



## **Request**

I would like to know why The Dogs Country Club at Lowton has got 1 star for dog boarding in kennels. Licence number AAL0158.

Is a copy of the report available to me or could you summarise the reasons.

## **Response**

I can confirm that an unannounced inspection was carried out at the premises on 7 October 2024 following a complaint received by the Licensing Authority. During the inspection there were areas of non-compliance that were identified. These findings have an impact on the star rating, the duration of the licence, and the overall risk assessment. As a result, the rating was reduced to 1 star.

Inspection found:

- Some dogs housed in licensed kennels but not recorded as boarding dogs.
- Licensed kennels cannot be dual-purpose.
- Injuries not observed, treated, in good time and lack of records.
- Poor documentation of daily checks and grooming routines.
- No documented programme for exercise/enrichment agreed with owner.
- Lack of records on exercise, enrichment, staff signatures, times, and dog behaviour.
- Insufficient detail to monitor changes or evidence staff time with dogs.
- Lack of demonstrable implementation of written policies/procedures.

Non-Compliance under the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018.

Suitable Environment (5.9)

Protection from pain, suffering, injury or disease (9.6) (9.13) (9.14)

Part B, Specific Conditions (9.1)

A further inspection will be conducted at the premises in the new year.