 4 times at intervals throughout the day.</p>	<p>Kennels built with open access to individual runs.</p>
<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>Kennels, including outside runs, must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.</p> <p>Kennels must be disinfected at least once a week and at occupancy change.</p> <p>Faeces must be removed from all areas as often as necessary and in any case a minimum of twice a day.</p>	<p><i>Regular daily checks made to kennels and outside runs. Applicant states that following last inspection this is now documented and recorded.</i></p> <p><i>Kennels disinfected daily and faeces removed twice daily.</i></p>
<p>5.6 The animals must be transported and handled in a manner (including for example in relation to housing, temperature, ventilation and frequency)</p>	<p>The licence holder must demonstrate that a suitable vehicle is available to transport dogs or, where a vehicle is not provided, a contingency plan in place for emergency transport.</p>	<p><i>No transportation offered, only in exceptional circumstances e.g. emergency transportation. Family vehicle would be</i></p>

<p>that protects them from pain, suffering, injury and disease.</p>	<p>Transport must be in accordance with existing legal requirements.</p> <p>Vehicles must be cleaned and disinfected after each collection / delivery.</p> <p>Leaving dogs in vehicles must be minimalised and dogs must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal.</p> <p>If transporting dogs by road, sufficient breaks must be offered for water and the chance to go to the toilet.</p> <p>Dogs must be suitably restrained using a dog crate, dog guard or transport harness. Dog crates must be of adequate size, designed to provide good ventilation and firmly secured, out of direct sunlight and away from heating vents.</p>	<p><i>utilised and cleaned/disinfected after each use.</i></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>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.</p> <p>Lights must be turned off to provide a period of darkness overnight.</p>	<p><b><i>Both natural and artificial light available. Lights turned off at night.</i></b></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>There must be multiples of all resources (food, water bowls and sleeping areas), equal or greater than the number of dogs in the unit. Dogs must be carefully monitored, especially at feeding times.</p>	<p><i>Compliant - Owner can choose between bringing own food/resources or licence holder can provide.</i></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>All dogs must be observed regularly throughout the day. The licence holder or responsible person must visit the dogs at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800, until 1800), or as necessary for the individual health, safety and welfare of each dog.</p> <p>Higher Standard: All individual dogs must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).</p>	<p><i>Only one dog on site at time of inspection.</i></p> <p>Compliant- live on site full time</p> <p><b>Checklist kept on front of kennel. Applicant is advised to put times of checks to ensure this condition is met.</b></p> <p>Higher Standards: Not met as not currently recorded.</p>
<p><b>6.0 Suitable Diet</b></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>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.</p> <p>The diet must be in agreement with the dog's owner and if there are concerns about an individual dog's diet, the owners must be told and veterinary advice sought.</p>	<p>Applicant states compliant. <i>Individual feeding plan for each dogs appropriate to age and need.</i></p> <p><i>As per booking form consent.</i></p>
<p>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</p>	<p>Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours and if there are concerns, veterinary advice must be sought.</p> <p>Water intake must be checked and veterinary advice sought if dog is not drinking or is drinking excessively.</p>	<p>No change since last inspection applicant states – <i>Checklist on front of kennel listing name of dog, date, food and water intake, meals and toilet. Licence holders vet used if there are any concerns.</i></p>



	<p>Dogs displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.</p> <p>Veterinary advice must be followed if feeding debilitated, underweight or ill dogs, or those with specific dietary requirements</p>	
<p>6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.</p>	<p>Dry feed must not be left out for more than 24 hours. When wet feed is fed it must be removed before the next feeding time.</p> <p>Refrigeration facilities for feed storage must be provided.</p> <p>Feed must be stored away from risk of vermin and in appropriately cool and dry places.</p> <p>Refrigeration facilities for feed storage must be provided.</p>	<p>Applicant has introduced separate fridge since last inspection for storage of meds and dog foods.</p> <p><i>Applicant states that dry feed would not be left out for longer than 24 hours and wet feed removed before next feeding time.</i></p> <p><b>Appropriate food storage facilities on site.</b></p>
<p>6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.</p>	<p>Receptacles must be non-porous.</p> <p>Receptacles must be cleaned daily and disinfected at least once a week and between dogs. If damaged they must be disposed of.</p>	<p>Compliant.</p>
<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>Fresh water must be provided daily in a clean container and changed or refreshed as often as necessary.</p> <p>At least one water bowl must be provided per adult dog.</p>	<p>Each kennel has individual bowls and refreshed several times daily.</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>In establishments where staff are employed, a separate hand wash basin with an adequate supply of hot and cold water must be provided for them to wash their hands.</p> <p>This must be connected to a suitable drainage system.</p> <p>Soap and hygienic hand drying facilities must also be available.</p>	<p><b>Hand wash facilities available.</b></p>
<p><b>7.0 Monitoring of behaviour and training of animals</b></p>		
<p>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</p>	<p>A documented programme must be available setting out enrichment both inside and outside including grooming, socialisation and play. All dogs must receive appropriate toys and / or feeding enrichment unless veterinary advice suggests otherwise. Items must be checked daily to ensure they remain safe and must not be left with dogs when staff are not on the premises.</p>	<p><b>Environmental enrichment plan now submitted.</b></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>Opportunities to exercise must involve at least one walk every day or access to a secure open space away from their kennel unit. Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.</p> <p>Informed written consent from owners must be obtained to enable a dog to be walked outside the facility. Dogs exercised outside the premises must be kept on a lead at all times. No more than four dogs must be walked at the same time.</p>	<p>Applicant states still only provides one guaranteed walk per day.</p> <p><i>One walk per day. Dogs are not walked outside of the facility. Dogs walked individually and not together unless from same household.</i></p> <p><i>Higher Standard: Not met</i></p>

	<p>Dogs must be monitored whilst in outdoor exercise areas. Outdoor exercise areas must be safe and free from hazards which may cause injury.</p> <p>Dogs from different households must not be mixed, including in exercise areas and when being walked, unless prior written consent has been obtained from the owners.</p> <p>The owner must stipulate what mixing is to take place i.e. whether it is mixing with dogs selected by the proprietor or with named dogs only.</p> <p>Exercise areas must be cleared of all potential hazards between use by different dogs. Faeces must be picked up between dogs/occupancy and at least daily.</p> <p>Higher Standard: There must a clear plan setting out two walks per dog each day for a minimum of 20 minutes each or two sessions of access to a secure open area away from the kennel unit.</p>	
<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>The behaviour of individual dogs must be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety must be recorded and acted upon. All staff must be able to identify dogs that are anxious or fearful about contact.</p> <p>Dogs likely to, or showing, signs of being nervous or stressed must be located in a suitable part of the establishment, bearing in mind their individual disposition. This could include: elderly dogs;</p>	<p>Applicant states compliant</p> <p><i>Since last inspection applicant states that dogs monitored daily, and records are now kept detailing this.</i></p> <p><i>Dogs displaying certain behaviour can be moved into a quieter area of the kennels. Alternatively, staff will spend more time comforting dog.</i></p>

	<p>nervous dogs; dogs on some medications. Where a dog shows signs of being nervous, stressed or fearful, steps must be taken to address this.</p> <p>Advice must be obtained where necessary from a suitably qualified clinical animal behaviourist.</p>	<b>Advised re behaviour comments on front of each pen.</b>
7.4 Where used, training methods or equipment must not cause pain, suffering or injury.	Training must be reward based (i.e. reward desired behaviour and ignore unwanted behaviour).	Compliant – no training.
<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>	Documented processes must be in place to accommodate the needs of dogs under one year of age.	<b>No puppies taken for boarding.</b>
<b>8.0 Animal Handling and Interactions</b>		
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>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 are frightened or exhibit aversive behaviour.</p> <p>People must have the competence to handle dogs correctly. A protocol 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 undesirable behaviours, and those dogs that are anxious or fearful.</p>	<b>Compliant - See difficult or anxious dog control plan.</b>

	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. No animals from a social species may be isolated or separated from others of their species for any longer than is necessary.	<p>Only dogs from the same household may share a kennel unit. Where dogs share a unit, the owner's written authorisation must be obtained and dogs must be monitored. Consent from the owner must also include authority for separating dogs, should problems arise.</p> <p>A documented policy must be in place for monitoring the introduction of new dogs to the existing group to avoid stress to new or existing animals.</p>	<p>Applicant states compliant and docs to be checked. <i>Only dogs from same household would share a kennel unit if owner specifies. This is now documented on the booking in form.</i></p> <p><b>See monitoring introduction control plan.</b></p>
8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.		Compliant
<b>9.0 Protection from Pain, Suffering, Injury and Disease</b>		
9.1 Written procedures must:	The procedures must demonstrate how the conditions outlined in this guidance are met.	Compliant
<p>(a) be in place and implemented covering:</p> <ul style="list-style-type: none"> <li>(i) feeding regimes,</li> <li>(ii) cleaning regimes,</li> <li>(iii) transportation,</li> <li>(iv) the prevention of, and control of the spread of, disease,</li> <li>(v) monitoring and ensuring the health and welfare of all the animals,</li> <li>(vi) the death or escape of an animal (including the storage of dead animals);</li> </ul>		<ul style="list-style-type: none"> <li>(i) see feeding regime, feed and water intake monitoring. Doc number 200/2337/FAW.</li> <li>(ii) See operating procedure. Daily routine.</li> <li>(iii) See operating procedure, infection control procedure.</li> <li>(iv) See infection control procedure.</li> <li>(v) See operating procedures, daily routine, feed and water intake</li> </ul>

<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>monitoring all within procedures provided and attached. (vi) See section 4 operating procedure.</p>
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		<p>Docs to be checked. Applicant states compliant are now documented having been missing from previous inspections</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>Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably expected to be carrying serious infectious diseases.</p> <p>Where isolation facilities are provided by the attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If not the stated isolation protocols must be followed.</p> <p>Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area.</p> <p>Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to. Whilst in use, the clothing must be kept in the isolation unit and not be removed other than for cleaning and disinfection. Any dogs in the isolation facility must be checked regularly and unless a separate person is caring for them, they must be visited after the other dogs.</p>	<p><i>Applicant states has sperate fully equipped isolation kennel that is totally separate from the others. For inspection.</i></p> <p><b>Agreement with vets for infectious animals.</b></p>

	<p>Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.</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>An up-to-date veterinary vaccination record must be seen to ensure that dogs have current vaccinations against canine parvovirus, canine distemper, canine adenovirus/infectious canine hepatitis, leptospirosis and other relevant diseases. Vaccination against diseases such as kennel cough (<i>Bordetella bronchiseptica</i>/Canine parainfluenza virus) may be required by the establishment.</p> <p>Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination as required by the establishment. The certificate must state that it is valid for the current period. It is the decision of the kennel proprietor whether to accept such a certificate.</p> <p>Vaccines used must be licenced for use in the UK. Homoeopathic vaccination is not acceptable.</p> <p>If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with a product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must be discussed with a veterinarian before administration. Consent from the owner is required.</p> <p>Primary vaccination courses must be completed at least 2 weeks before boarding.</p>	<p><i>Applicant states is compliant and has documentation to show.</i></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>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.</p> <p>Storage of excreta must be away from areas where animals or food are kept.</p>	<p>Onsite septic tank used at premises.</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>Applicant states complaint and all vet details recorded on individual booking forms.</p>
<p>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</p>	<p>Any preventive treatment must be administered with consent from the owner and under the direction of a veterinarian.</p>	<p>Applicant states compliant</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>The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff. The veterinary practice must be in a reasonable travel distance.</p> <p>Written consent between the dog owner and licence holder must be obtained with regards to which veterinarian is to be used when dog is first placed with licence holder.</p>	<p>Applicant states now compliant from previous inspection and details are held next to licence.</p> <p><i>Written consent is given by dog owner to use licence holders vet.</i></p>
<p>9.9 Prescribed medicines must be stored safely and securely to safeguard against unauthorised</p>	<p>All courses must be completed to the specifications given by the veterinarian.</p>	<p>Applicant states now complaint. Has new <i>separate fridge in kennels kitchen.</i></p>



<p>access, at the correct temperature, and used in accordance with the instructions of the veterinarian.</p>	<p>Any unused medications must be returned to the owner, nominated contact or prescribing vet.</p> <p>A fridge must be available to store medicines which require being kept at certain low temperatures.</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>Applicant states compliant</p>
<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>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.</p> <p>Cleaning and disinfection products must be used in accordance with the manufacturer's instructions.</p> <p>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.</p> <p>Kennels of long stay dogs must undergo periodical thorough cleaning, disinfection and drying.</p> <p>Standing water must not be allowed to accumulate due to the possibility of pathogens residing in these moist environments.</p> <p>Grooming equipment must be kept clean and in a good state of repair. If provided by the owner, it</p>	<p>Applicant states compliant. Animal friendly products used.</p>

	<p>must only be used on that dog and must be sent home with the dog.</p> <p>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).</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;</p> <p>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.</p> <p>(c) a person who has been authorised by a veterinarian as competent for such purpose</p>	<p>Only a veterinarian may euthanase a dog.</p> <p>Euthanasia must be humane and effective.</p> <p>The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian 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.</p>	<p>Applicant states has had no dogs in need of euthanasia since last inspection.</p>
<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. 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.</p>	<p>Presence or absence of faeces and urine must be monitored daily. Any abnormalities in excreta must be recorded and acted upon as appropriate.</p> <p>Dogs must be handled at least twice daily as part of their care and enrichment regime, unless handling them would pose a risk to kennel employees or cause stress to the dogs.</p>	<p>Applicant states complaint. 2 x routine cleaning and any additional if required.</p>
<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</p>		<p>Applicant states has amended form since last inspection top record any change. For checking.</p>

<p>veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.</p>		
<p><b>10.0 Emergencies</b></p>		
<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>	<p>Entrances and fire exits must be clear of obstructions at all times.</p> <p>Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Any buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level / floor of the property and there must be at least one carbon monoxide detector.</p> <p>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.</p> <p>There must be a plan for accommodation of the dogs should the premises become uninhabitable.</p> <p>All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</p> <p>There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold).</p>	<p>Compliant.</p>

	All electrical installations must be installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk.	
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 and an emergency telephone list that includes the fire service and police.		<i>As above</i>
10.3 External doors and gates must be lockable.		Applicant states compliant.
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>In non-domestic settings, an emergency contact name / number must be displayed on the outside of the premises.</p> <p>A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.</p> <p><i>Higher Standard: A member of staff must be on site at all times</i></p>	<p><i>Family business all living on site.</i></p> <p><i>Higher Standard: Compliant.</i></p>

**Part B – Specific Conditions:** (Schedule 4, Part 2 of the Regulations)

<b>7 Suitable Environment</b>		
7.1 Dogs within the premises to which the licence relates must be prevented from coming into contact with other animals from outside the premises.		Compliant
<p>7.2 In each kennel unit, the sleeping area must:</p> <p>(a) be free from draughts;</p> <p>(b) provide the dog with sufficient space to:</p> <ul style="list-style-type: none"> <li>(i) sit and stand at full height,</li> <li>(ii) lie down fully stretched-out,</li> <li>(iii) wag its tail,</li> <li>(iv) walk, and</li> <li>(v) turn around without touching another dog or the walls;</li> </ul> <p>(c) have a floor area which is at least twice the area required for the dog in it to lie flat; and</p> <p>(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>7.2(d) applies to new builds and extensions. It does not apply to kennels rebuilding on an existing footprint. It is expected that many new boarding establishments will be significantly larger than the minimum sizes currently provided.</p> <p><b>Higher Standard: The sleeping area must be at least 2.85m<sup>2</sup>.</b></p>	<p>Compliant</p> <p><i>Kennels built before these regulations came into force and will not meet new standards of sizing.</i></p> <p><i>Higher Standard: Not met</i></p>
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.		Applicant states no change and still compliant.

<p>7.4 Each dog must have constant access to its sleeping area.</p>	<p>There must be a clean resting place to provide comfort and warmth which is situated out of draughts.</p> <p>All beds and bedding areas must be kept clean, dry and parasite free.</p> <p>Bedding must be made of a material that is easy to wash/disinfect, or is disposable.</p> <p>Bedding must be changed, cleaned and disinfected between dogs.</p> <p>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.</p>	<p>Applicant states no change made since last inspection, other than maintenance and therefore should still be compliant.</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>Applicant states no change made since last inspection, other than maintenance and therefore should still be compliant.</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 must have constant access to its exercise run during the daytime. Where this is not possible, a dog must be removed from its unit at least four 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 / bedding area.</p>	<p>Applicant states compliant and no change since last inspection. <b>Constant access to its exercise run and walked daily. Roofing material opaque but has translucent windows. Bedding placed indoors and not in exercise run.</b></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</p>	<p>Partition walls may be temporary as long as they are safe and robust.</p>	<p>Applicant states compliant</p>

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.		
7.8 Only dogs from the same household may share a kennel unit.	Written authorisation is required.	Applicant states compliant
<b>8 Monitoring of behaviour and training</b>		
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.	Applicant states compliant with toys provided by owners.
8.2 All dogs must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.	Supervised enrichment opportunities must be offered to each dog at least daily under supervision.  <a href="#">Higher Standard: There must be a documented daily enrichment plan setting out two or more sessions per day.</a>	Applicant states compliant <a href="#">Higher Standard: Not met</a>
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.		Applicant states compliant
8.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.		Applicant states compliant
8.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation.		Applicant states compliant

<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>This applies whether a dog is single, paired or group housed.</p>	<p>Kennels built prior to new regs. Dogs can go inside or outside but this does not always mean they will avoid seeing people or other dogs. Advised to implement.</p>
<p><b>9 Records</b></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"> <li>(a) the dates of each dog's arrival and departure;</li> <li>(b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed;</li> <li>(c) the number of any dogs from the same household;</li> <li>(d) a record of which dogs (if any) are from the same household;</li> <li>(e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details;</li> <li>(f) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency;</li> <li>(g) the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog;</li> <li>(h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise;</li> <li>(i) details of the dog's diet and related requirements;</li> <li>(j) consent forms;</li> </ul>		<p><b><i>All compliant and checked on site.</i></b></p>



<p>(k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments;</p> <p>(l) details of any medical treatment each dog is receiving.</p>		
<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>Applicant states compliant – <i>Dogs do not leave premises, however identity tags are still available for use.</i></p>
<p><b>10 Protection from pain, injury, suffering and disease</b></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>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 there would be separate member of staff attending to these dogs and all equipment must be separate.</p> <p><i>Higher Standard: There must be separate buildings used for different activities with separate staff and separate equipment.</i></p>	<p><i>No rescue or breeding dogs housed.</i> <i>Higher Standards: N/A</i></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>Applicant states compliant states lost on last inspection but now in place.</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>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.</p>	<p>Applicant states compliant</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.		

**Inspectors Comments/Recommendations**

**Remote Inspection Comments**

**Emergency Plan appears still not to be in place as of 28/09/2020. Applicant has been strongly advised to have this in place and on display for when the premises are physically inspected in the near future.**

**Documentation needs addressing. Although licence holder and staff have experience/knowledge they need to improve on paperwork or star rating will be reduced to one star.**

**Site Inspection Comments:**

**Paperwork issues addressed prior to issuing of licence, improvements can be made to facilities to align with new regs.**

## Inspection Form – Boarding for Cats

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



Name of Premises

Address of Premises

Date of Inspection

Name of Person(s) seen at Inspection

APP Enforcement Visit No.

Officer Name

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

Condition	Guidance	Officer Notes
<b>1.0 Licence Display</b>		
1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.	The licence must be displayed in a public-facing area of the premises such as the entrance or reception area.	<b>Compliant – displayed prominently in office area.</b>
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.		Facebook and Instagram checked prior to remote assessment and licence details not present. Advised and will be rectified before site inspection.

<b>2.0 Records</b>		
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.	Electronic records must be backed up  Paper records kept and licence holder is aware of 3 year retention period.
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.	Compliant.
<b>3.0 Use, number and type of animal</b>		
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 cats. However, if there are welfare concerns relating to other animals then the inspector should inform either the relevant person in the Local Authority, the Police or suitable animal welfare organisation as appropriate.
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 cats permitted at the premises. Undeclared breach of this number can invalidate the licence, especially if not reflected in increased staffing levels.  This figure must include any other cats kept within the licensed cattery which are not there for boarding.
<b>4.0 Staffing</b>		
		Previously licensed to board 13 cats. However, this number is to be increased to 20 cats to allow for cats from same home to be boarded together. It is unlikely this figure will ever be reached.

