



Request

Please provide:

1. The Application Form submitted by Dogs Northwest Limited, that resulted in the Animal Activity Licence (AAL 0158) being issued and was effective from 22/05/2023 and expired 21/05/2024.
2. The application form submitted by Dogs Country Club that resulted in the Animal Activity Licence (AAL 0158) being issued to John Ward and is effective from 17/07/2024 to 16/07/2027.
3. The Animal Activity Licence (AAL 0158) that was issued to John Ward, Dogs Country Club (effective from 17/07/2024), including the Assessing Officers report and comments.

Response

[Please see attached](#)

[Please see attached](#)

[Please see attached](#)

Application for a Licence to Provide Boarding for Cat or Dogs



Application Procedure:

- ☑ Complete the application electronically, as a word document. Please ensure that you complete the form in full.
- ☑ [Pay the relevant fee](#)
- ☑ The following documents must be produced with the application form. Failure to produce these documents within 7 days of submitting your application will result in it being returned and any fees paid refunded:

A completed inspection form
Operating procedures (these should cover the following):

- feeding regimes
- cleaning regimes
- transportation
- monitoring & ensuring the health & welfare of all animals
- the death or escape of an animal (including the storage of dead animals)
- the care of the animals following suspension / revocation / an emergency

- A plan of the premises
- Insurance Policy
- Risk Assessments (including a fire risk assessment)
- Qualifications (if any)
- Training policy / records

- ☑ Email your completed application, as a word document, and additional documents to licensing@wigan.gov.uk
- ☑ Please ensure all sections are completed (failure to do so may result in your application being returned). Please ensure you check the appropriate boxes.

****A valid email address, for yourself, is required in order to progress with your application****

A. Type of Application ✓

New Renewal

B. Licence Details *(To be completed for all applications, except New)*

Licence No.		Expiry Date	
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C. Payment Details

Reference No.

PKPN-QQMK-JZJD

Date of Payment

D. Applicant Details

Mr

Mrs

Miss

Ms

Other

Surname

Dogs northwest limited

Forename(s)

Current Address (including
postcode)

Date of Birth

Contact Telephone Number
(s)

Email Address (**mandatory**)

E. Agent Details (If acting on behalf of the applicant)

Full Name

Company Name (if applicable)

Current Address (including
postcode)

Contact Telephone Number
(s)

Email Address (**mandatory**)

F. Premises to be Licensed

Trading name

Dogs country club

Current Address (including
postcode)

191 slag lane Lowton, WA3 1BU

Contact Telephone
Number (s)

Email Address

G. Please confirm the type of business:

Home Boarding

Home Boarding
Franchise

Day Care for Dogs

Commercial Boarding
for Cat

Commercial Boarding
for Dogs

Number of animals to be accommodated?

Cats

Dogs

30

Is the establishment open throughout the year?

Yes

No

When is it normally open?

Monday to Friday 7am to 7pm

Do you have planning permission for this type of business
use?

Yes

No

G. Accommodation and Facilities:

Details of the quarters used to accommodate
animals, including number, size, and type of
construction

Exercise facilities and arrangements

We have various fields, sand paddocks and
indoor agility arenas combined with dog
daycare

Heating arrangements

Indoor electric heaters

Method of ventilation of premises

portable fans
doors and windows

Lighting arrangements (natural & artificial)

Natural light in most places
Where there is low natural light we use LED lights

Water supply

Various water supply across the site
connected to the mains water supply

Facilities for food storage & preparation

We have multiple safe secure cupboards
and 2 large freezers and a dog food fridge

Arrangements for disposal of excreta, bedding
and other waste material

Private waste removal with biffa

Isolation facilities for the control of infectious
diseases

Infection control procedures

Fire precautions/equipment and arrangements
in the case of fire

Fire procedure plans in place

How do you propose to
minimise disturbance
from noise

Control noise from dogs with training

Do you keep and maintain a register of animals?

Yes

No

H. Emergency Key Holder:

Do you have an emergency key holder?

Yes

No

Key Holder Name

Current Address
(including postcode)

Contact Telephone
Number (s)

Email Address

[Redacted]

K. Management of the Premises / Staffing

Please provide the number of people involved with the business

15

Name	Role	Hours Worked
[Redacted]	[Redacted]	60
[Redacted]	[Redacted]	60
[Redacted]	[Redacted]	60
[Redacted]	[Redacted]	60
[Redacted]	[Redacted]	45
[Redacted]	[Redacted]	45
[Redacted]	[Redacted]	30
[Redacted]	[Redacted]	30
[Redacted]	[Redacted]	30
[Redacted]	[Redacted]	30
[Redacted]	[Redacted]	30
[Redacted]	[Redacted]	30
[Redacted]	[Redacted]	30
[Redacted]	[Redacted]	16

Name and address of the Manager / person with direct control of the premises

[Redacted]
[Redacted]

L. Details of Vet

Vets Name

My pets vets

Current Address (including postcode)

**My Pets Vets
Moss Industrial Estate,
Walter Leigh Way,
Leigh
WN7 3GP**

Contact Telephone
Number (s)

01942 417800

Email Address

M. Public Liability Insurance

I have provided a copy of my insurance with my application

Yes

No

If no, please provide details of the steps you are taking to obtain the required insurance

N. Disqualification and Convictions

Has the applicant or any person who will have control or management of the establishment, ever been disqualified from:

Keeping a pet shop?

Yes

No

Keeping a dog?

Yes

No

Keeping an animal boarding establishment?

Yes

No

Keeping a riding establishment?

Yes

No

Having custody of an animal?

Yes

No

Has the applicant or any person who will have control or management of the establishment, ever:

Been convicted of any offences under the Animal Welfare Act 2006?

Yes

No

Had a licence refused, revoked or cancelled?

Yes

No

If yes to any of the above, please provide details

N. Model Licence Conditions and Guidance

I have read the licence conditions and guidance in relation to the following:

Commercial Boarding (Dogs)

Commercial Boarding (Cats)

Home Boarding (Dogs)

Day Care for Dogs

I have completed the inspection form and submitted it with the application.

O. Declaration

This section must be completed by the applicant. If you are an agent please ensure this section is completed by the applicant.

You are advised that to knowingly or recklessly make a false statement or omit any material particular from this application or any document submitted with it could result in my application being returned.

I / We declare that:

- The answers given in this application are true to the best of my / our knowledge and belief.
- A completed inspection form has been submitted with my application, along with the other required documents.

