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Date: 28 March 2014

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To: All Members of the Licensing Committee

Councillors: Manda Rigby (Chair), Patrick Anketell-Jones, Rob Appleyard, Cherry Beath, Bryan Chalker, Anthony Clarke, Gerry Curran, Andrew Furse, Roger Symonds, Chris Watt and Brian Webber

Chief Executive and other appropriate officers
Press and Public

Dear Member

Licensing Committee: Monday, 7th April, 2014

You are invited to attend a meeting of the **Licensing Committee**, to be held on **Monday, 7th April, 2014** at **2.00 pm** in the **Kaposvar Room - Guildhall, Bath.**

The agenda is set out overleaf.

Yours sincerely



Sean O'Neill
for Chief Executive

If you need to access this agenda or any of the supporting reports in an alternative accessible format please contact Democratic Services or the relevant report author whose details are listed at the end of each report.

This Agenda and all accompanying reports are printed on recycled paper

NOTES:

- 1. Inspection of Papers:** Any person wishing to inspect minutes, reports, or a list of the background papers relating to any item on this Agenda should contact Sean O'Neill who is available by telephoning Bath 01225 395090 or by calling at the Riverside Offices Keynsham (during normal office hours).
- 2. Public Speaking at Meetings:** The Council has a scheme to encourage the public to make their views known at meetings. They may make a statement relevant to what the meeting has power to do. They may also present a petition or a deputation on behalf of a group. Advance notice is required not less than two full working days before the meeting (this means that for meetings held on Wednesdays notice must be received in Democratic Services by 4.30pm the previous Friday)

The public may also ask a question to which a written answer will be given. Questions must be submitted in writing to Democratic Services at least two full working days in advance of the meeting (this means that for meetings held on Wednesdays, notice must be received in Democratic Services by 4.30pm the previous Friday). If an answer cannot be prepared in time for the meeting it will be sent out within five days afterwards. Further details of the scheme can be obtained by contacting Sean O'Neill as above.

- 3. Details of Decisions taken at this meeting** can be found in the minutes which will be published as soon as possible after the meeting, and also circulated with the agenda for the next meeting. In the meantime details can be obtained by contacting Sean O'Neill as above.

Appendices to reports are available for inspection as follows:-

Public Access points - Riverside - Keynsham, Guildhall - Bath, Hollies - Midsomer Norton, and Bath Central, Keynsham and Midsomer Norton public libraries.

For Councillors and Officers papers may be inspected via Political Group Research Assistants and Group Rooms/Members' Rooms.

- 4. Attendance Register:** Members should sign the Register which will be circulated at the meeting.
- 5. THE APPENDED SUPPORTING DOCUMENTS ARE IDENTIFIED BY AGENDA ITEM NUMBER.**
- 6. Emergency Evacuation Procedure**

When the continuous alarm sounds, you must evacuate the building by one of the designated exits and proceed to the named assembly point. The designated exits are sign-posted.

Arrangements are in place for the safe evacuation of disabled people.

Licensing Committee - Monday, 7th April, 2014
at 2.00 pm in the Kaposvar Room - Guildhall, Bath

A G E N D A

1. EMERGENCY EVACUATION PROCEDURE

The Chair will draw attention to the emergency evacuation procedure as set out under Note 7.

2. ELECTION OF VICE-CHAIR (IF DESIRED)

3. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

4. DECLARATIONS OF INTEREST

At this point in the meeting declarations of interest are received from Members in any of the agenda items under consideration at the meeting. Members are asked to indicate:

(a) The agenda item number in which they have an interest to declare.

(b) The nature of their interest.

(c) Whether their interest is **a disclosable pecuniary interest** *or* an **other interest**, (as defined in Part 2, A and B of the Code of Conduct and Rules for Registration of Interests)

Any Member who needs to clarify any matters relating to the declaration of interests is recommended to seek advice from the Council's Monitoring Officer or a member of his staff before the meeting to expedite dealing with the item during the meeting.

5. TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIR

6. ITEMS FROM THE PUBLIC - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS

7. MINUTES: 7 JANUARY 2014 (Pages 5 - 10)

8. ANIMAL BOARDING ESTABLISHMENTS (Pages 11 - 80)

9. PET SHOP CONDITIONS (Pages 81 - 126)

The Committee Administrator for this meeting is Sean O'Neill who can be contacted on 01225 395090.

Protocol for Decision-making

Guidance for Members when making decisions

When making decisions, the Cabinet/Committee must ensure it has regard only to relevant considerations and disregards those that are not material.

The Cabinet/Committee must ensure that it bears in mind the following legal duties when making its decisions:

- Equalities considerations
- Risk Management considerations
- Crime and Disorder considerations
- Sustainability considerations
- Natural Environment considerations
- Planning Act 2008 considerations
- Human Rights Act 1998 considerations
- Children Act 2004 considerations
- Public Health & Inequalities considerations

Whilst it is the responsibility of the report author and the Council's Monitoring Officer and Chief Financial Officer to assess the applicability of the legal requirements, decision makers should ensure they are satisfied that the information presented to them is consistent with and takes due regard of them.

BATH AND NORTH EAST SOMERSET

LICENSING COMMITTEE

Tuesday, 7th January, 2014

Present:- Councillors Manda Rigby (Chair), Patrick Anketell-Jones, Rob Appleyard, Bryan Chalker, Anthony Clarke, Gerry Curran, Roger Symonds and Tim Warren (In place of Gabriel Batt)

Also in attendance: Andrew Jones (Environmental Monitoring and Licensing Manager), Alan Bartlett (Principal Public Protection Officer), John Dowding (Senior Public Protection Officer) and Shaine Lewis (Principal Solicitor)

45 EMERGENCY EVACUATION PROCEDURE

The Democratic Services Officer read out the procedure.

46 ELECTION OF VICE-CHAIR (IF DESIRED)

RESOLVED that a Vice-Chair was not required on this occasion.

47 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

Apologies were received from Councillors Gabriel Batt, Chris Watt and Brian Webber.

48 DECLARATIONS OF INTEREST

There were none.

49 TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIR

There was none.

50 ITEMS FROM THE PUBLIC - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS

There were none.

51 MINUTES: 14 NOVEMBER 2013

The public and exempt minutes of the meeting of 14 November were approved as a correct record and signed by the Chair.

52 TAXI POLICY AND CONDITIONS

The Environmental and Licensing Manager presented the report. He pointed out that the Policy for Hackney Carriage and Private Hire Licensing Standards (Appendix A) had already been approved by Cabinet, though the Committee could still comment

on it. The Committee was invited to approve the conditions and byelaws applicable to licensed drivers, and the conditions applicable to hackney carriage vehicles, private hire vehicles and private hire operators (Appendices B-E), which had been amended and updated.

The Senior Public Protection Officer drew attention to the summary of key changes to the documents set out in paragraphs 5.1 and 5.2 of the report.

The Chair invited Rob Hollingdale, Chairman of the Bath Taxi Federation to make a statement to the Committee. Mr Hollingdale wondered why the limit for engine size had been set at 1400cc (Appendix C, agenda page 48) and said that he agreed with the proposed ban on the use of satnav and GPS by taxi drivers.

Members considered the Appendices to the report in order.

Appendix A: Policy on Hackney Carriage and Private Hire Licensing Standards: Drivers, Vehicles and Operators

It was suggested by two Members that anyone with a second conviction for a sexual offence should be banned from being a taxi driver for life. The Principal Solicitor reminded Members that the policy in Appendix A had already been approved by Cabinet. The recommendation was that the Committee should note the policy, though they could still comment on it. The section on sexual offences was Home Office guidance adopted by the Council. Applicants would be expected not to have a conviction for a sexual offence within the previous five years, and that when there is more than one conviction for a sexual offence a period of ten years should normally elapse before an application is considered. He advised that there was nothing in the policy that would remove the Licensing Sub-Committee's discretion to refuse a licence if they thought that there was a risk to passengers. However the Licensing Authority could not fetter its discretion by stipulating that no person with two convictions for sexual offences would be granted a licence; each application had to be considered on its merits.

Members were advised that term "*fit and proper*" was in the legislation and could not be further defined by the Licensing Authority.

It was proposed and seconded and **RESOLVED** to note the policy by 7 votes in favour and 0 against, with 1 abstention.

Appendix B: Private Hire Drivers General Conditions & Hackney Carriage Byelaws

A Member wondered why the conditions applicable to Hackney Carriages were not fully set out. He also thought that the statement that the Council will "expect" Hackney Carriage drivers to advise the Council of convictions, cautions etc. was weak, and that this should be made mandatory. The Senior Public Protection Officer responded that the law did not allow conditions to be attached to Hackney Carriage licences. Bath and North East Somerset issued only combined Hackney Carriage/Private Hire licences and conditions could be attached to Private Hire licences, which applied to all holders of a combined licence. The wording that the Council "*expects*" is all that the law permits in relation to Hackney Carriages.

It was agreed unanimously that “*sexual orientation*” should be inserted after ‘gender’ in paragraph (d) of the section headed “**Conduct**” on agenda page 33.

A Member noted that in the section on “**Dress**” (agenda page 33) that sports shirts and rugby shirts were mentioned, but T-shirts were not. He wondered whether there was a more informative way of indicating what style of dress was acceptable. The Senior Public Protection Officer replied that this was very difficult; there were excellent taxi drivers who dressed unconventionally.

A Member noted that the free tourism training courses for taxi drivers had been discontinued. He thought it should be a condition for obtaining a licence that drivers should attend such a course, so that they could act as ambassadors for the city. The Environmental and Licensing Manager said that he was working with colleagues in Transport with a view to making available to taxi drivers the same kind of customer care course given to those who drive buses on behalf of the Council.

Appendix C: Hackney Carriage Vehicle (Proprietors) Licence General Conditions

It was agreed unanimously that “*normally*” should be inserted before “*be at least 1400cc*” in the first line of “**Vehicle Specifications**” on agenda page 48, because of exceptions made by the Licensing Sub-Committee in the past and to promote sustainability.

It was agreed unanimously that “*normally*” should be inserted before “*have a minimum of four doors*” in line 8 on agenda page 49 because of exceptions made by the Licensing Sub-Committee in the past.

The Chair asked officers to explain the rationale for the proposed ban on the use of satnav and GPS and how it would be enforced. The Senior Public Protection Officer replied that enforcement would be no different in principle from enforcement of any other condition: officers would act on the basis of information received. The rationale for the ban was that:

- drivers ought to be familiar with the area in which they were licensed to operate
- satnav was not as reliable about local issues as experienced drivers should be
- it did not give confidence to passengers if a taxi driver appeared to be reliant on satnav
- satnav obstructed the driver’s view

Several Members agreed that local knowledge was crucial and suggested that the knowledge test should be made harder. The Senior Public Protection Officer explained that the knowledge test used to be paper-based, but was now computer-based. A computer programme generated random questions, including questions about the location of hotels, restaurants and tourist venues. The pass mark was 75% for each module. The computer test was followed by a test drive with by officers,

during which the driver had to go to four venues chosen at random. A Member suggested that the pass mark of 75% was not high enough.

In debate the following points were made by Members:

- there was a legal requirement for a driver to have clear vision, so a satnav device had to be located somewhere that did not prevent this
- cars were now often fitted with satnav as standard
- sometimes passengers only had the postcode of their destination
- it did not appear that any other local authority was proposing to introduce a ban on the use of satnav by taxi drivers
- technology was likely to improve and information given by satnav might eventually surpass local knowledge

After discussion it was agreed by 6 votes in favour and 2 against that the sentence on agenda page 49 "*Satellite or GPS Navigations systems are prohibited from use in a Hackney Carriage vehicle whilst on hire or available on hire with the zone for which they are licensed to operate.*" should be deleted, because the Committee considered there were circumstances in which the use of satellite and GPS was justified and of benefit to passengers.

A Member asked about the requirement that accessible vehicles should be side-loading (agenda page 50), which might not be convenient in every location. He noted, however, that only side-loading taxis were permitted to call at stations. He suggested that more accessible vehicles might be available if both side- and rear-loading were permitted. The Senior Public Protection Officer said that rear-loading vehicles could cause problems at stations where taxis were queuing. He explained that "accessible" meant accessible to passengers with all forms of disability, not just accessible to wheelchair users. Though side-loading might not be ideal in some locations, it was preferable in most locations. Purpose-built accessible vehicles were now almost invariably side-loading.

[Councillor Chalker let the meeting at this point.]

Appendix D: Private Hire Vehicle Licence General Conditions

It was agreed unanimously that 'normally' should be inserted before "*be at least 1400cc*" in the first line of "**Vehicle Specifications**" on agenda page 59, because of exceptions made by the Licensing Sub-Committee in the past and to promote sustainability.

It was agreed unanimously that 'normally' should be inserted before "*have a minimum of four doors*" in line 8 on agenda page 60 because of exceptions made by the Licensing Sub-Committee in the past.

It was agreed by It was agreed by 6 votes in favour and 2 against that the sentence on agenda page 61 "*Satellite or GPS Navigations systems are prohibited from use in*

a Private Hire vehicle for the purposes of hire and reward whilst on hire or available for hire within the boundaries of the city of Bath.” should be deleted, because the Committee considered there were circumstances in which the use of satellite and GPS was justified and of benefit to passengers.

The conditions were approved unanimously subject to above amendments.

Appendix E: Private Hire Operators General Conditions

Members were advised that whilst Licensing Officers may aggregate points leading a referral to the Licensing Sub-Committee, where a driver appearing before them is in breach of more than one condition on a single occasion rather than aggregating points they should apply the highest number of points as appropriate, similar to the DVLA system, and if appropriate move on to consider suspension or revocation.

The conditions were approved unanimously.

Appendix F: Consultation Replies and Officer Responses

Members were shown an example of the Executive Chauffeur hire vehicle identification disk (agenda page 79).

It was agreed unanimously to note Appendix F.

53 SCRAP METAL DEALERS

The Environmental and Licensing Manager presented the report. He explained that the Scrap Metal Dealers Act 2013 had introduced a new licensing system for scrap dealers with effect from 1 October 2013. Pending anticipated amendments to the Local Authorities (Functions and Responsibilities) Regulations 2000, the function had been deemed to fall to the Cabinet. It was proposed in the report to the Cabinet that the function should be delegated to officers and to the Licensing Sub-Committee. He explained that the scale of charges set out in paragraph 5.6 had been set on a cost-recovery basis. The present report had been put before the Committee for information only.

It was **RESOLVED** unanimously to note the report, the proposed fees and the Scrap Metal Dealers Policy provided in Appendix A.

The meeting ended at 1.52 pm

Chair(person)

Date Confirmed and Signed

Prepared by Democratic Services

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Bath & North East Somerset Council	
MEETING: Licensing Committee	
DATE: 07 April 2014	AGENDA ITEM NUMBER
TITLE: Adoption of revised model conditions for Animal Boarding Establishments.	
WARD: All	
AN OPEN PUBLIC ITEM	
List of attachments to this report:	
Annex A: Current Animal Boarding Establishment Licence Conditions	
Annex B: Proposed Cat Boarding Establishment Licence Conditions	
Annex C: Proposed Dog Boarding Establishment Licence Conditions	

1 THE ISSUE

- 1.1 Local Authorities in England & Wales issue licences to proprietors of Animal Boarding Establishments under the provisions of the Animal Boarding Establishments Act 1963. Before granting the licence the Local Authority must be satisfied that the animals are kept in suitable accommodation and are being looked after in a way that does not cause them any harm.
- 1.2 The Local Authority may attach conditions to licences and inspect Animal Boarding Establishments at all reasonable times in order to ensure that the premises are suitable and that the animals are being well looked after.
- 1.3 The Council has a set standard of conditions for Animal Boarding Establishments which were adopted over 10 years ago. In 2013 the Chartered Institute of Environmental Health, together with the Pet Care Trade Association and a number of other associations, issued model conditions for both cat and dog boarding establishments. These model conditions outline the basic minimum standards considered necessary to ensure the health, safety and welfare of animals at boarding establishments.

2 RECOMMENDATION

- 2.1 That the Council adopt the model conditions provided in Annex B and Annex C of this report, and attach the conditions to all new and renewed Animal Boarding Establishment licences issued by the Council.

3 FINANCIAL IMPLICATIONS

- 3.1 As the adoption of the proposed conditions is a straight replacement for the existing conditions then there are no financial or resource implications for the Council arising from their approval.
- 3.2 Licence fees are charged on a full cost recovery basis and include officer time for processing an application, the inspection of the premises and the enforcement of the conditions attached to the licence. The licence fee is currently £263 for a new application and £107 for a renewal application. This fee is reviewed on an annual basis to ensure that all of the Council's costs are recovered. The initial application also includes the cost of an inspection of a veterinarian with specialist knowledge of pet animals; the cost of the inspection is included in the cost of a licence.

4 THE REPORT

- 4.1 The Council administer and issue applications for boarding establishment licences, under the Animal Boarding Establishments Act 1963 (the Act). Licences are issued for a maximum period of 1 year.

- 4.2 Under the Act, every local authority may, on application being made to them for that purpose by a person who is not for the time being disqualified—

- under this Act, from keeping a boarding establishment for animals; or
- under the Pet Animals Act 1951, from keeping a pet shop; or
- under the Protection of Animals (Amendment) Act 1954, from having the custody of animals,
- under section 34 (2), (3) or (4) of the Animal Welfare Act 2006.

and on payment of such fee as may be determined by the local authority, grant a licence to that person to keep a boarding establishment for animals at such premises in their area as may be specified in the application and subject to compliance with such conditions as may be specified in the licence.

- 4.3 In determining whether to grant a licence for the keeping of a boarding establishment for animals by any person at any premises, a local authority shall in particular (but without prejudice to their discretion to withhold a licence on other grounds) have regard to the need for securing—

- a) that animals will at all times be kept in accommodation suitable as respects construction, size of quarters, number of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness;
- b) that animals will be adequately supplied with suitable food, drink and bedding material, adequately exercised, and (so far as necessary) visited at suitable intervals;
- c) that all reasonable precautions will be taken to prevent and control the spread among animals of infectious or contagious diseases, including the provision of adequate isolation facilities;
- d) that appropriate steps will be taken for the protection of the animals in case of fire or other emergency;
- e) that a register be kept containing a description of any animals received into the establishment, date of arrival and departure, and the name and address of the owner, such register to be available for inspection at all times by an officer of the local authority, veterinary surgeon or veterinary practitioner authorised under section 2(1) of this Act;

and shall specify such conditions in the licence, if granted by them, as appear to the local authority necessary or expedient in the particular case for securing all the objectives specified in paragraphs (a) to (e).

- 4.4 Any person aggrieved by the refusal of a local authority to grant such a licence, or by any condition subject to which such a licence is proposed to be granted, may appeal to a magistrates' court; and the court may on such an appeal give such directions with respect to the issue of a licence or, as the case may be, with respect to the conditions subject to which a licence is to be granted as it thinks proper.
- 4.5 Under the Act animal means any cat or dog.
- 4.6 All premises are inspected in respect of new applications and renewal applications by a trained and authorised Council officer from the Public Protection and Health Improvement service. The purpose of this inspection is to ensure that adequate arrangements have been made for animal welfare in compliance with the licence conditions. With regard to new applications and where there are substantial changes to an existing licensed premises then a suitably qualified veterinary surgeon will also carry out an inspection of the premises.
- 4.7 Further inspections may take place during the term of the licence in order to react to and investigate complaints and allegations.

- 4.8 It is the Council's responsibility, through actions of suitably qualified officers to enforce licence conditions, principally in the interests of protecting the health and welfare of the relevant animals, but also to provide other essential controls in respect of conservation, pollution control and where relevant, human safety.
- 4.9 Under the Act the Council has the power to adopt its own set of standard conditions to be attached to each licence. The current standard conditions were adopted over ten years ago, and are attached at Annex A.
- 4.10 The proposed set of model conditions, as recommended by the Chartered Institute of Environmental Health and other relevant bodies, is attached at Annex B and the proposed set of model conditions, as recommended by the Pet Care Trade Association and other relevant bodies, is attached at Annex C.
- 4.11 This report is to enable members to consider and adopt a new set of standard licence conditions to be applied to all existing and new animal boarding establishment licences issued and administered by the Council.
- 4.12 As well as providing an opportunity to update existing licence conditions, the proposal will also allow conditions to be attached in line with nationally accepted standards.

5 RISK MANAGEMENT

- 5.1 The proposed set of conditions, once adopted, will ensure all animal licensees within the Council's area will be operating to the latest best practice and legal standards, ensuring a higher standard of animal care and welfare and better facilities for those people using these services.
- 5.2 The proposed conditions have been established by a number of recognised bodies including the Chartered Institute of Environmental Health, the British Veterinary Association, Defra, the Royal Society for the Prevention of Cruelty to Animals, the Dogs Trust, Cats Protection, the Reptile and Exotic Pet Trade Association, the Ornamental Aquatic Trade Association and others working together to produce a best practice document.
- 5.2 If the proposal was not adopted it would leave the Council with the existing out-dated set of conditions, meaning the Council would be out of line with nationally accepted modern standards.
- 5.3 The proposed new conditions have been drafted to establish a fair balance between adopting modern, nationally accepted standards of animal welfare and minimising the impact on small businesses.

6 EQUALITIES

- 6.1 An Equalities Impact Assessment has been carried out and there are no issues arising from the assessment.

7 CONSULTATION

- 7.1 No consultation was required as the proposed new or revised conditions are based on nationally recommended conditions from DEFRA and the Chartered Institute of Environmental Health.
- 7.2 This report has not been sent to the Trades Union because they would have no involvement in this application.

8 ISSUES TO CONSIDER IN REACHING THE DECISION

8.1 Human Rights Act and Other Legal Implications

8.1.1 Section 1 and Schedule 1 Part 1 and 11 of the Human Rights Act 1998 apply.

8.1.2 Article 1 - Every natural or legal person is entitled to the peaceful enjoyment of his possessions. No one shall be deprived of his possessions except in the public interest.

8.1.3 Article 6 - That in the determination of civil rights and obligations everyone is entitled to a fair and public hearing within a reasonable time by an independent and impartial tribunal by law.

9 ADVICE SOUGHT

- 9.1 The Council's Monitoring Officer (Council Solicitor) and Section 151 Officer (Divisional Director – Business Support) have had the opportunity to input to this report and have cleared it for publication.

Contact person	Alan Bartlett, Team Leader (Licensing) Tel: 01225 477563
Background papers	The Chartered Institute of Environmental Health Model Conditions for Cat and Dog Boarding Establishments 2013. The Pet Care Trade Association Model Conditions and Guidance Notes for Dog Boarding Establishments.

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EXISTING CONDITIONS FOR KEEPING AN ANIMAL BOARDING ESTABLISHMENT

- 1 The number of animals accommodated at the establishment at any one time shall not exceed [] **dogs** (and) [] **cats**.

The maximum number of dogs shall not exceed [] with the proviso that dogs from different homes shall not share a compartment.