<p>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.</p>	<p>Staffing levels must ensure that each cat's individual welfare needs can be fully met whilst under the care of the establishment and animal welfare requirements are not compromised through lack of staff.</p> <p>If there is evidence that the welfare needs of the animals are not being met, the individual local authority should consider the staffing levels in relation to:</p> <ul style="list-style-type: none"> <li>• The size of premises</li> <li>• The layout of the premises i.e. how many cats may be permitted in each separate area</li> <li>• The qualifications/experience of the staff</li> <li>• Advice from the local authority's veterinary officer</li> <li>• Use of part-time or voluntary staff</li> <li>• As a guide, the ratio of staff to cats in established businesses will be around 1:25</li> </ul> <p>Higher Standard: Staffing levels will be up to 1 full-time equivalent attendant per 20 cats kept or a higher ratio of qualified staff.</p>	<p>No staff employed. [REDACTED] and her retired partner [REDACTED] live on site and care for the cats.</p> <p>No concerns re welfare needs of the cats. They are well looked after at this establishment.</p> <p>Higher Standard: Met</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,</p>	<p>Suitable and sufficient training of staff must be demonstrated to have been carried out in the following areas:</p> <p>Cat welfare, including recognising poor welfare, and understanding the five welfare needs;</p>	<p>No staff are currently employed, however [REDACTED] is looking to undertake level 3 in a relevant subject. She has experience of working in a cattery so has competence in identifying normal behaviour and taking appropriate measures where necessary.</p>

<p>pain, suffering, injury, disease or abnormal behaviour.</p>	<ul style="list-style-type: none"> <li>• Cat handling;</li> <li>• Cat behaviour;</li> <li>• Cleanliness and hygiene;</li> <li>• Feeding and food preparation;</li> <li>• Disease control;</li> <li>• Recognition and first aid treatment of sick animals.</li> </ul> <p>Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.</p> <p>Higher Standard: A member of staff with an OFQUAL regulated Level 3 qualification in a relevant subject must be present during the working day.</p>	<p>Higher Standard: Not met.</p>
<p>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</p>	<p>The training policy must be reviewed and updated on an annual basis and must include:</p> <ul style="list-style-type: none"> <li>• annual appraisal</li> <li>• planned continued professional development</li> <li>• recognition of knowledge gaps</li> <li>• use of online courses and literature</li> <li>• if no staff are employed the licence holder must demonstrate their own knowledge development.</li> </ul> <p>It will be applicable to any members of staff and can be shown by engagement with courses, written</p>	<p>Compliant (N/A) – No staff are employed. [REDACTED] and [REDACTED] run the business. Advised [REDACTED] to amend op procedures as this refers to staff training, which is not applicable.</p>

	<p>or online learning, keeping up to date with any research or developments for specific species and the documentation of the annual appraisal.</p> <p>Evidence of staff attendance or completion of the training must be provided</p>	
<p><b>5.0 Suitable Environment</b></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>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.</p> <p>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 covered or sealed.</p> <p>There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a cat.</p> <p>Windows must be escape-proof.</p> <p>Doors must be strong enough to resist scratching and must be capable of being effectively secured.</p> <p>Access doors must not be propped open.</p> <p>All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape-proof structure.</p>	<p>Compliant – Good quality timber, smooth and impervious. Smooth floors, which are easily disinfected with a non-slip surface.</p> <p>No sharp edges or hazards.</p> <p>Good, strong, fencing, to prevent escape.</p> <p>Suitable drainage, no standing water.</p> <p>Units open into secure corridor.</p> <p>Unit doors open outwards, therefore policy is in place to demonstrate safety of animals and staff – See safeguarding policy.</p> <p><b>Higher Standard: Met</b></p>

	<p>External doors/gates must be lockable, and staff must have easy access to keys in case of emergency.</p> <p>Gaps or apertures must be small enough to prevent a cat's head passing through, or entrapment of any limb or body parts.</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>Where cats have access to mesh, the diameter of the wire must not be less than 1.6 mm (16-gauge welded mesh). Mesh size must not exceed 25 mm in one direction and should be positioned on the inside of the framework of runs to prevent damage of uprights by cats scratching any woodwork.</p> <p>Any drainage required 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/cat units.</p> <p>Units must open onto secure corridors or other secure areas so that cats are not able to escape from the premises.</p> <p>Units should be designed so cats can exercise and be handled within the unit.</p>	
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	<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>Higher Standard: Cats must be provided with a design and layout that provides them with choice. This can be achieved by, for example, inclusion of raised platforms.</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> <ul style="list-style-type: none"> <li>(a) their behavioural needs,</li> <li>(b) its situation, space, air quality, cleanliness and temperature</li> <li>(c) the water quality (where relevant),</li> <li>(d) noise levels</li> <li>(e) light levels</li> <li>(f) ventilation.</li> </ul>	<p>Cats must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in some part of the sleeping area must aim to keep the temperature between 15 degrees and 26 degrees and never below the absolute minimum of 10 degrees.</p> <p>Additional heat may be in the form of a heated bed/pad, but these must not be the main source of heat for the cats. The cat must be able to remove itself from the source of heat.</p> <p>Cats must be monitored to check if they are too hot or too cold. If an individual cat is showing signs of heat or cold intolerance steps must be taken to ensure the welfare of the cat.</p> <p>Cats must not be exposed to excessive or continuous noise (such as dogs barking).</p> <p>Cats must not be exposed to draughts.</p>	<p>Compliant – Heated cabins in each pen which are controlled with individual temperature monitors.</p> <p>Cats are monitored throughout the day to check if too hot or too cold. Heat can be controlled to address this.</p> <p>No excessive noise.</p> <p>Higher Standard: Compliant. Removable fans available.</p> <p>Higher Standard: Compliant. Temp in sleeping area is above 18 degrees. Advised [REDACTED] to amend op procedures as this states temp will be above 16 degrees.</p>

	<p>Ventilation must be provided in interior areas to avoid excess humidity.</p> <p>Higher Standards: Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.</p> <p>Higher Standards: Temperature in the sleeping environment must be above 18°C.</p>	
5.3 Staff must ensure that the animals are kept clean and comfortable	<p>The licence holder and staff must ensure that cats benefit from adequate routine grooming and other health regimes as needed e.g. cleaning of eyes or keeping long fur from matting and inspection for parasites.</p> <p>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.</p>	Compliant – Routine grooming is carried out as needed and this is documented.
5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.	For cats a litter tray must be provided. Scented litter must not be used.	Compliant – One litter tray per cat with wood or gravel based litter.
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>Units must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.</p> <p>Each occupied unit must be cleaned daily at a minimum.</p>	<p>Compliant – Units are cleaned and disinfected daily as outlined in operating procedures.</p> <p>Units are fully disinfected between occupants.</p>

	<p>Units must be disinfected between new occupants and when necessary.</p> <p>Effective spot cleaning is permissible</p>	<p>Spot checks are carried out regularly throughout the day.</p>
<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>Cats must always be transported (either within the cattery or to and in a vehicle) in a suitable, strong cat carrier.</p> <p>The licence holder must demonstrate that a suitable vehicle is available to transport cats, or if a vehicle is not provided, a contingency plan in place for emergency transport. If more than one cat is being transported there must be suitable disease control such as sneeze barriers between carriers</p> <p>Leaving cats in vehicles must be minimalised and cats 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 on whether it is necessary to transport animals when the temperature poses risk to an individual.</p> <p>All vehicles and equipment must be regularly cleaned and disinfected.</p>	<p>Compliant – Transportation of animals within operating procedures outlines.</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>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.</p> <p>Lights must be turned off to provide a period of darkness overnight.</p>	<p>Compliant – Each pen has individual light to cause minimum disruption to neighbouring cats. These are turned off at night.</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>Where cats from the same household share a unit there must be multiples of all resources (food, water bowls, litter trays and sleeping areas), equal or greater than the number of cats in the unit.</p>	<p>Compliant.</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>All cats must be observed regularly throughout the day. The licence holder or responsible person must visit the cats at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800, until 1800m) and as often as necessary for the individual health, safety and welfare of each cat.</p> <p>Higher Standard: All individual cats must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).</p>	<p>Compliant – checks made regularly (no more than 4 hours apart during working day).</p> <p>Higher Standard: Met – Last check carried out at 10pm.</p>
<p><b>6.0 Suitable Diet</b></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>For adult cats at least two meals a day must be offered at a minimum of 8 hours apart, as appropriate to the individual’s requirements.</p> <p>Dietary requirements, agreed with the owner, must be followed. If there are concerns about an individual cat’s diet, veterinary advice must be sought.</p> <p>One feeding and one water bowl must be provided for each cat. These must be separate receptacles.</p> <p>Food and water must be sited away from the litter tray (min 60 cm) and away from each other.</p>	<p>Compliant – min 2 meals offered 8 hours apart. Diet agreed with owner prior to boarding. Food and water sited a min of 60cm away from litter and each other.</p>

<p>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</p>	<p>Cats must not remain in appetent (without appetite) for longer than 48 hours without seeking veterinary advice. If the cat has any known health problems or if there are specific concerns veterinary advice must be sought earlier</p> <p>Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking excessively.</p> <p>The general condition of the cats must be observed and cats displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.</p>	<p>Compliant – Licence holder is on site at all times monitoring and tending to animals. If any were not eating or drinking she would contact the vet for advice.</p>
<p>6.3 Feed and drinking water provided to the animals must be unspilt and free from contamination.</p>	<p>Dry feed must not be left out for more than 24 hours. Any wet feed not eaten must be removed at the time of the next feeding.</p> <p>Refrigeration facilities for feed storage must be provided.</p> <p>Feed must be stored away from risk of vermin and in appropriately cool and dry places.</p>	<p>Compliant – feed storage and fridge in office.</p>
<p>6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.</p>	<p>Receptacles must be non-porous.</p> <p>Receptacles must be cleaned daily and disinfected at least once a week and between different cats. If damaged they must be disposed of.</p>	<p>Compliant.</p>

6.5	Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.	Fresh water must be provided daily in a clean container and changed or refreshed as often as necessary.  One water bowl must be provided per cat.	Compliant.
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.	In establishments where staff are employed a separate hand wash basin with an adequate supply of hot and cold water must be provided for them to wash their hands. This must be connected to a suitable drainage system.  Soap and hygienic hand drying facilities must also be available.	Compliant – hand wash facilities in office area.
<b>7.0 Monitoring of behaviour and training of animals</b>			
7.1	Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.	Provision will include opportunities to scratch, play and exhibit predatory behaviour provided by toys, puzzle feeders, scratching posts and hiding places.  <b>Higher Standard: Provision must include a choice of hiding places and different levels/shelves.</b>	Compliant – toys, puzzles, scratch posts and hiding places all available.  <b>Higher Standard: Met</b>
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.	Cats must not be taken from their individual units except in an emergency or for veterinary treatment.  Communal exercise areas are not acceptable	Compliant.
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	The behaviour of individual cats must be monitored daily and changes in behaviour and/or behaviours indicative of suffering, stress, fear, aggression and anxiety must be recorded and acted upon.	Compliant – day book with all details logged for each cat.

<p>competent to give such advice if adverse or abnormal behaviour is detected.</p>	<p>Advice must be obtained where necessary from a veterinarian who may then refer to a suitably qualified animal behaviourist.</p> <p>Higher Standard: Behavioural observations must be recorded daily.</p>	<p>Compliant</p> <p>Higher Standard: Met and checked upon site inspection.</p>
<p>7.4 Where used, training methods or equipment must not cause pain, suffering or injury.</p>	<p>It is unlikely cats will be trained during their stay in a boarding cattery.</p>	<p>N/A</p>
<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>Habituation and socialisation occurs early in cats – mostly before 8 weeks of age. In a boarding cattery it is unlikely that kittens under 8 weeks old will be boarded (if they are, they should still be with their mother). They would be very susceptible to disease and would need an appropriate environment in which to undertake such learning.</p>	<p>Compliant – Min age of cats boarded approx. 7 months.</p>
<p><b>8.0 Animal Handling and Interactions</b></p>		
<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>Cats must always be handled humanely and appropriately to suit the requirements of the individual cat and to minimise stress and distress, such as anxiety, fear, frustration and pain. Cats must never be punished so that they are frightened or exhibit aversive behaviour.</p>	<p>Compliant.</p> <p>Licence holder has history of working in catteries.</p>

	<p>People must have the competence to handle cats correctly and be able to identify cats that are anxious or fearful about contact.</p> <p>Scruffing of cats (picking up a cat by the scruff of its neck) must not be done except as an absolute last resort</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>Cats from different households must never share a unit. Where cats from the same household share a unit, the owner's written authorisation must be obtained, and cats must be monitored. Consent from the owner must also include authority for separating cats, should problems arise.</p> <p>Higher Standard: Where more than one cat shares a unit daily behavioural observations are recorded – these should especially focus on any signs of stress/aggression.</p>	<p>Compliant – Only cats from same household would share a unit with consent from the owner.</p> <p>Higher Standard: Met</p>
<p>8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.</p>	<p>Cats must receive human interactions specific and appropriate to the individual cat, and its needs reassessed daily.</p> <p>A cat must never be forced to interact with a person/people, and a cat must be able to avoid people should it wish.</p>	<p>Compliant. Family run business with [REDACTED] and [REDACTED] living on site. They check on the cats regularly and interact with them as appropriate to each cats own needs.</p>
<p><b>9.0 Protection from Pain, Suffering, Injury and Disease</b></p>		
<p>9.1 Written procedures must:</p> <p>(a) be in place and implemented covering:</p>	<p>The procedures must demonstrate how the conditions outlined in this guidance are met.</p>	<p>Compliant:</p>



<ul style="list-style-type: none"> <li>(i) feeding regimes,</li> <li>(ii) cleaning regimes,</li> <li>(iii) transportation,</li> <li>(iv) the prevention of, and control of the spread of, disease,</li> <li>(v) monitoring and ensuring the health and welfare of all the animals,</li> <li>(vi) the death or escape of an animal (including the storage of dead animals);</li> </ul> <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) See 'Feeding Provision' and 'Cattery Duties' within Operating Procedures</p> <p>(ii) See 'Hygiene' and 'Cattery Duties' within Operating Procedures</p> <p>(iii) See 'Transportation of Animals' within Operating Procedures</p> <p>(iv) See 'Disease Control' and 'Vaccinations, fleas, worms and other parasites' within Operating Procedures</p> <p>(v) See 'General Welfare' 'Human Company &amp; Interactions' and 'Monitoring Cats' all within Operating Procedures</p> <p>(vi) See Death or Escape Policy 2021</p> <p>(b) See Emergency Evacuation 2021</p>
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		<p>Compliant.</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>Provision must be made for the isolation of sick/injured/infectious cats and those that might reasonably expected to be carrying serious infectious diseases.</p> <p>Where isolation facilities are provided by an attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If a cat is not taken to a veterinary practice but kept at the cattery for anything more than 12 hours, the isolation</p>	<p>Compliant – Suitable isolation facilities available on site.</p> <p><b>Higher Standard: Met</b></p>

	<p>facilities must follow the same size and facility requirements as a normal cattery unit.</p> <p>Protective clothing and footwear must be worn when handling cats in the isolation facility, and cleaning protocols adhered to. Whilst in use, the clothing must be kept in the isolation unit and not be removed other than for cleaning and disinfection. Protective garments must be changed and laundered with an appropriate disinfectant/ disposed of immediately after handling a cat with a suspected infectious disease.</p> <p>Separate feeding and water bowls, litter trays, litter, a dedicated safe cat basket, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.</p> <p>Any cats in the isolation facility must be checked as frequently as other cats as a minimum and unless a separate person is caring for them, they must be visited after the other cats.</p> <p><b>Higher Standard: Designated on site isolation facilities must be available and must follow the same size and facility requirements as normal cattery unit.</b></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>An up-to-date veterinary vaccination record must be seen to ensure that cats have current vaccinations against feline parvovirus also known as feline infectious enteritis, feline panleukopenia</p>	<p>Compliant – All records checked upon site inspection.</p>

	<p>and against feline respiratory viruses (feline herpesvirus and feline calicivirus).</p> <p>Certification from a veterinarian of a recent protective titre test may be accepted instead of a booster vaccination as required by the establishment. The certificate must state that it is valid for the current period. It is up to the licensee whether to accept such a certificate.</p> <p>If there is evidence of external parasites (fleas, ticks, lice) the cat must be treated with a product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must only be after consultation and as directed by a veterinarian and / or with written consent from the owner or nominated person</p> <p>Vaccines used must be licensed for use in the UK. Homoeopathic vaccination is not acceptable.</p>		
9.5	<p>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>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.</p> <p>Storage of excreta must be away from areas where animals or food is kept.</p>	Compliant – waste is stored in household bin until collected by ‘Stericycle’.
9.6	<p>Sick or injured animals must receive prompt attention from a veterinarian or, in the case of fish, an appropriately competent person and the</p>	<p>When a cat is suspected of being ill or injured a veterinarian must be contacted for advice immediately and any instructions for treatment</p>	Compliant.

<p>advice of that veterinarian or, in the case of fish, that competent person must be followed.</p>	<p>recorded. Further advice must be sought if there is ongoing concern.</p> <p>The owner of the animal or nominated person must be contacted.</p>	
<p>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</p>	<p>Any preventative treatment must be administered with the consent of the owner and under the direction of the veterinarian</p>	<p>Advised – Not required since issue of licence.</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>The name, address and telephone contact number, including out of hours provision, of the veterinarian used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff. The veterinary practice must be in a reasonable travel distance.</p> <p>Written consent between the cat owner and licence holder must be obtained with regards to which veterinarian is to be used when cat is first placed with licence holder</p>	<p>Compliant – All in office area.</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>All courses must be completed to the specifications given by the veterinarian.</p> <p>Any unused medications must be returned to the owner or prescribing vet.</p> <p>A fridge must be available to store medicine which requires being kept at certain low temperatures.</p>	<p>Compliant.</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>Compliant.</p>
<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>Cleaning and disinfection products must be non-toxic and compatible with other products used. Extra care must be taken to use products not toxic to cats which may be safe for other animals, for example, phenolic disinfectants.</p> <p>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 the cat unit.</p> <p>Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use or disposed of.</p>	<p>Compliant – Anigene and other cat friendly products used.</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> <ul style="list-style-type: none"> <li>(a) in the case of fish, a person who is competent for such purpose;</li> <li>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.</li> <li>(c) a person who has been authorised by a veterinarian as competent for such purpose</li> </ul>	<p>Only a veterinarian can euthanase a cat</p> <p>Euthanasia must be humane and effective.</p> <p>The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. Unless imperative for the welfare of the cat, euthanasia must not take place until consent is given by the owner or nominated contact</p>	<p>Compliant – No euthanasia, applicant is advised of requirements should this occur.</p>

<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. 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.</p>	<p>Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.</p> <p>Cats staying long-term (staying for over three weeks) must be checked for weight-loss or gain and, if there are any concerns, advice must be sought from a veterinarian.</p>	<p>Compliant.</p>
<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 veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.</p>		<p>Compliant.</p>
<p><b>10.0 Emergencies</b></p>		
<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>	<p>Entrances and fire exits must be clear of obstructions at all times.</p> <p>Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Any buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level / floor of the property and, where appropriate, there must be at least one carbon monoxide detector</p> <p>An emergency drill programme must be in place with annual testing, or as determined by fire risk</p>	<p>Compliant – Emergency plan and procedures in place, firefighting prevention and detection equipment all in place and checked upon site inspection. Regular fire drills carried out and documented.</p>

	<p>assessments. All new members of staff must have this as part of their induction programme.</p> <p>There must be a plan for accommodation of the cats should the premises become uninhabitable.</p> <p>All electrical installations must be installed by appropriately qualified persons and maintained in a safe condition; and sited such that they do not present a risk.</p> <p>All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</p> <p>There must be a documented policy in place for dealing with extremes of temperature and weather conditions (both hot and cold).</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 and an emergency telephone list that includes the fire service and police.	Compliant – See emergency evacuation plan.
10.3	External doors and gates must be lockable.	Compliant.
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.	Compliant – [REDACTED] designated key holder. Licence holder lives on site with [REDACTED].

	<p>A reasonable distance would, in normal conditions, be interpreted as no more than 30 minutes travelling time.</p> <p>Higher Standard: A competent person must be on site at all times.</p>	Higher Standard: Met
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**Part B – Specific Conditions** (Schedule 4, Part 1 of the Regulations)

<b>2.0 Suitable environment</b>			
2.1	Cats within the premises to which the licence relates must be prevented from coming into direct contact with other animals from outside the premises.	Sneeze barriers must be in place on the end walls of the exercise run, and at each end of the cattery block to prevent contact with animals from outside.	Compliant – Units do not face other pens and solid full height partitions are between each unit.
2.2	There must be a safe, secure, waterproof roof over the entire cat unit.	For the exercise run, materials used must be capable of filtering UV light and providing adequate shade.	Compliant.
2.3	A cat unit may only be shared by cats from the same household.		Compliant.
2.4	Communal exercise areas are not permitted.		Compliant – individual exercise runs.
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 synopsis of the cat or cats must be outside of each unit or kept in an easy to locate manner. This must include the name of the cat, the age, sex and any relevant medical, behavioural or dietary information	Compliant.



<p>2.6 Each cat unit must provide the cat with sufficient space to:</p> <ul style="list-style-type: none"> <li>(a) walk,</li> <li>(b) turn around,</li> <li>(c) stand on its hind legs,</li> <li>(d) hold its tail erect,</li> <li>(e) climb,</li> <li>(f) rest on the elevated area; and</li> <li>(g) lie down fully stretched out without touching another cat or its walls.</li> </ul>	<p>The size of a cat unit includes the sleeping area plus the run area. (See actual Guidance for sizes)</p> <p>State what type of accommodation is provided:</p> <p>Walk in unit with sleeping area on floor</p> <p>Walk in penthouse unit</p> <p>Facilities must be easily accessible and provide safe easy access (ramp/steps) to the penthouse. Extra consideration must be given for elderly, ill, very young or disabled cats.</p> <p>For new builds the measurement of the run area for penthouse units must include only the area in front of the penthouse (not that underneath it) as cats do not use this area. The 'one cat' size option has also been removed for new builds. Older catteries will have one cat size units and shorter runs and this is acceptable. New builds must use the bigger dimensions.</p> <p>Higher Standard: Units must be 1.5 times the minimum sizes stated. The calculation of the total area available can include raised areas.</p>	<p>Chalet 1 &amp; 13</p> <p>Sleeping area 1.22 x 1.52 = 1.8544</p> <p>Shelves in sleeping area 0.45 x 1.22 = 0.549 0.45 x 0.45 = 0.2025 0.59 x 0.26 = 0.1534</p> <p>Total = 2.7593</p> <p>Exercise run 1.52 x 1.83 = 2.7816</p> <p>Shelves in exercise run 0.56 x 0.51 = 0.2856 0.55 x 1.00 = 0.55 0.42 x 0.45 = 0.189</p> <p>Total = 3.8062</p> <p>Pens 2-12</p> <p>Sleeping area 1.22 x 1.22 = 1.4884</p> <p>Shelves in sleeping area 1.22 x 0.45 = 0.549 0.50 x 0.60 = 0.3</p> <p>Total = 2.3374 Required for HS = 2.25</p> <p>Exercise run 1.22 x 1.83 = 2.2326</p> <p>Shelves in run 0.55 x 1m = 0.55</p>
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		<p>0.5 x 0.5 = 0.25  0.5 x 0.5 = 0.25  Chair 0.3 x 0.3 = 0.09</p> <p>Total = 3.3726  Required for HS = 3.3</p> <p>Higher Standards: Met</p>	
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.	<p>Each unit must have space to allow for at least 60 cm separation between the litter tray, resting place and feeding area. This allows cats to sit, rest and eat away from areas where they urinate and defecate.</p>	Compliant.
2.8	Cats must have constant access to their sleeping area.	<p>A raised bed may aid in the avoidance of draughts. All beds and bedding areas must be kept clean, dry and parasite free.</p> <p>Bedding must be made of a material that is easy to wash/disinfect or be disposable.</p> <p>Bedding must be changed, cleaned and disinfected between cats.</p> <p>Access between the exercise and sleeping accommodation must be through a securely fitted and suitably sized cat flap which is capable of being securely propped open if necessary.</p> <p>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 necessary, for old, young or infirm cats to help regulate their body temperature.</p>	Compliant – Closed sleeping area with no draughts. This is separated by a secure cat flap. Washable bedding which is clean and dry.