Full Name

Capacity

Date

Please email your completed application and supporting documents to licensing@wigan.gov.uk

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A. Type of Application ✓

New Renewal

B. Licence Details *(To be completed for all applications, except New)*

Licence No. Expiry Date

C. Payment Details

F. Premises to be Licensed

Trading name	Dogs Northwest Limited
Current Address (including postcode)	191 Slag Lane Lowton Warrington Wa31Bu
Contact Telephone Number (s)	[REDACTED]
Email Address	Dogscountryclubgm@gmail.com

G. Please confirm the type of business:

Home Boarding	<input type="checkbox"/>	Home Boarding Franchise	<input type="checkbox"/>	Day Care for Dogs	<input type="checkbox"/>
Commercial Boarding for Cat	<input type="checkbox"/>	Commercial Boarding for Dogs	<input checked="" type="checkbox"/>		
Number of animals to be accommodated?		Cats	<input type="checkbox"/>	Dogs	<input checked="" type="checkbox"/>
Is the establishment open throughout the year?		Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
When is it normally open?	Monday -Sunday				
Do you have planning permission for this type of business use?		Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

G. Accommodation and Facilities:

Details of the quarters used to accommodate animals, including number, size and type of construction	X6 new additional kennels, each kennel size 3.5m x 1.5, kennels with exercise run
Exercise facilities and arrangements	Dog Runs plus exercise pens
Heating arrangements	Heating in kennels
Method of ventilation of premises	Windows, doors, runs

Lighting arrangements (natural & artificial)	Natural lighting plus spotlights
Water supply	Hot & cold freshwater access
Facilities for food storage & preparation	Kitchen area, full set up fridge & freezer, cuberd space.
Arrangements for disposal of excreta, bedding and other waste material	Dog waste bins, Recycle & waste bins
Isolation facilities for the control of infectious diseases	Kennels & Boarding house
Fire precautions/equipment and arrangements in the case of fire	fire safety, blankets, alarms,
How do you propose to minimise disturbance from noise	Exercise the dogs through the day, enrichment, calming music ect

Do you keep and maintain a register of animals? Yes No

H. Emergency Key Holder:

Do you have an emergency key holder? Yes No

Key Holder Name

Current Address (including postcode)

Contact Telephone Number (s)

Email Address

K. Management of the Premises / Staffing

Please provide the number of people involved with the business

Keeping a riding establishment?

Yes

No

Having custody of an animal?

Yes

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Full Name

Capacity

Date

Please email your completed application and supporting documents to licensing@wigan.gov.uk

Places Directorate
Licensing Section
PO Box 100
Wigan
WN1 3DS



Email: licensing@wigan.gov.uk
Web: www.wigan.gov.uk

Animal Activity Licence

AAL0158

WIGAN COUNCIL does hereby grant an animal activity licence to:

[REDACTED]

of

Dogs Country Club, Laburnum Cottage, 191 Slag Lane, Lowton, Warrington, WA3 1BU

for the following activity(s):

Boarding for Dogs in Kennels

The number of dogs boarded at any one time shall not exceed 20.

The above premises has been risk assessed and a **5** star rating awarded ★ ★ ★ ★ ★

This licence is valid from **17/07/2024** and shall remain in force until **16/07/2027**

This licence is issued in accordance with the provisions of the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018, and is subject to the general conditions, and the relevant specific conditions specified in the legislation.

Signed: _____

Licensing Manager

Date of Issue: _____

17/07/2024

Processed by: _____

Inspection Form – Boarding for Dogs in Kennels

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



Name of Premises

Address of Premises

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

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

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

Condition / Guidance	Applicant Notes / Comments	Officer Notes / Comments	Compliant Y or N <i>(Officer use only)</i>
1.0 Licence Display			
1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity. <i>The licensed premises address must be displayed on the licence. It must be displayed in a public-facing area of the premises, such as the entrance.</i>	All licences are in all the right areas as well as the main reception area.	Licences on display within reception in public view.	
1.2 The name of the licence holder followed by the number of the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity.	All license are on the main website	Website checked and all 3 licence details are on main page.	
2.0 Records			
2.1 The licence holder must ensure that at any time all the records that the licence holder is required to keep as a condition of the licence are available for inspection	All information on kennel booker as well on tablets, plus General	Upon inspection all requested records were made available. Use	

<p>by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form.</p>	<p>manager has copies. As well as sorted on the cloud</p>	<p>of some paper records and kennel booker system</p>	
<p>2.2 The licence holder must keep all such records for at least three years beginning with the date on which the record was created.</p> <p><i>Electronic records must be backed up.</i></p>	<p>Paper Copies & Electronic</p>	<p>Records available for previous first years trading of kennels.</p>	
<p>3.0 Use, number and type of animal</p>			
<p>3.1 No animals or types of animal other than those animals and types of animal specified in the licensable activity licence may be used in relation to the relevant</p> <p><i>This licence applies only to the boarding of dogs. However, if there are welfare concerns relating to other animals then the inspector should inform any or all of the following, as appropriate:</i></p> <ul style="list-style-type: none"> • <i>the relevant person in the local authority</i> • <i>the police</i> • <i>a suitable animal welfare organisation</i> 	<p>Dogs Only</p>	<p>3 x animal activity licences exist at the premises:</p> <p>Kennels. Day Care. Home Boarding.</p>	
<p>3.2 The number of animals kept for the activity at any time must not exceed the maximum that is reasonable taking into account the facilities and staffing on any premises used for the licensable activity.</p> <p><i>The licence conditions must clearly state the numbers of dogs that are kept for the licensable activity permitted at the premises. Undeclared numbers would be a breach of the licence, especially if not reflected in increased staffing levels.</i></p> <p><i>Consideration of what is reasonable should take into account where a licenced premises keeps other dogs that are outside of the licenced activity, but who are cared for by the same staff which might impact facilities and staffing (for example, pets and retired dogs).</i></p>	<p>We keep to the right ratio per staff to dogs. All staff as per licence</p>	<p>This application for renewal also covers the variation and the introduction of new kennels that will increase capacity.</p> <p>Previous kennel block is situated within brick built stable block. This includes 5 kennels.</p> <p>2 x new stand-alone external thermal outdoor kennels with attached runs are to be included.</p> <p>4 x new internal kennels with wooden stable block are also to be included.</p> <p>Total number of dogs permitted for Kennels will be 22 DOGS.</p>	