The maximum number of cats shall not exceed [] with the proviso that cats from different homes shall not share a compartment.
- 2 Animals will at all times be kept in accommodation that is adequate in construction and size.
- 3 Exercise facilities shall be provided as follows:

Dogs: All small runs must be paved or surfaced in such a way as to allow adequate cleansing and disinfection. Grass runs are only allowable in paddocks large enough to prevent the ground from becoming unduly fouled or trodden and the entrance and inside perimeter should be paved or surfaced with suitable material.

Cats: Cat compartments where there is inadequate room for exercise should be serviced by a fully paved and securely enclosed exercise area of adequate size.
- 4 The sleeping accommodation should be maintained at an adequate temperature and draught and damp should be excluded.
- 5 The accommodation should be lighted by a source of daylight with adequate supplementary artificial light to allow the proper working and cleaning of the compartments.
- 6 Ventilation should be adequate to maintain the atmosphere of the sleeping quarters of the animals clean and draught free.
- 7 The accommodation and ancillary establishment, kitchen corridors, runs, etc should be maintained in a state of cleanliness conducive to maintenance of disease control and animal comfort. All excreta and soiled material should be removed at least once daily and more often if necessary from all living compartments and exercise areas. The floors of living compartments must be kept clean and dry.
- 8 Animals must be adequately supplied with suitable food.
- 9 All animals boarded must have an individual adequate supply of wholesome drinking water available at all times.

- 10 All animals must be provided with a bedding area or bench large and suitable enough to allow the animal to lie comfortably. Where bedding is used it should be maintained in a clean and dry state. Moveable benches should be removed for thorough cleaning at least twice weekly.
- 11 All animals must be adequately exercised.
- 12 While animals are boarded at the establishment there must always be someone resident at the premises and all animals must be visited at suitable intervals.
- 13 The licensee shall ensure that a responsible person shall at all times be in, or within, reasonable distance from the premises for the purpose of giving warning and taking other necessary steps in the event of fire or other emergency. In case of absence of the responsible resident, the licensee shall appoint a responsible person residing within reasonable distance of the premises to have custody of a duplicate key. The name and address and telephone number of such person shall be displayed in legible characters on the front door, or windows of the premises and be notified to the local fire brigade and police.
- 14 Cats must be provided at all times with a sanitary tray.
- 15 Facilities should be provided for the collection of all used bedding and cat litter and other waste material which should be disposed of in a manner approved of by the County authority.
- 16 Feeding utensils should be satisfactorily cleaned or disposed of after each feed. A kitchen must be provided for preparing the animals' food and must be kept clean and vermin free at all times. Refrigeration facilities must be provided where fresh meat is used. All bulk supplies of food must be kept in rat and mouse proof containers.
- 17 Compatible with the protection of animals from insecticide poisoning, precautions must be taken to eliminate flies throughout the establishment.
- 18 All reasonable precautions must be taken to prevent and control the spread among animals of infectious or contagious disease including the provision of isolation facilities.
- 19 The establishment shall procure fire prevention advice from the fire prevention officer of the area fire authority and implement such advice.
- 20 A register must be kept containing a description of any animals received into the establishment, date of arrival and departure, and the name and address of the owners, such register to be available for inspection at all times by an officer of the district authority, veterinary surgeon, or veterinary practitioner authorised under section 2(1) of this Act. The register must be available also to members of staff of the establishment at all times.

- 21 All reasonable precautions should be taken to prevent illegal access to or escape of the animals.
- 22 Washing and lavatory facilities must be available for staff.
- 23 A copy of the licence must be suitably displayed to the public in a prominent position in the boarding establishment.

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CIEH Model Licence Conditions and Guidance for Cat Boarding Establishments 2013



This document has been prepared in the best interests of animal welfare and to advise those tasked with inspecting, advising and licensing catteries under the Animal Boarding Establishments Act 1963. No liability rests with contributing bodies for the circumstances arising out of the application of conditions contained within the document.

Thanks to Rachel and Brian Bland, The Cats Whiskers, Wilstead MK45 3DP for use of the front page photograph

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Introduction

The Chartered Institute of Environmental Health (CIEH) model licence conditions and guidance for cat boarding establishments was first produced in 1995.

Since then there have been developments in understanding of animal welfare and also the introduction of the Animal Welfare Act in 2006. It was, therefore, felt timely to revise and update this document so that it better reflects the legal and animal welfare considerations inspectors should consider when looking at catteries and making recommendations for licensing and any conditions applicable.

This document is aimed at all those who are tasked with inspecting, advising and licensing catteries under the Animal Boarding Establishments Act 1963 ('the 1963 Act'). It may also be useful to owners and managers of catteries and those planning to build boarding catteries who wish to better understand what their legal requirements are under both the 1963 Act and the Animal Welfare Act 2006 ('the 2006 Act') as well as other related legislation.

The main legal requirements

There are two main pieces of legislation that attention should be drawn to, namely; the Animal Boarding Establishments Act 1963, and the Animal Welfare Act 2006.

1. Animal Boarding Establishments Act 1963

The 1963 Act requires anyone who wishes to keep a boarding establishment (i.e. in this context a cattery) to be licensed by the local authority and abide by the conditions of the licence. If they do not they are in breach of the law. In particular the local authority will consider the ability of the establishment to ensure:

- accommodation is suitable as respects construction, size, number of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness,
- adequate supply of suitable food, drink and bedding material for the animals and that they are adequately exercised, and visited at suitable intervals,

- all reasonable precautions are taken to prevent and control the spread of infectious or contagious diseases, including the provision of isolation facilities,
- appropriate steps are taken for the protection of animals in the case of fire or other emergency,
- a detailed register is maintained of any animals received into the establishment that is available for inspection at all times.

Those responsible for a cattery must ensure that a copy of the licence and its conditions (maximum number of cats and number of holding units) is displayed prominently in the boarding establishment.

No animals other than cats are to be boarded within the licensed facilities without the written approval of the local authority.

2. Animal Welfare Act 2006

Sections 1 and 2 of the 2006 Act set out which animals are protected. This includes any animal (vertebrate) other than man (section 1) which is commonly domesticated in the British Isles, or under the control of man whether on a permanent or temporary basis, or is not living in a wild state (section 2). Thus cats and kittens are protected by this piece of legislation.

Section 3 of the 2006 Act sets out who can be found to be responsible for an animal and this includes on a permanent or temporary basis as well as being in charge of it or owning it. Therefore, the establishment owner as well as their employees can be found liable under this piece of legislation. No one under the age of 16 years can be deemed to be responsible for an animal.

Section 4 of the 2006 Act sets out offences concerning unnecessary suffering. An offence is committed here if someone's act or failure to act causes an animal to suffer, whether the person knew (or ought to have reasonably known) that the act (or failure to act) was likely to cause such suffering - it is still an offence as the suffering was unnecessary. An offence can also be committed whereby someone permits this to happen. Again, this can apply

to not just employees of an establishment but also an owner. In particular the suffering may be deemed unnecessary if it could reasonably have been avoided or reduced, if it was not in compliance with relevant legislation, licence, or codes of good practice, if it was not for a legitimate purpose, if it was not proportionate, if it was not the conduct of a reasonably competent and humane person.

Under Section 9 of the 2006 Act those responsible for animals (in England and Wales) have a duty to ensure reasonable steps are taken to ensure the welfare needs of the animals are met to the extent required by good practice. This includes:

- its need for a suitable environment,
- its need for a suitable diet,
- its need to be able to exhibit normal behaviour patterns,
- any need it has to be housed with, or apart from, other animals, and
- its need to be protected from pain, suffering, injury and disease.

This guidance also notes that additionally there are Codes of Practice concerning cats that the Welsh Government and DEFRA have produced and they provide further information on these points. To access copies of these Codes please see –

www.gov.uk/government/uploads/system/uploads/attachment_data/file/69392/pb13332-cop-cats-091204.pdf

www.wales.gov.uk/docs/drah/publications/110817catcodea5en.pdf

Other current relevant regulations and legislation:

Other Legislation which is relevant to the running of a boarding cattery includes, but is not restricted to the following:

- The Regulatory Reform (Fire Safety) Order 2005
- Health and Safety at Work etc Act 1974
- Environmental Protection Act 1990

- Electricity at Work Regulations 1989
- Control of Substances Hazardous to Health Regulations 1988
- Controlled Waste Regulations 1992
- Town & Country Planning Act 1990
- Welfare of Animals (Transport) (England) Order 2006
- Welfare of Animals (Transport) (Wales) Order 2006
- Regulation on the protection of animals during transport (EC) 1/2005

Further information on the above is available from Business Link – www.businesslink.gov.uk

Training

All staff who handle and care for cats must be adequately trained in ensuring the cats' welfare (as per the Animal Welfare Act) as well as their safe handling.

Staff must also be trained in emergency procedures to follow, and all other aspects of the licence conditions which are pertinent to their work. Obtaining relevant qualifications is strongly recommended.

This guidance document recommends that written policies and procedures setting out how the cattery will ensure all aspects of the welfare of cats in their care as well as their staff should be provided. It further recommends that a systematic training programme should be implemented including provision of evidence of its use for permanent, temporary, and part-time employees and regular reviews of training.

Supervision/responsibility

The cattery proprietor or a responsible person over the age of 18 years should always be present to exercise supervision and deal with any emergencies whenever cats are boarded at the premises.

It is strongly recommended that the cattery proprietor or a responsible person lives on site or a key-holder must live within a reasonable distance of the cattery. An emergency contact number must be clearly displayed at the entrance to the cattery.

The groups consulted included:

- British Small Animal Veterinary Association
- British Veterinary Association
- Cats Protection
- Chartered Institute of Environmental Health
- Corporation of London
- Daisy Bank Kennels & Cattery
- Dogs Trust
- Epping Forest DC
- International Cat Care (Formerly Feline Advisory Bureau)
- Kennel Design (David & Kay Key)
- Pet Industry Federation (Formerly Pet Care Trust)
- Royal Society for the Prevention of Cruelty to Animals

How to use this document:

Each of the sections relates to a Requirement, elaborating why it is important to meet this from the perspective of the cat and/or legal requirements where applicable. Good care is based on some simple principles and these are shown where relevant as bullet points (•) in the document.

In order to link the licence guidelines with the check lists for use by Licence inspectors, each factor which enables the associated legal requirement to be met has been given an individual code linking it to the appropriate section. These must be followed in order to achieve the licence. It should be noted that the order in which the requirements are listed under each section is arbitrary and does not indicate any order of importance. All requirements listed under the sections are equally important.

The Identification code is made up of a 'letter. number' combination, the letter indicating the section (relating to each of the 5 welfare needs as stipulated under the Animal Welfare Act 2006), and the number relating to the requirement's numerical order within that section:

SECTION	IDENTIFICATION CODE
Environment	A
Diet	B
Behaviour	C
Company	D
Health and welfare	E

Attached at Annex A is a Model Licence Conditions Inspection Sheet for Cat Boarding Establishments.

Section A – Environment: Providing the cat(s) with a suitable place to live/stay

Good care is based on some simple principles and these are shown where relevant as bullet points (•) in the document.

Poor housing has a substantially negative impact on both the health and wellbeing of cats. Housing systems must be suitable for the needs of the species in question. The cattery must be designed, built and managed to provide safe, disease free, comfortable, clean, draught free, animal friendly conditions, which are minimally stressful and which offer environmental choice for the animal, sensory stimulation, physical and mental exercise.

The following requirements list what must be present in a cat's environment, and details further measures that can be taken. Please note that the requirements are not presented in any order of importance but all hold equal standing with respect to the environmental needs of cats.

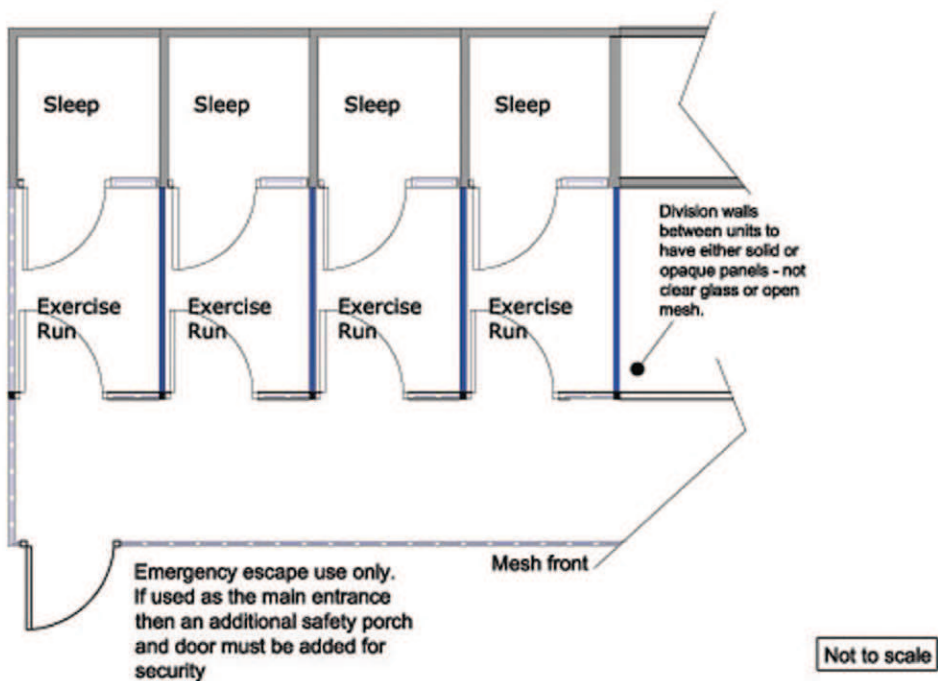
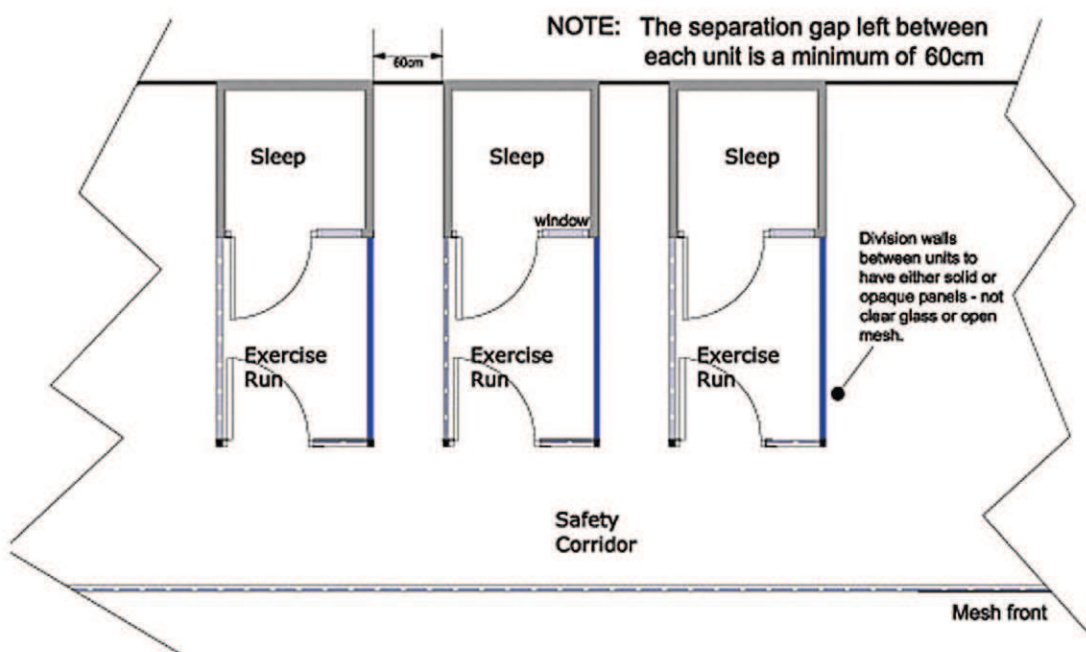
Cattery construction and principles of design

- The correct design and construction of a cattery is vital to prevent escape, minimise disease spread and stress to the cats, and to make maintenance and hygiene management straightforward and achievable by cattery proprietors.
- For disease control there must be no possibility of cats within the cattery (other than those from the same household), or other animals outside the cattery, coming into direct contact with each other or contacting droplets sneezed out by cats (for further information see Section E – Health and Welfare).
- **Designs MUST include:**
 - Cat units with sleeping accommodation (with solid sides) and an individual attached run.
 - Full height, full width, sneeze barriers between units. Alternatively, some catteries have gaps between units (minimum 0.6 m (see page 27 – New Build).

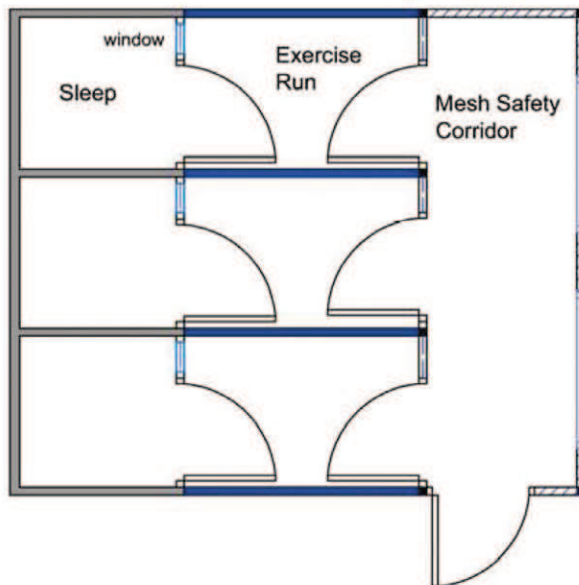
- An enclosed area (corridor or lobby) outside the cat unit to minimise risk of escape.
- Provision to isolate cats if necessary.
- Ancillary facilities including a separate kitchen with hot and cold running water and refrigeration for food.
- A separate hand-washing facility for staff.
- A litter tray cleaning area.
- A reception area.

- Cattery design usually falls into three categories with the sleeping accommodation comprising of a full-height walk-in area or a penthouse (see A3):

Outdoor – catteries with indoor sleeping accommodation and individual covered outdoor exercise runs – accessed individually from a covered outdoor safety corridor.

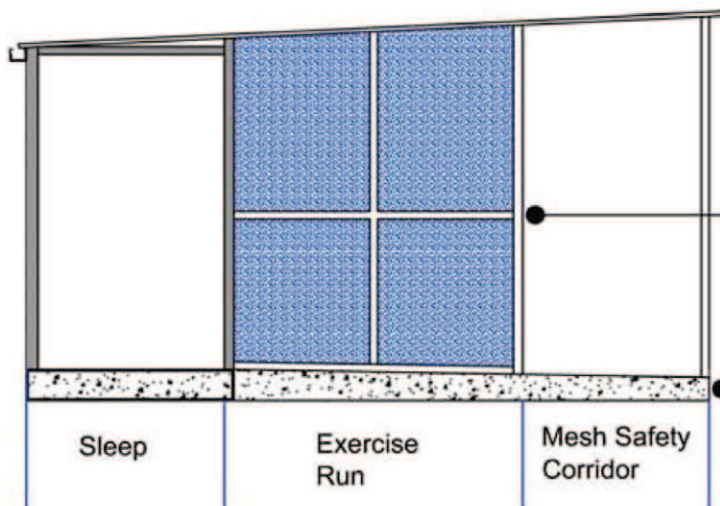


Semi-outdoor/indoor – catteries with indoor sleeping accommodation and individual covered outdoor exercise runs – usually accessed individually from a common indoor safety corridor.



Staff access the sleeping and exercise run via the safety corridor in front of the units

Typically the safety corridor has a solid appearance with large opening windows with mesh safety guards to allow light and fresh air into the units

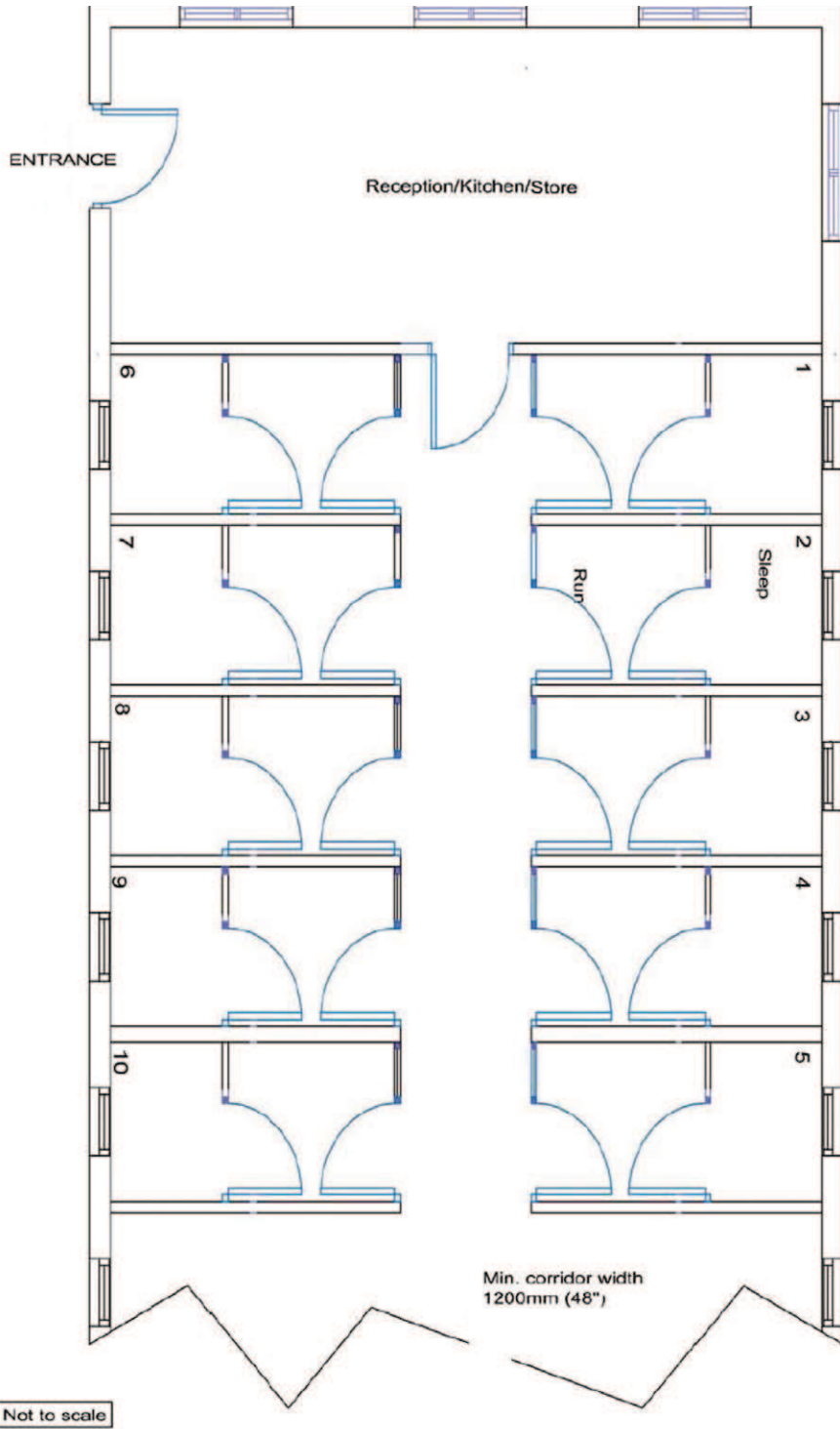


Division walls between units to have either solid or opaque panels – not clear glass or open mesh

Concrete surface laid to fall to allow rain water to drain

2013 minimum size (suitable for up to 2 cats):
Sleep – 1.5m² (1.2m x 1.25m)
Run – 2.2m² (1.2m x 1.85m)

Totally indoor – catteries with indoor sleeping accommodation and indoor exercise runs – usually accessed individually from a common indoor corridor.