<p>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.</p>	<p>In a multiple cat unit, the number of trays must be appropriate to the number of cats. ☐ Trays must be impermeable, easy to clean and disinfect, or be disposable. The tray must be large enough (average size is 30 x 42 cm) to let the cat turn around and the litter deep enough (a minimum of 3 cm is recommended) to allow digging activity. Loose sawdust shredded or sheet newspaper, or soil, are not considered acceptable as litter material.</p>	<p>Compliant.</p>
<p>2.10 Each cat unit must include an elevated area.</p>	<p>These must be large enough for a cat to lie on and be available in the sleeping accommodation or the run.</p> <p>Facilities must be available to provide safe easy access to elevated areas for elderly, ill, very young or disabled cats if required.</p> <p>Higher Standard: Each cat must have access to at least two raised areas – one of which must be in the sleeping area and one must be in the exercise area.</p>	<p>Compliant – multiple raised areas in both sleeping and exercise areas.</p> <p>Ramp to sleeping area for those that need it.</p> <p>Higher Standard: Met</p>
<p>2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.</p>	<p>For new builds sneeze barriers must be at a minimum translucent (allowing light to pass through, but only diffusely so that objects on the other side cannot be clearly distinguished) to reduce stress caused by cats seeing one another.</p>	<p>Compliant – Translucent sneeze barriers were initially in place, these have been replaced with opaque to ensure higher standard is met.</p> <p>Higher Standard: Met</p>

	<p>New build using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.</p> <p>Higher Standard: There must be completely opaque sneeze barriers rather than translucent up to 600mm and behind any shelves.</p>	
2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.	Most modern catteries use full height sneeze barrier between units rather than gaps because it reduces the build size. The width of the corridor between facing units must be at least 1.2m. If the width of a corridor is less than 1.2m sneeze barriers must be applied to the front of the units	Compliant – No facing 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 for situations where owners do not arrive with their cat in a secure carrier.	Compliant.
2.14 The sleeping area must form part of the cat unit and be free from draughts.		Compliant.
<b>3.0 Monitoring of behaviour and training</b>		
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 a cardboard box, an igloo-type bed or other structures within the unit. Leaving the cat's own carrier in the unit can provide a familiar place to hide.	Compliant – Closed off sleeping area with igloo beds.
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 access to a tall sturdy scratching facility. If provided by the owner, it must be kept within that cat's unit and used solely for	Compliant – Scratch posts in each unit.

	that cat and returned to the owner and 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 veterinarian suggests otherwise.		Compliant.
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.	<p>If provided by the owner, toys or feeding enrichment equipment must be kept within that cat's unit and used solely for that cat and returned to the owner and the end of the cat's stay.</p> <p>All toys and enrichment equipment must be cleaned and disinfected between different cats</p>	Compliant.
<b>4.0 Records</b>		
<p>4.1 A register must be kept of all the cats on the premises which must include:</p> <ul style="list-style-type: none"> <li>(a) the dates of each cat's arrival and departure,</li> <li>(b) each cat's name, age, sex, neuter status and a description of it or its breed,</li> <li>(c) each cat's microchip number, where applicable,</li> <li>(d) the number of any cats from the same household,</li> <li>(e) a record of which cats (if any) are from the same household,</li> <li>(f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details,</li> </ul>	<p>Consent forms must cover veterinary treatment, consent to share or separate cats if needed, consent regarding toys / interaction preferences, record of baskets/items left at the cattery.</p>	Compliant – All records checked upon site inspection.

<ul style="list-style-type: none"> <li>(g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency,</li> <li>(h) the name and contact details of each cat's normal veterinarian and details of any insurance relating to the cat,</li> <li>(i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise,</li> <li>(j) details of each cat's diet and related requirements,</li> <li>(k) any required consent forms</li> <li>(l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments, and</li> <li>(m) details of any medical treatment each cat is receiving.</li> </ul>		
<p><b>5.0 Protection from pain, injury, suffering and disease</b></p>		
<p>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.</p>		<p>Compliant.</p>
<p>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.</p>	<p>Units housing rescue/breeding cats must be separated by a door or solid partition. Extra precautions must be taken to prevent the spread of disease. Ideally a separate member of staff should attend to these cats.</p>	<p>Compliant – No other activity involving animals is undertaken on the premises.  Higher Standard: N/A</p>

	Higher Standard: Where applicable, there must be a completely separate unit for any other activities such as rescue or breeding.	
5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.		Compliant.
5.4 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.		Compliant.
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.		Compliant – No holding units.
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.		

#### Inspectors Comments/Recommendations

**A very well-run establishment. The licence holder has a genuine passion for what she does and has taken on board all advice to ensure the highest possible star rating is achieved. Once more compliance history is available there is the possibility to achieve a 5-star rating.**

## 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>
<b>1.0 Licence Display</b>			
<b>Y</b>			
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>	Yes – displayed in kennel block hallway	Licence on Display in Kennel Block Number 1.	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.	Yes as above	<b>Not displayed on the website or FB Page</b> [REDACTED] <b>has since confirmed that this had not been displayed as per the condition. Advised to display all the required details in the future.</b>	N



<b>2.0 Records</b>			
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.	Yes – form on check in with all details and electronic records	█████ could not produce all the required records for inspection. This was discussed at the time of the visit and new records have been introduced since the inspection.	N
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>	All electronic records backed up not icloud	█████ did not have the required records for the 3yr compliance history. █████ is now aware of this requirement.	N
<b>3.0 Use, number and type of animal</b>			
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"> <li>• the relevant person in the local authority</li> <li>• the police</li> <li>• a suitable animal welfare organisation</li> </ul>	Acknowledged	█████ has 5 resident dogs all of which are kept in the family home and do not mix or use the same areas as the boarding dogs. No other animals are kept and there are no welfare concerns.	Y
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>	Acknowledge and understood	<b><u>The licence will be issued for 20 boarding dogs.</u></b>  Kennel Block 1 & 2	Y

4.0 Staffing			
<p>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.</p> <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"> <li>• the size of premises</li> <li>• the layout of the premises (the number of dogs that are allowed in each separate area)</li> <li>• the type of dog</li> <li>• the qualifications and experience of staff</li> <li>• additional services offered by the facility</li> <li>• use of part-time staff or volunteers</li> <li>• advice from the local authority's veterinary officer</li> </ul>	<p>There are 3 member of staff therefore this over succeeds the amount of dogs per staff member</p>	<p>██████ is an experienced dog owner and licensed boarder. She has the knowledge to ensure that the dogs welfare needs are met.</p> <p>2 x Part time staff members (15hrs per week).</p> <p>██████ is currently studying Kennel Assistant and Management Course Level 3 CPD Accredited.</p> <p>██████████████████ has knowledge and experience of owning dogs and assisting ████████ with the boarding dogs and now has a planned CPD.</p>	<p>Y</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"> <li>• animal welfare, including recognising poor welfare</li> <li>• animal handling</li> <li>• animal behaviour</li> <li>• cleanliness and hygiene</li> <li>• feeding and food preparation</li> <li>• disease prevention and control</li> <li>• recognition and first aid treatment of sick or injured animals</li> </ul> <p><i>Staff who care for the dogs must either:</i></p> <ul style="list-style-type: none"> <li>• hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</li> <li>• show they have relevant and sufficient knowledge and experience</li> </ul>	<p>Courses being undertaken by staff</p> <p>Owner of personal dogs for many many years before opening own Kennels</p> <p>Also previously holding boarding license for many years so experienced now in the behaviour, comfort and well being of dogs.</p>	<p>As above and all have relevant knowledge and experience in the relevant subject areas to ensure the health and welfare of the dogs.</p> <p>██████ is to implement staff training records for her daughter and a CPD/annual appraisal.</p> <p>██████ has been advised to implement her own recorded CPD.</p> <p>██████ part time staff member has recorded training and annual appraisal. Currently studying Kennel Assistant and Management Course - Level 3 CPD Accredited</p> <p>██████ part time staff member has now completed and induction</p>	<p>Y</p>

<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>programme since the onsite inspection.</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"> <li>• <i>an annual appraisal</i></li> <li>• <i>planned and continued professional development</i></li> <li>• <i>recognition of knowledge gaps</i></li> </ul> <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"> <li>• <i>records of the courses they are taking</i></li> <li>• <i>records of written or online learning</i></li> <li>• <i>keeping up to date with any research or developments for specific breeds</i></li> <li>• <i>annual appraisal documents</i></li> </ul> <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>As above there are 3 members of staff, so over succeeds the requirements required for my license</p> <p>New members one family and other part time.</p> <p>New member has not yet had a first year appraisal</p>	<p>As above.</p> <p>██████████ require annual appraisal, staff training records, and CPD. – Advised.</p> <p>Part Time Staff Member has relevant documentation.</p> <p><b>Will require evidence of the above at the next inspection.</b></p> <p>Higher Standard – Met</p> <p>Higher Standard – Not Met</p>	<p>A</p>
<p><b>5.0 Suitable Environment</b></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>The kennels apply to these listed requirements.</p> <p>The kennels blocks do not have any forward facing dogs units</p>	<p>Kennel Blocks 1 &amp; 2 Inspected. They are purpose-built kennels and built prior to the 2018 regulations coming into force. Each block is constructed of brick/corrugated roof and tiled floors. Each kennel unit is</p>	<p>A</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 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>Drainage requirements all covered</p> <p>Patios doors are escape proof</p> <p>All these requirements are adhered too</p>	<p>separated by a full height solid wall and opens on to a secure enclosed corridor not used for exercise.</p> <p><b><u>Block 1 – Kennel numbers 1-5</u></b> (Kennels 1-4 have a separate sleeping area that is behind a low dividing wall. Kennel 5 does not have a separate sleeping area,).</p> <p><b><u>Block 2 – Kennel numbers 1-6</u></b> (Kennels 1-5 have a separate sleeping area that is behind a low dividing wall. Kennel 6 is smaller than the other kennels with a full height dividing wall with access to a sleeping area. This was being used as a storage kennel and will now be re-purposed for use as a boarding kennel. The sleeping area is only large enough for one dog).</p> <p>Enclosed secure outside play area with no evidence of pooling water.</p> <p>Artificial Turf in the middle of the play area appeared in good repair at the time of the inspection.</p> <p>All unit doors open inwards.</p> <p>Compliant on-site inspection.</p> <p>No Facing dog units.</p>	
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<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><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p>		<p>Drain covers were compliant on inspection.</p> <p>The wooden fencing surrounding the play area was undamaged and in a good state of repair. <b>(Meshing as per below).</b></p> <p>Tiled flooring in the kennel units allows for cleaning/disinfecting and free from damage on inspection.</p> <p><b>Advised to remove the wood burning stoves in each kennel block or cover with suitable fire guards. These are rusty and broken and could cause injury to the dogs.</b></p> <p><b>Advised to screen off the LPG 'Calor' Gas storage tank that is located in between to two kennel blocks so as dogs do not have access to it.</b></p> <p><b>Wire meshing non-compliant, in various areas covering the fencing surrounding the outside play area. [REDACTED] has been advised to replace the wire meshing to comply with the regulations.</b></p> <p>Suitable drainage and no pooling of water at the time of the inspection.</p> <p>Drainage channel in front of the kennel units.</p>	
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<p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.</i></p> <p><i>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.</i></p> <p><i>Door openings must be constructed such that the passage of water/waste is not 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>Each kennel unit/run opens on to a secure corridor with secure lockable doors. Each block leads on to a secure outside play area.</p> <p>Each unit has the required headroom height and staff have easy access to the dogs.</p> <p>Outside play area only used by boarding dogs and is for common use there was no surface water/pooling at the time of the inspection.</p> <p>Artificial Turf is used in the middle of the outside play area, and this was in a good state of repair at the time of the inspection. Unit doors open inwards. No waste or wate water seen at the time of the inspection.</p> <p>No facing dog units.</p> <p>Drain covers compliant.</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>All these conditions are adhered to.</i></p> <p><i>My means of temperature controlled wall heaters, windows for ventilation and constants temperature checks in the kennels. Thermostats installed monitored daily</i></p>	<p>The kennel blocks are purpose built and provide suitable environmental conditions for the boarding dogs.</p> <p>Each block has natural and artificial light, electric heating mounted on the wall which can be automatically timed/set.</p>	<p>A</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>Thermometers in each kennel block to check and manage temperatures. ■■■ has introduced temperature records for each kennel block since the site inspection.</p> <p>The dogs are monitored to ensure that they are not too hot or cold and ■■■ takes the necessary action in extremes of weather. There are blinds on all the windows and the dogs are able to move away from any direct heat source.</p> <p>Electric Wall heaters mounted high on the end of each kennel block. <b>Advised about the wood burning stoves which are not in use but require removing or covering.</b> Each kennel block has windows or patio doors.</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>Daily and additional spot checks for kennel cleaning carried out.</p> <p>Any specific requirements will be added customers check in form with regard to any eye cleaning or additional grooming etc</p>	<p>Documented cleaning regime in place.</p> <p>Daily cleaning and spot checks conducted.</p> <p>Dogs are removed from the kennel when being cleaned.</p> <p>Regular health checks conducted. ■■■ has been advised to <b>update her consent forms to meet this requirement.</b></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>Outside Astro Turf Play area for toileting, dogs given breaks 5 occasions throughout the day, to encourage toileting here.</p> <p>Also plenty of space in kennels if toileting happens there</p>	<p>The dogs have a separate sleeping area and a run within each kennel unit, with the exception of Kennel number 5 in Block 1. The dogs are given regular opportunities to toilet in the secure outside area.</p>	Y

<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>██████ has introduced daily records of toileting breaks for each dog since the on-site inspection.</p>	
<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>All carried out as per the Infection control procedure guidelines</p>	<p>Documented cleaning regime in place.</p> <p>Kennel units inspected daily, and spot cleaned when necessary.</p> <p>The kennel block, and kennels are cleaned and disinfected daily. Any faeces is removed from any kennels when the dogs has toileted and outside areas are cleared as soon as dogs toilet.</p>	<p>Y</p>
<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: <a href="https://www.legislation.gov.uk/ukxi/2006/3260/contents/made">https://www.legislation.gov.uk/ukxi/2006/3260/contents/made</a>.</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. During transport, dogs must be suitably restrained to prevent injury using any of the following:</i></p> <ul style="list-style-type: none"> <li>• dog crate</li> <li>• transport harness</li> <li>• dog guard</li> </ul> <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</i></p>	<p>Multiple Crates, dogs seats belts, harnesses and dog carriers available if required to take a dog to the vet.</p> <p>Vehicle available if needed</p>	<p>Documented Transport policy in place.</p> <p>Dogs are only transported in an emergency situation in a suitable vehicle with correct secure restraints being used.</p> <p>██████ does not offer a drop off or pick up service.</p>	<p>Y</p>



<p><i>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>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>Large windows, patio doors and lights in both kennel blocks</p>	<p>Each kennel block has natural and artificial light available. Lights are turned off overnight to allow for a period of darkness and staff have easy access to the dogs.</p>	<p>Y</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> <ul style="list-style-type: none"> <li>• <i>food</i></li> <li>• <i>water</i></li> <li>• <i>enrichment items (such as toys)</i></li> <li>• <i>resting and sleeping areas</i></li> </ul> <p><i>Dogs must be carefully monitored, especially at feeding times.</i></p>	<p>Dogs always monitored at feed times.</p> <p>Multiple dogs form same households often fed separately</p> <p>Multiple of resources available</p>	<p>Numerous enrichment items available and seen onsite inspection. Each dog is provided with its own bowl for food and water, and each has a its own bed.</p> <p>All the dogs are monitored at feeding time and are fed separately unless from the same household with owners written consent now to be obtained.</p>	<p>Y</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>As we live on-sight dogs are checked at out of hours periods.</p> <p>Dogs are left out for toileting at 9pm in the evening.</p> <p>Temperature controlled wall heaters installed</p>	<p>The dogs are monitored and visited throughout the day as the applicant lives on-site. Advised to record the visits on the newly introduced monitoring logs. Applicant and staff are fully competent in the welfare needs of the dogs.</p>	<p>Y</p>

<p>Dogs must be provided with a design and layout that gives them choice.</p> <p>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.</p> <p>A noise management plan to reduce noise to the dogs must be in place. For example:</p> <ul style="list-style-type: none"> <li>• physical barriers</li> <li>• sound-absorbing build structure</li> <li>• positive reinforcement training to keep barking down</li> <li>• kennel design to prevent noise generation with demonstration of effectiveness</li> </ul>	<p>Insulations throughout kennels blocks which helps with maintaining heat and noise control.</p> <p>Thermostats installed</p>	<p><b>Higher Standard – Met (Access to sleeping area/run and outside secure play area).</b></p> <p><b>Higher Standard – Not Met (Will required documented records of last/first checks).</b></p> <p><b>Higher Standard – Met (Thermostatic controlled heaters/opening windows/blinds/removable fans available).</b></p> <p><b>Higher Standard – Not Met (Requires a noise management plan)</b></p>	
<p><b>6.0 Suitable Diet</b></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><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><i>Most customers like to bring own food in order to not change the dogs diet and cause any tummy upsets.</i></p> <p><i>High quality complete dog food available onsite if required.</i></p> <p><i>Special requirements advised on check in form</i></p>	<p>Owners bring the dogs own food and each dog is fed as per the owners written instructions/consent.</p> <p>██████ will now document each dogs feeding pattern on the newly introduced daily monitoring sheet.</p> <p>Owner would be contacted, and Vet advice would be sought if the dogs showed any signs of eating problems.</p> <p>Dogs are fed separately, and owners' consent will now be agreed for dogs sharing a kennel from the same household that they can be fed together.</p>	<p>Y</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"> <li>• are debilitated, underweight or ill</li> <li>• have specific dietary requirements</li> </ul>	<p>Water and food intake is constantly monitored.</p> <p>Every feed time and throughout the day, especially for grazing dogs.</p> <p>Customer advises of dogs feeding guidelines and habits</p>	<p>and staff monitor the dog's food and water intake. This will now be recoded on the daily monitoring sheets.</p> <p>Vet advice would be sought if any problems were identified through food/water intake and the Vet advice would be followed.</p> <p>Advised regarding the requirement to evidence the overall condition of any long stay dogs that they may have in the future. (Weight records/BCS Scores could be used).</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"> <li>• away from risk of vermin</li> <li>• in appropriately cool and dry places</li> </ul>	<p>Bowls cleaned and refreshed everyday,</p> <p>Water refreshed every feed time</p> <p>Fridge on site</p> <p>Each kennel has own individual store cupboard</p>	<p>Food and water bowls are cleaned as per the written cleaning regime &amp; infection control procedure.</p> <p><b>Advised to include that the food bowls are cleaned following each feed in these policies.</b></p> <p>Suitable fridge and storage facilities available on-site inspection.</p>	Y
<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"> <li>• non-porous</li> <li>• cleaned daily</li> <li>• disinfected between different dogs</li> <li>• disinfected at least once every week</li> <li>• disposed of if damaged</li> </ul>	<p>All food receptacles are stainless steel for ease of cleaning and breakages</p> <p>Bowls cleaned as per infection control procedure</p>	<p>All bowls are stainless steel, non-porous and are cleaned daily and disinfected, disposed of if damaged. Compliant on-site inspection.</p>	Y