		Consideration should be given to size of dogs when compared to Kennel unit size to ensure compliance with conditions. Dogs from same household only shall share a kennel unit and with written consent of owner.	
4.0 Staffing			
<p>4.1 Sufficient numbers of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of all the animals are met.</p> <p><i>Each member of staff should have 25 dogs or less to care for.</i></p> <p><i>If there is evidence that the dog's welfare needs are not being met, you should consider the staffing levels against:</i></p> <ul style="list-style-type: none"> • <i>the size of premises</i> • <i>the layout of the premises (the number of dogs that are allowed in each separate area)</i> • <i>the type of dog</i> • <i>the qualifications and experience of staff</i> • <i>additional services offered by the facility</i> • <i>use of part-time staff or volunteers</i> • <i>advice from the local authority's veterinary officer</i> 	<p>WE HAVE OVER 30 MEMBERS OF STAFF WHICH LARGE PART OF THEM ARE L3 AND ABOVE.</p> <p>WE HAVE ALL HEALTH CHECKS IN PLACE, NUMBER OF DOGS TO STAFF AND AREA OF ALL DOGS.</p>	<p>Upon inspection, staff rotas both historical and future were seen. Sufficient staffing in place. Since last inspection, dedicated staff to kennelling have been nominated and will not share other rolls when engaged on kennel duties. Whilst the kennels are split into 3 areas the area is self contained, away from other activities and all kennels are close to hand. All staff are trained and have suitable qualifications in place.</p>	
<p>4.2 The licence holder or a designated manager and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour.</p> <p><i>You should look at training records as evidence of suitable induction training of staff in:</i></p> <ul style="list-style-type: none"> • <i>animal welfare, including recognising poor welfare</i> • <i>animal handling</i> • <i>animal behaviour</i> 	<p>All Daily paper work will reflect all this.</p> <p>All staff Qualifications are up loaded to there file on bright hr</p> <p>Including a first aid instructor</p>	<p>On inspection spoke to site manager [REDACTED]. He has excellent knowledge and competence of understanding dogs behaviour. Offers good level of staff supervision and shares experience well. Staff are trained to appropriate levels commensurate to role. Kennel area presented in excellent condition, clean and in good repair.</p>	

<ul style="list-style-type: none"> • <i>cleanliness and hygiene</i> • <i>feeding and food preparation</i> • <i>disease prevention and control</i> • <i>recognition and first aid treatment of sick or injured animals</i> <p><i>Staff who care for the dogs must either:</i></p> <ul style="list-style-type: none"> • <i>hold a formal qualification, such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</i> • <i>show they have relevant and sufficient knowledge and experience</i> <p><i>If no accredited training course exists that is appropriate to the activity, then other evidence of training must be provided, such as industry generated courses. Individuals undertaking an Ofqual regulated qualification must have suitably progressed in 12 months and have completed the qualification within 2 years.</i></p>		Full training package available to staff.	
<p>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</p> <p><i>The staff training policy must be reviewed and updated each year.</i></p> <p><i>It must include:</i></p> <ul style="list-style-type: none"> • <i>an annual appraisal</i> • <i>planned and continued professional development</i> • <i>recognition of knowledge gaps</i> <p><i>This applies to all staff including the licence holder.</i></p> <p><i>Staff participation can be shown by:</i></p> <ul style="list-style-type: none"> • <i>records of the courses they are taking</i> • <i>records of written or online learning</i> • <i>keeping up to date with any research or developments for specific breeds</i> • <i>annual appraisal documents</i> <p><i>Evidence of staff attendance or completion of the training must be provided.</i></p> <p>The licence holder needs to have at least one full-time member of staff for every 15 dogs kept.</p>	<p>All staff will have a personal Development plan, from 6 months onwards.</p> <p>All daily training and monthly training is achieved by there own line manager.</p>	<p>Training policy in place. Annual appraisals and learning review take place and are documented.</p> <p>Higher Standard MET</p>	

<p>There must be a member of permanent, full-time staff with an appropriate Level 3 Ofqual regulated qualification.</p>		<p>Higher Standard MET</p>	
<p>5.0 Suitable Environment</p>			
<p><i>5.1 All areas, equipment and appliances that animals can access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.</i></p> <p><i>The interior and exterior of the buildings must be maintained in good repair. Outer paths, gardens, exercise areas and general surroundings must be kept in a good, clean, presentable condition.</i></p> <p><i>There must not be any sharp edges, projections, rough edges or other hazards that could risk injuring a dog.</i></p> <p><i>Timber, if used, must be:</i></p> <ul style="list-style-type: none"> • good quality • well-kept • sealed or over-clad if there are any damaged areas <p><i>Exposed wood must be smooth and treated and properly maintained to render it waterproof. All structural exterior wood (for example, fence posts) must be properly treated against wood rot (for example, tanalised). Only non-toxic products may be used.</i></p> <p><i>No standing water from cleaning or urine is acceptable. Drainage must be permanently unblocked, with liquids able to run off into drains immediately. Drainage channels should be provided so that urine is not allowed to pass over walk areas in corridors and communal access areas.</i></p> <p><i>Any drain covers in areas where dogs have access must be secure and designed and located to prevent toes and claws from being caught.</i></p> <p><i>All interior surfaces that dogs have access to must be cleaned regularly and maintained in good order and repair. Wherever possible, interior surfaces must be smooth, waterproof and able to be cleaned. Floors must be non-hazardous for dogs to walk on, in particular to avoid slipping.</i></p>	<p>We have a daily paper, plus a grounds man checking all fence line and all repairs.</p> <p>All areas will be checked daily to reduce any risk of harm to all dogs.</p>	<p>Upon inspection kennels area presented well. All are in good condition or brand new.</p> <p>No identified risk of escape, injury or illness cause seen.</p> <p>All kennels are purpose build/manufactured units, mix of metal, upvc/composite and concrete.</p> <p>Any exposed wood is treated and of good standard. Very little evidence of scratch or chew damage.</p> <p>No standing water seen. Kennels appear dry and well drained.</p> <p>All accessible drains are covered.</p> <p>Premises very clean and tidy on inspection.</p> <p>Floors of concrete or sealed kennel base.</p>	