A.1 Physical construction and integrity

General

- The cattery must be safe, secure and free from hazards, to minimise any chance of injury to a cat or escape of a cat.

- A.1.1 The cattery must be structurally sound.
- A.1.2 The cattery must be constructed of materials that are robust, safe and durable and be well maintained in good decorative order and repair.
- A.1.3 Materials used in construction or maintenance must not expose cats to any harmful chemicals.
- A.1.4 The cattery must be built in compliance with good building practice (e.g. local authority guidelines), on a concrete base with a damp proof membrane. Where Building Regulations apply these must be adhered to.
- A.1.5 There must be no sharp edges, projections, rough edges or other hazards which present risk of injury to a cat.
- A.1.6 Windows must be escape-proof at all times.
- A.1.7 Doors must have secure latches or other closing devices.
- A.1.8 All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape-proof structure.
- A.1.9 Timber, if used, must be of good quality, well maintained and any scratched areas sealed or over-clad.
- A.1.10 Any storage areas must be dry and free from vermin.
- A.1.11 Electrical equipment must be installed in line with current legislation and maintained in a safe condition.

Drainage

- Drainage must be effective to ensure there is no standing water in the cattery, as this can be a reservoir for infectious agents.
- A.1.12 Waste water must not run off into adjacent pens.

A.1.13 Adequate drainage must prevent pooling of liquids.

A.1.14 Any drain covers in areas where cats have access must be designed and located to prevent toes/claws from being caught.

Safety corridor/entrance lobby

- An enclosed area (safety corridor/entrance lobby) is essential to ensure that if cats manage to slip out from their individual cat unit, they are still kept safely inside the cattery.
- A.1.15 There must be an escape-proof area (safety corridor/entrance lobby) at the exit of each cat unit.
- A.1.16 For catteries where there are facing units accessed by an indoor corridor, the corridor must be at least 1.2 m wide, or the doors of the units must be solid or have sneeze barriers.
- A.1.17 At the end of the safety corridor there must be a securable door through which the inside of the cattery can be viewed from the outside and this must be kept closed when not in use.
- A.1.18 The door from the cat unit to the safety corridor must be escape-proof, securable, strong enough to resist impact and scratching and kept closed at all times.
- A.1.19 The floor must be finished to produce a smooth, impervious surface which is easy to clean and disinfect. Holes or gaps between tiles or paving slabs are not acceptable.
- A.1.20 Outdoor safety corridors must be roofed.
- A.1.21 External doors/gates must be lockable and staff must have easy access to keys in case of emergency.
- A.1.22 Sufficient lighting must be provided in the safety corridor to illuminate all year round. Where practicable this should be natural light during the day.
- A.1.23 The safety corridor must not be used as an exercise area.

Roofing

- Roofing provides protection from the weather and prevents escape of cats. In a timber construction it is strongly recommended that the run should also be roofed with wire mesh, as an added precaution against escape. The mesh should extend over the top of the run under the roof and be attached firmly to the framework.

In catteries where substantial roofing is placed over the whole cattery (including the safety corridor) the need for wire mesh roofing is diminished. However, care must be taken to ensure that no gaps appear to allow escape of a cat.

- A.1.24 There must be a safe, secure, waterproof roof over all of the cat units (sleeping accommodation and run) and the safety corridor. For the run, materials used must be capable of filtering UV light and providing adequate shade.

A.2 Cat units

- A boarded cat is accommodated in a 'unit' comprising enclosed sleeping accommodation and an adjoining individual covered exercise run.

- A.2.1 Cats from different households must not share cat units.

Lighting

- Lighting enables adequate observation of the animals and for cleaning and working in the cattery.

- A.2.2 There must be adequate lighting in the cat unit.

Ventilation and humidity

- Fresh air is essential for the maintenance of good health and well-being as well as limiting the spread of infectious disease. Proper ventilation removes heat, dampness, odour, airborne microbes and pollutant gases such as ammonia.

- A.2.3 Ventilation must be appropriate all year round (both cool in hot weather and avoiding cold draughts in winter). Localised draughts in the sleeping accommodation

must be avoided.

Interior surfaces

- For disease prevention units must be easy to clean and disinfect.

- A.2.4 All interior surfaces to which cats have access must be durable, smooth and impervious, capable of being cleaned and disinfected, and be kept in good decorative order and repair.

- A.2.5 Where concrete or other building blocks or bricks are used, they must be sealed to be smooth and impervious.

- A.2.6 Surfaces which are peeling, scratched, chipped or in disrepair must be repaired or resealed to an acceptable standard, or replaced.

- A.2.7 Ceilings must be capable of being easily cleaned and disinfected.

- A.2.8 Junctions between sections must be covered or sealed.

- A.2.9 Floors must be finished to produce a smooth, non-slip, solid surface and all surfaces must be capable of being easily cleaned and disinfected. (There must be no open gaps if using concrete slabs or tiling).

Accessing the cat unit

- Each unit needs to be easily accessible and provide a means of identification for each cat.

- A.2.10 Each unit must be designed to allow staff to access and clean all parts of the cat unit safely. (For further information on cleaning see Section E – Health and Welfare).

- A.2.11 The unit must have a securable, full height door for access.

- A.2.12 Each unit must be clearly marked (e.g. numbered) and a system in place which ensures that relevant information about the cat in that unit is readily available.

Litter trays

- Cats are meticulous animals and a dirty litter tray may deter use. Natural behaviour is to scratch in loose material (litter), to dig a hole or cover waste. The tray should be large enough (average size is 30 x 42 cm (12" x 16") 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.
- A.2.13 Litter trays of a suitable size or type must be provided at all times.
- A.2.14 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.
- A.2.15 Trays must be impermeable, easy to clean and disinfect, or be disposable.
- A.2.16 A safe and absorbent litter material must be provided.
- A.2.17 In a multiple cat unit the number of trays must be appropriate to the number of cats (see also D3).
- A.2.18 Trays must be regularly and appropriately cleaned (See section E – Health and Welfare, for information on cleaning protocols, and waste disposal).

A.3 Sleeping accommodation

- Cats need separate sleeping accommodation which in most cases (except some indoor catteries) must be separate from the run and provide somewhere for the cat to hide away. Most designs fall within the guidelines detailed here:

Full-height unit – cat sleeping accommodation in the form of a full-height ‘shed’ which opens into the exercise run and is accessed via a full-height door.

Penthouse unit – cat sleeping accommodation in the form of an enclosed raised ‘box’ which opens into the exercise run and is accessed via a ramp from the cat flap.

It can also be accessed by opening the front door(s) to the box.

The sleeping accommodation must be large enough to allow cats to move and lie comfortably and provide enough space to spread resources.



Timber full height walk-in unit



Timber penthouse style unit



uPVC full height walk-in unit



uPVC penthouse style cattery unit

Size of full height walk-in unit sleeping accommodation:

- A.3.1 The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

Existing buildings, floor area and dimensions			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
One cat	0.85 m ²	0.9 m (eg 0.90 m x 0.95 m)	1.8 m
Up to two cats	1.5 m ²	1.2 m (eg 1.20 m x 1.25 m)	1.8 m
Up to four cats	1.9 m ²	1.2 m (eg 1.20 m x 1.60 m)	1.8 m

Shelving or raised area for a full height walk-in unit

- Shelves or raised areas are important to allow cats to rest high up. Shelving must be able to be kept clean, be large enough for cats to lie on (usually between 0.75 and 1.5 m above the ground) and accessible.

- A.3.2 All resting areas/shelving must be large enough for each cat to lie on.

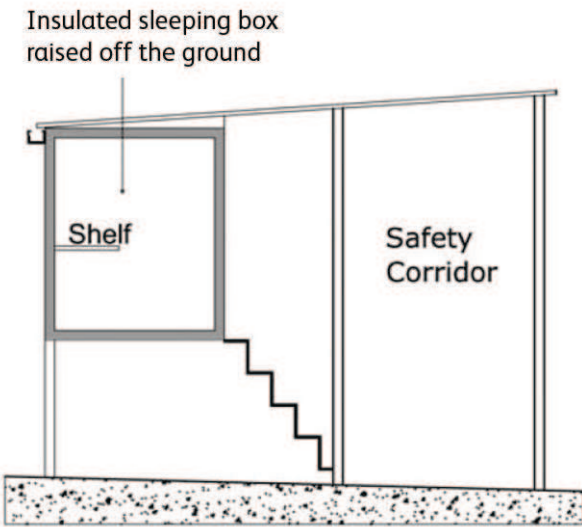
- A.3.3 Facilities must be easily accessible and provide safe easy access to the shelf for elderly, ill, very young or disabled cats if required.

- A.3.4 Shelving or raised areas must be made of impervious, easily cleanable materials.

Size of penthouse sleeping accommodation (an enclosed boxed sleeping area raised off the ground)

A.3.5 The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

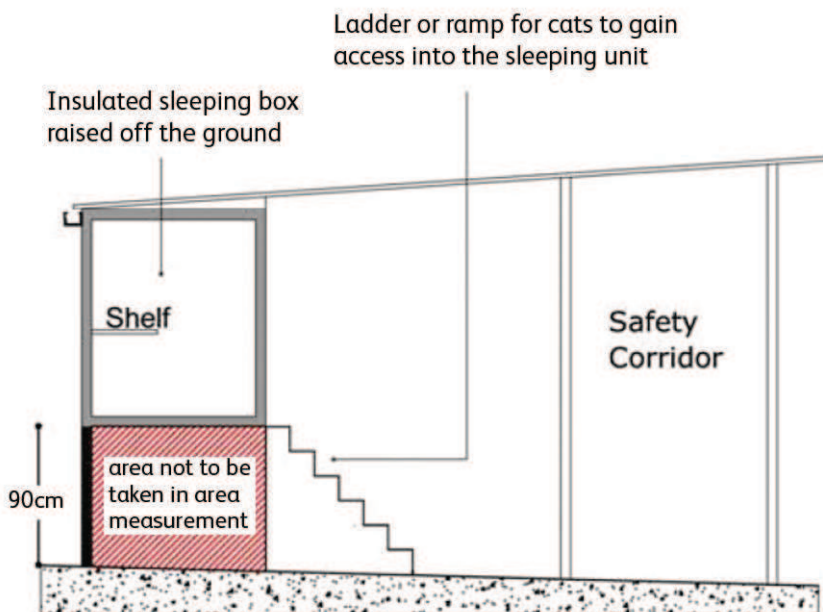
A.3.6 Facilities must be easily accessible and provide safe easy access (ramp/steps) to the penthouse. Extra consideration may be needed for elderly, ill, very young or disabled cats. Existing buildings, floor area and dimensions



Pre-2013 standard with space under the box taken into the overall footprint allowance

Existing buildings, floor area and dimensions			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
One cat	0.85 m ²	0.9 m (eg 0.90 m x 0.95 m)	1m
Up to two cats	1.1 m ²	0.9 m (eg 0.9 m x 1.20 m)	1m
Up to four cats	1.7 m ²	0.9 m (eg 0.9 m x 1.90 m)	1m

FOR NEW BUILD SEE PAGE 29



The 2013 standard requires that a minimum distance of 1.85m is given from the front of the sleeping unit. The space under the sleeping area is not to be taken into the overall footprint allowance for exercise run space

Temperature in sleeping accommodation

- Cats like warmth and some indoor cats are used to high ambient temperatures. In a cattery the cat needs an adequate ambient temperature and additional heating facilities if this cannot be guaranteed at times of excessively cold weather. Breed, body condition, medical condition, coat and age can affect an individual's ability to maintain its body temperature.

- A.3.7 There must be a means of measuring, monitoring and recording temperature (maximum and minimum temperatures) representative of the temperature in the cat sleeping accommodation.
- A.3.8 Insulation and temperature regulation in the cattery must aim to keep the ambient temperature in the cat sleeping accommodation above an absolute minimum of 10°C.
- A.3.9 There must be part of the cat's sleeping accommodation where the cat is able to enjoy a minimum temperature of 15°C -this additional heat may be in the form of a heated bed/pad etc.
- A.3.10 The cat must be able to remove itself from the source of heat.
- A.3.11 Heaters must not be sited in a manner or location where they present a risk of burning or electrocution to cats or humans, or a risk of fire.
- A.3.12 Open flame appliances must not be used.
- A.3.13 All heating equipment must be installed and maintained in a safe condition.
- A.3.14 Additional forms of heating can be in the form of heated beds, heated pads or similar but these must not be the main source of heat for the cats. Use should be tailored to the needs of individual cats.

A.3.15 Any sockets in the sleeping accommodation must be waterproof and as far out of reach of cats as possible.

A.3.16 There must be a policy in place for dealing with high temperatures and a means of keeping cats cool.

Bedding

- Bedding is important to help animals regulate their body temperature, to give traction and to keep animals comfortable. Old or infirm cats can have difficulty rising if surfaces are slippery, and old, very young or infirm animals may have difficulty regulating their body temperature.
- A.3.17 There must be a clean resting place to provide comfort and warmth which is situated out of draughts.
- A.3.18 Soft bedding materials must be provided and adapted if necessary for old, young or infirm cats to help regulate their body temperature.
- A.3.19 Bedding must be made of a material that is easy to wash/disinfect, or is disposable.

Access to run

- A cat flap allows free access to the run while maintaining indoor temperature. It can be locked if necessary.
- A.3.20 A cat must have access between the sleeping accommodation and run (eg a cat flap) so it can easily and safely access all parts of its unit.

A.4 Exercise run (in addition to and not including sleeping accommodation)

- The exercise run must be large enough to allow cats to play/exercise.
- A.4.1 Any part of the run to which the cat has access must be easily cleanable and not damaged by scratching. Any replacement wood must be clad with a smooth impervious material.
- A.4.2 The floor must be finished to produce a smooth, impervious surface and all surfaces must be capable of being easily cleaned and disinfected. There must be no open gaps if using concrete slabs or tiling.
- A.4.3 Where cats have access to mesh (catteries with gaps rather than sneeze barriers), 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.
- A.4.4 All exercise runs must be roofed to provide protection from the elements.
- A.4.5 Communal exercise areas must not be used.

Size of exercise run for full height walk-in unit and penthouse style unit

- A.4.6 The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

Existing buildings, floor area and dimensions			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
One cat	1.65 m ²	0.9 m (eg 0.90 m x 1.85 m)	1m
Up to two cats	2.2 m ²	0.9 m (eg 1.20m x 1.85 m)	1m
Up to four cats	2.8 m ²	1.20 m (eg 0.9 m x 2.35 m)	1m

FOR NEW BUILD SEE PAGE 29

Sneeze barriers

- It is important to ensure that cats from different households cannot come into direct contact with one another or sneeze on each other.
- A.4.7 Full height, full width solid sneeze barriers must be installed between cat units.
- A.4.8 Sneeze barriers must be in place on the end walls of the exercise run at each end of the cattery block to prevent contact with animals from outside.

Shelving or raised areas in exercise run

- Shelves or raised areas are important to allow cats to rest high up where they feel more secure (usually between 0.75 and 1.5 m above the ground).
- A.4.9 Shelving must be made of impervious, easily cleanable materials.
- A.4.10 There must be a shelf or facility for providing a raised area in the exercise area.
- A.4.11 All resting areas/shelving must be large enough for each cat to lie on.
- A.4.12 Extra help (eg steps) to provide safe easy access to the shelf for elderly, ill, very young or disabled cats must be available if required.

A.5 Fire and other emergencies

- Appropriate steps will be taken for the protection of the animals in case of fire and other emergencies.
- This should include instructions on where staff and cats are to be evacuated to in the event of emergencies such as fire or flooding. An emergency telephone list should include fire, police and vets.
- Fire and electrical safety certificates should be available for inspection.

- A.5.1 There must be a written emergency plan (agreed by the local authority) which must be on display and known to staff and a contingency plan should the premises be destroyed or uninhabitable.
- A.5.2 Premises and activities must be risk assessed (including fire). These risk assessments must be recorded and relayed and understood by all staff.
- A.5.3 Fire fighting equipment must be provided, maintained in good working order (maintenance must be evident and should show date checked) and easily accessible.
- A.5.4 Fire exits must be clearly marked and access left unrestricted.
- A.5.5 The premises must comply with current legislation with regards to electricity and gas (if connected).

A model Emergency and Evacuation Plan is attached as Annex B.

Section B – Diet: Providing the cat(s) with an appropriate diet

Fresh clean water and a suitable diet are basic nutritional requirements for physical health.

B.1 Drinking

- Water is essential for all cats. It is especially important for those fed on dry food. Cow's milk should not be fed to cats because many cats have lactose intolerance. Wide water bowls allow cats to drink without bending their whiskers.

- B.1.1 Fresh water must be available at all times. Clean water must be provided daily in a clean container or changed sooner if it is visibly soiled.
- B.1.2 Food and water must be kept separate (Joint feeding and water bowls must not be used).
- B.1.4 Water must be positioned well away from the litter tray, as cats will not drink if it is placed too close to a toilet site (see also D.3).
- B.1.4 Adequate water bowls must be provided for multi-cat units (see also D.3).
- B.1.5 Water bowls must be non-porous and easy to clean/disinfect.

B.2 Eating

- Cats have very specific dietary needs which can vary, dependent on a number of factors (i.e. age, health status, activity, weight). However, all cats are obligate carnivores and require a well-balanced, meat-based diet to stay fit and healthy. Ideally cats should be fed several small meals per day. Kittens, or cats with additional needs, will need more frequent feeding. The feeding of raw food diets is not recommended due to the risk of bacterial and parasite contamination and the public health risk. Cats should not remain inappetent (not eating) for longer than 2 days without seeking veterinary advice.

- B.2.1 There must be exclusive facilities, hygienically constructed and maintained, for the storage and preparation of food for the cats.
- B.2.2 Refrigeration facilities must be provided.

B.2.3 A sink with hot and cold water must be provided for the washing of food equipment and eating and drinking vessels.

B.2.4 Clean, safe containers must be provided for the storage of foods and must be insect and rodent proof

B.2.5 Cats must be fed a balanced diet suitable for their age, health status, reproductive status and lifestyle. The type of food, specific diet or prescription diet is usually by agreement with the owner.

B.2.6 Food must be unspoilt, palatable, and free from contamination.

B.2.7 For healthy 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.

B.2.8 Unconsumed wet or fresh food must be removed before it deteriorates, and before the next feed time. Dry food can be fed as indicated by the manufacturer.

B.2.9 Food must not be left for excessive periods to prevent it being spoiled and attracting flies. This will vary with temperature conditions and type of food.

B.2.10 All food must be positioned well away from the litter tray, (minimum 60cm), as cats will not eat if it is placed too close to their toilet site.

B.2.11 One feeding bowl must be provided per cat.

B.2.12 Food bowls must be non-porous and easy to clean and disinfect, or disposable.

B.2.13 Food intake must be monitored daily and any problems recorded.

B.2.14 Veterinary advice must be followed if feeding debilitated, underweight or ill cats, or those with specific dietary requirements.

B.2.15 Cats displaying marked weight loss/gain must be evaluated by a vet and treated as necessary.

Section C – BEHAVIOUR: Allowing the cat(s) to express normal behaviour patterns

Good welfare depends on meeting both the mental and behavioural needs of cats, as well as their physical needs. How a cat behaves can indicate how successfully an individual is coping in its environment.

C.1 General points on cat behaviour

- Physical and mental health can affect cat behaviour. Cats are intelligent active creatures but changes can upset them, as can being off their own territory. Some cats can become stressed or bored in a boarding situation. This can lead to poor appetite, shedding viruses or greater susceptibility to disease. Staff should be appropriately trained to recognise common behaviours and behaviour changes. A cat should never be punished as this is likely to make it more nervous or scared. A regular routine will help cats to predict what is going to happen.
- Ideally cats should be able to view the outdoors and have an interesting outlook.

C.1.1 The behaviour of individual cats must be monitored on a daily basis and abnormalities or changes noted and acted upon if necessary.

C.1.2 Cats must be able to access different levels within the unit (see A.3 for more information).

C.1.3 Cats must be given the opportunity for play and exercise.

Hiding places

- Hiding is a behaviour that cats can use to help them cope with changes in their environment. Cats hide to avoid interactions with other cats or people, or stressful situations. Providing cats with places to hide can reduce stress and can be as simple as providing a cardboard box, an igloo-type bed or other structures within the unit.

C.1.4 A hiding place must be provided for cats in the sleeping accommodation (see also D.3).

Play

- Encouraging cats to play can be a good way of keeping them active.
- Cats are playful animals (but individuals vary in their desire to play) and enjoy playing with toys (especially those which mimic prey), and with people. Cats have a need to express the innate predatory behaviour which is natural for them and therefore show most interest in toys that mimic prey.
- Environmental enrichment such as changing toys regularly, can reduce boredom.

C.1.5 Any toys provided must be safe and be disinfected between use in the cattery, or disposed of. If provided by the owner toys 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.

Scratching

- Cats are highly motivated to show scratching behaviour and naturally use objects to scratch to mark their territory, strengthen their muscles and sharpen their claws. Cats often prefer scratch posts tall enough for the cat to use fully stretched.

C.1.6 Cats must be provided with suitable facilities for scratching.

C.1.7 Any surface available for scratching must either be disinfected between use for different cats, or disposable. 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. (See Section E -Health & Welfare).

C.2 Noise

- Cat hearing is more sensitive than human hearing and thus noise levels uncomfortable for humans are likely to be very uncomfortable for cats. Excessive noise contributes to adverse behavioural and physiological responses. Cats are adversely affected by the sound of barking dogs.
- The cattery environment should be as calm and quiet as possible with noise producing equipment located as far away from animals as possible.

C.2.1 Cats must not be exposed to excessive noise of barking boarded dogs or other excessive/continuous noise.

C.3 Long stay cats

- Occasionally cats stay in a boarding cattery for periods over 3 weeks and these cats require special consideration such as environmental enrichment, regular health checks and extra attention from staff.

C.3.1 A Standard Operating Procedure (SOP) must be in place explaining how to ensure the health and welfare of long-term stay cats.

Section D – COMPANY: Providing the cat(s) with the appropriate company

It is important from a welfare perspective to ensure that any need that a cat has to be housed, with or apart from, other animals, is met. The cat is by nature a solitary animal, and contact with or seeing unfamiliar/strange cats can be very stressful.