<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>Yes as above</p> <p>Excess of stainless steel feeding bowls available</p>	<p>Dogs are provided with fresh clean drinking water in each kennel unit. They also have access to fresh water when in the outside secure area provided in multiple bowls.</p>	<p>Y</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>There are worktops and sinks in both kennels</p> <p>Antibacterial cleaning products available</p> <p>Antibacterial hand wash and disposable gloves available</p>	<p>Each kennel block has a sink connected to the drainage system, with a work surface for food preparation. At the time of the inspection, it was freezing temperatures and the hot water in the kennels blocks was not working. Cold water was available, and the hot water was being brought from the main house.</p> <p>Staff would have access to the separate hand washing facilities in the main house.</p> <p>Compliant on-site inspection.</p>	<p>Y</p>
<p><b>7.0 Monitoring of behaviour and training of animals</b></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>This is discussed with the customers as dogs have different requirements regarding enrichment</p> <p>Toys are available in the outside garden, these are always checked and cleaned for safety.</p> <p>Any toys causing conflict would be removed or dogs come out separately</p>	<p>Each dog is provided with environmental enrichment specific to its own needs and agreed with the owner. This will now be clearly documented in the new booking procedures and daily monitoring logs will be completed.</p> <p>All toys provided are checked daily and are removed when required.</p> <p>Dogs are supervised in the outside play area to avoid competition.</p>	<p>A</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>Dedicated play space, 4 times daily exercise breaks carried out.</p> <p>Dogs which do not like the company do other dogs or do not get involved in sociable play are taken for walks.</p> <p>Customer completes check in form with requirements and signed consent</p> <p>Play space is constantly supervised and faeces are bagged and removed</p> <p>Outdoor area is safe and secure</p> <p>Dogs behaviour and body language is constantly monitored</p>	<p>The dogs are provided with play and exercise opportunities and as per agreed instructions from the owner, taking into account any relevant advice of the Vet.</p> <p>Secure outside play area provided which is separate from the kennel units. The kennel blocks are situated within this secure area.</p> <p><b>██████ has been advised to update all her written consent forms for the dogs from different households to be walked with other dogs and play/use of the secure area. She has also been advised that a familiarisation session should take place prior to the walk and play sessions.</b></p> <p>Dogs that cannot be exercised are given additional one to one time, for cuddles and other forms of mental stimulation.</p> <p>The outdoor area is checked daily for any hazards and faeces is removed when the dogs have toileted. <b>(See comments below).</b></p> <p>Artificial Turf was in good state of repair at the time of the inspection.</p> <p>Dogs did not have access to any bins.</p> <p><b>██████ has been advised that the large 'Calor' Gas storage tank needs to be securely fenced off and that the meshing needs to be</b></p>	<p>A</p>
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<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> <ul style="list-style-type: none"> <li>• <i>suffering</i></li> <li>• <i>stress</i></li> <li>• <i>fear</i></li> <li>• <i>aggression</i></li> </ul> <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"> <li>• <i>elderly</i></li> <li>• <i>nervous</i></li> <li>• <i>on certain medication</i></li> </ul> <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>Dogs behaviour and body language Is constantly monitored</p> <p>Any dog displaying worrying behaviours would be removed from play</p> <p>Customer to advise on check in form of any special needs and requirements</p> <p>All dogs have different temperaments and personalities this is always accounted for</p>	<p><b>replaced on the wooden fencing surrounding the play area.</b></p> <p>██████ and staff monitor the dog's behaviour regularly throughout the day. Any behavioural problems are noted at the time of the booking.</p> <p>██████ needs to ensure that these checks are recorded on the daily monitoring sheets that have been introduced since the inspection. Any changes in the dog's behaviour must be recorded and records made available for future inspections.</p> <p><b>There are 2 Kennel Blocks available and dogs that are showing any signs of nerves or stress would be moved to a quieter kennel unit. This should be recorded, the owner notified, and Vet advice sought if required.</b></p>	<p>A</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>	<p>Treats available on site to praise and reward</p> <p>Also lots of speaking praise for good behaviour too</p>	<p>Training not provided however ████████ and her staff use treat based rewards and praise for good behaviour and ignore any unwanted behaviour.</p>	<p>Y</p>
<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><i>Dogs come out to at least 20 minutes 4 times at day.</i></p> <p><i>We have dedicated play space</i></p>	<p>██████ has now provided a written policy for immature dogs since the on-site inspection detailing how dogs under one year of age are</p>	<p>Y</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>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.</p>	<p><i>All dogs age, temperament and personalities are accounted for and exercise and enrichment is adapted accordingly.</i></p>	<p>afforded habituation/human company and enrichment.</p> <p>Higher Standard – Met (This is now detailed on the registration form signed by the owner for each dog).</p>	
<p><b>8.0 Animal Handling and Interactions</b></p>			
<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><i>Years of experience with dogs care and behaviours.</i></p> <p><i>Muzzles are on site if ever required.</i></p> <p><i>If dog shows any of these behaviours, we would always take things easy and calmly at a dogs own pace.</i></p> <p><i>Customers often inform and give advise to help.</i></p>	<p>██████ and her staff have the knowledge and experience in the correct handling of the dogs to prevent any pain suffering or distress to the dogs.</p> <p>Dogs would be separated if showing signs of fear or agitation and this would be monitored and recorded.</p> <p>Staff are trained in dealing with difficult dogs, I would advise Paula to update her training records to include this procedure.</p> <p>On-site if required.</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>Consent is signed on check in forms</p> <p>All these requirements are adhered to.</p>	<p>Dogs only share a kennel if they are from the same family unit with owners written consent. All dogs are socialised prior to any group play or walk to ensure that they are compatible. Owners sign agreement for this.</p>	<p>Y</p>

		<p>Owners written consent obtained for separation.</p> <p>Updated Registration Form with required consents has been submitted since onsite inspection.</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><i>There is 5 regular visits to each individual kennel every day.</i></p> <p><i>Enrichment for all dogs is part of the stay, Nervous or anxious dogs takes things slowly.</i></p>	<p>As per [REDACTED] comments. These visits will now be recorded on the daily monitoring logs that have been introduced since the on-site inspection.</p> <p>The dogs are not forced to interact with people.</p>	Y
<p><b>9.0 Protection from Pain, Suffering, Injury and Disease</b></p>			
<p>9.1 Written procedures must:-</p> <p>(a) be in place and implemented covering:-</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>All written procedures have been provided with application</p>	<p>Updated written procedures have been submitted since the onsite inspection covering the relevant areas.</p>	Y
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>	<p>All aware</p>	<p>Staff are fully trained in these procedures and training records have been updated.</p>	Y
<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"> <li><i>injured</i></li> </ul>	<p>I have an agreement with my personal vet in writing</p> <p>My pets vets  [REDACTED]</p>	<p>Isolation facilities provided by [REDACTED] Vet and signed letter submitted.</p>	Y



<ul style="list-style-type: none"> <li>• sick</li> <li>• infectious or carrying a serious infectious disease</li> </ul> <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, 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>PPE available on site Infection control guideline adhered to</p>	<p>Written policies in place covering cleaning and infection control procedures. Staff are fully trained, and records of training will be kept.</p> <p>PPE available on-site and staff aware of these procedures.</p> <p>Sick/infectious dog would be isolated and Vet advice sought.</p> <p>As above.</p> <p>Dogs would be isolated at the Vets if required.</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"> <li>• canine parvovirus</li> <li>• canine distemper</li> <li>• infectious canine hepatitis (adenovirus)</li> <li>• leptospirosis</li> <li>• other relevant diseases</li> </ul> <p><i>Vaccination against other diseases such as kennel cough (bordetella bronchiseptica or canine parainfluenza virus) may be required.</i></p>	<p><i>Customers always bring their vaccination records when checking in to be inspected by staff</i></p> <p><i>Infection control procedure always adhered to.</i></p> <p><i>Again written consent with personal vet if required at any time</i></p> <p><i>Customers vet details advised on check in form</i></p>	<p>Written procedures for cleaning and infection control procedures in place and followed by staff.</p> <p>Vaccination records are a requirement of the booking procedure to ensure that all dogs vaccinations are up to date.</p>	<p>Y</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>██████ is aware of this requirement.</p> <p>██████ is aware of this requirement.</p> <p>This information is contained on the booking registration form and consent is obtained from the owner.</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, 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>Excreta is removed and disposed off in bins totally outside the kennels area,</p>	<p>All dog waste is disposed of correctly and the bins are located away from the kennels. This is documented in the written cleaning regime and infection control procedures.</p>	<p>Y</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>Written consent with personal vet and customer advises of their own vet too.</p>	<p>Vet advice would be sought for any sick or injured dogs, owner's consent is obtained on the booking registration form.</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><i>Written consent on check in form</i></p>	<p>Vet advice would be sought, all treatment would be recorded, and consent of the owner is obtained on the updated booking registration form.</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>Yes done</p> <p>My pets vets ██████</p>	<p>██████ is registered with My Pets Vets, ██████.</p> <p>██████ is advised to ensure that the Vet details are on display in</p>	<p>A</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 the include:</i></p> <ul style="list-style-type: none"> <li>• <i>name</i></li> <li>• <i>address</i></li> <li>• <i>telephone number</i></li> <li>• <i>out of hours telephone number</i></li> </ul> <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>██████████</p>	<p><b>each kennel block containing the relevant details for staff.</b></p> <p>Vet is within a 30-minute commute.</p> <p>Owners written consent is obtained for which Vet is to be used.</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><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>All dogs have own individual cupboard for any required medications</p> <p>Fridge is available on site</p>	<p>Any medication is stored securely in named cupboards in each kennel block.</p> <p>Any treatment is documented on the booking registration form signed by the owner and treatment administered is as per the Vet instructions.</p> <p>All unused medication is returned to the owner.</p> <p>Fridge available onsite inspection.</p>	Y
<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>	<p>Signed check in form</p>	<p>As above</p>	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>All adhered to</i></p>	<p>All pet friendly products used and effective for use against pathogens.</p>	Y

<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 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>All stored in secure cupboards and used in accordance with manufacturer's instructions.</p> <p>Cleaning products effective.</p> <p>Staff are fully trained in the use of the cleaning products. All stored securely out of reach of the dogs.</p> <p>Any equipment provided by the owner is returned with the dog. All toys and equipment are disinfected/cleaned as per the daily cleaning regime.</p> <p>Kennels are cleaned are per the cleaning/infection control regime.</p> <p>As per the written cleaning/infection control policy.</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;</p> <p>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.</p> <p>(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>	<p>Totally understood</p>	<p>██████ would seek immediate Vet advice and is fully aware of this condition.</p> <p>Compliant.</p> <p>The owner would be contacted for consent, and this has now been included in the Death and Escape written policy following the onsite</p>	<p>Y</p>

		inspection. All details would be recorded.	
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.	5 times a day as part of routine	All the dogs are checked regularly throughout the day. These checks will now be recorded on the daily monitoring sheet that has been introduced since the onsite inspection.	Y
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.  <i>Records and any associated checklists must be made available to inspectors.</i>  <i>Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.</i>	Continually monitored.  Records kept, backed up to iCloud  All dogs are monitored for toileting to ensure do is well and no problem with bowl movements	Dogs are monitored for any signs of pain, suffering, disease or abnormal behaviour and Vet advice would be sought if required.  <b>Check lists were not available on-site inspection but have now been introduced. [REDACTED] is now aware of the information that must be recoded.</b>	A
<b>10.0 Emergencies</b>			
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.  <i>Entrances and fire exits must be clear of obstructions at all times.</i>  <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>  <i>A first aid kit suitable for treatment of dogs must be kept on site.</i>  <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>	Completed Procedures and provided with application	Written emergency plan in place and staff are aware of this procedure.  All entrances/fire exits were clear of obstruction.  Smoke detectors and carbon monoxide monitor, fire extinguisher in each kennel block.  First aid kit for dogs available in each kennel block.  Emergency drill programme now in place and staff members have this as part of their induction. Emergency drill testing takes place, and this will be recorded.	A

<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>Written plan in place.</p> <p>Written policy in place including extreme weather policy.</p> <p>Electrical installations did not pose a risk on-site inspection.</p> <p>All electrical equipment is maintained and annually serviced.</p> <p><b>Advised to remove the wood burning stoves in each kennel block or cover with suitable fire guards. These are rusty and broken and could cause injury to the dogs.</b></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>	<p>As above in procedure</p>	<p>Written policy in place.</p>	<p>Y</p>
<p>10.3 External doors and gates must be lockable.</p>	<p>All are lockable and CCTV installed to view kennels</p>	<p>Compliant.</p>	<p>Y</p>
<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>A member of staff must be on site at all times.</p>	<p>Yes we have designated key holder.</p> <p>There is a member of staff onsite at all times.</p>	<p>Designated keyholder available.</p> <p>Designated key holder lives in the grounds on the premises.</p> <p>Domestic setting – N/A.</p> <p><b>Higher Standard – Met ( [redacted] who is a staff member live on site).</b></p>	

## Part B – Specific conditions: (Schedule 4, Part 2 of the Regulations)

Condition / Guidance	Applicant Notes / Comments	Officer Notes / Comments	Compliant Y or N <i>(Officer use only)</i>
<b>7 Suitable Environment</b>			
7.1 Dogs within the licensed premises must be prevented from coming into contact with other animals from outside the premises.	Kennel area all secure to ensure this.	The kennel blocks are set in a secure area surrounded by secure fencing. Dogs are supervised when in the outside area to prevent them coming in to contact with any other animals. Resident dogs do not have access to this area.	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>	My kennels units all adhere to this.	<p>The kennels are of ample size and provide enough space in both the sleeping and run area for the dog to exhibit normal behaviour.</p> <p>Floor area is larger than the requirements, built prior to the regulations coming into force.</p>	Y
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.	Yes this is carried out	<b>Advised to ensure that each kennel is clearly numbered.</b> All relevant information was on display about each dog.	A

<p>7.4 Each dog must have constant access to its sleeping area.</p> <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>Many customers bring own dog bed to help settle their dog(s) more easily. Smell of home.</p> <p>I have many dog beds and blankets available too.</p> <p>Raised beds and vet bedding is available if required</p>	<p>Each dog has access to a sleeping area within each kennel unit.</p> <p>Clean, warm and free of draughts at the time of the inspection.</p> <p>Bedding and beds are usually provided by the owner [REDACTED] has spare beds and bedding available if required. <b>Advised onsite inspection that the plastic beds in use required replacing as these were chewed and damaged.</b></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><i>Yes, this requirement is covered</i></p>	<p>Dogs are provided with a clean comfortable warm area within the kennel sleeping area.</p>	<p>Y</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><i>Yes these requirement are all covered</i></p>	<p>The kennel blocks are purpose built and each kennel unit has an exercise area. All the units are indoors.</p> <p>Dogs have access to a run and are also removed from the kennel for play in the outside secure area.</p> <p><b>The ceilings/roofs require some maintenance. The paint on the inside ceilings of the kennel blocks was peeling off. The large trees overhanging the unused kennel block had caused condensation inside this kennel block this needs to be addressed prior to use.</b></p>	<p>A</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</p>	<p><i>No adjoining kennel units</i></p>	<p>The kennel units all have full height adjoining brick walls. Dogs are not</p>	



<p>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>able to come in to contact with one another when in the kennel unit.</p> <p>N/A – Solid brick walls.</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><b>The sleeping area must be at least 2.85 square metres.</b></p>	<p>Signed as part of checking In procedure</p> <p>Kennels are oversized to requirements</p>	<p>Only dogs from same household share a kennel unit and signed consent is on the booking registration for.</p> <p><b>Higher Standard – Not Met (The sleeping areas in the kennel units are below 2.85 square metres.</b></p>	Y
<p><b>8.0 Monitoring of behaviour and training</b></p>			
<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>	<p><i>Dogs own cupboard allows us to keep individual dogs possessions separate</i></p> <p><i>Toys are checked for safety</i></p>	<p>All equipment is fit for purposes and correctly used.</p> <p>Each item brought by the owner is kept in numbered cupboards in each of the kennel unit and it only used by that dog.</p> <p>Items are removed when the dog is in the kennel unit.</p>	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>All dogs are feeded separately.</i></p> <p><i>Enrichment is part of a dogs stay carried out in various ways</i></p> <p><i>Play</i> <i>Cuddles</i> <i>Grooming</i> <i>Treat games</i></p> <p><i>Any dogs displaying unwanted behaviour are removed from specific enrichment activity if required</i></p>	<p>██████ and staff give the dogs ample opportunities for enrichment agreed with each owner and Vet advice is always taken into consideration.</p> <p>As ██████ describes.</p> <p>Numerous items available for enrichment. The dogs are always supervised when in the outside area and any dog showing signs of</p>	Y

<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>	<i>Enrichment activities are carried out for individual dogs</i>	unwanted behaviour is separated from the group.	
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.	Yes adhered to	All toys and equipment are checked daily and are cleaned/disinfected as part of the documented cleaning regime.	Y
8.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.	Yes included in stay at least 4 times a day	Dogs are provided with ample opportunities to exercise as agreed with each owner appropriate to each dog's age and health.	Y
8.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation. <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>	Yes this would always be carried out as part of their stay	Dogs that cannot be exercised are provided with other forms of enrichment throughout the day. This will be agreed with the owner at the time of booking. Enrichment items would be rotated and dogs behaviour monitored.	Y
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.  <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>  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).	Kennels contain a recess wall where dogs beds can be placed if they need any form of privacy  There is a enrichment procedure in place for all dogs. 4 sessions daily.	As [REDACTED] describes with the exception of kennel unit number 5 in Block 1, this does not have a recessed wall, however beds and blankets are provided to allow the dog to hide if necessary.  <b>Higher Standard – Met (4 x 20mins of various forms of enrichment provided and documented)</b>	Y
<b>9.0 Records</b>			
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	Yes this is carried out	[REDACTED] has updated her documentation since the on-site inspection, the booking/registration form has now been updated to include the required information.	Y

<p>(f) the name, postal address, telephone number and email address of a local contact in an emergency for each dog</p> <p>(g) the name and contact details of the dog's normal vet and details of any insurance relating to the dog</p> <p>(h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise</p> <p>(i) details of the dog's diet and related requirements</p> <p>(j) consent forms</p> <p>(k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments</p> <p>(l) details of any medical treatment each dog is receiving</p>			
<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>	I have these available	Identity tags available which includes the relevant information.	Y
<p><b>10.0 Protection from pain, injury, suffering and disease</b></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>	This is not applicable to me, as no other business activities taking place regarding animals	N/A – No other activity.	Y
<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>	This is done – My Pets Vets, [REDACTED]	Preventative Health Care agreement signed by the Vet submitted.	Y
<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>	Noted	Not used as holding kennel units.	Y
<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>	Noted	Not used as holding kennel units but kennel units comply with required the conditions for size and would allow the dog to exhibit normal behaviour and would always be provided with resources.	Y

## To be completed by the Inspecting Officer:

Date of inspection(s)

8<sup>th</sup> December 2022

Name of person(s)  
seen at inspection

██████████

EVU(s).

EVU - 019556

Officer name(s)

██████████

### Inspectors Comments/Recommendations

██████████ and her staff are very knowledgeable and experienced dog boarders and I have no concerns regarding the welfare of the dogs. Unfortunately, the business has seen a reduction in the star rating due to a number of minor failings for non-compliance with the conditions outlined in the report and detailed below. ██████████ has been advised of the required improvements and has updated her written policies and procedures since the on-site inspection. ██████████ is advised to ensure that all the necessary paperwork is kept up to date and that these records must be kept for the required period and available to officers on the next inspection. I would also advise ██████████ to be more aware of the potential hazards to the dogs and implement a planned maintenance programme. I have no doubt that ██████████ could achieve a higher star rating in the future.

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

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.

2.1 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 three years beginning with the date on which the record was created.

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.

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, (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.

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

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.

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.

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.

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.

Part B – Specific conditions: (Schedule 4, Part 2 of the Regulations)

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.

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

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

## Inspection Form – Boarding for Cats in Catteries

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



Name of Premises Common Fold Kennels

Address of Premises [REDACTED]

*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>
<b>1.0. Licence Display</b>			
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.		Licence on display in kennels.	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.		Licence details on display on Facebook and website. Although Facebook is not used.	Y

<b>2.0. Records</b>			
<p>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.</p> <p><i>Electronic records must be backed up</i></p>		Not all records were available upon site inspection.	N
<p>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.</p>		Although licence holder does keep records for 3 years, not all records were available, as above.	N
<b>3.0 Use, number and type of animal</b>			
<p>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.</p> <p><i>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.</i></p>		Boarding of cats within the numbers specified on licence. No welfare concerns relating to other animals.	Y
<p>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.</p> <p><i>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.</i></p> <p><i>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.</i></p>		Numbers on licence were not being exceeded and staff numbers are sufficient to care for the cats present, however there were issues with social care/RSPCA cats being housed in the same blocks as regular boarded cats.	Y

4.0 Staffing			
<p>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.</p> <p><i>The business must have enough staff to fully meet the welfare needs of each cat.</i></p> <p><i>Each member of staff should have 25 cats or less to care for.</i></p> <p><i>If there is evidence that the cats' welfare needs are not being met, you should consider the staffing levels against:</i></p> <ul style="list-style-type: none"> <li>• <i>the size of premises</i></li> <li>• <i>the layout of the premises (the number of cats that are allowed in each separate area)</i></li> <li>• <i>the qualifications and experience of staff</i></li> <li>• <i>advice from the local authority's veterinary officer</i></li> <li>• <i>use of part-time staff or volunteers</i></li> </ul>		<p>Family run business with a wealth of experience. [REDACTED] work at the premises, with [REDACTED] helping out when needed. Better staffing records are advised to evidence which staff are working on which days, particularly regarding [REDACTED] as it appears she works separately in the grooming business, rather than within the kennels and cattery.</p>	Y
<p>4.2. The licence holder or a designated manager and any staff employed to care for the animals must have competence to both:</p> <ul style="list-style-type: none"> <li>• identify the normal behaviour of the species for which they are caring</li> <li>• recognise signs of and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour</li> </ul> <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"> <li>• <i>animal welfare, including recognising poor welfare</i></li> <li>• <i>animal handling</i></li> <li>• <i>animal behaviour</i></li> <li>• <i>cleanliness and hygiene</i></li> <li>• <i>feeding and food preparation</i></li> <li>• <i>disease prevention and control</i></li> <li>• <i>recognition and first aid treatment of sick or injured animals</i></li> </ul> <p><i>Staff who care for the cats must either:</i></p>		<p>[REDACTED] has completed a certificate in Pet First Aid in June 2021. He is also undertaking an OFQUAL level 2 qualification in Animal Care. [REDACTED] has OFQUAL level 3 in professional day-care and boarding.</p>	Y



<ul style="list-style-type: none"> <li>• hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</li> <li>• show they have relevant and sufficient knowledge and experience</li> </ul> <p>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.</p>			
<p>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:</p> <ul style="list-style-type: none"> <li>• an annual appraisal</li> <li>• planned and continued professional development</li> <li>• recognition of knowledge gaps</li> </ul> <p>This applies to all staff including the licence holder.</p> <p>Staff participation can be shown by:</p> <ul style="list-style-type: none"> <li>• keeping records of the courses they are taking</li> <li>• keeping records of written or online learning</li> <li>• keeping up to date with any research or developments for specific breeds</li> <li>• annual appraisal documents</li> </ul> <p>Evidence of staff attendance or completion of the training must be provided.</p> <p>There must be at least one full time member of staff for every 20 cats, or a higher number of qualified staff.</p> <p>There must be at least one member of staff that has a relevant Ofqual regulated Level 3 qualification.</p>		<p>Staff training policy now introduced following advice given upon last inspection. This needs to be developed further to evidence training in the following:</p> <ul style="list-style-type: none"> <li>• animal welfare, including recognising poor welfare</li> <li>• animal handling</li> <li>• animal behaviour</li> <li>• cleanliness and hygiene</li> <li>• feeding and food preparation</li> <li>• disease prevention and control</li> <li>• recognition and first aid treatment of sick or injured animals</li> </ul> <p>This should be dated and signed by trainer and learner. This should be backed up by annual appraisals with CPD requirements documented.</p> <p>Higher Standard: Not met – 2 full time members of staff [REDACTED] [REDACTED] Other staff are not full time.</p> <p>Higher Standard: Met – [REDACTED] holds L3 but more evidence of her involvement in the business is advised.</p>	Y

## 5.0 Suitable Environment

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.