<p><i>Doors and windows to the outside must be escape proof, securable, strong enough to resist impact and scratching, and to prevent injury. External doors and gates must be lockable. Those involved in the care of the dogs must have easy access to keys and any key code in case of emergency.</i></p> <p><i>There must be at least 2 secure physical barriers (for example, a door or gate) between a dog and any entrance or exit to the property to the outer curtilage to avoid escape.</i></p> <p><i>All wire fencing must be strong and rigid, sufficient height and kept in good repair to prevent an escape and dig-proof structure. If dogs have access to mesh, the diameter of the wire must not be less than 2 millimetres (British Standard 14 gauge welded mesh).</i></p> <p><i>Square mesh size must not exceed 50 millimetres by 50 millimetres and for chain link it must not exceed 75 millimetres by 50 millimetres. Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts.</i></p> <p><i>Any electrical sockets and appliances in the dog designated rooms and where the dogs have access to must be secure and protected against damage.</i></p> <p><i>Unit doors should open inwards to protect the health and safety of attending staff. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff. For kennels where there are facing dog units accessed by an indoor corridor, the corridor should be at least 1.2 metres wide. If this is not feasible, demonstrable measures must be in place to protect the safety of staff.</i></p> <p><i>Door openings must be constructed so that the passage of water and waste is not slowed or allowed to gather due to inaccessibility.</i></p> <p><i>Kennels and runs must open onto secure corridors or other secure areas so that dogs are not able to escape from the premises. These corridors and areas must not be used as an exercise area.</i></p> <p><i>Each unit should have a minimum headroom height of 1.8 metres and be designed to allow staff to access dogs and clean all parts of the unit safely. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.</i></p>		<p>New high level windows have been introduced to older kennel block. These now open.</p> <p>All areas secure with multiple doors/gates to prevent escape.</p> <p>Any wire fencing is with standard gauge.</p> <p>Electrical sockets are positioned away from dog access.</p> <p>Units open inwards.</p> <p>Secure corridor to main block and new block in wooden stable building.</p> <p>Drainage to front of kennels not obstructed.</p> <p>Height compliant.</p>	
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<p>5.2 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to:-</p> <p>(a) their behavioural needs, (b) its situation, space, air quality, cleanliness and temperature (c) the water quality (where relevant), (d) noise levels (e) light levels (f) ventilation.</p> <p><i>Dogs must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in the kennels must aim to keep the temperature in some part of the sleeping area above an absolute minimum of 10°C and below a maximum of 26°C.</i></p> <p><i>Dogs must be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance, steps must be taken to ensure the welfare of the dog. A dog must be able to remove itself from a direct source of heat.</i></p> <p><i>Adequate ventilation must be provided to all interior areas without the creation of excessive, localised draughts, and to avoid excess humidity.</i></p> <p><i>Heaters and electrical equipment must not be placed in a manner or location where they present a risk of burning or electric shock to dogs or humans, or a risk of fire.</i></p> <p><i>Dogs that may be adversely affected by the barking of other dogs should be located in the quietest part of the kennel facility. Excessive noise must be avoided.</i></p> <p><i>Dogs must have exposure to natural light for at least parts of the day.</i></p>	<p><i>All Actions are in place</i></p> <p><i>Only Dogs suitable to stay with us will be kept</i></p>	<p>Premises use purpose built/manufactured kennels. These are housed in appropriate areas/buildings so that environmental conditions are maintained.</p> <p>Main 2 kennel areas have ventilation, air con and heating.</p> <p>Thermometers are in place in all kennel areas. Temperature records are kept and retained for inspection.</p> <p>Panel heaters in place.</p> <p>High level heating.</p> <p>3 areas will allow separation if required.</p>	
<p>5.3 Staff must ensure that the animals are kept clean and comfortable</p> <p><i>Each occupied kennel must be cleaned daily at a minimum.</i></p> <p><i>Dogs must be removed from the area when it is being cleaned.</i></p> <p><i>Dogs should benefit from adequate routine grooming and other health regimes as needed and agreed with the owner. For example, eye cleaning or preventing long fur from matting. This must include attention to coat, teeth, ears and nails and inspection for parasites.</i></p>	<p>All on Daily paper work, there is ample of areas for dogs to rest at all times with supervision.</p>	<p>Kennels unoccupied on inspection. Extremely clean and dry.</p> <p>Daily cleaning records available.</p>	

<p>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</p> <p>Dogs must have regular opportunities during the day for toileting, taking into account individual needs.</p> <p>There must be direct and continuous access to a run for toileting or the dog must be removed from the kennel unit to toilet away from its bed at least 4 times a day.</p>	<p>All Dogs will attend Daycare and others will have a run or secure areas.</p>	<p>In most instances dogs in kennels will go on to attend day care, and will be away from kennels 7am-7pm.</p> <p>The 2 new kennel areas have runs attached.</p> <p>Older kennels can be divided into singular units or opened up to provide attached runs. Any dogs that remain in kennels where run is not in use will be removed 4 x daily for toileting and this is recorded on kennel day sheet and dog movement sheet.</p>	
<p>5.5 Procedures must be in place to ensure accommodation and any equipment within it is cleaned as often as necessary and good hygiene standards are maintained. The accommodation must be capable of being thoroughly cleaned and disinfected.</p> <p><i>Kennel units must be inspected daily and kept in a clean condition, in accordance with the cleaning and disinfection procedure produced by the facility.</i></p> <p><i>Kennels must be disinfected at least once a week and at occupancy change. Faeces must be removed from all areas as often as necessary and in any case a minimum of twice a day. Where a pest problem is identified, a control programme must be implemented.</i></p>	<p>All cleaning equipment listed</p> <p>Plus a cleaning plan in place</p>	<p>Cleaning policy and procedure in place. Daily cleaning records maintained.</p> <p>Regular disinfection takes place. All animal safe products used.</p>	
<p>5.6 The animals must be transported and handled in a manner (including for example in relation to housing, temperature, ventilation and frequency) that protects them from pain, suffering, injury and disease.</p> <p><i>All animals must be transported according to the regulations laid down in current legislation: https://www.legislation.gov.uk/uksi/2006/3260/contents/made.</i></p> <p><i>The licence holder must demonstrate that a suitable vehicle is available to transport the dogs. It does not have to be owned by the licence holder. During transport, dogs must be suitably restrained to prevent injury using any of the following:</i></p>	<p>Dogs transport policy</p>	<p>New purpose built Mercedes Sprinter Van has been introduced. Has zonal air conditioning and equipped with crates and restraints.</p> <p>Transport policy in place.</p> <p>Transport supplied only in case of emergency. No pick up/drop off service supplied.</p>	

<ul style="list-style-type: none"> • dog crate • transport harness • dog guard <p><i>Dog crates need to be of adequate size for the dog to stand, lie down and turn around freely. Crates must be designed to provide good ventilation and be firmly secured.</i></p> <p><i>Vehicles must be cleaned and disinfected after each collection and delivery of any dogs.</i></p> <p><i>Dogs must not be left in vehicles for unreasonable periods and must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal. Consideration must be given to whether it is necessary to transport animals when the temperature poses a risk.</i></p> <p><i>Sufficient breaks must be offered for water, food where appropriate and the chance to go to the toilet.</i></p> <p><i>Dogs must be transported to vet facilities in an appropriate manner for their condition, taking care that transport does not cause further suffering. Veterinary advice on the condition of the animal and suitability for transport should be sought before transport.</i></p>		<p>Variety of crate sizes available on site.</p>	
<p>5.7 All the animals must be easily accessible to staff and for inspection. There must be sufficient light for the staff to work effectively and observe the animals.</p> <p><i>Where practicable this must be natural light, but artificial light must be available. Where artificial lighting is used, this must be within a range of 10 to 12 hours daily. Lights must be turned off to provide a period of darkness overnight.</i></p>	<p>Yes the buildings have natural lighting, windows and artificial lights to the property</p>	<p>Compliant</p>	
<p>5.8 All resources must be provided in a way (for example as regards. frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals.</p> <p><i>There must be multiples of all resources equal or greater than the number of dogs in the unit.</i></p> <p><i>Resources include, but are not limited to:</i></p>	<p>Yes there will always be multiples of everything to reduce this risk</p>	<p>Fixed water points within kennels.</p> <p>Dogs fed separately. Unless 2 from same household and consented.</p> <p>Dogs own enrichment items used, but not left within units if unattended.</p>	