D.1 Feline company and interactions

- Most adult cats will only be friendly to siblings or certain other cats they live with. Strange cats are usually avoided. Cats can find the presence of other cats very stressful and can suffer if they cannot avoid cats with whom they are not familiar or do not like. Housing cats at high densities increases the potential for them to be stressed. Only cats from the same household may share a unit.
- Where possible cats must be able to avoid seeing other cats by being provided with hiding places and translucent (allowing light to pass through, but only diffusely, so that objects on the other side cannot be clearly distinguished) barriers between units. (See page 29 – New Build).

D.1.1 Cats from different units must not share exercise runs or an exercise area either at the same time or sequentially.

D.2 Human company and interactions

- Most cats enjoy and benefit from human company, but prefer to interact with people on their own terms. Cats socialised to humans can find human company stimulating and may show signs of stress when this interaction is decreased. However, other cats will prefer minimum contact.
- Cattery staff should find out from the owner and monitor each cat to ascertain how much human contact it wants and adapt to provide this.
- A cat should never be forced to interact with a person/people, and a facility should be provided for a cat to avoid people should they wish. (Ref to hiding place).

- Scruffing of cats (picking up a cat by the scruff of its neck) should not be done except as an absolute last resort.

D.2.1 Cats must be always be handled humanely and appropriately to suit the requirements of the individual cat.

D.3 Multi-cat units

- Proprietors have a responsibility to monitor units where more than 1 cat is housed. Even though these cats originate from the same household, cats sharing a home may not necessarily get on well, especially when confined. Therefore proprietors must monitor cats to ensure that they are not experiencing stress/distress/aggression from another cat. Only cats from the same household can share a unit.

D.3.1 For any multi-cat unit (cats from the same home) cats must be monitored and consent obtained from the owner for separating cats, should problems arise (e.g. cats fighting or 'stressed').

D.3.2 There must be multiples of all resources (food and water bowls, litter trays and sleeping areas (warmed if required), depending on the number of cats, to ensure that some cats cannot monopolise resources and prevent the others from accessing them.

D.3.3 A separate bed must be provided for each cat.

D.3.4 A separate hiding place must be provided for each cat eg a cardboard box, igloo bed.

D.3.5 Separate feeding bowls (not double feeders) must be provided for each cat.

D.3.6 Several sources of water must be provided if multiple cats are housed.

Section E – HEALTH AND WELFARE: Protecting the cat(s) from pain, suffering, injury and disease

Many points covered under the previous four sections (A – D) can be considered to relate to Section E and assist in protecting cats from pain suffering, injury and disease.

E.1 Monitoring cats

- In order to keep cats healthy the proprietor needs to have an organised system for registering and monitoring all cats at the cattery.
- It is recommended that a late-night round be carried out to check on all cats, heating etc.
- The well-being of the boarded cat is paramount. It is recommended that all cats are weighed on entry and exit from the cattery. This allows the proprietor to monitor any changes and provides information should clients challenge the cat's condition on their return. This is especially important for older cats and kittens. Geriatric, ill or debilitated cats should also be monitored more closely for appropriate management.
- It is recommended that cats that are boarded for longer than 2 weeks are weighed every 2 weeks, and older cats and kittens weighed weekly, and records kept.

E.1.1 All cats must be observed regularly throughout the day. Cats must be checked daily for signs of illness and/or injury and to ensure that their needs are being met. Any signs of ill health or unusual behaviour must be recorded and advice sought without delay.

E.1.2 The cattery proprietor or responsible person must visit the cats at regular intervals (of no more than 4 hours apart during the working day), or as necessary for the individual health, safety and welfare of each cat.

E.1.3 Presence or absence of faeces and urine in trays must be noted daily. Any signs of abnormalities in excreta must also be noted or acted upon as appropriate.

E.1.4 Drinking and eating habits must be monitored and any problem investigated. (Refer back to Section B).

E.2 Keeping records

- A register must be kept of all cats boarded and available to key members of staff and to local authority inspectors if requested. Records should be backed up and records kept for a minimum of 24 months. It is also useful to know if cats are insured, should problems occur.

The information kept must include the following:

E.2.1 Date of arrival and departure.

E.2.2 Name, sex, description of cat and microchip number.

E.2.3 Number of cats sharing from same household.

E.2.4 Name, address, phone number and email of owner (including emergency contact details).

E.2.5 Name, address, email and phone number of emergency local contact (who is able to take the cat if necessary).

E.2.6 Cat's veterinary surgeon.

E.2.7 Cat's diet and relevant requirements.

E.2.8 Cats' relevant medical history.

E.2.9 Consent forms eg veterinary treatment, consent to share or separate cats if needed, record of baskets/toys etc left at the cattery (Check vet consent forms i.e. own vet or designated vet if not in area).

E.2.10 Record of vaccination.

E.2.11 Any medical treatment must be recorded and visible to prevent mis-dosing.

E.3 Disease control

- Cats are vulnerable to a range of serious infectious diseases, therefore disease control and rapid response to any signs of illness is critical.
- The potential for infectious disease problems escalates where many cats are kept together and a cat's immune system can also be affected by stress.
- As outlined elsewhere, construction materials and equipment need to be easy to clean and disinfect (see Section A).
- No cats should be allowed in the safety corridor or to share an exercise area (unless they come from the same household).
- Infectious agents are spread in various ways –
 - Feline leukaemia virus (FeLV) and feline immunodeficiency virus (FIV) need direct contact between cats, which should be impossible in the boarding situation.
 - Cat flu viruses such as feline herpesvirus [FHV], feline calicivirus [FCV], and other respiratory pathogens such as Bordetella bronchiseptica, are spread in sneeze droplets, on hands, clothes, shoes, equipment and environment.
 - Feline parvovirus (aka feline infectious enteritis (FIE)) can be spread on hands, clothing and shoes, litter trays and environment, and can remain in the environment for a long time.
- The source of feline parvovirus (FIE) is faeces from an infected cat and several other agents are spread via contact with other cats' faeces/litter trays and include Coronavirus, Salmonella and Campylobacter etc.

Ringworm spores can remain infectious in the environment for prolonged periods of time.
- Preventing cat-to-cat contact, ensuring excellent hygiene protocols and management protocols to minimise stress can reduce the risk of disease spread.
- The movement of people through the cattery should be minimised and supervised.

- If rescue cats are boarded, these should be handled last.
- E.3.1 Where work with rescue cats or breeding cats is also undertaken, this must be kept completely separate, and extra precautions taken to prevent the spread of disease.
- E.3.2 When there is any cause for concern regarding the health status of a cat, that cat must be handled last and the unit must be cleaned after all the others.
- E.3.3 Cats must remain in their assigned unit and not be moved to other units (rotation) or to a holding unit for cleaning purposes, except for moving to an isolation facility.
- E.3.4 Standard operating procedures (SOPs) must be in place and followed to prevent spread of disease, and staff trained in these procedures.
- E.3.5 Facilities must be provided for the proper reception, containment and disposal of all waste and meet with local authority approval.
- E.3.6 Isolation facilities must be available (see E.6).

E.4 Hygiene practices

- Proper cleaning and disinfection helps to reduce the spread of infectious disease to both animals and people. Cats are particularly susceptible to poisoning from phenolic compounds (those that turn cloudy when added to water), therefore these must not be used.

Cleaning and disinfectant products

- E.4.1 Products must be suitable to use and effective against the pathogens, (especially feline parvovirus (FIE) and ringworm)) for which the cats are at risk and under the conditions present in the environment in which they are used.
- E.4.2 Cleaning agents and disinfectants must be non-toxic to cats.

E.4.3 The compatibility of different bactericides, fungicides and virucides (if used together and/or with a detergent) must also be taken into account.

Manufacturers' recommended guidelines for use, correct dilutions and contact time for use in cleaning and disinfection products must be followed. Standing water must not be allowed to accumulate in areas around the cat units due to the possibility of pathogens residing in these moist environments.

Cleaning and disinfecting routines for units when cats are resident

- Litter tray hygiene is very important as cats may refuse to use trays if they are soiled; faeces is also a high risk source of infection for some feline diseases.
- Cats prefer clean, comfortable dry bedding. Bedding should not be a source of infection.
- Cats can ingest infective agents from dirty dishes and may excrete viruses themselves in saliva. Clean and disinfected dishes reduce the risk of disease.
- On a daily basis (and more often if necessary) the unit needs to be spot cleaned and any obvious food or waste removed, and all excreta and soiled material removed from all areas used by cats.
- Litter trays need to be cleaned and disinfected in a separate area away from food preparation.
- Food and water dishes need to be cleaned and disinfected, and not at the same time in the same sink or area as litter trays or other items soiled with body waste.

If only one sink is available, strict protocols need to be in place between use to ensure adequate disinfection after cleaning litter trays and before cleaning dishes, as faeces is the major source of many infective pathogens. Sinks need to be disinfected thoroughly between uses.

E.4.4 There must be cleaning and disinfection routines in place for day-to-day management of the cats and for ensuring a cat unit and all equipment is cleaned and disinfected effectively before a new cat comes in.

E.4.5 Each unit must be supplied with its own dustpan, brush and scoop, to be used exclusively in, and kept in that unit, until departure of the cat, and then cleaned and disinfected before re-use, or disposed of prior to the next resident.

E.4.6 Litter trays must be emptied and cleaned and disinfected at least once a day, or more frequently as necessary.

E.4.7 Beds and bedding material must be checked daily and be maintained in a clean, dry and parasite-free condition.

E.4.8 Drinking vessels must be changed/cleaned and disinfected at least once a day.

E.4.9 Grooming equipment must either be cleaned and disinfected between use on different cats, or be disposable. If provided by the owner, it must only be used on that cat and must be sent home with the cat.

E.4.10 Toys and scratch posts must be cleaned and disinfected between use for different cats, disposed of, or returned to the cat's owner (if they came in with the cat).

Handling cats

- Hand sanitiser dispensers should be available in all cat care areas and should only be used on clean hands. It should be noted that hand sanitisers are ineffective against some of the more dangerous pathogens (eg calicivirus) and cannot be relied upon as the sole means of hand sanitation. Washing of hands thoroughly or wearing of gloves is preferable.
- Fresh protective garments should be worn when handling vulnerable individuals. Kittens and young cats should be handled before adult cats.

E.4.11 Hygiene protocols must be observed between handling cats. Hands must be washed/ disinfected or hand sprays or alcohol gel used between handling of each cat.

E.4.12 Protective garments must be changed and laundered with an appropriate disinfectant/ disposed of immediately after handling a cat with a suspected infectious disease.

E.5 Vaccination, fleas, worms and other parasites

- There must be a policy for cats coming to the cattery having vaccinations against appropriate diseases (Occasionally there will be veterinary advice on a specific cat regarding vaccination and its health status and this should be taken into account).
- If owners have treated their cats for worms and fleas before entry to the cattery, the proprietor should note when this occurred and what products were used.

- E.5.1 An up-to-date veterinary health record must be seen to ensure that cats boarded have current vaccinations against feline parvovirus (feline infectious enteritis) (FIE)) and against feline respiratory viruses (feline herpesvirus and feline calicivirus).
- E.5.2 Vaccination (including boosters) must have been completed, at the very least, 2 weeks before the cat's arrival in order to ensure maximum protection.
- E.5.3 Homoeopathic vaccination is not acceptable as it will not protect against infectious diseases.

E.6 Isolation facilities

- All establishments must have a means of providing isolation that will allow for the care of sick cats which develop signs of infectious diseases, to minimise the risk to other cats. How this is physically provided (ranging from being able to shut off an end unit of the cattery and using a separate door, to having a separate building) may vary. In many catteries the cat is taken straight to the vet (catteries are advised to check with the vet whether this service is available). If not, isolation protocols (below) must be observed.

- E.6.1 The area must provide separate, self contained facilities for the isolation of suspected infected cats and must have a separate entrance to the rest of the units.
- E.6.2 Separate cleaning supplies and clothing must be designated for the isolation area and other cattery sections.

E.6.3 Protective clothing and footwear must be worn when handling cats in the isolation facility, and sanitation protocols adhered to, to avoid the transmission of disease. Whilst in use, the clothing should be kept in the isolation unit and not be removed other than for cleaning and disinfection.

E.6.4 Hands must be washed/disinfected between handling cats.

E.6.5 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.

E.6.6 Any cats in the isolation facility must be checked regularly and unless a separate person is caring for them, they should be visited after the other cats.

E.6.7 A Standard Operating Procedure (SOP) for barrier nursing and information must be provided for staff.

E.6.8 Should a cat need to be removed from its unit, it must be carried in a secure and disinfected cat carrier, and the carrier disinfected after use.

E.6.9 In emergency cases, such as admission of unvaccinated cats because of owner hospitalisation, there must be provision to be able to place these animals in isolation.

E.7 Veterinary treatment and health care

- Access to veterinary care is vital for the cat, should it be required.
- If medication is necessary, it should only be used for the cat for which it is prescribed and following a veterinary surgeon's instructions.

E.7.1 A veterinary practice must be appointed for the establishment. The name, address and telephone number of the establishment's veterinary service must be displayed in a prominent position for staff.

E.7.2 Where cats require wiping of eyes, grooming or other cleaning regimes, these must be carried out frequently enough to keep the cat clean and comfortable providing it is safe to do so.

E.7.3 When a cat is suspected of being ill or injured (staff should be trained to recognise when a cat requires veterinary care), a veterinary surgeon must be contacted for advice immediately. Any instructions for treatment given by a veterinary surgeon must be strictly followed with further advice sought if there is ongoing concern.

E.7.4 Medicines must be stored safely, securely, at the correct temperature and labelled correctly according to manufacturer's instructions. Any unused medications must be returned to the owner or prescribing vet.

E.8 Holding units for temporary housing

- Routine use of holding units is not recommended as they are small (minimum size should be 1 m in each dimension) and are an additional source of cross infection to cats.
- Holding pens should only be used in exceptional circumstances ideally for no longer than 12 hours and not in areas where other cats are housed.
- The licensed capacity of the cattery does not include holding pens.

E.8.1 If, in an emergency, holding units/pens are used, they must not be sited in the reception.

E.8.2 Cats must be provided with a bed, litter tray, food and water.

E.9 Transportation of animals

- Transportation can increase risk for cats, both of disease (from unclean vehicles or carriers) or of escape. A vehicle can be viewed as an extension of the premises and therefore the same principles of hygiene, care and disease control apply. If the journey is long, appropriate resources must be provided.

E.9.1 Any transport legislation must be complied with.

E.9.2 Cats must be secured in durable carrying baskets any time they are transported/carried outside the cat unit (A spare cat carrier should be kept at the cattery for situations where owners do not arrive with their cat in a secure carrier).

E.9.3 All vehicles and equipment must be kept clean and disinfected after each collection or delivery.

E.9.4 Cats must not be left in vehicles except for transportation.

SECTION F – New Build

As knowledge and materials change, recommendations for better construction and care can change. For anyone undertaking a new build cattery the following advice and recommendations must be followed. When replacing (or adding to) parts of an existing cattery, new build must be followed.

NB.1 Cat units

- Previous smallest size units (for 1 cat) are considered difficult to clean and manage efficiently.
- Having 2 cat size units gives much greater flexibility for the cattery.

NB.1.1 Sleeping accommodation sizes

For new build the smallest unit must be large enough for up to 2 cats and to allow for adequate staff space for cleaning.

- Penthouse accommodation has a number of drawbacks in the cleaning and management of the cat and the units:
 - Cleaning adequately under the box can be difficult.
 - The box must not be too deep or the internal height of the sleeping box too high, in order to be able to clean it.

- Cleaning inside the sleeping box can be difficult and health and safety issues arise if the person doing the cleaning has to climb on a stool or climb into the box to reach the top or back.
- Cats in the box are at face height which could be potentially dangerous with an aggressive cat.
- Very young, old/infirm or disabled cats may find the ramp difficult /dangerous. It is advisable to have at least one full height unit for use for blind, old, infirm or severely disabled cats, or suitable provision made for these cats.

Full height, walk-in units – floor area and dimensions			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
Up to two cats	1.5 m ²	1.2 m (eg 1.2m x 1.25 m wide)	1m
Up to four cats	1.9 m ²	0.9 m (eg 1.2m x 1.6 m wide)	1m

In new build

NB.1.2 Penthouse accommodation measurements for the exercise run must be taken from the front of the sleeping accommodation/box, not under the box.

NB.1.3 When measuring floor area, shelving areas must not be included.

NB.1.4 The box must be 0.9 m off the ground both to enable the area underneath to be cleaned effectively, and to enable a person to reach inside to clean the walls and ceiling of box.

Penthouse accommodation – floor area and dimensions			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
Up to two cats	1.1 m ²	0.9 m (eg 0.9m deep x 1.2 m wide)	1m
Up to four cats	1.7 m ²	0.9 m (eg 0.9m deep x 1.9 m wide)	1m

Exercise area sizes

Full height, walk-in units and penthouse accommodation			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
Up to two cats	2.2 m ²	1.20 m (eg 1.2m x 1.85 m)	1m
Up to four cats	2.8 m ²	1.20 m (eg 1.20m deep x 2.35m)	1m

Sneeze barriers

In new build 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. Opaque barriers are acceptable but may cut down on the light entering the cattery.

Gaps between units

Where gaps between units are used as disease control, one side of the gap must have a full height, full width translucent sneeze barrier.

Hygiene facilities

In new build there must be separate sinks for cleaning of litter trays and feeding utensils.

Materials

In new build any wood to which the cat has access must be clad with an impervious smooth material to prevent damage and make cleaning and disinfection easier.

Noise

If a new cattery is being built near existing kennels serious consideration must be given to positioning of the building to minimise the level of noise from the dogs which can be very stressful to cats.

Annex A

LICENCE CONDITIONS INSPECTION SHEET FOR CAT BOARDING ESTABLISHMENTS

LICENCE CONDITIONS INSPECTION SHEET FOR CAT BOARDING ESTABLISHMENTS										Tick boxes ✓/x	
Name of Cattery	Date of Inspection		Boarding		Rescue	Breeding					
Address of Cattery	Person seen	Signature		Part Inspection		Full Inspection	Overall score				
	Inspectors name(s)	Cattery Vet details displayed		Accident Book (H&S)				Emergency Contact displayed			
Licence on Display	Insurance	Pest Control policy/contract									
Has copy of Licence Con & Legislation	Register and Back up										

Outdoor Cattery	Indoor Cattery	Semi-outdoor/indoor	Full height Unit (walk-in)	Penthouse Style Unit	Home boarding
Timber	PVCu	Fibreglass	Other	Number Units	

Index

Identification code	Section	Range	Score	Range	Score
A	Environment	Cattery Unit: Drainage: Exercise Run: Fire/Emergency: Interior Surfaces: Lighting: Litter Trays: Roofing: Safety C: Sizes: Sneeze Barriers and Shelving: Temperature: Ventilation			
B	Diet	Drinking: Eating: Refrigeration: Storage of foods: Washing equipment			
C	Behaviour	Scratching: Long stay cats: Environmental enrichment: Toys:			
D	Company	Multi-Cat Units: Monitoring: Shared cats			
E	Health and Welfare	Cleaning: Disease Control: Hygiene Practices: Holding Units: Isolation: Monitoring Cats: Records/S.O.Ps: Register: Transport			
Rating	0	Does not meet the minimum standard			
Rating	1	Meets standard, but with noticeable limitations			
Rating	2	Meets the standard			
Rating	3	Exceeds the standard			
		0 - 56	0	114 - 170	2
		57 - 113	1	171+	3
		N/A = 2			

Annex A

Area	Identification Code	Description	√	x	Score	Actions or Comments	Done √
Records	A.5.1/2	Written emergency plan and risk assessment					
Records	C.3.1	Long stay cats S.O.Ps					
Records	D.3.1	Multi-cat unit consent					
Records	E.1	Monitoring cats					
Records	E.2	Register and Back-up					
Records	E.3.4	S.O.Ps					
Records	E.5.1 - E.5.3	Vaccinations					
Records	E.6.7	Barrier nursing S.O.Ps					
Records	E.7.1	Veterinary details/displayed					
Records	A.5.1 - A.5.5.5	Fire and other emergencies					
Records	A.3.7	Temperature records					
Records	D.2.1	Monitoring of cats for human contact					
Records	D.3.1	Multi-Cat Unit consent					
Kitchen/Eating	B.2.1	Exclusive facilities					
Kitchen	E.3.2	Cleanliness					
Kitchen/Eating	B.2.2	Refrigeration					
Kitchen/Eating	B.2.3	Washing equipment					
Kitchen/Eating	B.2.4	Storage of foods					
Kitchen/Eating	B.2.5 – B.2.7	Feeding regime					
Page Total							

Annex A

Area	Identification Code	Description	√	x	Score	Actions or Comments	Done √
Cattery Unit	A.1.1 – A.1.4	Sound and safe construction					
Cattery Unit	A.3.1, A.3.5 – A.3.6	Sleeping accommodation sizes					
Cattery Unit	A.1.5	Sharp edges/Other hazards					
Cattery Unit	A.1.6 – A.1.8, A.2.12	Secure windows, doors & fencing					
Cattery Unit/Drainage	A.1.12 – A.1.14	Drainage/Drain covers					
Cattery/safety corridor	A.1.15	Escape-proof area					
Cattery/safety corridor	A.1.16 – A.1.18, 21	Corridor width/secure doors					
Cattery/safety corridor	A.19	Flooring					
Cattery/safety corridor	A.1.22	Lighting					
Cattery/Sneeze B	A.4.7 – A.4.8	Sneeze Barriers					
Cattery/Roofing	A.1.24	Safe and Waterproof roofing					
Cattery/Lighting	A.2.2	Adequate lighting					
Cattery/Ventilation	A.2.3	Ventilation/Draughts					
Cattery/Interior	A.2.4 – A.2.10	Good repair, clean & sealed joints					
Cattery/Accessing	A.2.1, A.2.12	Sharing Units/Numbered Units					
Cattery/Temperature	A.3.7	Max-Min Thermometer					
Cattery/Temperature	A.3.11 – A.3.14	Safe Appliances					
Cattery/Temperature	A.3.15	Waterproof sockets					
Cattery/Bedding	A.3.17 – A.3.19	Bedding materials					
Cattery/MultiCat Units	D.3.1 – D.3.6	Facilities and monitoring of multi-cat units					
Page Total							

Annex A

Area	Identification Code	Description	√	x	Score	Actions or Comments	Done √
Cattery/Litter Trays	A.2.13 – A.2.18	Suitable litter tray cleanliness & position					
Cattery/Shelving	A.3.1 – A.3.4	Sleeping accommodation and shelving					
Cattery/Exercise Run	A.4.6	Exercise Run sizes					
Cattery/Exercise Run	A.3.20	Access to Run					
Cattery/Exercise Run	A.4.1 – A.4.4	Clean and secure Run					
Cattery/Exercise Run	A.4.9 – A.4.12	Shelving in Run					
Cattery/Scratching	C.1.6 – C.1.7	Scratching Posts					
Cattery/Behaviour	C.1.6	Toys/Environmental enrichment					
Cattery/Behaviour	C.1.4	Hiding places					
Cattery/Company	D.1.1	Cats from different households					
Cattery/Hygiene	E.4.1	Cleaning products					
Cattery/Cleaning	E.4.5	Dust pan, brush and scoop					
Handling Cats	E.4.11 – E.4.12	Hygiene protocols and protective garments					
Health Care	E.7.3 - E.7.4	Veterinary instruction/legislation					
Holding Units	E.8	Facilities					
Isolation	E.6.1 – E.6.5	Cleanliness and procedures for use					
Transport	E.9	Use of vehicles for transportation					
			Page Total				
			OVERALL SCORE				

Annex B

Emergency and Evacuation Plan

Introduction

All appropriate steps will be taken for the protection of the cats in case of fire or other emergency; Animal Boarding Establishments Act 1963 section 1 (3) (d).