*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.*

Units that cats were housed in were safe and secure. No obvious risks or hazards were observed. The units were in good repair and maintained to a high standard. Materials used in the design are easily cleaned and disinfected.

Windows are escape proof and doors open up on to secure corridors. External doors are lockable.

No standing water is left to gather and unit doors open inwards to protect health and safety of staff. Units are spacious enough to allow cats to exercise within and to allow staff to enter and handle the cat, where appropriate.

Y

<p><i>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.</i></p> <p><i>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.</i></p> <p><i>Units must open onto secure corridors or other secure areas so that cats cannot escape from the premises.</i></p> <p><i>Units should be designed so cats can exercise and be handled within the unit.</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>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Cats must not be exposed to:</i></p> <ul style="list-style-type: none"> <li>• excessive or continuous noise - such as dogs barking</li> <li>• draughts</li> </ul>		<p>The environment in which the cats are kept in are suitable to their species and condition. The facilities and space within each unit allow them to exhibit normal behaviour. The units are clean and tidy and the temperature was appropriate whilst inspectors were on site. However no records are kept of temperatures and this is required to demonstrate compliance for future inspections. No excessive noise can be heard from the kennels, artificial light is available as well as natural light and ventilation from windows.</p>	<p>Y</p>

<p><i>Ventilation must be provided in interior areas to avoid excess humidity.</i></p>			
<p>5.3 Staff must ensure that the animals are kept clean and comfortable</p> <p><i>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.</i></p> <p><i>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.</i></p>		<p>Cats are kept clean and comfortable, however documented routine health regimes are required.</p>	<p>Y</p>
<p>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</p> <p><i>Cats must have a litter tray. Scented litter must not be used.</i></p> <p><i>Bedding must be changed, cleaned and disinfected between cats or when soiled.</i></p>		<p>Suitable litter trays and litter within each unit. No scented litter.</p>	<p>Y</p>
<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>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.</i></p> <p><i>Units must be disinfected between new occupants and when necessary. Effective spot cleaning is allowed.</i></p> <p><i>If a pest problem is identified, a pest control programme must be put in place.</i></p>		<p>Cleaning policy in place and units appear clean and hygienic. However, records of cleaning and disinfection are required to evidence.</p>	<p>N</p>
<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 in current legislation <a href="https://www.legislation.gov.uk/ukxi/2006/3260/contents/made">https://www.legislation.gov.uk/ukxi/2006/3260/contents/made</a>.</i></p> <p><i>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.</i></p>		<p>Transportation policy in place.</p> <p>Licence holder is advised to implement transport records documenting which animals are transported, the date, time, duration, locations from and to, any breaks given, and cleaning/disinfection of van afterwards.</p>	<p>Y</p>

<p><i>Cats must always be transported in a suitable, strong cat carrier.</i></p> <p><i>This applies to travel:</i></p> <ul style="list-style-type: none"> <li>• <i>within the cattery</i></li> <li>• <i>in a vehicle</i></li> <li>• <i>to and from a vehicle</i></li> </ul> <p><i>Vehicles must be cleaned and disinfected after each collection or delivery of any new cats.</i></p> <p><i>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.</i></p> <p><i>Enough breaks must be given for water and food where appropriate.</i></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. If artificial lighting is used it must be within a range of 10 to 12 hours daily.</i></p> <p><i>Lights must be turned off overnight to provide a period of darkness.</i></p>		<p>Artificial and natural light available. Artificial lights were in use at time of inspection as weather was very dull.</p>	<p>Y</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>If cats from the same household share a unit there must be multiples of all resources equal or greater than the number of cats.</i></p> <p><i>Examples of resources include:</i></p> <ul style="list-style-type: none"> <li>• <i>food</i></li> <li>• <i>water</i></li> <li>• <i>litter trays</i></li> <li>• <i>resting and sleeping areas</i></li> <li>• <i>enrichment items (such as toys)</i></li> </ul>		<p>Multiple resources of food, water, litter trays and sleeping areas. Toys and scratch posts were not kept within each unit and this is required to demonstrate compliance.</p>	<p>N</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>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.</i></p> <p>All cats must be checked at least once at an appropriate interval out of hours (between 6pm and 8am) by a person or CCTV.</p> <p>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.</p> <p>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.</p>		<p>Records did not evidence that cats had been checked every 3 hours between 8 and 6. Records or CCTV can be used to evidence compliance for future inspections.</p> <p>Higher Standard: Not met – Records of out of hour checks not evidenced. Temperature in sleeping areas not recorded.</p> <p>Higher Standard: Met – Removable fans available and placed safely away from the cats.</p>	N
<p><b>6.0 Suitable Diet</b></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 cats must have at least 2 meals a day at least 8 hours apart, as appropriate to the cat's needs.</i></p> <p><i>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.</i></p> <p><i>One feeding bowl and one water bowl must be provided for each cat. These must be separate containers.</i></p> <p><i>Food and water must be kept away from each other and away from the litter tray (at least 60 centimetres apart).</i></p>		<p>Adult cats fed twice daily. Diet is agreed with owner prior to boarding. Separate feed and water bowls for each cat is available within the units.</p>	Y
<p>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</p> <p><i>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.</i></p>		<p>Feed and water intake monitored and any issues recorded and addressed as appropriate.</p>	Y

<p><i>Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking too much.</i></p> <p><i>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.</i></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>Fridges for feed storage must be provided.</i></p> <p><i>Feed must be stored away from risk of vermin and in cool and dry places.</i></p>		<p>Food bowls emptied and cleaned after use. Advised records. Fridges available alongside storage for feed.</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"> <li>• <i>non-porous</i></li> <li>• <i>cleaned daily</i></li> <li>• <i>disinfected between different cats</i></li> <li>• <i>disinfected at least once every week</i></li> <li>• <i>disposed of if damaged</i></li> </ul>		<p>Food and water bowls are easily cleaned and disinfected.</p>	<p>Y</p>
<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 each day. It must be in a clean container and changed or refreshed as often as needed.</i></p> <p><i>Several water bowls must be available to make sure all the cats have access to water.</i></p>		<p>Fresh, clean drinking water available in suitable bowls for each cat within the units.</p>	<p>Y</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 available for staff to wash their hands. This must be connected to a suitable drainage system.</i></p>		<p>Hygienic kitchen with suitable facilities for food prep. Hot and cold running water and hand washing facilities available.</p>	<p>Y</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 free from vermin at all times.</i></p> <p><i>Receptacles for a cat's food and drink must not be used for any other purpose.</i></p>			
<p><b>7.0 Monitoring of behaviour and training of animals</b></p>			
<p>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</p> <p><i>The business must have a documented programme that shows how they provide an enriching environment to the cats.</i></p> <p><i>All cats must have access to:</i></p> <ul style="list-style-type: none"> <li>• <i>appropriate toys</i></li> <li>• <i>scratching posts</i></li> <li>• <i>hiding places</i></li> </ul> <p><i>Items must be checked each day to make sure they remain safe.</i></p> <p><i>Feeding enrichment can be provided too, unless a vet advises against it.</i></p>		<p>Enrichment document has now been provided, although this outlines ideas and is not a documented programme showing what is done with the cats on site to provide enrichment.</p> <p>Appropriate toys and scratching posts were not available within each unit.</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>Cats must not be taken from their individual units except in an emergency or for veterinary treatment.</i></p> <p><i>Communal exercise areas are not acceptable.</i></p>		<p>Spacious units to allow exercise for cats housed within. Cats are not taken from individual units.</p>	<p>Y</p>
<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 cat must be monitored each day. Changes in behaviour must be recorded and acted upon if there are signs of:</i></p> <ul style="list-style-type: none"> <li>• <i>suffering</i></li> </ul>		<p>Behaviour is monitored throughout the day by staff. Changes in behaviour would be documented. More detailed records of usual behaviour is advised, in particular for those where behaviour is unknown (RSPCA, social care cats).</p>	<p>Y</p>



<ul style="list-style-type: none"> <li>• stress</li> <li>• fear</li> <li>• aggression</li> <li>• anxiety</li> </ul> <p>Staff must get advice from a vet, who may refer the cat to a suitably qualified animal behaviourist.</p>			
<p>7.4 Where used, training methods or equipment must not cause pain, suffering or injury.</p> <p><i>Cats are not likely to be trained when staying in a boarding cattery.</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>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.</i></p> <p><i>Kittens would be very susceptible to disease. They would also need an appropriate environment to learn and develop.</i></p> <p><b>Behavioural observations must be recorded daily.</b></p>		<p>Kittens under 8 weeks are not boarded.</p> <p><b>Higher Standard: Not met</b></p>	Y
<p><b>8.0 Animal Handling and Interactions</b></p>			
<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>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.</i></p> <p><i>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.</i></p>		Staff are experienced in the appropriate handling of cats. They demonstrate good understanding of behaviour and identifying cats that are anxious or fearful of contact.	Y

<p><i>A cat must not be picked up by the scruff of its neck (scruffing), unless it is an absolute last resort.</i></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>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.</i></p>		<p>Only cats from the same household ever share a unit. Consent is obtained.</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>Cats must have human interactions specific and appropriate to their needs. The needs of individual cats will be reassessed each day.</i></p> <p><i>A cat must never be forced to interact with a person or people. A cat must be able to avoid people if it wishes.</i></p> <p>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.</p>		<p>Daily interaction is provided, however this needs better recording evidencing that the interaction is appropriate to each cats individual needs.</p> <p>Higher Standard: Not met</p>	<p>Y</p>
<p><b>9.0 Protection from Pain, Suffering, Injury and Disease</b></p>			
<p>9.1 Written procedures must:-</p> <p>(a) be in place and implemented covering</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 carcasses)</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 demonstrate how the conditions in this guidance are met.</i></p>		<p>Policies and procedures all emailed in prior to site inspection and available on site when requested. These have been improved upon since previous inspections.</p>	<p>Y</p>

<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		<p>Staff aware of procedures.</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 cat that is:</i></p> <ul style="list-style-type: none"> <li>• <i>injured</i></li> <li>• <i>sick</i></li> <li>• <i>infectious or carrying a serious infectious disease</i></li> </ul> <p><i>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.</i></p> <p><i>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).</i></p> <p><i>All staff must understand the procedures to prevent the spread of infectious disease between cats.</i></p> <p><i>When staff are handling cats in the isolation facility, they must:</i></p> <ul style="list-style-type: none"> <li>• <i>wear protective clothing and footwear</i></li> <li>• <i>follow cleaning procedures</i></li> </ul> <p><i>The clothing must be kept in the isolation facility and only removed for cleaning and disinfection.</i></p> <p><i>Protective garments must either be:</i></p> <ul style="list-style-type: none"> <li>• <i>changed and laundered with appropriate disinfectant</i></li> <li>• <i>disposed of after handling a cat with a suspected infectious disease</i></li> </ul>		<p>Isolation facilities are not provided on site and any cats needing isolation would be taken to the vets. An appropriate agreement is in place.</p>	<p>Y</p>

<p><i>The following items must be stored in the isolation facility and ready to use:</i></p> <ul style="list-style-type: none"> <li>• <i>separate feeding and water bowls</i></li> <li>• <i>a dedicated safe cat basket and bedding</i></li> <li>• <i>litter trays and litter</i></li> <li>• <i>cleaning utensils</i></li> </ul> <p><i>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.</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>The business owner must see an up-to-date veterinary vaccination record for all cats.</i></p> <p><i>The cats must have current vaccinations against:</i></p> <ul style="list-style-type: none"> <li>• <i>feline panleukopenia</i></li> <li>• <i>feline parvovirus, also known as feline infectious enteritis</i></li> <li>• <i>feline respiratory viruses (feline herpesvirus and feline calicivirus)</i></li> </ul> <p><i>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.</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 cat must be treated with a product authorised by the Veterinary Medicines Directorate (VMD). The product must be licensed for use in the UK.</i></p> <p><i>Treatment must only happen after either:</i></p> <ul style="list-style-type: none"> <li>• <i>having a consultation with a vet, using the product as directed</i></li> </ul>		<p>Up to date vaccination records are checked for all boarding cats.</p> <p>Not all RSPCA/Social care cats may have a vaccination record, therefore they are vaccinated upon arrival.</p>	Y

<ul style="list-style-type: none"> <li>• <i>getting written consent from the owner or nominated person to treat the cat</i></li> </ul>			
<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>Waste (urine and faeces) must be:</i></p> <ul style="list-style-type: none"> <li>• <i>in a clearly-marked bin which is emptied each day or when full - whichever is sooner</i></li> <li>• <i>removed in line with the documented cleaning and disinfection procedure</i></li> </ul> <p><i>Storage of waste must be away from areas where food or animals are kept.</i></p>		<p>Waste is stored away from the animals and any food prep areas. This is collected on a regular basis.</p>	Y
<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><i>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.</i></p> <p><i>They must contact the cat's owner or nominated person.</i></p>		<p>Any sick or injured animals would be taken to the vet for immediate treatment.</p> <p>Fully stocked pet first aid kit kept on site.</p>	Y
<p>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</p> <p><i>Any preventative treatment must be given with the written consent of the owner and under the direction of the vet.</i></p>		<p>Consent is obtained before any preventative treatment is administered under direction of vet.</p>	Y
<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>Business is registered with an appropriate vet. Details were not on display at time of visit but were available and licence holder was advised accordingly. Consent re which vet to be used is also required for every cat.</p>	Y

<p><i>This must the include:</i></p> <ul style="list-style-type: none"> <li>• <i>name</i></li> <li>• <i>address</i></li> <li>• <i>telephone number</i></li> <li>• <i>out of hours telephone number</i></li> </ul> <p><i>The veterinary practice must be within a reasonable travel distance.</i></p> <p><i>When cats are boarding, the licence holder must get written consent from the cat's owner to state which vet will be used.</i></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><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 or prescribing vet.</i></p> <p><i>A fridge must be available to store any medicines that need to be kept at certain temperatures.</i></p>		<p>Suitable storage for medication, only authorised access on site. Courses completed as per specifications and unused medication returned to owners.</p>	Y
<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>Suitable storage and consent obtained.</p>	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>Disinfectant products must be able to kill viruses and bacteria (viricidal and bactericidal).</i></p> <p><i>The choice of cleaning and disinfectant products must be based on:</i></p> <ul style="list-style-type: none"> <li>• <i>suitability</i></li> <li>• <i>safety</i></li> <li>• <i>compatibility</i></li> </ul>		<p>Safe, suitable cleaning products used. Staff are competent in their use and these are stored of and disposed of as per instructions.</p> <p>No standing water.</p> <p>Advised re records of cleaning/disinfection of units.</p>	Y

<ul style="list-style-type: none"> <li>effectiveness</li> </ul> <p><i>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.</i></p> <p><i>Staff using cleaning products must be competent in the safe use of detergents and fluids.</i></p> <p><i>Cleaning products must:</i></p> <ul style="list-style-type: none"> <li>be kept out of the reach of animals</li> <li>never be left in the cat unit</li> </ul> <p><i>Any equipment that has been used on an infectious or suspected infectious cat must be cleaned and disinfected after use or disposed of.</i></p> <p><i>Medication must only be used with prior consent of the owner or after a discussion with a vet.</i></p>			
<p>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:</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</p> <p><i>Only a vet can euthanise a cat.</i></p> <p><i>The licence holder must keep a record of:</i></p> <ul style="list-style-type: none"> <li>all euthanasia</li> <li>the qualified vet that carried it out</li> </ul> <p><i>Euthanasia must not take place until the owner or nominated person gives consent - unless it is crucial for the welfare of the cat.</i></p>		<p>No euthanasia since last inspection. Advised re records and requirements should this arise.</p>	<p>Y</p>
<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>		<p>Cats checked on at least once daily. Better records advised.</p>	<p>Y</p>
<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>Records on each unit.</p> <p>Higher Standard: Not met</p>	<p>Y</p>

<p><i>Inspectors must be able to access any record and associated checklists.</i></p> <p><i>Presence or absence of faeces and urine must be monitored each day. Any abnormalities must be recorded and acted upon as needed.</i></p> <p><i>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.</i></p> <p><b>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.</b></p>			
<p><b>10.0 Emergencies</b></p>			
<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> <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 available. It must be maintained and in good working order.</i></p> <p><i>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.</i></p> <p><i>Where appropriate, there must be at least one carbon monoxide detector.</i></p> <p><i>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.</i></p> <p><i>There must be a plan for housing of the cats if the premises become uninhabitable.</i></p> <p><i>There must be a written policy in place for dealing with extremes of temperature and weather conditions (hot and cold).</i></p> <p><i>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.</i></p>		<p>As previously advised upon last inspection – No annual fire drills. Although staff training records have now been implemented, better detail is required of what this covers.</p> <p>Extreme weather policy still not implemented despite previous advice upon last inspection.</p>	<p>N</p>



<i>All equipment must be maintained in a good state of repair and serviced according to manufacturer's guidelines.</i>			
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.		Outlined in emergency plan.	Y
10.3 External doors and gates must be lockable.		Lockable.	Y
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.  <i>In a non-domestic setting, an emergency contact name and number must be displayed on the outside of the premises.</i>  <i>A reasonable distance is interpreted as no more than 30 minutes travelling time in normal conditions.</i>  <i>A competent person must be on site at all times.</i>		Multiple keyholders living on site.  Higher Standard: Met	Y

## Part B – Specific conditions: (Schedule 4, Part 1 of the Regulations)

Condition / Guidance	Applicant Notes / Comments	Officer Notes / Comments	Compliant Y or N (Officer use only)
<b>2.0 Suitable environment</b>			
2.1 Cats within the premises to which the licence relates must be prevented from coming into direct contact with other animals from outside the premises.  <i>Sneeze barriers must be in place to prevent contact with animals from outside.</i>  <i>They must be placed:</i> <ul style="list-style-type: none"> <li>• on the end walls of the exercise run</li> <li>• at each end of the cattery block</li> </ul>		Full height walls between units.	Y
2.2 There must be a safe, secure, waterproof roof over the entire cat unit.		Fully indoors.	Y

<p><i>Materials used for the exercise run must be capable of filtering UV light and providing enough shade.</i></p>			
<p>2.3 A cat unit may only be shared by cats from the same household.</p>		<p>Consent obtained.</p>	<p>Y</p>
<p>2.4 Communal exercise areas are not permitted.</p>		<p>No communal exercise areas.</p>	<p>Y</p>
<p>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.</p> <p><i>A one page summary of the cat or cats must be outside each unit or kept in an accessible place for staff.</i></p> <p><i>The summary must include:</i></p> <ul style="list-style-type: none"> <li>• <i>the cat's name</i></li> <li>• <i>its age</i></li> <li>• <i>its sex</i></li> <li>• <i>any relevant medical, behavioural or dietary information</i></li> </ul>		<p>Clearly numbered cat units with information displayed on the front of each.</p>	<p>Y</p>
<p>2.6 Each cat unit must provide the cat with sufficient space to:</p> <p>(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</p> <p><b>Minimum sizes for cat units</b>  <i>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.</i></p> <p><i>These minimum areas and dimensions must be achieved to give cats a suitable and appropriate comfortable space.</i></p> <p><b>Minimum sizes for walk in sleeping accommodation</b>  <i>A unit for one cat must be at least:</i></p> <ul style="list-style-type: none"> <li>• <i>0.85 square metres for the area</i></li> <li>• <i>0.9 metres for the dimension, for example 0.9m by 0.95m</i></li> </ul>		<p>Full height walk in units with sufficient space for the cats housed within.</p>	<p>Y</p>

<p>A unit for up to 2 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.5 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 1.25m</li> </ul> <p>A unit for up to 4 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.9 square metres for the area</li> <li>• 1.92 metres for the dimension, for example 1.2m by 1.6m</li> </ul> <p>New builds should not have the one cat size option.</p> <p><b>Minimum sizes for penthouse sleeping accommodation</b>  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.</p> <p>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.</p> <p>The minimum height for all penthouse sleeping boxes or pods is one metre.</p> <p>A box or pod for one cat must be at least:</p> <ul style="list-style-type: none"> <li>• 0.85 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 0.95m</li> </ul> <p>A box or pod for up to 2 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.1 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 1.20m</li> </ul> <p>A box or pod for up to 4 cats must be at least:</p> <ul style="list-style-type: none"> <li>• 1.7 square metres for the area</li> <li>• 0.9 metres for the dimension, for example 0.9m by 1.9m</li> </ul> <p>New builds should not have the one cat size option.</p> <p><b>Minimum sizes for exercise runs in full height walk in and penthouse style units</b>  The minimum height for exercise runs must be 1.8 metres.</p> <p>Runs for one cat must be at least:</p> <ul style="list-style-type: none"> <li>• 1.65 square metres for the area</li> </ul>			
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<ul style="list-style-type: none"> <li>• 0.9 metres for the dimension, for example 0.9m by 1.85m</li> </ul> <p><i>Runs for up to 2 cats must be at least:</i></p> <ul style="list-style-type: none"> <li>• 2.2 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 1.85m</li> </ul> <p><i>Runs for up to 4 cats must be at least:</i></p> <ul style="list-style-type: none"> <li>• 2.8 square metres for the area</li> <li>• 1.2 metres for the dimension, for example 1.2m by 2.35m</li> </ul> <p><i>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.</i></p> <p><i>The 'one cat' size option has also been removed for new builds.</i></p> <p><i>Older catteries will have one cat size unit and shorter runs - this is acceptable.</i></p> <p><i>New builds must use the bigger dimensions.</i></p>			
<p>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.</p> <p><i>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.</i></p>		Sufficient space between litter tray, resting place and feeding area.	Y
<p>2.8 Cats must have constant access to their sleeping area.</p> <p><i>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.</i></p> <p><i>Bedding must be made of a material that is easy to wash, disinfect or disposed of.</i></p> <p><i>A cat must not be left without bedding, unless instructed otherwise by the cat's owner.</i></p> <p><i>Soft bedding materials must be provided and adapted if needed for old, young or infirm cats to help regulate their body temperature.</i></p>		Bed available in all units. Cats can access this at all times. Unit is one room and therefore a cat flap is not applicable.	Y