<ul style="list-style-type: none"> • food • water • enrichment items (such as toys) • resting and sleeping areas <p><i>Dogs must be carefully monitored, especially at feeding times.</i></p>		Beds supplied by owners or by applicant used.	
<p>5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.</p> <p><i>Trained and competent staff must observe dogs regularly throughout the day as necessary for the individual health, safety and welfare of each dog.</i></p> <p>Dogs must be provided with a design and layout that gives them choice.</p> <p>All individual dogs must be checked at least once at an appropriate interval during the out of hours period (for example, between 6pm and 8am) by CCTV or in person. There must be documented records for checking.</p> <p>Ventilation must be a managed, fixed or portable air system to make sure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or removable fans safely installed away from animals. A noise management plan to reduce noise to the dogs must be in place.</p> <p>For example:</p> <ul style="list-style-type: none"> • physical barriers • sound-absorbing build structure • positive reinforcement training to keep barking down • kennel design to prevent noise generation with demonstration of effectiveness 	Yes we will use fans and windows, the staff will always be with dogs	<p>Premises have nominated Kennel staff. Kennels are covered by CCTV. Out of hours checks conducted and records seen.</p> <p>Higher Standard MET</p> <p>Higher Standard MET</p> <p>Higher Standard MET</p>	
6.0 Suitable Diet			
6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any new feeds must be introduced gradually to allow the animals to adjust to them.	Yes <i>All Foods are what the customer will bring with them and put on are feed carts</i>	Kennels use feed boards and records of feeding on daily sheets. Owners supply food as per length of stay.	

<p><i>Adult dogs must be fed at least once per day and in accordance with the individual dog's needs. Dogs must be fed a complete diet appropriate to their age, breed, activity level and stage in the breeding cycle.</i></p> <p><i>The diet must be agreed with the dog's owner. If there are concerns about an individual dog's diet, staff must tell the owners and seek veterinary advice.</i></p> <p><i>Dogs must be fed separately from other dogs, unless the owner has agreed dogs from the same household can share a unit.</i></p>		<p>Owners are advised regarding some potential weight loss for dogs during longer stays as they will attend day care throughout stay. Food intake is monitored and adjusted and increase is required.</p> <p>Dogs fed within kennels. If doubled up with dog from same household advised that such feeding needs consent. This has not previously been recorded.</p>	
<p>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</p> <p><i>Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours. If there are concerns, staff must seek veterinary advice.</i></p> <p><i>Water intake must be checked and staff must seek veterinary advice if the dog is not drinking or is drinking excessively.</i></p> <p><i>The general condition of all long-stay dogs must be monitored and dogs displaying significant weight loss or gain must be evaluated by a vet and treated as necessary.</i></p> <p><i>Staff must follow veterinary advice must be followed if they feed dogs that:</i></p> <ul style="list-style-type: none"> • are debilitated, underweight or ill • have specific dietary requirements 	<p>All on Kennel booker account</p>	<p>Daily logs are used. Comments section available to record any concern.</p> <p>Auto feed water not used so staff able to observe water intake.</p> <p>Advised re weighing of dogs who may have longer stays than 2 weeks.</p>	
<p>6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.</p> <p><i>Food bowls should be emptied and cleaned following feeding so that food, particularly wet food, is not left out until the next feeding time.</i></p> <p><i>The premises must have fridges to store feed.</i></p> <p><i>Feed must be stored:</i></p>	<p>Yes fresh throughout the day for water, feeds given as customer required</p>	<p>Mains water supply used.</p> <p>Metallic food bowls provided.</p> <p>Fridges on site.</p> <p>Food store is dry and no evidence of vermin.</p>	

<ul style="list-style-type: none"> • away from risk of vermin • in appropriately cool and dry places 			
<p>6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.</p> <p><i>Receptacles must be:</i></p> <ul style="list-style-type: none"> • non-porous • cleaned daily • disinfected between different dogs • disinfected at least once every week • disposed of if damaged 	Yes all none porous	Compliant	
<p>6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.</p> <p><i>Fresh clean drinking water must be provided daily in a clean container and changed or refreshed as often as necessary.</i></p> <p><i>There must be multiple water bowls provided so that all dogs have ready access to water.</i></p>	Yes we refill buckets and bowls throughout the day with fresh water and if any water gets contaminated we change and wash all bowls	<p>Mains water supply used.</p> <p>Compliant as per comments.</p> <p>Each kennel has bowls commensurate to number of dogs.</p>	
<p>6.6 Where feed is prepared on the premises, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.</p> <p><i>A separate hand wash basin with an adequate supply of hot and cold water must be provided for staff to wash their hands. This must be connected to a suitable drainage system.</i></p> <p><i>Soap and hygienic hand drying facilities must also be available.</i></p> <p><i>The food preparation area must be kept clean and vermin-free at all times.</i></p> <p><i>Receptacles for a dog's food and drink must not be used for any other purposes.</i></p>	Yes we have a set room with its own sink for feeding and preparing purpose.	<p>Separate kitchen is available.</p> <p>Hot and cold water on site.</p> <p>Kitchen are was clean on appeared vermin free on inspection.</p> <p>All food and water receptacles were clean and not contaminated. Sole use.</p>	
<p>7.0 Monitoring of behaviour and training of animals</p>			
<p>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</p>	Yes enrichment	Dogs in kennels will either attend day care from approximately 7am-	

<p><i>A documented programme must be available and agreed with the owner, setting out enrichment both inside and outside. This includes grooming, socialisation and play.</i></p> <p><i>All dogs must receive appropriate toys or feeding enrichment (or both) unless veterinary advice suggests otherwise.</i></p> <p><i>Items must be checked daily to make sure they are safe and must not be left with dogs when staff are not on the premises.</i></p> <p><i>Potential competition between dogs must be avoided.</i></p>		<p>7pm. Some dogs may be on training programmes supplied by DCC. These programmes will be documented and dogs movements throughout day when in and out of kennels is documented on day records.</p> <p>Owners will supply enrichment toys is deemed suitable by DCC, they will not be left unattended in kennels with toys etc.</p>	
<p>7.2 For species whose welfare depends partly on exercise, opportunities to exercise which benefit the animals' physical and mental health must be provided, unless advice from a veterinarian suggests otherwise.</p> <p><i>Opportunities to exercise must involve at least one walk per day or access to a secure open space away from the kennel unit.</i></p> <p><i>Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.</i></p> <p><i>No more than 6 dogs per person can be walked at one time. The owner's consent is needed for a dog to walk with other dogs. Dogs must be familiarised with each other before the walk.</i></p> <p><i>Dogs that cannot be exercised must be provided with alternative forms of mental stimulation.</i></p> <p><i>Outdoor areas must not be used by more than one dog at any one time, unless they are from the same household or prior written consent has been obtained from the owners.</i></p> <p><i>Outdoor areas must be cleared of all potential hazards after each use. Faeces must be picked up between dogs using an area.</i></p> <p><i>Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards.</i></p> <p><i>Dogs must not have direct access to bins.</i></p>	<p>Yes enrichment</p>	<p>As above 7.1.</p> <p>Any dog solely in kennels for any reason will either be placed into kennel with run or allowed 4 x periods for exercise and toileting. These will be recorded in day sheets.</p> <p>Dogs are not walked. Use of day care.</p> <p>Any dogs confined to kennels on vet advice would be offered enrichment sessions with staff. These would be documented on day sheets.</p>	