There should be an Emergency Evacuation Plan (EEP) and fire warning procedure in place. This should be posted where staff may become familiar with it. This procedure should include instructions dealing where cats are to be evacuated to and contingency for their accommodation/care if the premises are rendered unsafe or unsuitable.

Prior to formulating an Emergency and Evacuation Plan carry out a Fire Risk Assessment (FRA) to identify any potential fire risk hazards within your establishment.

Emergency situations and the requirement to evacuate from the establishment can arise from a number of situations like; Fire, Flooding, Damage to building, Power failure and disease.

Being prepared and planning a simple but well understood procedure to be carried out in the event of an emergency is essential to offer maximum protection for you, your staff and the animals in your care. This need not be a lengthy document but should include a plan of the site giving exit points, location of telephone, emergency equipment (fire extinguishers and storage of baskets/cages) RVP and designated holding area for cats. The emergency contact details of a supervisor or the proprietor and the establishments Veterinary Surgeon should also be displayed.

Fire fighting equipment and detectors must be properly maintained. All electrical installations and appliances must be maintained in a safe condition. There should be a residual current circuit breaker system on each cattery block for the premises. Heating appliances should not be sited in a location or manner where they may present a risk of fire/risk to cats. Precaution should be taken to prevent any accumulation of material which may present a risk of fire.

Fire Risk Assessment

1. Identify potential fire risk hazards in the workplace
2. Decide who might be in danger (staff, Visitor, animal) in each area
3. Evaluate the risks arising from hazards and what can be done
4. Record your findings
5. Keep assessment under review

There should be adequate means of raising an alarm in the event of a fire or other emergency. In the event of a fire breaking out within your establishment, remember that your safety and those of your staff is of prime importance and no risks should be taken which may compromise any person's safety. No task in tackling the fire or evacuating animals should be undertaken unless it is safe to do so.

Upon Discovery of Fire

- Leave fire area immediately
- Close all doors behind you
- Alert occupants of building by sounding alarm (if present) or yell "Fire"
- Telephone Fire and Rescue Services dialling 999 from a safe location
- Evacuate animals when it is safe to do so to the designated holding area
- Use exit to leave building

Upon Hearing of a Fire Condition

- If safe, staff can assist with evacuating animals /occupants
- Leave building via nearest safe exist
- Close doors behind you
- Remain Calm
- Proceed to the designated RV area

Fire and Evacuation Action Plan

Planning Your Escape	<p>You only have a short time to get out so prepare a plan of escape in advance rather than waiting until there is a fire or evacuation of the establishment. Think of another way out in case the normal route is blocked.</p> <p>Know where door and window keys are kept.</p> <p>Know where spare baskets/ cages are stored.</p> <p>Know where the RVP/Holding areas are.</p>	
If You Discover a Fire		<p>Leave fire area immediately.</p> <p>Close all doors behind you.</p> <p>Sound the alarm and call 999 from any phone.</p> <p>Stay calm, speak clearly and listen to the operator.</p> <p>Where safe to do so, assist others to evacuate and remove animals to the safe holding area.</p> <p>If there is a fire elsewhere in the establishment, stay where you are and await instructions or if you have to move remember to check doors with the back of your hand before opening. If it feels warm, do not open it and go another way.</p> <p>If there is a lot of smoke, crawl along floor where the air will be cleaner.</p> <p>If in doubt – Get out, Stay out and get the Fire & Rescue Services Out.</p>
Contacts in an Emergency	<p>(enter details here)</p> <ul style="list-style-type: none"> • Proprietors name and Telephone Number(s) • Supervisors Name and Telephone Number(s) • Establishments Veterinary Surgeons Name(s) and Telephone Number(s) 	<p>(enter details here)</p> <ul style="list-style-type: none"> • Telephone at (enter location) • Emergency equipment at (enter location) • RVP at (enter location) • Animal Holding area at (enter location) • Fire Extinguishers located at (enter location) • Keys kept at (enter location)
<p>RVP = Rendezvous Point</p>		

The onus is upon the cattery to ensure adequate fire prevention precautions are in place.

It is recommended that plans and details for large catteries are lodged with the police and fire authorities. Fire prevention advice may be sought from the Fire Prevention Officer based at your local fire station. This officer can give advice on fire drills, fire escapes, equipment and should be consulted when new buildings are constructed or existing buildings modified.

Smoke detectors are recommended and you must make sure that Fire Detection and fighting equipment are easily accessible and regularly tested. Exit routes should be kept clear. Staff should be familiar with the fire evacuation procedure by use of fire drills and how to use the fire extinguishers.

The Fire Precautions (Workplace) Regulations 1997 place a duty on employers to carry out a risk assessment for the premises not covered by a fire certificate.

Useful Contacts

Chartered Institute of Environmental Health

Chadwick Court, 15 Hatfields, London SE1 8DJ

Telephone: 020 7928 6006

www.cieh.org

British Veterinary Association

7 Mansfield Street,

London W1G 9NQ

Telephone: 020 7636 6541

Email: bvahq@bva.co.uk

www.bva.co.uk

Pet Industry Federation

Bedford Business Centre,

170 Mile Road, Bedford MK42 9TW

Telephone: 01234 273 933

www.petcare.org.uk

Royal Society for the Prevention of Cruelty to Animals

RSPCA Enquiries Service, Wilberforce Way,

Southwater, Horsham, West Sussex RH13 9RS

Telephone: 0300 1234 555

www.rspca.org.uk

Cats Protection

National Cat Centre

Chelwood Gate, Haywards Heath

Sussex RH17 7TT

www.cats.org.uk

International Cat Care

Taeselbury High Street, Tisbury,

Wiltshire SP3 6LD

Telephone: 01747 871872

Email: info@icatcare.org

www.icatcare.org

Dogs Trust

17 Wakley Street, London EC1V 7RQ

Telephone: 0207 833 7685

Email: info@dogstrust.org.uk

www.dogstrust.org.uk



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INTRODUCTION

Animal welfare is becoming an increasingly important factor in all aspects of animal husbandry. Methods of care which only a generation ago were accepted as normal and standard practice have been reviewed, updated and modified to acknowledge present day attitudes and expectations. The highest standards of welfare, both physical and mental are critical to commercial success and public acceptance for boarding establishments.

Without good levels of animal care, compliance with the animal welfare acts cannot be achieved.

This new version of the Model Licence Conditions for Dog Boarding Establishments incorporates the five "needs" for animal welfare which are enshrined in the animal welfare acts of 2006:

1. Need for a suitable diet - by ready access to fresh water and a diet to maintain full health and vigour.
2. Need for a suitable environment - by providing an appropriate environment including shelter and a comfortable resting area.
3. Need to exhibit normal behaviour patterns - by providing sufficient space, proper facilities and contact with humans and with other dogs if appropriate and in a safe environment.
4. Need to be free from pain and injury - by prevention or rapid diagnosis and treatment.
5. Need to be free from fear and distress - by ensuring conditions and treatment which avoid mental suffering.

By adhering to these Model Licence Conditions for Dog Boarding Establishments, kennel proprietors will subscribe to a Code of Practice for boarding to guarantee the highest standards of animal care and customer service across the sector.

The original version stated that the aims of the MLC were "to ensure that high standards of animal care and health and safety are maintained in animal boarding establishments". However although the original MLC detailed the minimum conditions for the physical wellbeing and described conditions for the housing of the animals, it contained little guidance for the mental wellbeing of the animals.

It is imperative that both licensing authorities and kennel operators have as priority the physical and mental wellbeing of the animals being boarded, and that these principles should have precedence over other areas when inspecting, in line with the MLC conditions. In short, if a boarding establishment obviously offers excellent quality in the general care and management of the animals, then the licensing authority should not withhold a licence simply because of one or two minor non-compliance factors.

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In new establishments there is an expectation that all appropriate conditions should be met as a basic minimum standard. In existing establishments it is accepted that some of the conditions may need to be phased in over a period of time, by agreement between the establishment owner and the local authority. In this case a licence should be issued, subject to an agreed scheme of works and a suitably realistic timescale for implementation.

Home Boarding

Home boarding is defined as the boarding of dogs in a private residence. Despite this fundamental difference from boarding kennels it nevertheless requires a set of standards to be adhered to. Those operating home boarding businesses are still required to be licensed, and it is recommended that inspection officers are aware of the MLC standards for boarding when assessing issues surrounding home boarding.

Dog Sitting

Dog sitting is defined as the caring of dogs in a private residence where it habitually resides, in the absence of the house owner. Despite this fundamental difference from boarding kennels, it nevertheless requires a set of standards to be adhered to. Although, those operating pet sitting businesses are not required to be licensed at present, it is recommended that sitters are aware of the MLC for boarding, and operate their business accordingly. .

Other Relevant Legislation

Other legislation which is relevant to the running of a boarding kennel includes, but is not restricted to, the following:

- Animal Welfare Act 2006
- The Control Of Dogs Order 1992
- Dangerous Dogs Act 1991
- Employment Legislation
- The Regulatory Reform (Fire Safety) Order 2005
- Health And Safety At Work Etc Act 1974
- Environmental Protection Act 1990
- Electricity At Work Regulations 1989
- Control Of Substances Hazardous To Health Regulations 1988
- Controlled Waste Regulations 1992

Further information on the above is available from business link.
www.businesslink.gov.uk

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SECTION 1 LICENCE DISPLAY

Summary

The kennel owner has an obligation to make sure their business complies with all relevant current legislation and acts accordingly.

The principal legislation dealing with animal boarding establishments is the Animal Boarding Establishments Act 1963 which addresses the areas to be covered by the licence relating to animal welfare and management. It is essential that consumers and those responsible for premises management are aware of the licence conditions.

It is advisable that kennel owners insure against public liability, third party liability, liability for death/loss of an animal in their care and veterinary fees.

Establishments receiving both dogs and cats: When the granting of the licence is being considered by the local authority, there will be a presumption against cats and dogs being kept within sight of each other, unless good reason can be made otherwise.

Ref	Standard	Guidance
1.1.1	Businesses operating boarding establishments must be inspected and have a licence	Where a valid licence is not available the proprietor must be able to prove application and payment of relevant fee. (Where the Local Authority has not issued an application form or licence the proprietor must be able to prove written communication with them insisting upon inspection and issue of a licence).
1.1.2	A copy of the licence must be displayed to the public in a prominent position in, on or about the boarding establishment and a copy of the conditions available.	The licence should be on display in a place that is easily visible to visitors.

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SECTION 2 ANIMAL WELFARE

Summary

The Animal Welfare Act 2006 (in England and Wales with a similar Act in Scotland and additions in relation to Northern Ireland) requires that anyone who has responsibility for an animal has a legal duty to meet the five basic welfare needs described below. This legal duty now extends to boarding kennels. Proprietors of kennels will be required to ensure all animals in their care are given at least the minimum standard of care as stated in the five needs. Although this has always been good practice, it is now illegal not to do so. Secondary legislation may be introduced to allow for the production of Codes of Practice for boarding establishments.

Ref	Standard	Guidance
2.1 Need for a Suitable Diet		
2.1.1	Animals must have access to fresh water at all times	Ensure that a system is in place to confirm that there is access to fresh water at all times and that regular checks are continually made to make sure that each animal has enough water.
2.1.2	All animals must be provided with a diet to maintain full health and vigour	Ensure that dogs are offered a wholesome diet that is suitable for the type, age and breed.
2.2 Need for a Suitable Environment		
2.2.1	All animals must be provided with an appropriate environment including shelter and a comfortable resting area.	<p>Ensure that the dog has an appropriate shelter and environment which provides protection from temperature and weather extremes and that the dog has freedom to move to a cooler or warmer place when necessary.</p> <p>Ensure that the dog has a comfortable resting place of their own where they can feel safe and secure.</p> <p>Ensure that the dog is housed in an environment free from things that could cause harm.</p> <p>Dogs should have access to natural light.</p>

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2.3 Need to be Free from Pain, Injury or Disease	
2.3.1	<p>Any sick or injured animal must receive appropriate care and treatment without delay. Veterinary advice should be sought whenever necessary.</p> <p>Minimise the risk of disease through providing environmental conditions and staff training so that any signs of disease or injury are referred to the manager and/or the Vet as appropriate</p> <p>Veterinary advice should be sought for anything other than minor ailments.</p>
2.3.2	<p>All animal housing and exercise areas should be in a good state of repair to prevent injuries as far as reasonably possible.</p> <p>Ensure that the dog is housed and exercised in an environment free from hazards that could cause harm.</p> <p>Ensure there are no sharp edges, cracked or significant chips in glass, rust or bare wood or anything else that could pose a hazard to animals.</p>
2.4 Need to Express Normal Behaviour Patterns	
2.4.1	<p>All animals must be provided with sufficient space to allow for normal behaviour.</p> <p>Refer to Kennel sizes (appendix 1)</p>
2.4.2	<p>All animals must be given the opportunity for daily interaction and stimulation.</p> <p>An appropriate schedule of exercise, play, and other human contact should be implemented to ensure that dogs get sufficient human contact. In so far as is practicable, safe and in proportion to the length of stay at the kennel</p> <p>Note: Many dogs have almost constant human companionship but little or no contact with other dogs. To place these dogs in a multi dog environment could cause fear and stress, so when developing a socialisation schedule the individual dog, together with the wishes of the client should be taken into consideration.</p>
2.4.3	<p>All establishments must develop and implement an appropriate enrichment plan to ensure the dog is not deprived of sensory stimulation.</p> <p>Exercise and stimulation should be implemented on a daily basis to avoid boredom and frustration. A correct balance between mental wellbeing and clinical hygiene should be found. A dog should not be deprived of sensory stimulation simply to "keep it quiet". Barking is often a dog's way of exhibiting normal behaviour and within reason should be seen as part of normal behaviour.</p>
2.4.4	<p>2.4.4 Animal housed in indoor accommodation*</p> <p>It is recommended that this should be at least 1 hour a day. This can be</p>

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	must be let out of their accommodation at suitable and regular intervals.	walking, playing or letting dogs run free in a secure exercise area, but can also include times spent in the grooming room or other social interactive activities. *Indoor accommodation is an inside kennel unit with no attached run.
2.5 Need to be free from Fear and Distress		
2.5.1	All establishments must provide conditions and care for animals which avoid fear and distress.	Some dogs thrive on the exciting and hectic kennel life while others and frightened by the proximity of strangers, both human and animal. Where ever possible kennels should have a "quiet corner" or prevent direct view of other dogs to cater for the timid type of dog. Animals must be offered the opportunity to hide as a natural instinct. Where possible kennels should be designed to provide an area where timid dogs can feel safe.

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SECTION 3 OPERATIONAL MANAGEMENT

Ref	Standard	Guidance
3.1 Hygiene		
3.1.1	All animal accommodation, including corridors, common areas, kitchens etc must be kept clean, dry and free from accumulations of dirt and dust and must be kept in such a manner as to be conducive to maintenance of disease control and dog comfort.	
3.1.2	All occupied accommodation must be cleaned at least once daily.	Excreta and soiled material must be removed from all areas used by dogs at least daily and more often if necessary.
3.1.3	All bedding must be kept clean and dry as far as reasonably possible.	Bedding should be changed as required.
3.1.4	Upon vacation a dog unit including all fittings and bedding must be thoroughly cleaned, disinfected and dried, before another dog is placed in the unit.	As each kennel is vacated, the kennel including all fittings, beds bedding, water bowls and other furniture should be removed and be disinfected prior to another dog is placed in the kennel.
3.1.5	Facilities must be provided for the proper, storage and disposal of all waste.	
3.1.6	Measures must be taken to minimize the risks from rodents and other pests within the establishment.	

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3.2 Kitchen Facilities	
3.2.1	<p>There should be a suitable "fit for purpose" area that is used exclusively for the storage and preparation of boarder's meals.</p> <p>All animal feeds must be stored appropriately.</p> <p>Where fresh and cooked meats are used, refrigeration facilities should be provided, and potential food contamination must be avoided.</p> <p>Dry food should be kept in dry rodent and insect proof containers.</p> <p>A dry and vermin proof area should be provided for bulk storage of food stock</p> <p>All other food stuffs should be stored appropriately.</p>
3.2.2	<p>All eating and drinking bowls must be capable of being easily cleaned and disinfected to prevent cross-contamination.</p> <p>They must be maintained in a clean condition.</p> <p>All feeding bowls must be cleaned after each meal. Drinking bowls must be cleaned at least once a day.</p>
3.2.3	<p>All equipment used for feeding and providing water must be kept in a clean and hygienic condition.</p> <p>The use of disposable dishes is acceptable but is intended for single use only.</p>
3.2.4	
3.3 Temperature in Kennels	
3.3.1	<p>An adequate procedure should be in place to protect dogs from extremes of temperature.</p> <p>It is recommended that temperatures should not normally fall below 10 °C (at night)or exceed 26 °C</p> <p>Establishments should have a hot and cold weather policy to protect animals from extreme temperatures</p> <p>However different dogs tolerate different ranges of temperature therefore this should be considered for individual dogs.</p>

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3.3.2	Heating facilities must be available in the sleeping area of the dog unit and used according to the requirements of the individual dog.	There should be some part of the dog's sleeping area where the dog is able to enjoy a night time temperature suitable for the age/breed/type of dog.
3.3.3	Heating appliances must not be sited in a location or manner where they may present a risk of fire, or risk to dogs.	
3.4 Disease Control and Vaccination		
3.4.1	Adequate precautions must be taken to prevent and control the spread of disease and parasites amongst the dogs.	An appropriate written procedure for dealing with infectious diseases must be established.
3.4.2	Before admittance to the kennels verification of current vaccination or acceptable titer levels must be obtained.	In the absence of a valid certificate, veterinary verification of immunity should be sought before admitting the dog. e.g. by phoning the vet
3.4.3	A first-aid kit suitable for use on dogs must be available and accessible on site.	First aid materials and equipment should be available on the premises. The location of the kit should be away from public areas and be easily identifiable and accessible to all trained staff. A designated person should be responsible for its maintenance. Commercial kits are available but must be kept fully stocked.
3.4.4	A suitable range of muzzles of varying sizes and a suitable dog catching device, must be kept on site.	

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3.5 Supervision of Animals	
3.5.1	A competent person must be present at all reasonable times whenever dogs are boarded at the premises.
3.5.2	Dogs must be visited at regular intervals as necessary for their health, safety and welfare.

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SECTION 4 STAFF MANAGEMENT

Ref	Standard	Guidance
4.1.1	A written training policy must be provided. Systematic training of staff must be demonstrated to have been carried out.	<p>A written training policy must be formulated and updated regularly. All staff must have a specific or individual training record kept in a secure place on the premises.</p> <p>It is recommended that at least one member of staff must be studying for, or hold, a relevant level 3 qualification, an industry recognised award equivalent.</p>

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SECTION 5 KENNEL ADMINISTRATION AND MANAGEMENT

Ref	Standard	Guidance
5.1 Register	A register must be kept of all dogs boarded.	A note should be taken if the dog is neutered.
5.1.1	<p>The information kept must include the following:</p> <ul style="list-style-type: none"> • Date of arrival • Name of dog • Description, breed, age and gender of dog. • Name, address & telephone number of owner or keeper. • Name and telephone number of local contact person whilst boarded. • Name and address and telephone number of the dog's veterinary surgeon. • Anticipated and actual date of departure • Health, welfare and nutrition requirements. 	<p>A mobile phone number should also be noted if applicable, but should not be the sole means of contact.</p> <p>Information from the register essential for the daily care and welfare of the animals currently on site must also be available to key members of staff at all times.</p>
5.1.2	Information from the register required to verify accuracy of the records must be kept available for a minimum of 24 months and kept in such a manner as to allow an authorised officer easy access to such information.	Where records are computerised, a backup copy should be kept.
5.2 Identification of Kennels		
5.2.1	Each kennel must be clearly marked (e.g. numbered).	It is common practice to remove dogs collars while in kennels. This is to avoid the possibility of the collars becoming caught on an obstruction and also owners' collars shouldn't be relied on to be secure. Care should therefore be taken to ensure that each dog is returned to its correct kennel.
5.2.2	A system must be in place to ensure that relevant information about the dog in that kennel is readily available.	This can be a wipe clean board or a card clipped to the front of the kennel.

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5.3 Emergency Procedures	
5.3.1	There must be a written emergency plan which must be on display and known to staff.
	This should include instructions on where staff and dogs are to be evacuated to in the event of emergencies such as fire or flooding. Emergency telephone list should include fire, police, and vets.

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SECTION 6 CONSTRUCTION New and Existing Buildings
Note: There are several recognised layouts for construction and refurbishment

Ref	Standard	Guidance
6.1 General		
6.1.1	For new build. The establishment must be constructed in accordance with planning permission and building regulations	Application for building works may require approval from the building control department and / or the planning department. Before carrying out any substantial alterations plans should be submitted and approved by the appointed inspector. A record of plans and supporting paperwork should be kept on file.
6.2 Layout		
6.2.1	For new build. Buildings should be so constructed that they offer visual stimulation and distraction to the dogs being housed where applicable.	All buildings should be constructed in such way to be conducive to health, hygiene and disease control while simultaneously offering all dogs boarded a stimulating environment which should be as stress free as possible. Some dogs may need a visual barrier. e.g. those which are aggressive, fearful or agitated.
6.2.2	The premises, buildings, grounds and perimeters must offer a safe and secure environment for boarders.	The design and construction should offer a safe environment for both boarders and staff.
6.3 Walls And Partitions		
6.3.1	Walls should be of smooth impervious materials, capable of being easily cleansed.	
6.3.2	Junctions between vertical and horizontal sections must be sealed.	
6.3.3	Internal partition walls must be of solid construction.	The height should be a minimum of 1.20m but recommended at 1.80m in new build.

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6.4 Floors		Floors of kennels and related exercise areas should be constructed in impervious material and be readily cleanable while providing sufficient grip for the dog to walk or run without sustaining injury.
6.4.1	Floors of all buildings, individual exercise areas and kennels, must be of smooth, impervious materials, capable of being easily cleaned.	
6.5 Ceilings		
6.5.1	Ceilings must be capable of being easily cleaned.	
6.5.2	For new kennels. Buildings should meet building regulations or have a minimum height of 2.30m. New kennel units within these buildings should have a minimum height of 1.83m to facilitate adequate access by kennel staff	
6.6 Doors		
6.6	Kennel doors must be secure and fit for purpose.	Where metal bars and frames are used, they must be of suitable gauge (minimum of 2mm) with spacing adequate to prevent dogs escaping or becoming entrapped. Where metal edging is used, this must not present a risk of injury to the dog. It is recommended that the spacing of the wire should not exceed 50 mm.
6.7 Windows		
6.7.1	All windows must be escape proof at all times.	Windows when a security risk must be protected by welded mesh, or be made of reinforced glass, polycarbonate or other impact resistant material.
6.7.2	Windows should be of suitable size and placement.	