<p><i>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.</i></p>			
<p>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.</p> <p><i>In a multiple cat unit, the number of trays must be appropriate to the number of cats.</i></p> <p><i>Trays must be impermeable, easy to clean, disinfect or dispose of.</i></p> <p><i>The tray must be:</i></p> <ul style="list-style-type: none"> <li>• <i>large enough for the cat to turn around - at least 30 centimetres by 42 centimetres</i></li> <li>• <i>deep enough for digging in litter - at least 3 centimetres deep</i></li> </ul> <p><i>The following materials are not considered acceptable to use as litter:</i></p> <ul style="list-style-type: none"> <li>• <i>loose sawdust</i></li> <li>• <i>shredded newspaper</i></li> <li>• <i>sheet newspaper</i></li> <li>• <i>soil</i></li> </ul>		<p>Appropriate litter tray in each unit. Multiples for those with more than one cat. These are easy to clean and disinfect.</p>	<p>Y</p>
<p>2.10 Each cat unit must include an elevated area.</p> <p><i>These must be large enough for a cat to lie on and available in the sleeping accommodation or the run.</i></p> <p><i>Facilities must be available to give safe, easy access to elevated areas for any elderly, ill, very young or disabled cats.</i></p>		<p>Raised area within each unit containing the cats bed. Facilities for those that require it to access the raised area comfortably.</p>	<p>Y</p>
<p>2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.</p> <p><i>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.</i></p>		<p>Full height walls.</p>	<p>Y</p>

<p><i>New builds using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.</i></p>			
<p>2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.</p> <p><i>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.</i></p>		<p>Width of corridor is large enough – Sneeze barriers are not required.</p>	<p>Y</p>
<p>2.13 Any cat taken out of a cat unit must be secured in a suitable carrier.</p> <p><i>A spare cat carrier must be kept at the cattery in case the owners do not arrive with their cat in a secure carrier.</i></p>		<p>Cat carriers brought with each cat and spares available.</p>	<p>Y</p>
<p>2.14 The sleeping area must form part of the cat unit and be free from draughts.</p> <p>Cat units must be 1.5 times the minimum area sizes in this guide. The calculation of the total area can include raised areas.</p> <p>Sneeze barriers must be completely opaque rather than translucent.</p> <p>They will be:</p> <ul style="list-style-type: none"> <li>• up to 600 millimetres and behind any shelves</li> <li>• 300 millimetres above and to the side of any shelves</li> </ul> <p>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.</p>		<p>Sleeping area forms part of the unit and is free from draughts.</p> <p>Higher Standard: Not met</p>	<p>Y</p>
<p><b>3.0 Monitoring of behaviour and training</b></p>			
<p>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.</p> <p><i>Cats must be provided with a hiding place. This can be as simple as providing any of the following in the units:</i></p> <ul style="list-style-type: none"> <li>• a cardboard box</li> <li>• an igloo-type bed</li> <li>• the cat's own carrier</li> <li>• other structures</li> </ul>		<p>Cat Carriers are placed within each unit to provide a hiding place.</p>	<p>Y</p>

<p><i>Any reusable structures need to be replaced or cleaned and disinfected between each cat.</i></p>			
<p>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.</p> <p><i>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.</i></p> <p><i>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.</i></p>		<p>Not all units had facilities for scratching – advised accordingly.</p>	<p>N</p>
<p>3.3 All cats must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.</p>		<p>Not all cats had toys or feeding enrichment available.</p>	<p>N</p>
<p>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.</p> <p><i>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.</i></p> <p><i>All toys and enrichment equipment must be cleaned and disinfected between different cats.</i></p> <p><i>Toys must be disposed of if they are not safe.</i></p>		<p>Items are checked daily by staff monitoring the cats and cleaning their units. This should be included within policies/procedures.</p>	<p>Y</p>
<p><b>4.0 Records</b></p>			
<p>4.1 A register must be kept of all the cats on the premises which must include:</p> <p>(a) the dates of each cat's arrival and departure</p> <p>(b) each cat's name, age, sex, neuter status and a description of it or its breed</p> <p>(c) each cat's microchip number, where applicable</p> <p>(d) the number of any cats from the same household</p>		<p>Much improvement made since last inspection – Further records are kept relating to each animal. Advised re email of emergency contact, consent forms and medical/behavioural history.</p>	<p>Y</p>

<p>(e) a record of which cats (if any) are from the same household</p> <p>(f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details</p> <p>(g) in relation to each cat, the name, postal address, telephone number and email address of a local contact in an emergency</p> <p>(h) the name and contact details of each cat's normal vet and details of any insurance relating to the cat</p> <p>(i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise</p> <p>(j) details of each cat's diet and related requirements</p> <p>(k) any required consent forms</p> <p>(l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments</p> <p>(m) details of any medical treatment each cat is receiving</p> <p><i>Consent forms must cover:</i></p> <ul style="list-style-type: none"> <li>• <i>veterinary treatment</i></li> <li>• <i>consent to share or separate cats if needed</i></li> <li>• <i>consent for toys or interaction preferences</i></li> </ul> <p><i>record of baskets or items left at the cattery.</i></p>			
<p><b>5.0 Protection from pain, injury, suffering and disease</b></p>			
<p>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.</p>		<p>Cats are not move from their units other than in an emergency or to take to the vet.</p>	<p>Y</p>
<p>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.</p> <p><i>Extra precautions must be taken to prevent the spread of disease. A separate member of staff should attend to these cats</i></p>		<p>Premises have been instructed to ensure separate member of staff is attending to social care/RSPCA cats until vaccinations are effective.</p>	<p>N</p>



5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.		Better records advised to evidence.	Y
5.4 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.		In place with appointed vet.	Y
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.		No holding units.	Y
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.  <i>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.</i>			Y

**To be completed by the Inspecting Officer:**

Date of inspection(s)

Name of person(s)  
seen at inspection

EVU(s).

Officer name(s)

**Inspectors Comments/Recommendations**

Much improvement has been made since the last inspection, particularly with staff training records and other policies. The business has worked particularly hard to evidence compliance and still have some areas that require improvement before the star rating can increase. Records for individual cats on the front of each unit need improvement similar to improvements recommended for the boarding kennels. Thermometers in the sleeping area of the units are required. These need to be recorded daily. Enrichment and scratching posts must be available.

## 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>
<b>1.0 Licence Display</b>			
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>	<input style="width: 150px; height: 20px;" type="text" value="✓"/>	Licence on display in kennels.	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.	<input style="width: 150px; height: 20px;" type="text" value="✓"/>	Licence details on display on Facebook and website. Although Facebook is not used.	Y
<b>2.0 Records</b>			
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	<input style="width: 150px; height: 20px;" type="text" value="✓"/>	Not all records were available upon site inspection. This included	N

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.		missing records on the front of units that dogs were housed in.	
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>	Paper records available	Although licence holder does keep records for 3 years, not all records were available, as above.	N
<b>3.0 Use, number and type of animal</b>			
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"> <li>• <i>the relevant person in the local authority</i></li> <li>• <i>the police</i></li> <li>• <i>a suitable animal welfare organisation</i></li> </ul>	Compliant	Boarding of dogs within the numbers specified on licence. No welfare concerns relating to other animals.	Y
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>	45 dogs  25 cats	Numbers on licence were not being exceeded and staff levels are sufficient to care for the number of dogs present, however there were issues with social care dogs/RSPCA dogs being housed in the same blocks as regular boarded dogs.	Y
<b>4.0 Staffing</b>			
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.	Compliant	Family run business with a wealth of experience. ██████████ ██████████ work at the premises, with ██████████ helping out when	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"> <li>• <i>the size of premises</i></li> <li>• <i>the layout of the premises (the number of dogs that are allowed in each separate area)</i></li> <li>• <i>the type of dog</i></li> <li>• <i>the qualifications and experience of staff</i></li> <li>• <i>additional services offered by the facility</i></li> <li>• <i>use of part-time staff or volunteers</i></li> <li>• <i>advice from the local authority's veterinary officer</i></li> </ul>		<p>needed. Better staffing records are advised to evidence which staff are working on which days, particularly regarding [REDACTED] as it appears she works separately in the grooming business, rather than within the kennels and cattery.</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"> <li>• <i>animal welfare, including recognising poor welfare</i></li> <li>• <i>animal handling</i></li> <li>• <i>animal behaviour</i></li> <li>• <i>cleanliness and hygiene</i></li> <li>• <i>feeding and food preparation</i></li> <li>• <i>disease prevention and control</i></li> <li>• <i>recognition and first aid treatment of sick or injured animals</i></li> </ul> <p><i>Staff who care for the dogs must either:</i></p> <ul style="list-style-type: none"> <li>• <i>hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</i></li> <li>• <i>show they have relevant and sufficient knowledge and experience</i></li> </ul> <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>[REDACTED] has ofqual qualification [REDACTED] is undertaking level 2 and we all have over 15 years experience</p>	<p>[REDACTED] has completed a certificate in Pet First Aid in June 2021. He is also undertaking an OFQUAL level 2 qualification in Animal Care. [REDACTED] has OFQUAL level 3 in professional daycare and boarding.</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"> <li>• <i>an annual appraisal</i></li> <li>• <i>planned and continued professional development</i></li> <li>• <i>recognition of knowledge gaps</i></li> </ul> <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"> <li>• <i>records of the courses they are taking</i></li> <li>• <i>records of written or online learning</i></li> <li>• <i>keeping up to date with any research or developments for specific breeds</i></li> <li>• <i>annual appraisal documents</i></li> </ul> <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>Training document sent showing who is undertaking what</p>	<p>Staff training policy now introduced following advice given upon last inspection. This needs to be developed further to evidence training in the following:</p> <ul style="list-style-type: none"> <li>• <i>animal welfare, including recognising poor welfare</i></li> <li>• <i>animal handling</i></li> <li>• <i>animal behaviour</i></li> <li>• <i>cleanliness and hygiene</i></li> <li>• <i>feeding and food preparation</i></li> <li>• <i>disease prevention and control</i></li> <li>• <i>recognition and first aid treatment of sick or injured animals</i></li> </ul> <p>This should be dated and signed by trainer and learner. This should be backed up by annual appraisals with CPD requirements documented.</p> <p>Higher Standard: Not met – 2 full time members of staff, [REDACTED] Other staff are not full time.</p> <p>Higher Standard: Not met – [REDACTED] holds L3 but is not full time.</p>	<p>Y</p>
<p><b>5.0 Suitable Environment</b></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>All compliant</p>	<p>The kennels are safe, secure, durable and maintained in good repair. No obvious risks or hazards were observed.</p>	<p>Y</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 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>The indoor units open onto secure corridors and the outdoor kennels open into secure walkways. Neither of these areas are used for exercise.</p> <p>Units have a minimum headroom height of 1.8m and staff are able to enter each unit and clean all areas.</p> <p>Exercise areas are suitably drained. There was heavy rain on the day of the inspection and no surface pooling of water was observed.</p> <p>Corridors between facing units are at least 1.2m wide.</p>	
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<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><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p>			
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<p><i>Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.</i></p> <p><i>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.</i></p> <p><i>Door openings must be constructed such that the passage of water/waste is not 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>All compliant. Dogs which are not coping with noise can be moved to a quite area. Thermometer in each block</i></p>	<p>Climatic conditions were suitable for the animals and the thermometer reading was 13.5°C. The business have been advised to implement daily recordings of the temperatures.</p> <p>Ventilation is available in the units, without the creation of draughts. Within the outdoor kennels, the dogs sleeping area is behind a wall to prevent draughts and to allow for hiding.</p> <p>Heaters and electrical equipment are all placed in suitable and safe locations.</p> <p>There was a particularly quiet dog in one of the units housing noisier dogs. The licence holder is advised to ensure appropriate housing of the dogs. This dog</p>	<p>Y</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>would be better placed in the quiet unit.</p> <p>Natural light is available.</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>All compliant and detailed in cleaning regimes</p>	<p>Units are kept clean and the animals appear comfortable, however the licence holder is advised to implement checklists or records to evidence routine cleaning and grooming. Time stamp and staff signature is recommended.</p>	<p>N</p>
<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>compliant</p>	<p>Dogs have access to their run throughout the day.</p> <p>For outdoor kennels where there is no access to a run the applicant must ensure dogs are removed 4 times daily and document this to evidence. These were not in use at the time of the inspection as they have recently undergone renovations.</p>	<p>Y</p>
<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.</i></p>	<p>All compliant and in cleaning regime</p>	<p>Cleaning policy in place and kennels appear clean and hygienic. However, records of cleaning and disinfection are required to evidence.</p>	<p>N</p>

<p><i>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>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: <a href="https://www.legislation.gov.uk/uksi/2006/3260/contents/made">https://www.legislation.gov.uk/uksi/2006/3260/contents/made</a>.</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. During transport, dogs must be suitably restrained to prevent injury using any of the following:</i></p> <ul style="list-style-type: none"> <li>• <i>dog crate</i></li> <li>• <i>transport harness</i></li> <li>• <i>dog guard</i></li> </ul> <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>Transportation policy in place and van available with cages for dogs to be secured within.</p> <p>Licence holder is advised to implement transport records documenting which animals are transported, the date, time, duration, locations from and to, any breaks given, and cleaning/disinfection of van afterwards.</p>	<p>Y</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.</i></p> <p><i>Lights must be turned off to provide a period of darkness overnight.</i></p>	<p>All compliant.downlights in each sleeping area.outdoor units now have artificial lighting.</p>	<p>Natural light available. All units now have artificial lighting. Dogs were in darkness before we entered the units as the weather was gloomy. Lights should be on in these circumstances.</p>	<p>Y</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> <ul style="list-style-type: none"> <li>• food</li> <li>• water</li> <li>• enrichment items (such as toys)</li> <li>• resting and sleeping areas</li> </ul> <p><i>Dogs must be carefully monitored, especially at feeding times.</i></p>	<p>All compliant</p>	<p>In units with multiple dogs there were not enough resting and sleeping areas.</p>	<p>N</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><i>Dogs must be provided with a design and layout that gives them choice.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>A noise management plan to reduce noise to the dogs must be in place.</i></p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• physical barriers</li> <li>• sound-absorbing build structure</li> </ul>	<p>Compliant.cctv on site and live on premises.Fans and extra heaters on site.</p>	<p>Animals are checked during the day, however checklists to evidence this are required for all. Dogs that had been boarded for over 2 days had no checklist on their unit. In person checks are required out of hours as CCTV doesn't cover inside the units.</p> <p><i>Higher Standard: Not met – Out of hours checks not documented.</i></p> <p><i>Higher Standard: Met – Removable fans and noise management plan.</i></p>	<p>N</p>

<ul style="list-style-type: none"> <li>• positive reinforcement training to keep barking down</li> <li>• kennel design to prevent noise generation with demonstration of effectiveness</li> </ul>			
<p><b>6.0 Suitable Diet</b></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. 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><i>Compliant.see feeding regimes.Diet is agreed with owner.</i></p>	<p>Feeding plan agreed with owner. Licence holder is advised not to offer own feed to boarded dogs as this cannot be introduced gradually.</p>	<p>Y</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"> <li>• are debilitated, underweight or ill</li> <li>• have specific dietary requirements</li> </ul>	<p>Compliant.Dogs are monitored throughout the day.If a dog doesn't seem itself staff and vet will be notified.</p>	<p>Checklists for meals on units however certain dogs were without any paperwork on units.</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>Compliant.fridge on site food.metal food bins in kitchen</p>	<p>Food bowls emptied and cleaned following feeding. Fridges available for feed storage. Metal food bins for other feed.</p>	<p>Y</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"> <li>• <i>away from risk of vermin</i></li> <li>• <i>in appropriately cool and dry places</i></li> </ul>			
<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"> <li>• <i>non-porous</i></li> <li>• <i>cleaned daily</i></li> <li>• <i>disinfected between different dogs</i></li> <li>• <i>disinfected at least once every week</i></li> <li>• <i>disposed of if damaged</i></li> </ul>	Compliant	Suitable food and water bowls capable of being easily cleaned and disinfected.	Y
<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>	Compliant,water down all the time.	Water in all units. Multiple bowls for dogs sharing units.	Y
<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>	Compliant,hot water available	Hygienic food prep area with working surface, hot and cold water and hand washing/drying facilities.	Y

<b>7.0 Monitoring of behaviour and training of animals</b>			
<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>Complaint, toys kongs available. Owners can bring toys</p>	<p>Documented enrichment programme in place. Advised to tailor per individual dog including grooming and socialisation and to agree with owner. This then needs to be evidenced through records/checklists on each unit.</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>Complaint.</p>	<p>Although exercise is provided daily to the dogs, this needs to be evidenced through records upon inspection. Licence holder is advised to document time in and out for each dog with staff signature.</p> <p>Outdoor areas only used by one dog at any time and cleared after use. No artificial turf.</p>	<p>N</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>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> <ul style="list-style-type: none"> <li>• <i>suffering</i></li> <li>• <i>stress</i></li> <li>• <i>fear</i></li> <li>• <i>aggression</i></li> </ul> <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"> <li>• <i>elderly</i></li> <li>• <i>nervous</i></li> <li>• <i>on certain medication</i></li> </ul> <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>Complaint,notes on boarding sheets about each dog</p>	<p>Positive changes have been made to monitor and record each dogs behaviour. Unfortunately not all dogs had checklists on their units and better records of behaviour for RSPCA/social care dogs is advised. Closer monitoring of these dogs would be beneficial as records are not available from owners.</p>	<p>N</p>
<p>7.4 Where used, training methods or equipment must not cause pain, suffering or injury.</p>	<p><b>Complaint</b></p>	<p>No training provided. Desired behaviour is rewarded and unwanted behaviour ignored.</p>	<p>Y</p>

<p><i>Training must be reward based. This means staff must reward desired behaviour and ignore unwanted behaviour.</i></p>			
<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 (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>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.</p>	<p><i>Complaint</i></p>	<p>Dogs under 12 months are not taken for boarding. Staff were unsure of this and records will be checked upon next site inspection to ensure compliance.</p> <p>Higher Standard: Not met</p>	<p>Y</p>
<p><b>8.0 Animal Handling and Interactions</b></p>			
<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><i>Complaint, All staff compitant with experience and training</i></p>	<p>Staff are experienced in the handling of animals, however a policy is not in place for dealing with difficult dogs. Muzzles and dog catching devices are available on site.</p>	<p>N</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</p>	<p>Complaint, notes made on sheets.</p>	<p>Only dogs from same household share a unit with owners consent.</p>	<p>Y</p>



<p>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>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>	<i>Complaint</i>	Daily interaction is provided, however this needs better recording.	Y
<p><b>9.0 Protection from Pain, Suffering, Injury and Disease</b></p>			
<p>9.1 Written procedures must:-</p> <p>(a) be in place and implemented covering:-</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>	<i>Complaint.see information sent</i>	Policies and procedures all emailed in prior to site inspection and available on site when requested.	Y
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>		Advised to ensure all staff are aware of procedures as there was some discrepancies when asked re age of dogs taken (under 12 months).	Y
<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>	One isolation kennel,also letter from vet with permission to send to isolation	Isolation kennel available and confirmation from vet that isolation can be provided.	Y

<ul style="list-style-type: none"> <li>• <i>injured</i></li> <li>• <i>sick</i></li> <li>• <i>infectious or carrying a serious infectious disease</i></li> </ul> <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, 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"> <li>• <i>canine parvovirus</i></li> <li>• <i>canine distemper</i></li> <li>• <i>infectious canine hepatitis (adenovirus)</i></li> <li>• <i>leptospirosis</i></li> <li>• <i>other relevant diseases</i></li> </ul>	<p><i>Complaint.vacciantion record left on site</i></p>	<p>Social care and RSPCA dogs were being housed in the same kennel blocks as privately boarded dogs. Some of these social care or RSPCA dogs were not vaccinated so the premises vaccinate these dogs before accepting for boarding. However this is not compliant as the condition requires at least 2 weeks between vaccination and boarding.</p>	<p>N</p>

<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>The premises have been strongly advised and they will ensure moving forward that any unvaccinated dogs are kept in a separate kennel until 2 weeks after vaccinations.</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, 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>Complaint see boarding application</p>	<p>Waste is stored away from the animals and any food prep areas. This is collected on a regular basis.</p>	<p>Y</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>Complaint</p>	<p>Any sick or injured animals would receive prompt attention and the appointed vet would be contacted.</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><i>Complaint.see first aid course document</i></p>	<p>Owner would be contacted to gain permission should preventative treatment be required.</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</p>	<p><i>Complaint,vets name of contact details in kitchen</i></p>	<p>Licence holder is registered with an appropriate vet within a</p>	<p>Y</p>

<p>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 the include:</i></p> <ul style="list-style-type: none"> <li>• <i>name</i></li> <li>• <i>address</i></li> <li>• <i>telephone number</i></li> <li>• <i>out of hours telephone number</i></li> </ul> <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>reasonable distance. Details were not on display at time of visit but were available and licence holder was advised accordingly. Consent re which vet to be used is also required for every dog.</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><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>Complaint/in kitchen</p>	<p>Suitable storage for medication, only authorised access on site. Courses completed as per specifications and unused medication returned to owners.</p>	<p>Y</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>	<p>Complaint</p>	<p>Suitable storage and consent obtained.</p>	<p>Y</p>
<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>Complaint</i></p>	<p>Safe, suitable cleaning products used. Staff are competent in their use and these are stored of and disposed of as per instructions.</p>	<p>Y</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 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>No standing water.</p> <p>Advised re records of cleaning/disinfection of kennel units.</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;</p> <p>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.</p> <p>(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</i></p>	Complaint	No euthanasia since last inspection. Advised re records and requirements should this arise.	Y

<p><i>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>			
<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>	Complaint	Although animals are checked on at least once daily, records at the time of inspection did not evidence 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>	Complaint	Checklists on dog boarding forms re toileting and behaviour, however as not all dogs had checklists the condition is not met.	N
<p><b>10.0 Emergencies</b></p>			
<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> <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>	Complaint see documents	<p>As previously advised upon last inspection – No annual fire drills. Although staff training records have now been implemented, better detail is required of what this covers.</p> <p>Extreme weather policy still not implemented despite previous advice upon last inspection.</p>	N

<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>		Measures outlined in policies/procedures.	Y
<p>10.3 External doors and gates must be lockable.</p>		Lockable and secure.	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><i>A member of staff must be on site at all times.</i></p>		<p>Staff live on site and all are keyholders.</p> <p>Higher Standard: Met</p>	Y