<p><i>The outdoor or garden area of the premises and any other area that boarded dogs may have access to must be secure and safe.</i></p> <p><i>Dogs must not have unsupervised access to ponds, pools, wells and any other garden feature that might be a threat.</i></p>			
<p>7.3 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a veterinarian or, in the case of fish, any person competent to give such advice if adverse or abnormal behaviour is detected.</p> <p><i>The behaviour of each dog must be monitored daily. Changes in behaviours must be recorded and acted upon if there are signs of:</i></p> <ul style="list-style-type: none"> • <i>suffering</i> • <i>stress</i> • <i>fear</i> • <i>aggression</i> <p><i>All staff must be able to identify dogs that are anxious or fearful about contact.</i></p> <p><i>Records of assessment must be kept.</i></p> <p><i>Dogs that are showing (or are likely to show) signs of nerves or stress must be kept in a suitable part of the business, especially if they are:</i></p> <ul style="list-style-type: none"> • <i>elderly</i> • <i>nervous</i> • <i>on certain medication</i> <p><i>Staff must also take account of their individual needs.</i></p> <p><i>Staff must get advice where necessary from a suitably qualified clinical animal behaviourist.</i></p>	<p>Yes we document on our kennel brooker system and contact customers when required</p>	<p>Records maintained with section on day sheet to show any concerns.</p> <p>DCC also use incident records for any other concerns. Example shown of "██████████" who came in from day care to Kennels. He had obviously been bitten (insect) or stung and face/jaw had swollen. Records maintained and photos taken, owner informed and vet advice.</p> <p>Kennel dogs must also be suitable for day care environment. Nervous or elderly dogs are not routinely taken unless they are appropriate for both activities.</p> <p>Staff trained and aware of nervous, stress, suffering and aggressive behaviours.</p>	
<p>7.4 Where used, training methods or equipment must not cause pain, suffering or injury.</p> <p><i>Training must be reward based. This means staff must reward desired behaviour and ignore unwanted behaviour.</i></p>	<p>See enrichment</p>	<p>Enrichment policy in place.</p> <p>A limited number of dogs may be within kennels that have identified behavioural needs and these dogs</p>	

		will take part in daily training sessions away from day care. These sessions will be operated by suitably qualified trainer and documented.	
<p>7.5 All immature animals must be given suitable and adequate opportunities to:-</p> <p>(a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and</p> <p>(b) become habituated to noises, objects and activities in their environment.</p> <p><i>Documented processes must be in place to accommodate the needs of dogs under one year of age.</i></p> <p>There must be a clear plan setting out 2 periods of exercise per dog each day for a minimum of 20 minutes each. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.</p>	<p><i>We secure the site all around, but there will always be 2 barriers to prevent dogs getting loose</i></p>	<p>Young dog policy in place.</p> <p>Dogs will go into day care during day time periods where they interact with staff members and other dogs.</p> <p>Higher Standard MET</p>	
<p>8.0 Animal Handling and Interactions</p>			
<p>8.1 All people responsible for the care of the animals must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease.</p> <p><i>Dogs must always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress.</i></p> <p><i>Dogs must never be punished so that they become frightened or display agitated behaviour.</i></p> <p><i>People must have the competence to handle dogs correctly.</i></p> <p><i>A policy must be in place for dealing with difficult dogs, to include members of staff appropriately trained in dog handling and the use of appropriate equipment. They must also have the ability to recognise and act upon dogs with undesirable behaviours, as well as anxious or fearful dogs.</i></p> <p><i>A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site.</i></p>	<p><i>Yes</i></p> <p><i>All staff follow animal welfare legislations</i></p>	<p>All staff are trained and aware of handling appropriately.</p> <p>Staff assessments of dogs behaviours including those on training programmes for behavioural issues will be clearly recorded.</p> <p>Only suitably trained staff will be allocated to individual dogs/kennels.</p> <p>Muzzles on site.</p>	

<p>8.2 The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals. No animals from a social species may be isolated or separated from others of their species for any longer than is necessary.</p> <p><i>Only dogs from the same household can share a kennel unit and they must be monitored. The owner must give written authorisation to do this and consent must also include the authority to separate the dogs if there are problems.</i></p>	<p>Yes we only accept dogs</p>	<p>Only same household dogs to share kennels.</p> <p>Advised to record clearly consents for licence conditions and away from terms and conditions documents to ensure all consents are recorded and conditions re consents met.</p>	
<p>8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.</p> <p><i>Animals should be encouraged, but never forced to interact with people.</i></p>	<p>Yes <i>Staff will be with them all day</i></p>	<p>Dogs will either go to day care or training programme with qualified trainers.</p>	
<p>9.0 Protection from Pain, Suffering, Injury and Disease</p>			
<p>9.1 Written procedures must:-</p> <p>(a) be in place and implemented covering:-</p> <p>(i) feeding regimes, (ii) cleaning regimes, (iii) transportation, (iv) the prevention of, and control of the spread of, disease, (v) monitoring and ensuring the health and welfare of all the animals, vi) the death or escape of an animal (including the storage of dead animals);</p> <p>(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.</p> <p><i>The procedures must include how the conditions outlined in this guidance are met.</i></p>	<p><i>See policies</i></p>	<p>Policies and procedures in place for (i) to (v) and (b).</p>	
<p>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</p>	<p>Training provided</p>	<p>Compliant</p>	
<p>9.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.</p> <p><i>The business must have a facility to isolate any dog that is:</i></p> <ul style="list-style-type: none"> • <i>injured</i> 	<p>Infection control plan</p>	<p>Current vet letter in place.</p>	