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6.8 Drainage	
6.8.1	The establishment must be connected to mains drainage or an approved, localised sewage disposal system.
6.9 Lighting	
6.9.1	During day light hours light must be provided to exercise and sleeping areas so that all parts are clearly visible. Where practicable this must be natural light. This would ensure that animals can enjoy natural light during daylight hours. Natural lighting may need to be supplemented even during day light to enable staff to work safely.
6.9.2	Adequate supplementary lighting must be provided throughout the establishment. To allow efficient working throughout the year.
6.10 Ventilation	
6.10.1	Ventilation must be provided to all interior areas without the creation of excessive, localised draughts in the bedding area. The use of opening a hatch should not be the only means of ventilation as there will be times when this will need to be closed.
6.11 Maintenance	
6.11.1	Maintenance and repair of the whole establishment must be carried out as required to maintain a safe clean environment.

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SECTION 7 NUMBER OF ANIMALS

Summary

For reasons of clarity and to avoid misinterpretation the following terminology is used in reference to kennels:

Kennel: An inside kennel unit and sleeping area used for housing the dogs.

Run: An enclosed area directly adjoined to and exclusive to the kennel.

Exercise/play area: A large fenced area used for exercising dog and not used for housing dogs.

The practice of confining dogs in a kennel without regular exercise is becoming more and more unacceptable, and priority should be given to offering a service which includes regular exercise. Ideally in new kennels larger exercise areas should be provided. Or as an alternative regular dog walks should be part of the daily routine. All dogs which are safe to handle must be taken out of the kennel at least once a day.

In adverse weather the responsible person should decide whether or not dogs should be given free access to the exercise areas

Ref	Standard	Guidance
7.1 Number of Dogs Boarded		
7.1.1	The maximum number of dogs to be kept at any one time is [TO BE DETERMINED BY THE LOCAL AUTHORITY according to the guidelines and parameters incl. the MLC relating to the size and number of kennels. Change to: according to the guidelines and measurements included in the MLC.	
7.1.2	Each dog must be provided with a separate kennel except dogs from the same household / family may share a kennel of adequate size with the written consent of the dogs' owners.	Dogs that may not know each other may become distressed or fight if sharing a kennel.

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7.1.3	Holding kennels may be provided for temporarily kennelling a dog for not more than 24 hours.	The size of the holding kennel must be large enough for the animal to stand up, turn round and lie down.
7.1.4	No animals other than dogs are to be boarded within the licenced facilities.	
7.1.5	Where stray dogs are accepted by the kennels they must be kept in a separate area away from boarded dogs.	
7.2 Kennel Sizes		
7.2.1	All kennels must offer adequate floor area to allow the dog sufficient room to move without hindrance.	The floor area measurement of each kennel will determine the maximum size of dog and numbers of dogs permitted in each kennel. If there is no attached run then the kennel area should be large enough to allow separate sleeping and activity areas. The cover should be at least part solid to offer protection from adverse weather conditions.
7.2.2	For new build kennels each kennel must be provided with a covered run.	The exercise area must be of sufficient size to allow the dog to exhibit normal behaviour.
7.2.3	Kennels and run areas must open onto secure corridors or other secure areas so that dogs are not able to escape from the premises.	
7.2.4	Exercise areas must not be used as sleeping areas.	
7.3 Exercise Facilities / Play Areas		
7.3.1	In new build, Kennels must offer out of kennel exercise/play areas where appropriate in addition to the run.	New build only (2011)

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Proposed Model Licence Conditions and Guidance Notes
for Dog Boarding Establishments.

7.3.2	In new build. Exercise areas must be of sufficient size to allow dogs to run free and must be a minimum of 100m ² with a shortest length of 10m.	The exercise pen is designed for dogs to be able to gallop freely. Consideration should be given to the height of the enclosure which should be a minimum of 2m if no jump guard is present.
7.3.3	An effective hygiene and cleaning procedure should be established to minimise the risk of infection.	Any faeces should be cleaned up between dogs. The risk of infection in communal areas should be minimal if good hygiene procedures are implemented.
7.3.4	In establishments without exercise/play areas a dog walking system must be implemented.	Walking dogs outside the premises requires the written consent of the owners

Proposed Model Licence Conditions and Guidance Notes
for Dog Boarding Establishments.

APPENDIX 1

Kennel Sizes - For New Builds and Refurbishments 2011

	Sleeping	Exercise	Total
Kennel and run sizes	Dogs under 40- 55cm at the shoulder	2.5m ²	5.0m ²
	Dogs over 55cm at the shoulder	3.0m ²	6.5m ²

Note:

1. Recommended minimum widths of 1.2m
2. When more than one dog is boarded in the same kennel the minimum size for the kennel must be increased. It is recommended that this be by an additional 20% per dog.
3. When dogs of different sizes are boarded together the shoulder height of the larger dog should be used.

Proposed Model Licence Conditions and Guidance Notes
for Dog Boarding Establishments.

Bath & North East Somerset Council	
MEETING: Licensing Committee	
DATE: 07 April 2014	AGENDA ITEM NUMBER
TITLE: Adoption of revised model conditions for Licensed Pet Shops	
WARD: All	
AN OPEN PUBLIC ITEM	
List of attachments to this report:	
Annex A: Current Pet Shop Licence Conditions	
Annex B: Proposed Pet Shop Licence Conditions	

1 THE ISSUE

- 1.1 Local Authorities in England & Wales issue licences to proprietors of pet shops and other pet vendors under the provisions of the Pet Animals Act 1951. Before granting the licence the Local Authority must be satisfied that the animals are kept in suitable accommodation.
- 1.2 The Local Authority may attach conditions to licences and inspect pet shops at all reasonable times in order to ensure that the premises are suitable.
- 1.3 The Council has a standard set of conditions for Pet Shop licences which were adopted over 10 years ago. In 2013 the Chartered Institute of Environmental Health, along with a number of other associations, issued model conditions for pet vending licensing which outline the basic minimum standards considered necessary to ensure the health, safety and welfare of animals in pet shops.

2 RECOMMENDATION

- 2.1 That the Council adopt the model conditions provided in Annex B of this report, and attach the conditions to all new and renewed pet shop licences issued by the Council.

3 FINANCIAL IMPLICATIONS

- 3.1 As the adoption of the proposed conditions is a straight replacement for the existing conditions then there are no financial or resource implications for the Council arising from their approval.
- 3.2 Licence fees are charged on a full cost recovery basis and include officer time for processing an application, the inspection of the premises and the enforcement of the conditions attached to the licence. The licence fee is currently £262 for a new application and £107 for a renewal application. This fee is reviewed on an annual basis to ensure that all of the Council's costs are recovered. The initial application also includes the cost of an inspection of a veterinarian with specialist knowledge of pet animals, the cost of the inspection is included in the cost of a licence.

4 THE REPORT

- 4.1 The Council administer and issue pet shop applications for licences, under the Pet Animals Act 1951 (the Act). Licences are issued for a maximum period of 1 year.
- 4.2 Under the Act, every local authority may, on application being made to them for that purpose by a person who is not for the time being disqualified from keeping a pet shop, and on payment of such fee as may be determined by the local authority, grant a licence to that person to keep a pet shop at such premises in their area as may be specified in the application and subject to compliance with such conditions as may be specified in the licence. In determining whether to grant a licence for the keeping of a pet shop by any person at any premises, a local authority shall in particular (but without prejudice to their discretion to withhold a licence on other grounds) have regard to the need for securing -
- (a) that animals will at all times be kept in accommodation suitable as respects size, temperature, lighting, ventilation and cleanliness;
 - (b) that animals will be adequately supplied with suitable food and drink and (so far as necessary) visited at suitable intervals;
 - (c) that animals, being mammals, will not be sold at too early an age;
 - (d) that all reasonable precautions will be taken to prevent the spread among animals of infectious diseases;
 - (e) that appropriate steps will be taken in case of fire or other emergency;

and shall specify such conditions in the licence, if granted by them, as appear to the local authority necessary or expedient in the particular case for securing all or any of the objects specified in paragraphs (a) to (e) of this subsection.

- 4.3 Any person aggrieved by the refusal of a local authority to grant such a licence, or by any condition subject to which such a licence is proposed to be granted, may appeal to a court of summary jurisdiction and the court may on such an appeal give such directions with respect to the issue of a licence or, as the case may be, with respect to the conditions subject to which a licence is to be granted as they think proper.
- 4.4 All premises are inspected in respect of new applications and renewal applications by a trained and authorised Council officer from the Public Protection and Health Improvement service. The purpose of this inspection is to ensure that adequate arrangements have been made for animal welfare in compliance with the licence conditions. With regard to new applications and where there are substantial changes to an existing licensed premises then a suitably qualified veterinary surgeon will also carry out an inspection of the premises.
- 4.5 Further inspections may take place during the term of the licence in order to react to and investigate complaints and allegations.
- 4.6 It is the Council's responsibility, through actions of suitably qualified officers to enforce licence conditions, principally in the interests of protecting the health and welfare of the relevant animals, but also to provide other essential controls in respect of conservation, pollution control and where relevant, human safety.
- 4.7 Under the Act the Council has the power to adopt its own set of standard conditions to be attached to each licence. The current standard conditions were adopted over ten years ago, and are attached at Annex A.
- 4.8 The proposed set of model conditions, as recommended by the Chartered Institute of Environmental Health and other relevant bodies, is attached at Annex B.
- 4.9 This report is to enable members to consider and adopt a new set of standard licence conditions to be applied to all existing and new pet shop licences issued and administered by the Council.
- 4.10 As well as providing an opportunity to update existing licence conditions, the proposal will also allow conditions to be attached in line with nationally accepted standards.

5 RISK MANAGEMENT

- 5.1 The proposed set of conditions, once adopted, will ensure all animal licensees within the Council's area will be operating to the latest best practice and legal standards, ensuring a higher standard of animal care and welfare and better facilities for those people using these services.

- 5.2 The proposed conditions have been established by a number of recognised bodies including the Chartered Institute of Environmental Health, the British Veterinary Association, Defra, the Royal Society for the Prevention of Cruelty to Animals, the Dogs Trust, Cats Protection, the Reptile and Exotic Pet Trade Association, the Ornamental Aquatic Trade Association and others working together to produce a best practice document.
- 5.2 If the proposal was not adopted it would leave the Council with the existing out-dated set of conditions, meaning the Council would be out of line with nationally accepted modern standards.
- 5.3 The proposed new conditions have been drafted to establish a fair balance between adopting modern, nationally accepted standards of animal welfare and minimising the impact on small businesses.

6 EQUALITIES

- 6.1 An Equalities Impact Assessment has been carried out and there are no issues arising from the assessment.

7 CONSULTATION

- 7.1 No consultation was required as the proposed new or revised conditions are based on nationally recommended conditions from DEFRA and the Chartered Institute of Environmental Health.
- 7.2 This report has not been sent to the Trades Union because they would have no involvement in this application.

8 ISSUES TO CONSIDER IN REACHING THE DECISION

8.1 Human Rights Act and Other Legal Implications

8.1.1 Section 1 and Schedule 1 Part 1 and 11 of the Human Rights Act 1998 apply.

8.1.2 Article 1 - Every natural or legal person is entitled to the peaceful enjoyment of his possessions. No one shall be deprived of his possessions except in the public interest.

8.1.3 Article 6 - That in the determination of civil rights and obligations everyone is entitled to a fair and public hearing within a reasonable time by an independent and impartial tribunal by law.

9 ADVICE SOUGHT

- 9.1 The Council's Monitoring Officer (Council Solicitor) and Section 151 Officer (Divisional Director – Business Support) have had the opportunity to input to this report and have cleared it for publication.

Contact person	Alan Bartlett, Team Leader (Licensing) Tel: 01225 477563
Background papers	The Chartered Institute of Environmental Health Model Conditions for Pet Vending Licensing 2013

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Licence display

- .1 This licence, or a copy of this licence, should be displayed to the public in a prominent position.
NB for security reasons, the licence should not display the licence holder's home address.

2.0 Accommodation

- 2.1 Animals must at all times be kept in accommodation and environment suitable to their species with respect to situation, size, temperature, lighting, ventilation and cleanliness and not exposed to draughts.
All accommodation must be kept in good repair.
- 2.2 If animals are displayed outdoors, they must have protection appropriate to their species.
- 2.3 Housing must be constructed of non-porous materials or be appropriately treated.
- 2.4 In order to control the spread of disease and to prevent injury, animals must not be kept in housing in such a way that they can be disturbed by other animals or by the public.
- 2.5 All livestock for sale must be readily accessible and easy to inspect, with cages sited so that the floor of the cage is readily visible.
- 2.6 Accommodation must be cleaned as often as necessary to maintain good hygiene standards.
- 2.7 Where accommodation is on a tiered system, water, food and other droppings must not be allowed to enter the lower housing.
- 2.8 All accessories provided in the accommodation must be suitable for the species.
NB When designing accommodation, consideration should be given to using systems which would allow removal of the animals in case of emergency. This provision would not usually apply to aquariums and ponds.

3.0 Exercise facilities

- 3.1 Suitable and sufficient facilities must be available where appropriate.
NB For puppies, where required, a covered exercise area of at least 2.46 square meters (26 sq ft) should be provided. Exercise areas should have a minimum height of 1.8 meters (6ft) to facilitate adequate access for staff for cleaning.

4.0 Register of animals

- 4.1 A livestock purchase register must be maintained for all livestock. A sales register must be maintained for;
- 4.1.1 puppies;
- 4.1.2 kittens;
- 4.1.3 psittacines;
- 4.1.4 species contained in the Schedule to the Dangerous Wild Animals Act 1976 (as modified)
NB This can be by cross-reference to an invoice file. The purpose of the register is to ascertain the source of livestock and for emergency contact of purchaser. The name, address and telephone number of the purchaser should be obtained.

5.0 Stocking numbers and densities

- 5.1 The maximum number of animals to be stocked on the premises will be governed by the accommodation available, as stated in the stocking density lists detailed in the schedules to these licence conditions. No animal other than those specified in the licence may be stocked without prior approval from the licensing authority. These stocking densities are provided for guidance and recommendation only.
See schedules below

6.0 Health, disease and acclimatisation

- 6.1 All stock for sale must be in good health and free from obvious parasitic infestation as far as can be reasonably determined without veterinary inspection.
- 6.2 Any sick or injured animal must receive appropriate care and treatment without delay. Inexperienced staff must not treat sick animals unless under appropriately experienced supervision.
NB "Care and treatment" may include euthanasia but under no circumstances may an animal be euthanised other than in a humane and effective manner. In case of doubt, veterinary advice must be sought.
- 6.3 Facilities must be provided to isolate sick animals.
NB For ornamental fish, In-line UV treatment or other sterilising devices effectively provide a means of isolating individual tanks in multiple tank systems. They must be of proper size and maintained in accordance with the manufacturer's recommendations.

- 6.4 All animals must receive appropriate inoculations where required for the species, as advised by the veterinary surgeon. Veterinary advice must be sought whenever necessary.
- 6.5 Any animal with an obvious, significant abnormality which would materially affect its quality of life, must not be offered for sale. When in doubt, veterinary advice should be sought.
- 6.6 All animals must be allowed a suitable acclimatisation period before sale.
- 6.7 All reasonable precautions must be taken to prevent the outbreak and spread of disease. No animal which is suffering from, or could reasonably be suspected of having come into contact with any other animal suffering from, any infectious or contagious disease, or which is infested with parasites, shall be brought into or kept on the premises unless effectively isolated.
- 6.8 Individual litters of puppies and kittens must be kept separate from other litters.
- 6.9 All necessary precautions must be taken to prevent harbourage, or the introduction to the premises of rodents, insects and other pests.

7.0 Food and drink

- 7.1 Animals must be supplied with adequate amounts of food and drink, appropriate to their needs and at suitable intervals.
- 7.2 All food must be suitable for the species concerned.
- 7.3 Food and drink receptacles must be constructed and positioned to minimise faecal contamination and spillage.
- 7.4 A suitable and sufficient number of receptacles must be provided and cleaned at regular intervals.

8.0 Food storage

- 8.1 All food, excluding live foods intended for feeding to livestock on the premises, must be stored in impervious closed containers.
- 8.2 The containers and equipment used for feeding must be kept in a clean and sound condition.

9.0 Observation

- 9.1 All livestock must be attended to at regular intervals, at least once daily, appropriate to the species. It is recommended that a system of recording observation is maintained.

10.0 Excreta and soiled bedding

- 10.1 All excreta and soiled bedding must be kept in a hygienic manner and stored in impervious containers with close-fitting lids – away from direct sunlight.
- 10.2 Excreta and soiled bedding must be removed from the premises on a regular basis, at least weekly disposed of to the satisfaction of the appropriate local authority and in accordance with current regulations and good waste management practice.
- 10.3 All containers must be kept in a clean condition.

11.0 Transportation

- 11.1 When receiving stock, the licensee must make every effort to ensure that it is transported in a suitable manner. It is advisable (recommended) to record the registration number of vehicles transporting livestock.
- 11.2 Any livestock received or consigned shall be transported according to the regulations laid down in current legislation, such as the Welfare of Animals (Transport) Order 1997.
NB For air transportation, the IATA live animals regulations must be followed, as a minimum legal standard.

12.0 Transportation containers

- 12.1 Livestock must be transported or handed to purchasers in suitable containers.

13.0 Sale of livestock

- 13.1 No mammal shall be sold unweaned or, if weaned, at an age at which it should not have been weaned.
- 13.2 In the case of non-mammals they must be capable of feeding themselves.

14.0 Dangerous wild animals

- 14.1 When dangerous wild animals are kept, the cages must be of a secure construction, appropriate to the species. A fine wire mesh, glass or plastic safety barrier must be incorporated into the cage system.
- 14.2 The local authority should be notified in the event that the pet shop wishes to offer for sale, for the first time, any animal on the Schedule to the Dangerous Wild Animals Act. Although it is acknowledged that there is an exemption contained within the Act in relation to pet shops, it is recommended that consideration should be given to complying with any special requirement(s) specified in the Act for the safe accommodation or care of the animal.
- 14.3 Licensees selling animals on the Schedule to the Dangerous Wild Animals Act should inspect the purchaser's licence to keep such an animal and inform the issuing authority of the details of the purchase.

15.0 Pet care advice

- 15.1 Pet care leaflets or other similar written instructions must be made available to customers free of charge at the time of purchase, in addition to any offer to purchase pet care books or leaflets.
- 15.2 Purchasers must be given proper advice on the care of the animal and, where necessary, on the maintenance and use of any accessories.
- 15.3 Appropriate reference material must always be available for use by staff.
NB Further advice can be obtained from the organisations listed in Annex 1 at the back of this document.

16.0 Staff training and livestock knowledge

- 16.1 No animal should be stocked or sold unless the staff (or at least one member of the staff) is familiar with the care and welfare of the animals stocked and has a recognised qualification of suitable experience.
- 16.2 In respect of new applications (not renewals) at least one member of staff working at the licensed premises must hold the City and Guilds Pet Store Management Certificate, or some other appropriate qualification, or must be in the course of training and obtain the qualification within two years of the licence being granted.
- 16.3 The licensee must formulate a written training policy for all permanent staff and will be required to demonstrate that systematic training is carried out.
NB Further advice and guidance on training can be obtained from the organisations listed in Annex 1.

17.0 Fire and other emergency precautions

- 17.1 Suitable emergency precautions and written procedures must exist and be made known to all staff, including arrangements for evacuation of livestock.
NB The general maxim of "people first" is good advice.
- 17.2 Entrances and exits must be clear of obstructions at all times.
- 17.3 Suitable fire fighting equipment must be provided, maintained, regularly serviced and sited as advised by the local Fire Protection/Prevention Officer and in consultation with the local authority.
- 17.4 The licensee, or a designated key-holder, must at all times be within reasonable distance of the premises and available to visit the premises in case of emergency.
NB A reasonable distance would, in normal conditions, be interpreted as no more than 20 minutes travelling time.
- 17.5 A list of keyholders must be lodged with the local police and with the local authority.
- 17.6 In the interests of animal welfare, the following notice must be displayed at the front of the shop: "In case of an emergency, dial 999" . The number of the local police station should also be displayed.
- 17.7 When pet shops are sited within other premises, the licensee or keyholders must have access at all times to the premises containing the livestock.
- 17.8 All electrical installations and appliances must be maintained in a safe condition.
NB It is strongly recommended that smoke and residual current detectors or other similar devices are installed.

SCHEDULE 1 : STOCKING DENSITIES – CAGE BIRDS

- 1) No species of bird shall be housed in accommodation which does not afford that species sufficient space for natural free and full wing stretching and the number of birds housed shall be such that overcrowding does not significantly reduce that freedom. Long tailed birds or birds in full plumage must be provided with properly placed perches and feeding and watering points to prevent that plumage being fouled or otherwise damaged.

Note – This refers to the provisions of the Wildlife and Countryside Act 1981, which should not be contravened, particularly section 8 of that Act.

- 2) For perching birds, a sufficient number of perches (as appropriate) must be provided at such a height that the bird can rest its head without its head touching the top and its tail the bottom of the cage.
- 3) A quality padded net should be used when catching birds in an aviary.
- 4) Minimum floor areas apply to young stock. For adult stock offered for sale, the dimensions should be doubled. For advice on the age of the stock, it is advisable to contact the veterinary surgeon.

SCHEDULE 2 : STOCKING DENSITIES – JUVENILE SMALL ANIMALS

	No. of Animals	1-4	5	6	7	8	9	10	Minimum cage height	Minimum cage depth
Mice, hamsters, gerbils	Sq.cm	450	525	600	675	750	825	900	25	25
Rats	Sq.cm	675	785	900	1,010	1,125	1,235	1,350	30	30
Guinea pigs	Sq.cm	1,350	1,570	1,800	2,020	2,250	2,470	2,700	30	30
Rabbits up to 2kg, kittens, ferrets, chinchillas, chipmunks	Sq.cm	2,250	2,625	3,000	3,375	3,750	4,125	4,500	40	30
Puppies up to age of 12 weeks maximum	Sq.cm	10,000	12,500	15,000	17,500	20,000	22,500	25,000	Double height at shoulder minimum 50	0.9m

- 1) The range of behavioural opportunities for many of the animals listed above will be increased by enriching the environment with accessories.
- 2) Raised shelving should be taken into consideration when assessing the total floor area.
- 3) Temporary (up to six days) rehousing of adult rabbits in smaller cages than specified above should be considered as acceptable.
- 4) The above recommended stocking densities are insufficient for the housing of marmosets. Marmosets must be housed in cages sufficiently large enough to allow for natural movement, such as climbing and swinging.