### 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)
<b>7 Suitable Environment</b>			
<p>7.1 Dogs within the licensed premises must be prevented from coming into contact with other animals from outside the premises.</p>	Complaint	Private land, no dogs from outside premises come into contact with boarded dogs.	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>	Complaint	<p>Indoor and outdoor kennels available. Indoor kennels are free from draughts and outdoor kennels have a wall in front of the sleeping area to prevent draughts.</p> <p>Sufficient room in each unit for dogs to exhibit normal behaviour.</p>	Y
<p>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.</p>	Complaint.Number above kennel	As per applicant comments – Numbered units.	Y
<p>7.4 Each dog must have constant access to its sleeping area.</p> <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>	Complaint	<p>Dogs have constant access to their sleeping area. Resting places are clean and comfortable, situated away from any draughts.</p> <p>Dogs have suitable bedding which is changed or cleaned between use.</p>	Y
<p>7.5 Each dog must have a clean, comfortable and warm area within its sleeping area where it can rest and sleep.</p>	Complaint	As above.	Y



<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><i>Complaint</i></p>	<p>Secure, waterproof roof over each run. Dogs have constant access during the daytime.</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><i>Complaint</i></p>	<p>Full height walls between units.</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><i>The sleeping area must be at least 2.85 square metres.</i></p>	<p>Complaint</p>	<p>Only dogs from same household would ever share a unit. Consent is sought.</p> <p><i>Higher Standard: Not met.</i></p>	<p>Y</p>
<p><b>8.0 Monitoring of behaviour and training</b></p>			
<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>	<p><i>Complaint</i></p>	<p>No unsafe equipment is used. Dogs belongings are identified and returned to owners at the end of their stay.</p>	<p>Y</p>
<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>Toys allowed with permission from owner</i></p>	<p>Enrichment plan is now in place covering toys. Once records are in place on each unit to establish</p>	<p>N</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>		exercise and playtimes for each dog this condition can be met.	
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.	Complaint	Toys are kept in good condition and checked daily for damage.	Y
8.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.	Complaint	Records needed to evidence this.	N
8.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation. <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>	Complaint	As above records are needed to evidence. Time stamp on each unit with staff signature or CCTV evidence could be used to demonstrate compliance.	N
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.  <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>  <i>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).</i>	Complaint	High sided beds with blankets are in use.  <b>Higher Standard: Met – Daily enrichment plan introduced. This needs to be evidenced in action.</b>	Y
<b>9.0 Records</b>			
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	Complaint.see forms	Advised re email of emergency contact, consent forms and medical/behavioural history.	N

<p>(c) the number of any dogs from the same household</p> <p>(d) a record of which dogs (if any) are from the same household</p> <p>(e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details</p> <p>(f) the name, postal address, telephone number and email address of a local contact in an emergency for each dog</p> <p>(g) the name and contact details of the dog's normal vet and details of any insurance relating to the dog</p> <p>(h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise</p> <p>(i) details of the dog's diet and related requirements</p> <p>(j) consent forms</p> <p>(k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments</p> <p>(l) details of any medical treatment each dog is receiving</p>			
<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 always kept on site.exercised in secure paddock</p>	<p>Advised re tags should dogs be taken off site for vet.</p>	<p>N</p>
<p><b>10.0 Protection from pain, injury, suffering and disease</b></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>Complaint.rescue animals kept in separate block with own entrance. All equipment used is separate and have own exercise area.</p>	<p>Dogs being boarded for RSPCA and social care dogs where vaccination history is unknown were being vaccinated and housed with boarding dogs without the required 2 week period having passed.</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>See letter off vet sent with documents</p>	<p>Provided by vets.</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>Complaint</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>Complaint</p>		<p>Y</p>

*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.*

**To be completed by the Inspecting Officer:**

Date of inspection(s)

Name of person(s)  
seen at inspection

EVU(s).

Officer name(s)

**Inspectors Comments/Recommendations**

Much improvement has been made since the last inspection, particularly with staff training records and other policies. The business has worked particularly hard to evidence compliance and still have some areas that require improvement before the star rating can increase. There were concerns raised around RSPCA dogs, social care dogs and dogs present for grooming only being put in regular kennels. The business has been instructed to keep any dogs that have no vaccination history available separately until 2 weeks after vaccination as per the regs. Dogs present for grooming should not be placed in boarding kennels, unless all the required records are available. Lights were turned out in the kennels upon arrival. It was afternoon time, but the weather was poor and the units were particularly dark. Dogs should not have been boarded at the time of inspection due to the licence expiring. Again, some dogs were without any sort of records on the front of their units. This was a cause for concern. There are 10 outdoor units, although only 6 currently have heating and therefore the others are not authorised for use. It is advised that records on each unit are time stamped with staff name/signature to evidence which staff members are assigned to which tasks and the time taken for each.

**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>
<b>1.0 Licence Display</b>			
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>	In the main reception	Will displayed alongside other licence for day care in main reception office.	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.	It will be along side our daycare licence	Requires adding to Website once issued.	Y
<b>2.0 Records</b>			
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	Online and on the computer	Mix of paper on computer records retained.	Y

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.		Aware need to produce at future inspections.	
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>	Backed up using Microsoft one drive	Applicant aware of condition.	Y
<b>3.0 Use, number and type of animal</b>			
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"> <li>• <i>the relevant person in the local authority</i></li> <li>• <i>the police</i></li> <li>• <i>a suitable animal welfare organisation</i></li> </ul>	Dogs only on site	Applicant also has Dog Day Care on site. These are 2 totally separate environments and are separate buildings in use.	Y
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>	We will not exceed our licence numbers	The total numbers of dogs on site for boarding will be <b>10</b> .  Currently 5 units only in use for boarding. Only <b>5 dogs allowed unless</b> dogs are sharing unit as same family members.	Y
<b>4.0 Staffing</b>			
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.	Experienced and nvq level 3 staff on site. We have sufficient staff to give 15-1 dog to staff ratio	Applicant aware and advised to differentiate which staff are performing kennels duties on day rotas in addition to day care.	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"> <li>• <i>the size of premises</i></li> <li>• <i>the layout of the premises (the number of dogs that are allowed in each separate area)</i></li> <li>• <i>the type of dog</i></li> <li>• <i>the qualifications and experience of staff</i></li> <li>• <i>additional services offered by the facility</i></li> <li>• <i>use of part-time staff or volunteers</i></li> <li>• <i>advice from the local authority's veterinary officer</i></li> </ul>		<p>Sufficient staffing levels appropriate to number of dogs for boarding.</p>	<p>Y</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"> <li>• <i>animal welfare, including recognising poor welfare</i></li> <li>• <i>animal handling</i></li> <li>• <i>animal behaviour</i></li> <li>• <i>cleanliness and hygiene</i></li> <li>• <i>feeding and food preparation</i></li> <li>• <i>disease prevention and control</i></li> <li>• <i>recognition and first aid treatment of sick or injured animals</i></li> </ul> <p><i>Staff who care for the dogs must either:</i></p> <ul style="list-style-type: none"> <li>• <i>hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</i></li> <li>• <i>show they have relevant and sufficient knowledge and experience</i></li> </ul> <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>All staff are trained as required and will follow all policies and procedures to ensure the dogs welfare is being met at all times</p>	<p>Applicant will utilise same staff as day care. Training policy in place and records seen.</p> <p>Staff training covers :</p> <ul style="list-style-type: none"> <li>• <i>animal welfare, including recognising poor welfare</i></li> <li>• <i>animal handling</i></li> <li>• <i>animal behaviour</i></li> <li>• <i>cleanliness and hygiene</i></li> <li>• <i>feeding and food preparation</i></li> <li>• <i>disease prevention and control</i></li> <li>• <i>recognition and first aid treatment of sick or injured animals</i></li> </ul> <p>2 x ofqual nvq level 3 staff on site.</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"> <li>• <i>an annual appraisal</i></li> <li>• <i>planned and continued professional development</i></li> <li>• <i>recognition of knowledge gaps</i></li> </ul> <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"> <li>• <i>records of the courses they are taking</i></li> <li>• <i>records of written or online learning</i></li> <li>• <i>keeping up to date with any research or developments for specific breeds</i></li> <li>• <i>annual appraisal documents</i></li> </ul> <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>All provided with application. We have 2 full time staff with Ofqual recognized level 3 qualifications</p>	<p>Training policy in place. Advised to make specific sections available to staff for boarding.</p> <p>Appraisals will be conducted.</p> <p>Higher Standard MET</p> <p>Higher Standard MET</p>	<p>Y</p>
<p><b>5.0 Suitable Environment</b></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</p>	<p>All aspects met see site plans</p>	<p>Kennels are brand new. No damage. Multiple doors to prevent escape.</p> <p>Corridor in place. Not used for any other purpose.</p> <p>1.8m height achieved.</p>	<p>Y</p>



<p>feasible there must be a documented procedure in place to demonstrate the 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>In respect of exercise areas, dogs will transfer from boarding to day care facility for daytime hours. This will be consented on booking by owner. There is no boarding specific exercise areas as they are utilised in day care.</p> <p>Inward opening doors.</p> <p><b>Kennels are double units. They are opened to allow sleeping areas and runs within. Thus providing 5 double units. Under no circumstances should they be reduced to singular units to allow more than the 5 units. Licensed number of 10 dogs is to allow the units to be occupied by a maximum of 2 dogs from same household.</b></p> <p>Drainage to front corridor.</p> <p>No sharp edges seen.</p> <p>Windows are high level and escape proof.</p> <p>All doors impact resistant and of good quality.</p>	
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<p><i>Access doors must not be propped open.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.</i></p> <p><i>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.</i></p>		<p>Not seen on inspection.</p> <p>Compliant.</p> <p>Compliant</p> <p>Drainage appears effective.</p> <p>Secure corridor in place to front.</p> <p>Headroom compliant.</p> <p>Day care to be used.</p> <p>Day care to be used.</p> <p>Doors open inwards.</p>	
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<p><i>Door openings must be constructed such that the passage of water/waste is not 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>Slightly raised.</p> <p>Corridor over 1.2m</p> <p>Complaint.</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><i>All aspects met see policies and procedures</i></p>	<p>Kennels are held within brick-built building.</p> <p>Electric heaters, fans available.  Ventilation through windows.</p> <p>Minimal noise levels. Applicant will install television for dogs.</p> <p>Ample natural and artificial light available.</p> <p>Thermometers in block were temp monitored.</p> <p>Unit split into 2 rooms. Dogs can be moved into smaller of 2 rooms.</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>All aspects met see cleaning regimes and terms and conditions for daycare and kennels</p>	<p>See Cleaning regime.</p> <p>Deep cleaned whilst in day care to allow to dry.</p> <p>Grooming consented on booking form.</p>	<p>Y</p>
<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 will be in daycare throughout the days so all aspects met</p>	<p>Kennel unit split in sleeping area and run.</p> <p>Dogs will enter day care during daytime hours.</p>	<p>Y</p>
<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>See cleaning procedures</p>	<p>Units purpose built with internal drainage. Slopped flooring.</p> <p>Daily routine of cleaning whilst dogs in day care.</p> <p>See cleaning procedure.</p> <p>Contractors used for faeces. No evidence of pest problem on inspection.</p>	<p>Y</p>
<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: <a href="https://www.legislation.gov.uk/uksi/2006/3260/contents/made">https://www.legislation.gov.uk/uksi/2006/3260/contents/made</a>.</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>See transport policies</p>	<p>Emergency transport only. No pickup drop off offered.</p> <p>Staff cars utilised for emergency. Ample amounts of crates or harnesses for transport.</p>	<p>Y</p>

<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"> <li>• <i>dog crate</i></li> <li>• <i>transport harness</i></li> <li>• <i>dog guard</i></li> </ul> <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>Would be cleaned upon any such use.</p> <p>Short emergency trips only</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>Natural light through windows and artificial lights used throughout.</p> <p>Staff have easy access at all times</p>	<p>Ample lighting throughout.</p> <p>Dogs also use day-care and have access to outside areas.</p>	<p>Y</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>See feeding regime</p> <p>Fixed bowls are used in all kennels</p>	<p>Fed as per feeding regime and with consents of owners.</p> <p>Metal bowls placed into fixed holders.</p>	<p>Y</p>

<ul style="list-style-type: none"> <li>• food</li> <li>• water</li> <li>• enrichment items (such as toys)</li> <li>• resting and sleeping areas</li> </ul> <p><i>Dogs must be carefully monitored, especially at feeding times.</i></p>		Dogs from same household to be monitored during feeding.	
<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"> <li>• physical barriers</li> <li>• sound-absorbing build structure</li> <li>• positive reinforcement training to keep barking down</li> <li>• kennel design to prevent noise generation with demonstration of effectiveness</li> </ul>	<p>CCTV and in person in use</p> <p>Then dogs in daycare throughout the day with the staff</p>	<p>During daytime dogs are in day care facility.</p> <p>Higher Standard MET</p> <p>Higher Standard MET</p>	Y
<p><b>6.0 Suitable Diet</b></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><i>Dogs will be fed the diet set out by there owners</i></p>	<p>Consents attached to booking process. Fed owners own feed. Will be fed prior to and following day care use.</p>	Y

<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>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"> <li>• <i>are debilitated, underweight or ill</i></li> <li>• <i>have specific dietary requirements</i></li> </ul>	<p>We use <u>Dogs' country club kennel form</u></p> <p>To monitor this</p>	<p>Records kept for monitoring of food and water intake. Any concerns raised with senior member of staff prior to vet.</p> <p>Advised re long stays and to weigh on regular basis.</p>	<p>Y</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"> <li>• <i>away from risk of vermin</i></li> <li>• <i>in appropriately cool and dry places</i></li> </ul>	<p>Yes</p>	<p>Mains water used on site. Feed stored in appropriate manner. Kitchen/food prep area available with hot and cold running water.</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"> <li>• <i>non-porous</i></li> <li>• <i>cleaned daily</i></li> <li>• <i>disinfected between different dogs</i></li> </ul>	<p>Yes all stainless steel bowls used</p>	<p>See comments and cleaning regime compliant.</p>	<p>Y</p>

<ul style="list-style-type: none"> <li>• <i>disinfected at least once every week</i></li> <li>• <i>disposed of if damaged</i></li> </ul>			
<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>	yes	Secured water bowls in units.	Y
<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>	We have the dog kitchen area and then a bathroom for staff to wash etc	Kitchen area utilised, hot and cold running water.	Y
<p><b>7.0 Monitoring of behaviour and training of animals</b></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>	The dogs would be in daycare throughout the day	<p>Owners will consent to dogs attending day care during the daytime hours. No dogs will be on site as purely boarding and will have to consent to day care.</p> <p>Additional enrichment will be provided within kennel setting.</p>	Y



<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 will be in daycare</p>	<p>All dogs boarding will attend day care during daytime hours.</p> <p>Advice offered for dogs who may wish to rest and return to kennels during day-time hours and how this will be managed.</p> <p>Advised daily log times when dogs enter day-care and return to kennels for boarding.</p> <p>Applicant states any dog that can not attend day care due to injury, age illness etc will not be boarded.</p> <p>Day-care facility utilised for outdoor areas.</p> <p>No access to bins.</p> <p>All areas are well fenced and have double gates.</p> <p>No unsupervised access to water features.</p>	<p>Y</p>
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<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> <ul style="list-style-type: none"> <li>• <i>suffering</i></li> <li>• <i>stress</i></li> <li>• <i>fear</i></li> <li>• <i>aggression</i></li> </ul> <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"> <li>• <i>elderly</i></li> <li>• <i>nervous</i></li> <li>• <i>on certain medication</i></li> </ul> <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>Behaviour will be documented with concern forms that are issued if dogs show unusual behaviours</p>	<p>As per comments "concern forms" to be utilised.</p>	<p>Y</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>	<p><b>yes</b></p>	<p>No specific training takes place. Reward based behaviour.</p>	<p>Y</p>
<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>Dogs will be in daycare and when required can be taken in secure fields for separate exercise if dogs are not able to exercise then we will have alternative enrichment for them.</i></p>	<p>See puppy policy</p>	<p>Y</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><i>See puppy policies</i></p>	<p>HigherStandard NOT MET</p>	
<p><b>8.0 Animal Handling and Interactions</b></p>			
<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><i>All staff are canine trained and we have all necessary tools</i></p> <p><i>We only accept friendly sociable dogs that can attend daycare we will asses every dog before they stay to minimise these concerns</i></p>	<p>Staff trained for both boarding and day care. Advised to evidence future activity specific training.</p> <p>See staff training procedure regarding handling of dogs.</p> <p>Various sizes of muzzles seen on inspection.</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>See terms and conditions and booking forms</p>	<p>Consent on booking form for same household dogs.</p> <p><b>Kennels are double units. They are opened to allow sleeping areas and runs within. Thus providing 5 double units. Under no circumstances should they be reduced to singular units to allow more than the 5 units. Licensed number of 10 dogs is to allow the units to be occupied by</b></p>	

		<b>a maximum of 2 dogs from same household.</b>	
8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.  <i>Animals should be encouraged, but never forced to interact with people.</i>	<i>Dogs will be in daycare</i>	Day care during day	Y
<b>9.0 Protection from Pain, Suffering, Injury and Disease</b>			
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.  <i>The procedures must include how the conditions outlined in this guidance are met.</i>	<i>All covered</i>	Procedures in place for (i)-(v) and (b).	Y
9.2 All people responsible for the care of the animals must be made fully aware of these procedures.	Training is given	See staff training	Y
9.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.  <i>The business must have a facility to isolate any dog that is:</i>  <ul style="list-style-type: none"> <li>• <i>injured</i></li> <li>• <i>sick</i></li> <li>• <i>infectious or carrying a serious infectious disease</i></li> </ul> <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>	See infection control procedures	Main isolation through registered vets.	Y

<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, 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"> <li>• <i>canine parvovirus</i></li> <li>• <i>canine distemper</i></li> <li>• <i>infectious canine hepatitis (adenovirus)</i></li> <li>• <i>leptospirosis</i></li> <li>• <i>other relevant diseases</i></li> </ul> <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>See infection control</i></p>	<p>Advised re retention of vaccine data and records.</p> <p>Advised re titre test.</p>	<p>Y</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>Advised regarding preventative health care and need for owner consent.</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, 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>We have specific waste bins for this</p>	<p>Industrial waste disposal contract in place.</p>	<p>Y</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>See infection control and we will always consult vets as required</p>	<p>See infection control. Vet consent on booking forms.</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><i>First aid trained staff will contact vets as required</i></p>	<p>See booking form consents.</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 the include:</i></p>	<p><i>Yes in the main reception clearly marked</i></p>	<p>Details held in main reception. Staff aware.</p> <p>Notice upon inspection.</p>	<p>Y</p>

<ul style="list-style-type: none"> <li>• name</li> <li>• address</li> <li>• telephone number</li> <li>• out of hours telephone number</li> </ul> <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>		Consents discussed.	
<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><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>	Medication forms will be allocated as required and storage facilities are on site	Storage facility in main kitchen. Refrigeration available.	Y
<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>	Yes	Written consents on booking forms.	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>	<i>Cleaning regimes and dilution policies are used to ensure all staff are aware and competent to use</i>	Separate storage available for cleaning and disinfectant products. All animal safe products used.	Y

<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 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>No evidence of standing water.</p> <p>See cleaning policy.</p> <p>Complaint</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;</p> <p>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.</p> <p>(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>	yes	Applicant fully aware of condition, consents and need to record.	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>	See daily kennel records	Hels on kennel records.	Y



<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>	<p>Health checks done daily</p>	<p>Advised re checklists and need to retain records.</p>	<p>Y</p>
<p><b>10.0 Emergencies</b></p>			
<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> <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>See fire and emergency policies</p>	<p>Emergency plan on display in reception.</p> <p>All exits and entrances clear on inspection.</p> <p>Dog first aid kits on site at inspection.</p> <p>Dogs returned to owners or emergency contacts.</p> <p>Extreme weather policy in place.</p>	<p>Y</p>



<p>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>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.</p>	<p>Yes we have info attached to every kennel</p>	<p>Kennels clearly numbered.</p>	<p>Y</p>
<p>7.4 Each dog must have constant access to its sleeping area.</p> <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>yes</p>	<p>Dogs have access to both sleeping area and run area.</p> <p>Bedding is raised and provided by both owner and applicant.</p>	<p>Y</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>yes</p>	<p>Compliant</p>	<p>Y</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><i>Totally indoors</i></p>	<p>Units are within internals of building.</p> <p>Dogs access day-care.</p>	<p>Y</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>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>	yes	Full height separation of all units.	Y
<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>The sleeping area must be at least 2.85 square metres.</p>	Yes see terms and conditions	See booking consents.  Higher Standard MET	Y
<p><b>8.0 Monitoring of behaviour and training</b></p>			
<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>	yes	Dogs not left with toys unattended.	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>	Daycare	During daytime hours dogs will be in day care with full access to all those facilities on site.	Y

<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>			
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.	yes	Compliant	Y
8.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.	Daycare	Day care	Y
8.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation. <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>	Yes	Applicant states all boarding dogs must be able to utilise full day care or will not be boarded.	Y
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.  <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>  <a href="#">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).</a>	Yes daycare	Separation barrier used.  <a href="#">Higher Standard NOT MET</a>	Y
<b>9.0 Records</b>			
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	Yes	Register containing (a)-(l) available.	Y

(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.	Yes	Only used for emergency vet access.	Y
<b>10.0 Protection from pain, injury, suffering and disease</b>			
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.  <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>	Yes	Applicant has separate licensed Day-care facility. Boarding dogs will access this facility, but both are in separate locations on site. No Duel purpose building.	Y
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.	yes	See vet letter	Y
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.	yes	No specific holding kennel on site.	Y
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.  <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>		As above	Y

**To be completed by the Inspecting Officer:**

Date of inspection(s)

Name of person(s)  
seen at inspection

EVU(s).

Officer name(s)

**Inspectors Comments/Recommendations**

New conversion of old stabling block. Premises in new condition. Excellent boarding facility. Only dogs utilising day care will board. No dogs will board 24/7, and will enter day care facility during day-time hours when day care is open.