<ul style="list-style-type: none"> • <i>sick</i> • <i>infectious or carrying a serious infectious disease</i> <p><i>If the isolation facility is at another location, such as a local veterinary practice, the licence holder must be able to provide evidence that the practice can do this (for example, a letter from the practice).</i></p> <p><i>All staff must understand the procedures to prevent the spread of infectious disease.</i></p> <p><i>Where infectious disease is present in the whole premises, barrier nursing procedures, and people trained in these, must be implemented. This includes use of protective clothing and footwear (where applicable) changed between enclosures, separate storage of equipment and segregation of waste.</i></p> <p><i>Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area.</i></p> <p><i>Protective clothing and footwear must be worn when handling dogs in the isolation facility, and sanitation protocols adhered to. Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.</i></p> <p><i>Dogs in the isolation facility must be checked at least as frequently as other dogs. Dogs showing signs of infectious disease must be visited after all the other dogs, unless there is a separate person only looking after the isolated dogs.</i></p>			
<p>9.4 All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.</p> <p><i>An up-to-date veterinary vaccination record must be seen to show that dogs, including resident dogs, have current vaccinations against:</i></p> <ul style="list-style-type: none"> • <i>canine parvovirus</i> • <i>canine distemper</i> • <i>infectious canine hepatitis (adenovirus)</i> • <i>leptospirosis</i> • <i>other relevant diseases</i> <p><i>Vaccination against other diseases such as kennel cough (bordetella bronchiseptica or canine parainfluenza virus) may be required.</i></p>	<p><i>See infection control</i></p>	<p>Infection control policy in place.</p> <p>Discussion held on inspection as to how they can ensure information provided by customer is accurate. From record checks it appears that some vaccination dates have been provided verbally with no evidence to support. It is apparent vaccination cards have not been produced or seen in certain records.</p> <p>Kennel booker system is shown to be effective in indicating when</p>	

<p><i>A vet certificate of a recent protective titre test may be accepted instead of a booster vaccination. The certificate must state that it is valid for the current period. It is up to the licence holder whether to accept such a certificate.</i></p> <p><i>Primary vaccination courses must be completed at least 2 weeks before acceptance into boarding.</i></p> <p><i>Vaccines used must be licensed for use in the UK. Homeopathic vaccination is not acceptable.</i></p> <p><i>If there is evidence of external parasites such as fleas, ticks or lice, the dog must be treated with an appropriate product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must be discussed with a vet before giving it to the dog. The owner must consent to this.</i></p>		<p>vaccines are due and sends reminder to reception and customer, however this only works off the dates provided.</p> <p>██████ to inform all staff that the vaccine cards need to be seen and details recorded on system in all instances moving forward. This was done during inspection via email and issue resolved.</p> <p>New consent form to be introduced as discussed. This was done during inspection and all staff informed via email.</p>	
<p>9.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.</p> <p><i>This must be in a clearly-marked bin which is emptied either daily or when full, whichever is the sooner. Excreta must be removed in accordance with the documented cleaning and disinfection procedure. Storage of excreta must be away from areas where animals or food are kept.</i></p>	<p>We use bins that are serviced by an outside agency</p>	<p>No bin storage with dog access, disposal contract in place.</p>	
<p>9.6 Sick or injured animals must receive prompt attention from a veterinarian or, in the case of fish, an appropriately competent person and the advice of that veterinarian or, in the case of fish, that competent person must be followed.</p>	<p>We would contact the vets</p>	<p>Compliant</p>	
<p>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</p> <p><i>When a dog is suspected by the trained first aider of being ill or injured a vet must be contacted for advice immediately and any instructions for treatment recorded. Further advice must be sought if there is ongoing concern.</i></p> <p><i>Any preventive treatment must be administered with written consent from the owner and under the direction of a vet.</i></p>	<p><i>Staff trained to give medication and we follow vets advice</i></p>	<p>Compliant as demonstrated by Doberman records.</p>	
<p>9.8 The licence holder must register with a veterinarian with an appropriate level of experience in the health and welfare requirements of any animals specified in</p>	<p><i>Yes we check with emergency vet</i></p>	<p>Complaint. Vet details on display in reception.</p>	

<p>the licence and the contact details of that veterinarian must be readily available to all staff on the premises used for the licensable activity.</p> <p><i>The vet's details must be displayed where they can be easily seen by all staff members.</i></p> <p><i>This must the include:</i></p> <ul style="list-style-type: none"> • <i>name</i> • <i>address</i> • <i>telephone number</i> • <i>out of hours telephone number</i> <p><i>The veterinary practice must be within a reasonable travel distance.</i></p> <p><i>The licence holder will decide which vet they will use. They must get written consent from the dog's owner before taking the dog to the vet.</i></p>		<p>New consent form discussed with manager.</p>	
<p>9.9 Prescribed medicines must be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in accordance with the instructions of the veterinarian.</p> <p><i>All courses must be completed to the specifications given by the vet.</i></p> <p><i>Any unused medications must be returned to the owner, nominated contact or prescribing vet.</i></p> <p><i>A fridge must be available to store medicines that need to be kept at low temperatures.</i></p>	<p>We have labelled storage containers for this and cupboards and a fridge</p>	<p>Compliant as comments.</p>	
<p>9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.</p> <p><i>All medications must only be used with prior consent of the owner and in discussion with a vet.</i></p>	<p>We have labelled storage container for the cupboards and fridge</p>	<p>Compliant as per comments.</p>	
<p>9.11 Cleaning products must be suitable, safe and effective against pathogens that pose a risk to the animals. They must be used, stored and disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering of the animals.</p>	<p><i>We use defra products</i></p>	<p>On inspection all kennels clean and appeared disinfected.</p>	

<p><i>They must be used, stored and disposed of in accordance with the manufacturer's instructions and used in a way which prevents distress or suffering of the animals.</i></p> <p><i>The choice of cleaning and disinfectant products must be based on suitability, safety, compatibility and effectiveness. Disinfectant products must be virucidal as well as bacteriocidal.</i></p> <p><i>Staff using cleaning products must be competent in the safe use of detergents and fluids. Cleaning products must be kept entirely out of the reach of animals, and must never be left in kennels.</i></p> <p><i>Standing water must not be allowed to accumulate due to the possibility of pathogens residing in these moist environments.</i></p> <p><i>Grooming equipment must be kept clean and in a good state of repair. If provided by the owner, it must only be used on that dog and must be sent home with the dog.</i></p> <p><i>Toys must be cleaned and disinfected between uses for different dogs, disposed of, or returned to the dog's owner (if they came in with the dog).</i></p> <p><i>Kennels of long stay dogs must undergo periodical thorough cleaning, disinfection and drying.</i></p> <p><i>Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use or disposed of.</i></p>		<p>Cleaning products and equipment stored away from kennels and in secure area.</p> <p>All products used are suitable for purpose and animal friendly.</p> <p>No evidence of standing water or urine. Kennels well drained with covered drainage system.</p> <p>Any enrichment items or grooming items on site appeared clean and fit for purpose.</p>	
<p>9.12 No person may euthanase an animal except a veterinarian or a person who has been authorised by a veterinarian as competent for such purpose or</p> <p>(a) in the case of fish, a person who is competent for such purpose;</p> <p>(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.</p> <p>(c) a person who has been authorised by a veterinarian as competent for such purpose</p> <p><i>Only a vet may euthanise a dog.</i></p> <p><i>The licence holder must keep a record of all euthanasia and the identity of the qualified vet that carried it out. The owner or designated main point of contact must be contacted to give consent. Unless imperative for the welfare of the dog, euthanasia must not take place until consent is given.</i></p>	<p>We don't euthanase animals</p>	<p>Compliant and policy in place.</p> <p>Advised regarding consents.</p>	