SCHEDULE 3 : STOCKING DENSITIES – ORNAMENTAL FISH

- 1) It is virtually impossible to determine the quantity of fish to be kept in a tank purely on a weight/volume ratio.
- 2) The variation in system design, husbandry techniques and types of fish involved would render any such method too simple to be useful or too complicated to be practical.
- 3) The maintenance of water quality standards is essential and is a simple but effective way to determine stocking densities. Water quality testing should be carried out at least once a week in centralised systems and 10% of individual tanks should likewise be tested. Unsatisfactory test results must be recorded in a register, together with the corrective action taken. Further tests must be carried out when visual inspections of the tanks indicates the need.

Water quality criteria (1mg/litre-1ppm)		
Cold water		
*Dissolved oxygen	-min	6mg/litre
*Free ammonia	-max	0.02mg/litre
Nitrite	-max	0.2mg/litre
Nitrate	-max	50mg/litre above ambient tapwater

Tropical fish		
*Dissolved oxygen	-min	6mg/litre
*Free ammonia	-max	0.02mg/litre
Nitrite	-max	0.2mg/litre
Nitrate	max	50mg/litre above ambient tapwater
Tropical marine species		
*Dissolved oxygen	-min	5.5mg/litre
*Free ammonia	-max	0.01mg/litre
Nitrite	-max	0.125mg/litre
Nitrate	-max	40mg/litre. This is an absolute figure; it does not relate to ambient tapwater
*pH (tropical marine only)	-min	8.1

**These parameters should be checked first. Only if a problem exists with these tests is it necessary to check nitrite and nitrate levels.*

- 4) Further advice and guidance on water quality criteria can be obtained from the Ornamental Aquatic Trade Association Ltd from the address at annex 1.

SCHEDULE 4 : STOCKING DENSITIES – OTHER SPECIES

- 1) Other species should be housed in accommodation appropriate to size, age and type of species and to avoid overcrowding. This should be sufficient space for free and natural movement which should not be restricted by either the size of the accommodation or the number of animals in that holding. Correct temperature for the species should be maintained.
- 2) The advice and approval of the licensing authority should be sought wherever there is doubt about a species being sold.

ANNEX 1 – FURTHER ADVICE

Further advice may be obtained from the following organisations:

<p>The Local Government Association 26 Chapter House London SW1P 4ND Tel: 020 7834 2222 / Fax: 020 7664 3030 website: http:// www.lga.gov.uk</p>	<p>Chartered Institute of Environmental Health Chadwick House 15 Hatfields London SE1 8DJ Tel: 020 7928 6006</p>
<p>British Veterinary Association 7 Mansfield Street London W1M 0AT Tel: 020 7636 6541 / Fax: 020 7436 2970</p>	<p>Royal Society for the Prevention of Cruelty to Animals Causeway Horsham West Sussex RH12 1HG Tel: 01403 264181 / Fax: 01403 241048</p>
<p>The Pet Care Trust Bedford Business Centre 170 Mile Road Bedford MK42 9TW Tel: 01234 273933 / Fax: 01234 273550</p>	<p>Universities' Federation of Animal Welfare The Old School, Brewhouse Hill Wheathampstead Hertfordshire AL4 8AN Tel: 01582 831818 / Fax: 01582 831414</p>
<p>Ornamental Aquatic Trade Association Ltd Unit 5, Narrow Wine Street Trowbridge Wiltshire BA14 8YY Tel: 01225 777177 / Fax: 01225 775523 Website: http:// www.ornamentalfish.org</p>	<p>Environment Agency Millbank Tower, 25th Floor 21-24 Millbank London SW1P 4XL Tel: 020 7863 8600 / Fax: 020 7863 8650</p>
<p>British Small Animal Veterinary Association Kingsley House, Church Lane Shurdington, Cheltenham Gloucestershire GL51 5TQ Tel: 01242 862994 / Fax: 01242 863009</p>	<p>Health and Safety Executive (Information line) Tel: 0541 545500</p> <p>Licensees should also refer any queries to their local authority environmental health/trading standards departments.</p>

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General conditions

1. Licence Display

1.1 Condition

The licence or a copy of the licence must be suitably displayed to the public in a prominent position.

2. Accommodation

2.1 Condition

Animals must at all times be kept in accommodation designed to prevent escape and an environment suitable to their species and condition with respect to behavioural needs, situation, size, temperature, ventilation, and cleanliness. All accommodation must avoid drafts and overexposure to direct sunlight and must be kept in good repair.

Guidance

Animals should be able to move around freely, climb, fly, swim and jump where appropriate, and be comfortable in their environment.

Definitions of appropriate sizes and materials are in the appropriate sections to this document. Regular maintenance and repair will prevent injury from damaged housing.

Temperature monitoring devices should be provided. It is important to avoid draughts.

2.2 Condition

Ventilation must be provided to all interior areas without the creation of excessive, localized draughts. Ventilation is important as an aid to disease control and aims to decrease smell accumulation and prevent excessive humidity of the atmosphere.

Guidance

The spread of airborne infections can be a significant risk. Excessive or inadequate humidity can cause other health problems.

2.3 Condition

If animals are displayed outdoors, they must have protection appropriate to their species.

Guidance

This should include shelter from wind, rain or snow and/or the sun and predators if appropriate.

2.4 Condition

In order to control the spread of disease, and to prevent injury, housing must be constructed of non-porous materials or be appropriately treated. Junctions between all sections need to be fully cleanable.

Guidance

Appropriate housing will prevent direct transmission of disease and injuries. This will maintain structural integrity and ensure dry, easily cleansed surfaces. In general, untreated wood is not an appropriate material as it cannot be thoroughly cleaned.

2.5 Condition

Animals must be kept in housing which minimises stress from other animals or the public. Signage must be in place to deter public interference.

Guidance

An area to hide away, if needed, will help to reduce stress levels for the animals. In addition to signs, other measures may be required, such as limiting access to some sides of animal enclosures. Care should be taken to avoid sensory contact between prey and predator species.

2.6 Condition

All animals for sale must be readily accessible and easy to inspect by staff.

Guidance

This should help to ensure that the cage is kept clean and hygienic and animals can be easily observed for illness or injury.

2.7 Condition

Accommodation must be cleaned as often as necessary to maintain good hygiene standards.

Guidance

To maintain a clean environment, a cleaning Standard Operating Procedure (SOP) should be provided and should detail the routine daily cleaning regime and the procedure for cleaning between periods of occupation. Soiled bedding should be removed frequently to ensure animals do not have to lie in it.

2.8 Condition

Where accommodation is on a tiered system, water, food or droppings must not be allowed to enter the lower housing.

Guidance

This will prevent contamination of the lower cages. This does not apply to centrifuged fish systems or aviaries where perching and ground birds are housed together.

2.9 Condition

All accessories provided for environmental enrichment in the accommodation must be appropriate for the species.

Guidance

To stimulate the performance of natural behaviours.

3. Exercise Facilities

3.1 Condition

Suitable and sufficient facilities must be available where appropriate.

Guidance

Animals must be able to exhibit normal behaviour patterns and this may require the provision of suitable space for exercise.

4. Register of Animals

4.1 Condition

A purchase register must be maintained for all animals detailing their source and identification where appropriate.

Guidance

This can be by cross referenced to an invoice file. The purpose of the register is to ascertain the source of the animals.

4.2 Condition:

A sales register must be maintained for:

4.2.1 Dogs

4.2.2 Cats

4.2.3 Psittacines

4.2.4 Species contained in the Schedule to the Dangerous Wild Animals Act 1976

Guidance

The purpose of the register is for emergency contact of purchasers. The name, address and telephone number of the purchaser should be obtained. This is not required for other species.

4.3 Condition

Animals under veterinary treatment must be identifiable.

5. Stocking Numbers and Densities

5.1 Condition

No animals other than those specified in the licence, may be stocked. The licence conditions should clearly state the numbers for each species or species group that may be kept on the premises, except fish.

Please refer to specific sections of these conditions for more details on individual species.

Animals are defined as any vertebrate animals; invertebrates are exempted from the regulations.

5.2 Condition

Where appropriate, all animals must be housed in social groups of suitable size.

Guidance

Details can be found in the relevant sections of these conditions.

6. Health Disease and Acclimatisation

6.1 Condition

All animals for sale must be in good health.

Guidance

Vendors and staff are responsible for providing the animals' needs including good health care. Illness and obvious parasitic infection should be addressed before the animal is sold. Veterinary advice should be sought in any case of doubt.

Transport and the introduction to a novel environment are stressful and animals should be allowed to acclimatise before being further stressed by being offered for sale. Where animals are obtained for sale to a specific client it may be acceptable for the animal to be sold immediately.

All animals should receive appropriate vaccination where required for the species, as advised by the retailer's veterinary surgeon. Veterinary advice must be sought whenever necessary. A Record of Treatment should be provided to the purchaser. Vaccination courses should begin at the appropriate age for each species.

6.2 Condition

Any sick or injured animal must receive appropriate care and treatment without delay. These must only be treated by appropriately competent staff or veterinary surgeons.

Guidance

"Care and treatment" may include euthanasia but under no circumstances may an animal be euthanised other than in a humane and effective manner. In case of doubt, veterinary advice must be sought.

6.3 Condition

Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably be expected to be carrying serious infectious diseases.

Guidance

Isolated animals should be kept in a secure, comfortable location where their condition and needs can be kept, also detailing treatment. For ornamental fish, in-line UV treatment or other sterilising devices effectively provide a means of isolating individual tanks in multiple tank systems. They must be of a proper size and maintained in accordance with manufacturers' recommendations.

6.4 Condition

Any animal with an abnormality which would materially affect its quality of life, must not be offered for sale. When in doubt, veterinary advice should be sought.

Guidance

Information on any known conditions should be provided to the new owner.

6.5 Condition

All reasonable precautions must be taken to prevent the outbreak and spread of disease.

No animal which is suffering from, or could reasonably be suspected of having come into contact with any other animal suffering from any infectious or contagious disease or which is infested with parasites, shall be brought into or kept on the premises unless effectively isolated.

Guidance

Precautions should include regular cleaning (see 2.6) and good personal hygiene of staff in addition to effective quarantine of incoming groups of animals except for fish. Staff handling animals should wash or disinfect, and rinse if appropriate, their hands between groups. The shop should be registered with a veterinary practice and there should be veterinary input to SOPs where appropriate. It is important that the supplying breeders should have a policy for inherited and infectious disease control agreed. Staff should be aware of zoonotic transmission.

6.6 Condition

All necessary precautions must be taken to prevent harbourage, or the introduction to the premises, of rodents, insects and other pests.

Guidance

"Rodent" and "Insect" excludes animals for sale or feeding.

7. Food and Drink

7.1 Condition

Animals must be supplied with adequate amounts of food and drink, appropriate to their needs at suitable intervals, All food must be suitable for the species concerned.

Guidance

Water should be available at all times except for those species where it may be harmful. An SOP should be produced for basic nutritional needs for each species or species group, and age group if appropriate. The owner should be advised to continue feeding consistent with the diet given by the pet shop.

7.2 Condition

Food and Drink receptacles must be appropriate to the species, constructed and positioned to minimise faecal and urine contamination and spillage. Receptacles must be cleaned out at regular intervals.

Guidance

Faecal and urine contamination is a risk to health. Maintaining a clean environment may require regular cleaning of receptacles. Receptacles should be thoroughly cleaned before being moved between batches/groups.

8. Food Storage

8.1 Condition

All food, excluding live foods intended for feeding to animals on the premises, must be stored in impervious closed containers.

Guidance

Such containers prevent spoilage of the food or attraction of rodents or pests to the premises.

8.2 Condition

The containers and equipment used for feeding must be kept in a clean and sound condition.

Guidance

There must be suitable facilities for cleaning of receptacles and equipment which should be separate from staff facilities.

9. Observation

9.1 Condition

All animals must be attended to at regular intervals, except where defined in the specific section of these conditions, at least once daily, and appropriate to the individual animal.

Guidance

Regular checks and observation records aid in early detection of illness, injury or behavioural problems and should be considered very important for all animals.

A system of recording observation should be maintained.

10. Disposal of Waste

10.1 Condition

All excreta and soiled bedding for disposal must be kept in a hygienic manner and stored in impervious containers with close fitting lids - away from direct sunlight.

Guidance

This is important for biosecurity and odour reduction. Excreta and soiled bedding should be removed from the premises on a regular basis, at least weekly, disposed of to the satisfaction of the appropriate local authority, and in accordance with current regulations and good waste management practice. Premises should maintain a contract for removal with an appropriate company and adhere to local authority regulations.

There should be appropriate arrangements in place for removal of dead animals.

11. Transportation to the Premises

11.1 Condition

When receiving animals, the licensee must make reasonable effort to ensure that they are transported in a suitable manner.

11.2 Condition

Any animals received or consigned shall be transported according to the regulations laid down in current legislation.

11.3 Condition

Animals must be transported or handed to purchasers in suitable containers.

Guidance

Buyers should be advised how to transport animals home so as to minimise stress.

12. Sale of Animals

12.1 Condition

No mammal shall be sold un-weaned or, if weaned, at an age at which it should not have been weaned.

Guidance

Young mammals require nutritional and behavioural support from their mothers.

12.2 Condition

In the case of non-mammals, they must be capable of feeding themselves.

13. Dangerous Wild Animals as defined by the Dangerous Wild Animals Act 1976

13.1 Condition

When dangerous wild animals are kept, the cages must be of a secure construction appropriate to the species and kept locked.

Guidance

Safety of staff and the general public should be of utmost importance and safety barriers may aid in this, as well as prevention of escape.

13.2 Condition

The local authority must be notified in the event that the pet shop wishes to offer for sale, any animal on the Schedule to the Dangerous Wild Animals Act.

Guidance

The primary requirements of the Act are to protect the public but there are also welfare implications. Although it is acknowledged that there is an exemption contained within the Act in relation to pet shops, it is recommended that consideration should be given to complying with any special requirement(s) specified in the Act for the safe accommodation and care of the animal.

Licensees selling animals on the Schedule to the Dangerous Wild Animals Act should inspect the purchaser's licence to keep such an animal, and inform the issuing authority of the details of the purchase. Licensees should take note of the latest guidance from Defra.

14. Pet care advice, staff training and knowledge

Condition

New applicants must have a qualification or be registered with a recognized body such as City & Guilds. They must have suitably progressed in 12 months and have completed the qualification within 2 years.

Guidance

Qualifications should be City & Guilds or Level 3 equivalent and appropriate to the species kept.

14.1 Condition

The licensee must ensure that the purchaser is informed of the correct care of the animal covering feeding, housing, handling, husbandry, accessories and veterinary care.

Guidance

Pet care leaflets or other similar written instructions suitable for the species (or group of species) in question should be made available to customers free of charge at the time of purchase, in addition to any offer to purchase pet care books or leaflets. Information can be in the form of Codes of Practice issued

by governments. In addition, information may also be made available electronically.

14.2 Condition

Appropriate reference materials on the care of each species must always be available for use by staff.

Guidance

Further advice can be obtained from the Council's Licensing Service.

14.3 Condition

Staff members must be able to provide suitable advice to purchasers and answer questions as required by them.

No animal should be stocked or sold unless the staff or at least one member of staff on call is familiar with the care and welfare of the animals stocked and has a recognised qualification and/or suitable experience/training.

14.4 Condition

The licensee must be able to demonstrate appropriate staff training is carried out and that that staff are competent in pet shop management and animal handling.

Guidance

Further advice, guidance and training can be obtained from the Council's Licensing Service.

15. Fire and other emergency precautions

15.1 Condition

Suitable emergency precautions and written procedures must exist and be made known to all staff, including arrangements for evacuation of animals.

Guidance

Staff should be aware of these procedures and a copy should be displayed for staff to refer to as and when needed. Evacuation should be regularly practised and practices recorded.

All staff should undergo regular training and records should be kept of such training.

15.2 Condition

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

Guidance

To facilitate risk free evacuation if needed, when designing accommodation, consideration should be given to using systems which would allow timely removal of the animals in the case of emergency. This provision would not usually apply to aquaria and ponds.

15.3 Condition

Suitable fire fighting, prevention and detection equipment must be provided, maintained, regularly serviced and sited as advised by the local fire protection/prevention officer and approved by the local authority.

Guidance

This will ensure that, if needed, the equipment will function correctly. Staff should be properly trained on the use of equipment provided.

15.4 Condition

The licensee, or a designated key holder, must at all times be within reasonable travelling distance of the premises and available to attend in case of emergency.

Guidance

A reasonable distance would, in normal conditions, be interpreted as no more than 20 minutes travelling time.

15.5 Condition

A list of key holders must be logged with the local police and local authority.

Guidance

For contact in cases of emergency.

15.6 Condition

In the interests of animal welfare, the following notice must be displayed prominently at the front of the premises: "In case of an emergency dial 999".

Guidance

For information of the public in cases of emergency, when a staff member is not on site.

15.7 Condition

When pet shops are sited within other premises, the licensee or key holders must have access at all times to the premises containing the animals.

Guidance

This is vital for access to the animals at all times to ensure correct care is provided.

15.8 Condition:

All electrical installations and appliances must be maintained in a safe condition.

Guidance

For health and safety of staff and animals.

15.9 Condition

There must be an effective contingency plan for essential heating, ventilation and aeration/filtration systems, as appropriate.

Guidance

Some species are very sensitive to temperature fluctuation.

Dogs

1. Condition

Puppies must be weaned before leaving the mother.

Guidance

To ensure puppies can eat the food provided. Puppies must be 8 weeks old or over. Council Regulation (EC) No. 1/2005 on the protection of animals during transport and related operations prohibits the transport of puppies without their mother before this age.

2. Condition

The minimum kennel size must be:

- 2.1 For a batch of small breed puppies – max 6 pups – 1.5m² for sleeping, plus 2m² for exercise
- 2.2 For a batch of medium breed puppies – max 4 pups – 2m² for sleeping, plus 2m² for exercise
- 2.3 For a batch of large breed puppies – max 2 pups – 2m² for sleeping, plus 2m² for exercise

These are minimum requirements, for larger batches the size of the pens should be adjusted pro-rata accordingly. Ideally the puppies should have free access to the exercise area at all times. Any covered pens should have a minimum height of 1.8m or removable covers to allow adequate access by staff for cleaning.

These are minimum standards and meeting the correct size of pens alone are not a defence if the welfare of the animals are in question.

Guidance

The kennel area should be large enough to allow separate sleeping and activity areas. The kennel should allow each puppy to be able to walk, turn around and wag its tail without touching the sides of the kennel. The puppies should have sufficient room to play, stand on their hind limbs and to lie down without touching another individual. The kennel size required will increase in relation to the size and number of puppies housed at any one time.

The length and the width should be sufficient to allow all the puppies to lie outstretched without their noses or tails touching the walls or other individuals. In certain circumstances it is permissible to have separate exercise areas to sleeping areas but in such cases puppies must be given access to the exercise area at least four times a day. Any separate exercise area should be fully cleaned and disinfected between its use by different batches of puppies.

3. Condition

Suitable and sufficient exercise facilities must be available and accessible where appropriate.

4. Condition

Extreme temperatures must be avoided.

Guidance

Puppies are relatively sensitive to high/low temperatures. Temperatures should not normally go below 12°C or exceed 26°C.

5. Condition

General bedding must include an adequate amount of absorbent material.

Guidance

The use of enough absorbent material allows urine and faeces to be contained and reduce contamination of the puppies.

6. Condition

Any soiled material must be removed at least four times a day or as required to ensure the puppy does not have to lie in a soiled area.

Guidance

Puppies do not discriminate in where they toilet and this maintains a clean environment. A cleaning schedule or SOP should be provided.

7. Condition

A specific lying place must be provided lined with soft material.

Guidance

The use of soft material will prevent skin lesions being caused by soiling or pressure sores.

8. Condition

Puppies must be fed at least four times daily, at appropriate intervals.

Guidance

The diet should be appropriate for puppies.

9. Condition

Puppies must have frequent, quality contact time with staff.

Guidance

“Suitable intervals” for puppies to be visited are frequent, as they require to be socialised. It is recommended that this should be a minimum of 4 times per day with 20 minutes of interaction per batch. There should be an SOP.

10. Condition

Batches of puppies must not be mixed until they have been on the premises for seven days or have shown no sign of infectious disease for seven days.

Guidance

Puppies are particularly susceptible to disease as they have immature immune systems. The new owner should be advised to register the puppy with a vet.

11. Condition

Ideally, single puppies must not be left alone in a kennel, but where they are, special attention **should be paid to specific** human interaction. When they are mixed they should be of similar size, age and temperament and there should be good supervision of mixing.

Guidance

Isolating healthy puppies does not allow them to exhibit natural behaviour patterns.

12. Condition

There must be environmental enrichment in all kennels.

Guidance

To allow puppies to exhibit normal behaviour patterns. Toys should only be given under supervision and should be easily cleaned or replaced between batches.

** Please see – General Conditions for food, water and isolation conditions.

Cats

1. Condition

Kittens must be weaned before leaving the mother.

Guidance

To ensure kittens can eat the food provided. Kittens must be 8 weeks old or over. European Council Regulation (EC) No. 1/2005 on the protection of animals during transport and related legislation prohibits the transport of kittens without their mother before this age.

2. Condition

The minimum pen floor area for a batch of up to 4 kittens, up to 12 weeks of age, must be 1 m², with a minimum height of 0.6m (for example, 0.6m x 1 x 1) No dimension must be less than 0.6m. Any shelving or platforms must be in addition to the minimum floor area. Each additional kitten must have 0.25m² additional floor space.

Guidance

Kittens require adequate space to play together and to have space for a litter tray and bed. Varying heights to enable climbing should each also be provided. There should be adequate space for feeding, drinking, sleeping and litter tray to be kept separate.

3. Condition

Extreme temperatures must be avoided.

Guidance

Kittens are relatively sensitive to low temperatures owing to their small body weight.

Temperatures should not normally go below 15°C or exceed 26°C.

4. Condition

Disposable or washable bedding must be provided and kept clean.

Guidance

Kittens need a warm sleeping, soft area, away from the litter tray and food.

5. Condition

A litter tray and appropriate litter must be available at all times and cleaned and disinfected at least once daily with an appropriate disinfectant which is safe for use with cats and cleaned as appropriate. The disinfectant should be anti-viral and used in accordance with manufacturers' instructions, as some disinfectants are toxic to cats.

6. Condition

Kittens must be fed at least four times daily, at appropriate intervals.

Guidance

The diet should be appropriate for kittens.

7. Condition

Batches must not be mixed and if several batches are kept in one area then the pen must have solid sides.

Guidance

Diseases spread very easily between litters, both by direct contact or by sneezing. Kittens are particularly susceptible to disease as they have immature immune systems. The new owner should be advised to register the kitten with a vet.

8. Condition

Kittens must have frequent, quality contact time with staff.

Guidance

It is recommended that this should be a minimum of 4 times per day with 20 minutes of specific interaction per batch. Kittens should be protected from over-handling by staff or the public as they require time to rest.

9. Condition

There must be environmental enrichment in all cages such as toys, climbing frames and platforms.