Applicant has been advised to ensure consents reflect the transition between day care and boarding and vice versa. Also advised to ensure staff and dog records reflect the times in and out of boarding.

The kennels are newly constructed x 5 double kennels providing sleeping area and internal run. These kennels are not to be separated to singular units.

Number of dogs allowed is a maximum of 10 dogs, allowing 2 per kennel when dogs are from same household and consented to share. No more than 2 x dogs per kennel at any time.

**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>
<b>1.0 Licence Display</b>			
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>	Clearly displayed in the office/reception on the wall.	Confirmed upon inspection as per applicants comments.	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.	No Website	No website used	Y
<b>2.0 Records</b>			
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	All records are available for inspection	Records maintained and held for 3 years although some required	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.		records not recorded at all. Eg, out of hour checks.	
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 and available	Those records kept are retained for 3 years+	Y
<b>3.0 Use, number and type of animal</b>			
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"> <li>• <i>the relevant person in the local authority</i></li> <li>• <i>the police</i></li> <li>• <i>a suitable animal welfare organisation</i></li> </ul>	Compliant	No other animals or licensable activity takes place on site	Y
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>	We comply with the licencing conditions	20 Kennels.  Sufficient in size (dependent on breed size) for 2 dogs per kennel from same household.  40 DOGS max.	Y
<b>4.0 Staffing</b>			
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.	We always ensure we have at least one member of staff per 15 dogs at the minimum	5 x full time staff 4 x part time staff  Sufficient staff for numbers of dogs.	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"> <li>• <i>the size of premises</i></li> <li>• <i>the layout of the premises (the number of dogs that are allowed in each separate area)</i></li> <li>• <i>the type of dog</i></li> <li>• <i>the qualifications and experience of staff</i></li> <li>• <i>additional services offered by the facility</i></li> <li>• <i>use of part-time staff or volunteers</i></li> <li>• <i>advice from the local authority's veterinary officer</i></li> </ul>		<p>Staff trained and experienced in handling dogs.</p> <p>No additional services offered aside from boarding.</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"> <li>• <i>animal welfare, including recognising poor welfare</i></li> <li>• <i>animal handling</i></li> <li>• <i>animal behaviour</i></li> <li>• <i>cleanliness and hygiene</i></li> <li>• <i>feeding and food preparation</i></li> <li>• <i>disease prevention and control</i></li> <li>• <i>recognition and first aid treatment of sick or injured animals</i></li> </ul> <p><i>Staff who care for the dogs must either:</i></p> <ul style="list-style-type: none"> <li>• <i>hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</i></li> <li>• <i>show they have relevant and sufficient knowledge and experience</i></li> </ul> <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>Three members of management and two full time staff have worked in the industry for over 25 years and have relevant sufficient knowledge to be easily able to recognise any signs of problems and to address them immediately. New members of staff are thoroughly trained before they are allowed to handle any animal.</p> <p>We have a rigorous training procedure in place for staff members with regular ongoing training and regular appraisals.</p> <p>One management member has done animal first aid and completed NVQ Animal Care level 2</p>	<p>As per applicants comments complaint upon inspection.</p> <p>Training records available on inspection.</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"> <li>• <i>an annual appraisal</i></li> <li>• <i>planned and continued professional development</i></li> <li>• <i>recognition of knowledge gaps</i></li> </ul> <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"> <li>• <i>records of the courses they are taking</i></li> <li>• <i>records of written or online learning</i></li> <li>• <i>keeping up to date with any research or developments for specific breeds</i></li> <li>• <i>annual appraisal documents</i></li> </ul> <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>See Health, Safety and Welfare policy Training</p>	<p>Staff training records seen upon inspection. Advice offered regarding recording of appraisals and how knowledge gaps identified.</p> <p>Staff present during inspection showed sound knowledge and experience of all matters.</p> <p>Higher Standard MET</p> <p>Higher Standard MET</p>	
<p><b>5.0 Suitable Environment</b></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</p>	<p>See Method statement 2 point 2 Method Statement 4 Method Statement 5 Method Statement 3</p>	<p>Main Facility:</p> <p>Main kennel block was in good condition. Applicant was in process of having repainting and floor maintenance completed. All areas inspected in main area appeared well maintained, no risks identified.</p> <p>Kennels open onto internal corridor, this was clean and tidy and free from obstructions. Kennels have</p>	<p>Y</p>

<p>feasible there must be a documented procedure in place to demonstrate the 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>hatched run area with pulley controls. Both Kennels and runs well presented.</p> <p>.</p> <p>Windows are all escape proof.</p> <p>Strong doors</p> <p>Any timbers and fencing/barriers are in good strong condition.</p> <p>Corridor drain covers in place.</p> <p>Minimum 1.8 headroom throughout.</p> <p>Corridor 1.2m or more.</p> <p>No evidence of doors being propped open.</p> <p>No evidence of standing water or urine.</p> <p>Interior floors were all impervious and clean and smooth.</p> <p>Exercise field is used for extra dog walks. This was dry and free from hazards or standing water.</p> <p>Heating and cooling available.</p> <p><b>Upon inspection dogs were also using an outside area of wooden kennels with runs. This area was in poor condition. The area is used as an enrichment area for dogs to have change of scenery and outside enrichment. Whilst I</b></p>	
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<p><i>Access doors must not be propped open.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.</i></p> <p><i>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.</i></p>		<p><b>support the ethos of this area, the kennels were damaged, scratched and chew damage, some of the fencing was in poor condition. Until this area is improved and repairs made it should not be used for licensable activity of dog boarding. Re-inspection will be required before use is permitted. Consideration should be given to any mesh gauge used in this area.</b></p> <p><b>As this area is additional enrichment space its non-use will not detract from the numbers of dogs allowed or ratings.</b></p>	
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<p><i>Door openings must be constructed such that the passage of water/waste is not 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><i>Purpose built brick building  10ft by 10ft  Tiled walls and floors  Access to outside area by means of a hatch system  One escape proof window in each kennel  Artificial lighting in each kennel  Gas Central Heating  Thermostat  Removeable Fans  Portable heaters  Mains water supply  See Method statements</i></p>	<p>As per applicants comments. Upon inspection compliant (a)-(f) are managed and well catered for.</p> <p>Staff are aware of (a)-(f) and these are demonstrated in policies and procedures backed up by staff training.</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>See method statement 2, 3 Daily routine</p>	<p>Upon inspection main kennel block was extremely clean and well maintained. Boarding dogs looked happy and clean.</p>	<p>Y</p>
<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>See Method statement 1</p>	<p>Kennels have attached runs for toileting purposes. Also provided with dog walks.</p>	<p>Y</p>
<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>See Method statement 2 &amp; 3 Disinfectant safety data sheet included</p>	<p>Upon inspection main kennel block was extremely clean and well maintained. Boarding dogs looked happy and clean</p>	<p>Y</p>
<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: <a href="https://www.legislation.gov.uk/uksi/2006/3260/contents/made">https://www.legislation.gov.uk/uksi/2006/3260/contents/made</a>.</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>A dedicated van with suitable dog crates Contingency vehicle available in the event of breakdown Pet transporters Cleaning policy</p>	<p>Transportation policy in place.</p>	<p>Y</p>

<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"> <li>• <i>dog crate</i></li> <li>• <i>transport harness</i></li> <li>• <i>dog guard</i></li> </ul> <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>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>See method statement 1 &amp; 2</p>	<p>All areas provide a mix of natural and artificial lighting.</p>	<p>Y</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>There are ample resources for each dog Where there are multiple dogs in a kennel we always carefully supervise feeding and play. We carefully observe behaviour to ensure there is no competitive or dominant behaviour. Only dogs</p>	<p>As per applicants comments. Resources well managed and staff aware of need to monitor.</p>	<p>Y</p>



<ul style="list-style-type: none"> <li>• food</li> <li>• water</li> <li>• enrichment items (such as toys)</li> <li>• resting and sleeping areas</li> </ul> <p><i>Dogs must be carefully monitored, especially at feeding times.</i></p>	<p>that live together in the home environment will be kennelled together. Disclaimer signed by owner stating we can separately house dogs if such behaviours occur.</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"> <li>• physical barriers</li> <li>• sound-absorbing build structure</li> <li>• positive reinforcement training to keep barking down</li> <li>• kennel design to prevent noise generation with demonstration of effectiveness</li> </ul>	<p>There is always a key member of staff at the kennels 24hrs a day 7 days a week 24 hr CCTV 2 directors / owners live onsite Evening checks completed by them</p> <p>Dogs regularly checked throughout the day – care charts</p>	<p>Owners live on site. Evening checks are not recorded. Any change of behaviour would be recorded on dogs individual records.</p> <p>Higher Standard NOT MET</p> <p>Higher Standard MET</p>	
<p><b>6.0 Suitable Diet</b></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><i>See Data Chart and Care charts</i></p> <p><i>All dogs are fed according to owners instructions and dogs individual needs.</i></p>	<p>Usual diet maintained and feeding times where appropriate. Dogs fed in individual kennels. Kennels of multiple occupancy observed during feeding or dogs separated.</p>	<p>Y</p>

<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>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"> <li>• <i>are debilitated, underweight or ill</i></li> <li>• <i>have specific dietary requirements</i></li> </ul>	<p>See method statement 1 See care charts 24hr veterinary surgeon on call</p>	<p>Any issues of feeding or water intake recorded on day sheets.</p> <p>Vet advice as per applicants comments.</p>	<p>Y</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"> <li>• <i>away from risk of vermin</i></li> <li>• <i>in appropriately cool and dry places</i></li> </ul>	<p>Dry food storage area Fridge Freezer Food preparation area Water and bowl changed daily or more if necessary Food bowls removed and cleaned after each feed</p>	<p>Upon inspection food store was clean and tidy. No signs of vermin.</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"> <li>• <i>non-porous</i></li> <li>• <i>cleaned daily</i></li> <li>• <i>disinfected between different dogs</i></li> </ul>	<p>All food receptacles are stainless steel capable of being cleaned, disinfected. All bowls are changed and disinfected daily See method statements 1</p>	<p>As per applicants comments. Compliant upon inspection.</p>	<p>Y</p>

<ul style="list-style-type: none"> <li>• <i>disinfected at least once every week</i></li> <li>• <i>disposed of if damaged</i></li> </ul>			
<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>Each dog has a fresh clean water bowl refreshed daily or more if necessary See method statement 1</p>	<p>Ample water supplies seen on inspection.</p> <p>As per applicants comments</p>	<p>Y</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>Food preparation area with storage Dry food storage area Kitchen, sink with hot and cold water. Separate hand wash sink for staff Mains drains</p>	<p>On inspection area presented clean and well maintained. #</p> <p>Hot water available and cleaning products.</p>	<p>Y</p>
<p><b>7.0 Monitoring of behaviour and training of animals</b></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>See method statement 1 See method statement 2</p>	<p>Documented environmental procedure is in place although this is not tailored to the individual dogs needs or agreed with dog owner.</p> <p>Advised to have individual plans agreed with owner.</p>	<p>Y</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>Dedicated safe secure and escape free areas for exercise.</p>	<p>Exercise runs attached to kennels.</p> <p>2 x walks a day.</p> <p>Staff take into account dogs age, welfare needs and physical abilities prior to exercise. This should be documented on a tailored enrichment plan and advised as such.</p> <p>Main exercise field appeared clean and tidy, lead walks only in this area.</p> <p><b>Upon inspection dogs were also using an outside area of wooden kennels with runs. This area was in poor condition. The area is used as an enrichment area for dogs to have change of scenery and outside enrichment. Whilst I support the ethos of this area, the kennels were damaged, scratched and chew damage, some of the fencing was in poor condition. Until this area is improved and repairs made it should not be used for licensable activity of dog boarding. Re-inspection will be required before use is permitted. Consideration should be given to any mesh gauge used in this area.</b></p> <p><b>As this area is additional enrichment space its non-use will not detract from the numbers of dogs allowed or ratings.</b></p>	<p>Y</p>
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<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> <ul style="list-style-type: none"> <li>• <i>suffering</i></li> <li>• <i>stress</i></li> <li>• <i>fear</i></li> <li>• <i>aggression</i></li> </ul> <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"> <li>• <i>elderly</i></li> <li>• <i>nervous</i></li> <li>• <i>on certain medication</i></li> </ul> <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>Care charts See Method statement 2</p>	<p>Staff very knowledgeable and good understanding of dog behaviours.</p> <p>Can determine suffering, stress fear and aggression.</p> <p>Daily care charts in use, any change would be recorded on such.</p>	<p>Y</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>	<p>See Method statement 1</p>	<p>Complaint.</p>	<p>Y</p>
<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>See Method statement 1</p>	<p>Policy in place and staff show good knowledge of younger dogs.</p>	<p>Y</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>Higher Standard NOT MET</p> <p>No records of exercise.</p>	
<p><b>8.0 Animal Handling and Interactions</b></p>			
<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><i>Staff training</i> <i>Method statement 1</i> <i>Method statement 3</i></p> <p><i>Only senior members of staff to handle difficult disposition dogs</i></p>	<p>Premises uses a traffic light system with regards to dogs behaviour/temperament.</p> <p>Only more senior and qualified staff deal with Red dogs for feeding and exercise etc.</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>See data chart</p>	<p>Upon inspection compliant.</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>See method statement 1</p>	<p>Upon inspection compliant.</p>	

<i>Animals should be encouraged, but never forced to interact with people.</i>			
<b>9.0 Protection from Pain, Suffering, Injury and Disease</b>			
<p>9.1 Written procedures must:-</p> <p>(a) be in place and implemented covering:-</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>	See all method statements 1-6	Policies and procedures are in place to cover (a)-(V) and (b).	
9.2 All people responsible for the care of the animals must be made fully aware of these procedures.	All staff members are aware of these procedures	Upon inspection compliant.	Y
<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"> <li>• <i>injured</i></li> <li>• <i>sick</i></li> <li>• <i>infectious or carrying a serious infectious disease</i></li> </ul> <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</i></p>	<p>Isolation provided by our veterinary surgeon</p> <p>See method statement 2</p>	<p>Vet isolation</p> <p>Vet letter seen</p>	Y

<p><i>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, 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"> <li>• <i>canine parvovirus</i></li> <li>• <i>canine distemper</i></li> <li>• <i>infectious canine hepatitis (adenovirus)</i></li> <li>• <i>leptospirosis</i></li> <li>• <i>other relevant diseases</i></li> </ul> <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>See Care Chart</i></p> <p><i>Method statement 2</i></p>	<p>Cleaning policy in place.</p> <p>Records held of individual dogs vaccine history.</p>	<p>Y</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>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, 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>Clinical waste disposal contractor. Private waste disposal contractor.</p>	<p>Compliant as seen on inspection.</p>	<p>Y</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>See method statement 2</p>	<p>Compliant as seen on inspection.</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>See method statement 2</p>	<p>Compliant as seen on inspection.</p> <p>Consents on booking form.</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 the include:</i></p> <ul style="list-style-type: none"> <li>• <i>name</i></li> <li>• <i>address</i></li> <li>• <i>telephone number</i></li> <li>• <i>out of hours telephone number</i></li> </ul>	<p>See method statement 2</p> <p><i>See letter from veterinary surgeon</i></p>	<p>Compliant as seen on inspection.</p> <p>Vet details retained in office on display for staff.</p>	<p>Y</p>

<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>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><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>Locked secure medication box Medication charts Fridge</p>	<p>Procedures in place.</p> <p>Fridge available for storage.</p> <p>Compliant on inspection.</p>	<p>Y</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>	<p>See care chart</p>	<p>Compliant</p>	<p>Y</p>
<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>See disinfectant safety data sheet</i></p> <p><i>Anigene</i></p> <p><i>Training</i></p> <p><i>Method statement 2 &amp; 3</i></p>	<p>Premises very clean on inspection. All animal safe products and stored appropriately out of reach of dogs.</p> <p>No evidence of standing water or urine.</p> <p>Staff training covers cleaning routines.</p>	<p>Y</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 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>	See method statement 2	Registered with vet and applicant fully aware of condition.	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>	Method statement 1 & 2	Daily check sheet in use and recorded on such. Numerous interactions with dogs throughout day.	Y
<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>	Method statement 1 & 2	Daily check sheet in use and recorded on such. Numerous interactions with dogs throughout day.	Y

<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>			
<p><b>10.0 Emergencies</b></p>			
<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> <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>See method statement 4 &amp; 5  Written emergency plan  Fire extinguishers / fire fighting equipment  Fire prevention / detection equipment  Signs  Regular fire drill  Regular servicing of equipment  Emergency key holders  Electrical safety certificate</p>	<p>As per applicants comments.   Compliant upon inspection.           Ample first aid kits seen on inspection.</p>	<p>Y</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>		<p>Compliant</p>	<p>Y</p>

10.3 External doors and gates must be lockable.	All doors and gates are lockable	Compliant	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>A member of staff must be on site at all times.</p>	<p>Key holder 1, 5 miles</p> <p>Key holder 2, 4 miles</p> <p>Key holder 3, 1 mile</p> <p>Owners / Directors live on site</p>	Compliant	Y

### Part B – Specific conditions: (Schedule 4, Part 2 of the Regulations)

Condition / Guidance	Applicant Notes / Comments	Officer Notes / Comments	Compliant Y or N <i>(Officer use only)</i>
<b>7 Suitable Environment</b>			
7.1 Dogs within the licensed premises must be prevented from coming into contact with other animals from outside the premises.	<p>Whole site is completely fenced and secure. No other animals can enter.</p> <p>See method statement 5</p>	Self contained and well fenced off.	Y
<p>7.2 In each kennel unit, the sleeping area must:</p> <p>(a) be free from draughts</p> <p>(b) provide the dog with sufficient space without touching another dog or the walls to:</p> <p>i) sit and stand at full height</p> <p>ii) lie down fully stretched-out</p> <p>iii) wag its tail</p> <p>iv) walk</p> <p>v) turn around without touching another dog or the walls</p>	See Method statement 1	<p>All Kennels are fit for purpose, well constructed and maintained.</p> <p>On inspection ongoing maintenance evident.</p> <p>All of compliant size for dogs allocated.</p>	Y

<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>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.</p>	<p>See Method statement 1 Care charts on each kennel</p>	<p>All numbered with associated paperwork.</p>	<p>Y</p>
<p>7.4 Each dog must have constant access to its sleeping area.</p> <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>See Method statement 1 &amp; 2</p>	<p>Sleeping area and separate run.</p> <p>Draught free.</p> <p>Beds clean and dry.</p> <p>On inspection no occupied kennels seen without suitable bed.</p>	<p>Y</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>See Method statement 1 &amp; 2</p>	<p>Complaint</p>	<p>Y</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>See Method statement 1, 2 &amp; 3</p>	<p>All runs covered and dry.</p> <p>Access to run via drop doors from kennel. Individual runs.</p>	<p>Y</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>See Method statement 1 &amp; 2</p>	<p>Vet use for isolation or returned to owner.</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><i>The sleeping area must be at least 2.85 square metres.</i></p>	<p>See Data chart</p> <p>We never mix dogs with other dogs</p>	<p>Consents on booking form.</p> <p>Higher Standard MET</p>	<p>Y</p>
<p><b>8.0 Monitoring of behaviour and training</b></p>			
<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>	<p>See method statement 1 &amp; 2</p>	<p>Most enrichment toys etc supplied by dog owner but checked for safety and suitability by staff. Held outside kennel and not left unattended.</p>	<p>Y</p>
<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>	<p>See Method statement 1 &amp; 2</p>	<p>Most enrichment toys etc supplied by dog owner but checked for safety and suitability by staff. Held outside kennel and not left unattended.</p>	<p>Y</p>

<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>	<p>See Method statement 1 &amp; 2</p>	<p>Most enrichment toys etc supplied by dog owner but checked for safety and suitability by staff. Held outside kennel and not left unattended.</p>	<p>Y</p>
<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>	<p>See Method statement 1 &amp; 2</p>	<p>Written into policy but walks not documented.</p>	<p>Y</p>
<p>8.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation. <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>	<p>See Method statement 1 &amp; 2</p>	<p>Compliant.</p>	<p>Y</p>
<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.  <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><a href="#">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).</a></p>	<p>See Method statement 2</p>	<p>Compliant.</p> <p>Use of high beds and lower doors blocked.</p> <p><a href="#">Higher Standard MET Advised to record individual plans.</a></p>	<p>Y</p>
<p><b>9.0 Records</b></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"> <li>(a) the dates of each dog's arrival and departure</li> <li>(b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed</li> <li>(c) the number of any dogs from the same household</li> <li>(d) a record of which dogs (if any) are from the same household</li> <li>(e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details</li> <li>(f) the name, postal address, telephone number and email address of a local contact in an emergency for each dog</li> <li>(g) the name and contact details of the dog's normal vet and details of any insurance relating to the dog</li> <li>(h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise</li> <li>(i) details of the dog's diet and related requirements</li> </ul>	<p>See care chart See data chart</p>	<p>Compliant on inspection.</p> <p>(a)-(i) compliant and all consents recorded on booking form.</p>	<p>Y</p>



(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.	Compliant	Tags seen on inspection.	Y
<b>10.0 Protection from pain, injury, suffering and disease</b>			
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.  <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>	Compliant	No other activity takes place.	Y
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.	We have a dedicated 24hr veterinary surgeon	Compliant	Y
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.	No Holding kennel used in an emergency we will use our vet	Compliant	Y
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.  <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>	No holding kennel used	Compliant	Y

**To be completed by the Inspecting Officer:**

Date of inspection(s)

Name of person(s)  
seen at inspection

EVU(s).

Officer name(s)

**Inspectors Comments/Recommendations**

**General.**

Well run establishment.

Main kennel block well maintained and clean.

Staff very knowledgeable and experienced in handling dogs and promoting dog welfare.

Some administrative issues need improvement as per report.

Wooden kennel area for enrichment not to be used until reinspected.

**Star Rating/Licence Length.**

The business currently does not meet the following higher standard:

“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.”

The business also does not comply with the associated minimum standard condition:

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.

**The above have a significant detrimental impact of the premises Star rating and Length of licence. However, the premises is graded as low risk. Once the above issues are addressed the applicant may wish to seek reinspection as star rating may significantly increase.**