Guidance

To allow kittens to exhibit normal behaviours, particularly climbing. Toys should be easily cleaned or replaced between batches.

Rabbits

1. Condition

Rabbits must be correctly sexed and housed in same sex groups.

Guidance

Rabbits are easier to sex at 8 weeks than any earlier, which will help prevent mis-sexing and unwanted litters.

2. Condition

The minimum enclosure size must be: 0.4m² for up to 4 standard juvenile rabbits and a height of 0.4m. 0.5m² for up to 2 giant breed juvenile rabbits and a height of 0.5m.

These are minimum requirements, for larger batches, larger breeds or adult rabbits the size of the pens should be adjusted pro-rata accordingly.

Guidance

Dwarf Lops/Dutch rabbits are the most commonly available in pet shops and weigh up to 4kgs. The height should allow the rabbit to rear up to perform natural behaviour. Rabbits should be kept in store in groups. Rabbits need to be able to move freely and to be able to perform vital behaviours such as caecotrophy (eating of excrement) and rearing.

3. Condition

There must be environmental enrichment in all enclosures. A hiding place must be provided.

Guidance

To allow rabbits to exhibit normal behaviours, indestructible toys; cardboard boxes; chewing substrates should be provided. Toys should be easily cleaned or replaced between batches.

Rabbits are prey animals and should have the opportunity to hide if scared or stressed.

4. Condition

Extreme temperatures must be avoided.

Guidance

Ambient temperature should not normally go lower than 12°C or exceed 26°C. Providing cool water, cool packs in their bedding, air movement and air conditioning may each help to avoid the stress caused to rabbits by high environmental temperatures.

5. Condition

Rabbits must be provided with a suitable substrate and bedding material in sufficient amounts.

Guidance

Rabbits need a warm, softly-bedded sleeping area away from the litter and food/water.

6. Condition

Visibly soiled substrate and bedding must be removed daily. The pen should be thoroughly cleaned and disinfected before introducing a new animal.

Guidance

The disinfectant should be effective against both viral, bacterial and parasitic infection and safe for use on rabbits. Check with a vet or manufacturer if unsure. Diseases such as E-cuniculi can be spread via urine, so thorough cleaning is required between new occupants.

Rabbits often choose to toilet in the sleeping area of a hutch and a litter tray could be placed here.

7. Condition

If batches are mixed you must ensure all animals are free from obvious parasitic infection.

Guidance

Diseases spread very easily between litters. Rabbits should be housed with batch mates where possible.

8. Condition

Rabbits must have a constant supply of fresh hay and water, and be offered an appropriate amount of dry food for the breed and age. Feed dishes should be suitable to ensure feed does not get contaminated by urine or faeces.

Guidance

Rabbits teeth are open rooted and therefore constant access to good quality hay is essential, for dental health, gastrointestinal health (without a constant supply of fibrous food, rabbit GI tracts slow down) and behavioural reasons (to relieve boredom). It is vital that hay is available throughout the day and sufficient provided for them at closing time to last them until the next business day.

Dry food should be provided for youngsters to assist growth, and in accordance with manufacturer's instructions, but should not be fed ad-lib.

9. Condition

Animals must be provided with an appropriate diet and any new feeds must be introduced slowly.

Guidance

Due to the delicate digestive system, particularly under stress, if diets are to be changed then a slow transition between diets is advisable.

Other small mammals

1. Condition

All small mammals must be correctly sexed and housed in single sex groups unless a solitary species (or sold as a breeding pair).

Guidance

To help avoid unwanted litters, all animals should be sexed immediately on arrival to the premises and housed in single sex groups.

Animals from different sources should not be mixed.

2. Condition

Animals must at all times be kept in suitably sized accommodation.

Guidance

Animals should be able to freely move around the accommodation and be able to perform natural behaviours. See attached table for species relevant sizing.

3. Condition

Animals must be provided with a suitable substrate in sufficient amounts.

Guidance

Providing sufficient and appropriate substrate keeps the accommodation clean and dry and allows digging where appropriate. There are a number of substrates available and the type used will depend on the animal kept.

4. Condition

Animals must be provided with a suitable bedding material in sufficient amounts.

Guidance

Bedding provides a place to sleep and rest, the type used will depend on the animal kept. It should be provided in sufficient quantities to enable the animal to feel secure and warm.

5. Condition

Animals must be provided with places to hide. Accessories and enrichment should be provided, suitable to the species.

Guidance

Animals must be given the opportunity to hide as a natural instinct and be given suitable accessories to allow for stimulation and to reduce stress. Chinchillas and Degus should be given the opportunity to use a sand bath by offering one on a regular basis, e.g. 10 minutes daily. Rodents need to express natural behaviour such as running and chewing/gnawing. Toys such as hides, tunnels, paper bags filled with hay and fruit twigs are ideal for expressing natural foraging behaviour.

Animals should be able to move away from direct lighting. Cool hides should be provided to prevent over-heating.

6. Condition

Suitable food and drink receptacles must be provided and positioned to avoid faecal contamination.

Guidance

Water for small animals is usually provided in clean gravity fill drinking bottles, (which should be of a suitable size for the species) or automatic or semi – automatic drinking systems. Fresh water should be available at all times, or as appropriate to the species; some desert-dwelling species such as jerboas [family Dipodidae] should not be given water ad- lib.

Bottles should be kept clean and free from algae.

7. Condition

All rodents must be fed a suitable diet, ad lib and have free access to hay where required.

Guidance

The diet should be appropriate for the breed, life stage and species. Food should be refreshed regularly. Guinea pigs should have sufficient vitamin C in their diet. Guinea pigs are unable to synthesise Vitamin C.

8. Condition

All rodents must be fully weaned on admission.

Minimum accommodation requirements for small rodents

Area in square metres

No. of Animals	1-4	5	6	7	8	9	10	Minimum Cage Height (m)	Minimum Cage Depth (m)
Mice, Hamsters, Gerbils	0.068	0.079	0.090	0.100	0.113	0.124	0.135	0.300	0.250
Rats	0.135	0.157	0.18	0.202	0.225	0.247	0.27	0.30	0.28
Guinea Pigs, Degus	0.225	0.263	0.3	0.338	0.375	0.413	0.45	0.30	0.30
Chinchillas	0.25	0.375	0.5	0.625	0.75	0.875	1.0	0.45	0.45
Chipmunk	0.25	0.375	0.5	0.625	0.75	0.875	1.0	0.90	0.45

Ferrets

1. Condition

Ferrets must be at least eight weeks old

Guidance

Ferret kits can find separation from their mother very stressful and the stress response in a ferret often results in diarrhoea which can prove fatal.

2. Condition

Ferrets must be housed with batch companions

Guidance

Ferrets are naturally social animals that depend on the companionship of their own kind. Lone ferrets often suffer depression including poor appetite and lack of enthusiasm to move or play.

3. Condition

Ferrets must be housed in groups or pairs of either sex. Adult hobs (males) require individual accommodation.

Guidance

Ferret kits can be easily be sexed at 8 weeks of age. Adult, un-neutered hobs (males) may exhibit dominant behaviour and fight, so requiring individual accommodation. House the Jill (female) kits at a reasonable distance to prevent aggression between the hobs as they mature at around 20 weeks. Adult jills (females) should be prevented from having repeated seasons. Jills (females) left in season are prone to oestrogen induced anaemia, a factor in shortening their normal lifespan. Veterinary advice should be sought.

4. Condition

Batches of ferrets must not be mixed.

Guidance

Not mixing will reduce the risk of disease spreading. Mixing can be stressful for ferrets.

5. Condition

The minimum pen floor area for a litter of up to 4 ferrets, up to 12 weeks of age, must be 1 m², with a minimum height of 0.6m. No dimension must be less than 0.6m. Any shelving or platforms must be in addition to the minimum floor area. Each additional ferret must have 0.25m² additional floor space.

Guidance

Enclosures should be placed on a hard surface and anchored to the ground. Ferrets require space for their toilet area removed from their sleeping or eating areas. Ferrets require space to exhibit their normal active behaviour – running backwards, forwards and sideways and to climb, explore and play. Ferrets are naturally clean and will usually select one corner as their toilet.

6. Condition

Sleeping quarters must be draught free and dark.

Guidance

Ideally sleeping quarters should be raised. Ferrets seek dark areas for sleeping and sleep for long hours, up to twenty a day in the winter. Their natural instinct is to hide whilst sleeping.

7. Condition

Ferrets must have suitable bedding.

Guidance

Suggested bedding includes fabric items that can be laundered, straw and dust extracted wood shavings.

8. Condition

Extreme temperatures must be avoided.

Guidance

Temperatures should not normally go below 12°C or exceed 26°C. Ferrets tolerate cold better than heat. Provide plenty of warm bedding for when it is cold. Be aware heat prostration is likely at 32°C.

9. Condition

Ferret kibble must be provided at appropriate intervals.

Guidance

Feed a recognised and branded ferret kibble /biscuit. Small, frequent meals or ad lib feeding are recommended as ferrets have a rapid rate of digestion

10. Condition

Water must be supplied in both a heavy based bowl and a water bottle attached to the side of the enclosure.

Guidance

Ferrets are renowned for tipping bowls.

Birds

1. Condition

There must be adequate perching space for all birds at the same time. Outdoor aviaries must include sufficient sheltered and non-sheltered space. Cage size must be adequate to allow birds to open their wings fully in all directions. Cages must include appropriate environmental enrichment.

Guidance

Stocking densities will depend on the type of bird as well as cage dimensions and number of perches. Access to rain can be beneficial for plumage. Some species will need adequate space to fly. Chickens require an appropriate area and substrate to perch.

2. Condition

Perches must be positioned so that birds do not defecate on each other and must be of appropriate size and shape for each species.

3. Condition

Ambient temperature must be appropriate for the species. Extremes of temperatures must be avoided.

Guidance

Birds are more sensitive to high temperatures.

4. Condition

There must be adequate drinkers/feeders commensurate with the number of birds and these must be cleaned regularly. Bowls etc. must be positioned so that birds do not defecate in food/water.

Guidance

Birds should not have to compete for drinkers/feeders and risk exclusion. Passerines should have food available at all times. Enrichment and feeding devices need to be provided for larger psittacids. For parrots, it is preferable to use swinging systems such that the keeper does not need to enter the cage in order to change food/ water. Bowls should not be able to be removed from holders by the parrot.

5. Condition

Cages must be constructed from materials suitable to the type and size of birds. Materials must be safe to birds and in good repair.

Guidance

Enclosures should be placed on a hard surface. Some species require more robust materials. Materials such as loose zinc coating can be toxic to birds.

6. Condition

Windproof nest boxes must be provided in all outside housing and inside where appropriate.

Guidance

Many birds find sleeping or sheltering in nest boxes an essential form of security or for sheltering from inclement weather but it is recognised that some species, such as canaries, will rarely if ever voluntarily enter nest boxes.

7. Condition

Flooring must be drop-through or easily washed/hosed.

Guidance

If ground living birds are kept with perching birds then attention should be paid to flooring such that bumble foot issues are addressed - i.e. no concrete/rough stone. Where natural turf flooring is used, parasite status of the birds should be checked on a regular basis every few weeks.

Stocking Densities for Birds in Cages

Type	Length of Bird (cm)	Floor Area (m ²) housing up to 4 birds	Linear cms per additional bird on either cage length or depth* ³
Budgerigar		0.15	5
Canary		0.15	5
Cockatiel		0.48	7.5
Finches	Less than 12.5	0.113	5
	12.5 – 17.5	0.15	5
	More than 17.5	0.225	7.5
Parakeets and Lovebirds	Less than 25	0.42	7.5
	25-30* ¹	0.48	7.5
	More than 30	0.225	10
Parrots	Less than 30	0.225	10
	30-35* ²	0.4050	15
	More than 35* ²	0.4725	20
Chickens		1.6	
Bantams		1.6	
Quail		1.6	

*¹. It is recommended that, wherever possible, these species are displayed for sale in aviaries or flights rather than cages per se.

*². It is recommended that, wherever possible, these species are displayed for sale in aviaries or flights if more than two birds are housed together.

*³. The extra-linear centimetre per additional bird, is intended to refer to an increase in either width or length or a combination of the two i.e., a 20cm increase could refer to 20cm width, 20cm length or say 10cm width combined with 10cm length.

Densities for Birds in Aviaries and Flights

Type	Length of Bird (cm)	Number of Birds per 'Standard' Aviary (1.8 x 0.9 x 1.8 m)
Budgerigar		18
Canary		18
Cockatiel		18
Finches	Less than 12.5	24
	12.5 – 17.5	18
	more than 17.5	12
Parakeets and Lovebirds *1	less than 25	10
	25-35	6
	more than 35	4
Parrots	less than 30	10
	30 – 35	6
	more than 35	4
Chickens		4 (min height 0.9m)
Bantams		6 (min height 0.9m)
Quail		8 (min height 0.9m)

Reptiles and Amphibians

1. Condition

Stocking and density must be appropriate to the species.

Guidance

Most reptiles and amphibians are not social and may, therefore, be kept individually. Communal enclosures should not be stocked as to appear overcrowded, common sense should be observed.

Mixing of species, although possible, should be undertaken with caution. Some species may require or seek seclusion or privacy either sporadically or permanently and provision for this should be made.

Snakes: may be housed individually or in small groups, of the same species. Snakes known to be cannibalistic, e.g. king snakes (*Lampropeltis* sp), should be housed individually.

Lizards: only species of similar size and from similar habitat and geographical areas should be kept communally. Lizards known to be cannibalistic, e.g. *Gambelia* sp, should be housed individually. Generally adult male lizards in breeding condition should not be housed together and groups of lizards housed communally should be regularly observed for signs of aggression.

Tortoises and Terrapins: only terrapins of similar size and habit and from the similar geographical area should be kept communally.

Tortoises of different species should be housed individually. Also, adult males in breeding condition should be housed individually.

Frogs and Toads: only species of similar size, and from similar habitats and geographical areas, should be kept communally. Mixing of taxa (e.g. frog & toad) is not generally recommended. Cannibalistic species, such as horned frogs (*Ceratophrys* sp.) and African bull frogs (*Pyxicephalus* sp.) should be housed individually.

Newts and Salamanders: only species of similar size and from similar geographical areas should be kept together. Generally mixed taxa [e.g. lizards and tortoises] are not recommended, although paludaria which combine fish with small reptiles and/or amphibians of appropriate species are acceptable.

2. Condition

The enclosure size must be appropriate to the species and adjusted according to its size.

Guidance

Snakes: the length of the enclosure should be no less than two-thirds the overall length of the snake.

Lizards: the length of the enclosure should be three times the full length of the lizard, or larger.

Tortoises and Terrapins: the length of the enclosure should be a minimum of 90cms, or four times the length of the animal, or larger.

For aquatic species [turtles, terrapins] the enclosure should allow the animal to swim adequately, i.e. have water depth at least 4 times that of the animal, although some terrapins (e.g. Cuora sp., Terrapene sp. and Glyptemys sp.) do not require such deep water.

Terrapins must also have an adequate land basking area.

Frogs and Toads: the length of the enclosure should be minimum 30cm x 30 cm x 30cm, or at least three times the length of the animal, or larger. For sedentary species, such as horned frogs (*Ceratophrys* sp.) and African bull frogs (*Pyxicephalus* sp.) the enclosure can be smaller.

Fully aquatic species should be able to swim adequately, i.e. water depth should be at least 4 times the depth of the animal.

Newts and Salamanders: the length of the enclosure should be minimum 30cm x 30 cm x 30cm, or at least three times the full length of the amphibian, or larger. Aquatic species should be able to swim adequately, i.e. water depth should be at least 4 times the depth of the animal.

Height and Width: of the enclosure should be appropriate to the species, with arboreal species requiring more height than terrestrial species.

3. Condition

Temperature, humidity, lighting and ventilation must be appropriate to the species.

Guidance

Ambient and basking temperatures should be appropriate to the species concerned, with the following guidance for commonly kept species.

These are guidelines only and individual species should be researched as requirements for some species will fall outside of these recommendations. Vendors and staff must have access to relevant reference material (books, internet etc.). Basking spots may be provided by convection or radiant heat sources (e.g. light bulb, or heat mat), as appropriate to the species. Ventilation should be appropriate to the species and should allow sufficient change of air without jeopardising the temperature or humidity in the enclosure.

4. Condition

Lighting must be appropriate to the species.

Guidance

An appropriate light period should be observed. Species requiring UVB lighting, e.g. diurnal lizards and tortoises, should have appropriate UVB emitting lamps. These should be replaced according to manufacturer's recommendations. Mercury Vapour or Metal Halide UVB emitting lamps may also be used to provide a daytime heat source. UV light sources must not be screened by non UV transmitting glass or plastic. Animals should have areas of shade so that they can escape from the light if desired.

5. Condition

Substrate appropriate to the species must be present.

Guidance

Substrate should be appropriate to the species concerned and may include, but not be limited to: newspaper, paper towel, bark chip, wood chip, terrarium humus, moss, gravel, calcium carbonate, terrarium sand etc. Measures should be taken to ensure that substrate is not ingested.

6. Condition

Enrichment must be provided appropriate to the species.

Guidance

Décor should be appropriate to the species and should not be harmful, e.g. sharp rocks, toxic or injurious plants. Décor should be secure and not able to fall and cause injury.

Enclosure should be furnished in such a fashion as to allow inhabitants to exhibit natural behaviour e.g. climb or hide where appropriate.

7. Condition

Food and water must be provided in the appropriate manner for the species.

Guidance

Feeding habits vary between species and between individuals. Staff should have knowledge of the requirements for all the species held. Food should be presented in a form or pattern that is acceptable to the species concerned.

Food supplements [vitamin and minerals] should be provided as appropriate to the species concerned. Live food intended for use should be housed in suitable escape proof containers, and fed appropriately.

Fresh foods [salads] should be kept refrigerated where appropriate. Frozen foods intended for use must be stored in an appropriate deep freeze and defrosted thoroughly before use.

Feeding records for hatchling snakes should be kept and made available to purchasers.

Fresh water should be available at all times, with the exception of certain desert species, such as *Uromastyx* sp. which should be offered water periodically. Certain species, such as chameleons, do not drink from standing water and should be offered water appropriately, e.g. by a dripper system or sprayer.

8. Condition

Hygiene: enclosures must be cleaned appropriately.

Guidance

Spoiled food stuffs should be removed at appropriate time periods, at least daily. Substrates should be replaced as appropriate, and spot cleaned daily. Décor should be sanitised as appropriate. Enclosures should be disinfected with appropriate disinfectant as necessary and always between different batches of animals. Disinfectant should be appropriate for the contaminants likely to be encountered. Disinfectant hand gels should be available for staff to use between animals, to prevent the external environment being contaminated. Water bowls should be cleaned as appropriate and disinfected at least weekly.

Slough [shed skins] should be removed daily.

9. Condition

Handling must be kept to a minimum at all times.

Guidance

Handling must be kept to a minimum at all times. Staff should receive training on how to handle animals and animals which may be aggressive should only be handled by competent staff. Staff and customers should wash hands after handling specimens, and any equipment used should also be disinfected.

Customers handling animals prior to purchase should be supervised and offered facilities to wash their hands afterwards.

Fish

1. Condition

Water quality is a key determinant of fish welfare. To assess it, levels of ammonia and nitrite must be checked first. Only if such measurements exceed the recommended standards below, or there is an unexplained problem, is there any need to proceed further.

Minimum water standards must be:

Cold Water Species

Free Ammonia	max 0.02mg/l
Nitrite	max 0.2mg/l
Dissolved Oxygen	min 6mg/l
Nitrate	max 50mg/l above ambient tap water

Tropical Freshwater Species

Free Ammonia	max 0.02mg/l
Nitrite	max 0.2mg/l
Dissolved Oxygen	min 6mg/l
Nitrate	max 50mg/l above ambient tap water

Tropical Marine Species

Free Ammonia	max 0.01mg/l
Nitrite	max 0.125mg/l
Nitrate	max 100mg/l
pH	min 8.1
Dissolved Oxygen	min 4.0 mg/l

Guidance

It is virtually impossible to determine the quantity of aquatic organisms to be kept in a system purely on a weight or number of aquatic organisms per unit, volume, or water surface area. The variation in holding system used, the quality of husbandry and the types of aquatic organisms stocked vary so greatly that it would render any such system too complicated to be practical or too simple to be useful. The maintenance of water quality standards can be used to determine working stocking densities.

The water quality standards should not be met at the expense of a correct feeding regime. Exceptions to these standards might occur e.g. when aquatic organisms are diseased, after transport or other stress. However in these cases appropriate remedial actions e.g. treatment, acclimatisation or isolation should be undertaken. Sea water holds less oxygen than fresh water. The recommended level is 5.5 mg/l so extra care is needed to ensure that levels do not routinely fall below this.

2. Condition

Water quality must be checked regularly and records kept of all tests. Centralised systems must be tested weekly. 10% of individually filtered tanks or vat must be tested weekly. On aquaria or vats in which visual inspection indicates unusual behaviour or deaths, water quality inspections should be undertaken.

Guidance

One test is representative of all the water in the system of centralised systems. Standalone systems must each be tested. Poor water quality is often the underlying cause of problems presenting as disease or mortalities.

3. Condition

Holding systems must be cleaned and checked regularly.

Guidance

Aquaria must be checked daily and cleaned as often as is necessary to maintain good hygiene standards, consistent with the rate of stock turnover and consequent stocking densities.

4. Condition

No aquatic organisms should be exposed to excessive light or heat, or lack of adequate warmth.

Guidance

No fish or other aquatic organism should be subject to rapid fluctuation in light (lights should be on dimmers if automated), temperature and chemical composition of their water, other than for the controlled treatment of disease or as part of a controlled breeding programme. There are in excess of 4000 fish species in trade and thus the acceptable conditions may vary substantially and often counter intuitively. In case of doubt expert advice should always be sought.

Information

Register of Wild Animals and Endangered Species

Some species are listed on the Annexes of EU Wildlife Trade Regulations which implement CITES [Convention on International Trade in Endangered Species]. Species listed on Annex A of EU Wildlife Trade Regulations [Council Regulation (EC) No. 338/97] must have a valid Article 10 Certificate and may require micro chipping or closed ring. Species listed on Annex B do not require Certificates but the vendor should be able to provide proof the animal was acquired legally.

Further information is available from Animal Health, Wildlife Licensing and Registration Service:

1-15 Temple Quay House,
2 The Square,
Bristol, BS1 6EB

Wild-caught specimens listed on Annex IV of the EU Habitats Directive [Council Directive 92/43 EEC] collected within the EU require the appropriate Certification. Captive-bred specimens are exempted from such requirements.

Breeding and Sale of Dogs Act

Puppies/dogs should be identifiable whilst at the shop. Under this legislation, the record should show:

- The identification of the animal
- The date of birth, breed, sex and any distinguishing features
- Details of any veterinary care provided while under care of the shop In addition, it is also good practice to record:
 - Details of any feedback provided to the breeder on health issues such as disease or inherited defects
 - Details of any health screening tests performed on the parents

Microchip is the preferred method of identification.