<p>9.13 All animals must be checked at least once daily or more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be checked more frequently.</p>	<p>Daily health checks</p>	<p>Records of daily health checks seen. Evidence of concerns and action taken recorded.</p>	
<p>9.14 Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a vet (or in the case of fish, of an appropriately competent person) must be sought and followed.</p> <p><i>Records and any associated checklists must be made available to inspectors.</i></p> <p><i>Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.</i></p>	<p>If any discovered we would follow emergency plan</p>	<p>Complaint as 9.13.</p>	
<p>10.0 Emergencies</p>			
<p>10.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all the people on the premises used for the licensable activity, and followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdowns for essential heating, ventilation and aeration or filtration systems or other emergencies.</p> <p><i>Entrances and fire exits must be clear of obstructions at all times.</i></p> <p><i>Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. Buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level or floor. Where appropriate, there must be at least one carbon monoxide detector.</i></p> <p><i>A first aid kit suitable for treatment of dogs must be kept on site.</i></p> <p><i>An emergency drill programme must be in place with annual testing, or as determined by fire risk assessments. All new members of staff must have this as part of their induction programme.</i></p> <p><i>There must be a plan for housing of the dogs should the premises become uninhabitable.</i></p> <p><i>There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold).</i></p>	<p>Emergency plan</p>	<p>Plan in place and on display.</p> <p>On inspection all entrances and exits unobstructed. All gates and doors unlocked but securely closed.</p> <p>Ample first aid kits on site for both human and dog.</p> <p>Dogs would be returned to owners or emergency contact.</p> <p>Extreme of weather policy in place.</p>	

<p><i>All electrical installations must be installed by appropriately qualified persons in a location where they do not present a risk.</i></p> <p><i>All equipment must be maintained in a safe condition and good state of repair and must be serviced according to manufacturer's guidelines.</i></p>		Electrical items away from dogs and appeared PAT tested.	
10.2 The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable. It must also include an emergency telephone list with fire service and police contact details.	Emergency plan	Compliant	
10.3 External doors and gates must be lockable.	All areas	Compliant	
<p>10.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance of the premises and available to attend in an emergency.</p> <p><i>A reasonable distance is interpreted as no more than 30 minutes travelling time in normal conditions.</i></p> <p><i>In a non-domestic setting, an emergency contact name and number must be displayed on the outside of the premises.</i></p> <p>A member of staff must be on site at all times.</p>	Yes multiple people live close by	<p>██████ lives on site.</p> <p>List of staff key holders available.</p> <p>Higher Standard MET</p>	

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

Condition / Guidance	Applicant Notes / Comments	Officer Notes / Comments	Compliant Y or N <i>(Officer use only)</i>
7 Suitable Environment			
7.1 Dogs within the licensed premises must be prevented from coming into contact with other animals from outside the premises.		Complaint.	

<p>7.2 In each kennel unit, the sleeping area must:</p> <p>(a) be free from draughts (b) provide the dog with sufficient space without touching another dog or the walls to:</p> <p>i) sit and stand at full height ii) lie down fully stretched-out iii) wag its tail iv) walk v) turn around without touching another dog or the walls</p> <p>(c) have a floor area which is at least twice the area required for the dog in it to lie flat (d) if built after the date on which these Regulations come into force, have a floor area of at least 1.9 square metres.</p> <p><i>This applies to new builds and extensions. It does not apply to kennels rebuilding on an existing footprint. It is expected that many new boarding facilities will be significantly larger than the minimum sizes currently provided.</i></p>	<p>Additional size made as well as regular checked through day/night</p>	<p>DCC use purpose built kennels that are made to regulation + size.</p> <p>However, it is noted that in the case of large breeds, these may not be sufficient to allow 2 x dogs to share one kennel and be compliant with i) – v). This should be reflected in any booking for larger breeds from same household to alleviate any issue with compliance.</p>	
<p>7.3 Each kennel unit must be clearly numbered and there must be a system in place which ensures that relevant information about the dog or dogs in each kennel unit is available to all staff and any inspector.</p>	<p>All signs on doors & boards</p>	<p>Compliant on inspection.</p>	
<p>7.4 Each dog must have constant access to its sleeping area.</p> <p><i>There must be a clean resting place to provide comfort and warmth that is situated out of draughts.</i></p> <p><i>All beds and bedding areas must be kept clean, dry and parasite free. Bedding must be made of a material that is easy to wash and disinfect, or is disposable.</i></p> <p><i>Bedding must be changed, cleaned and disinfected between dogs.</i></p> <p><i>A dog must not be left without bedding. Soft bedding materials must be provided and adapted if necessary for old, young or infirm dogs to help regulate their body temperature. If a dog chews or destroys its bedding, it must be replaced with an alternative.</i></p>	<p>All dogs have there own sleeping areas</p>	<p>Customer bedding allowed or can be provided by DCC.</p> <p>Ample bedding on site that was fit for purpose.</p>	

<p>7.5 Each dog must have a clean, comfortable and warm area within its sleeping area where it can rest and sleep.</p>	<p>See daily sheets and rest areas</p>	<p>Compliant.</p>	
<p>7.6 Each exercise run must have a single, safe, secure, waterproof roof over a minimum of half its total area.</p> <p>A dog should have constant access to an exercise run during the daytime. Where this is not possible, a dog must be removed from its kennel unit at least 4 times per day for exercise and toileting.</p> <p>The roofing material must be of a material (ideally translucent) capable of filtering UV light and providing shade. A run must not be used as the primary sleeping area.</p>	<p><i>Fully secure and clean areas</i></p>	<p>Kennels in the older block can be split into singular units or unit with run. All other units have attached run.</p>	
<p>7.7 Where a dog poses a health or welfare risk to other dogs, it must be kept on its own in a kennel unit. If that kennel unit adjoins another kennel unit any adjoining wall must be of full height and width so as to prevent the dog from coming into physical contact with any other dog.</p> <p><i>Partition walls may be temporary, as long as they are safe and robust.</i></p>	<p><i>Iso kennel to be used</i></p>	<p>Compliant.</p>	
<p>7.8 Only dogs from the same household may share a kennel unit.</p> <p><i>Written authorisation from the owner is required.</i></p> <p>The sleeping area must be at least 2.85 square metres.</p>	<p>Up loaded on kennel booker in client details</p>	<p>Discussion held and new consent form to be introduced.</p> <p>Higher Standard MET</p>	
<p>8.0 Monitoring of behaviour and training</p>			
<p>8.1 Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.</p> <p><i>Items specific to a particular dog must be identified as such and only used for those dogs.</i></p> <p><i>Items such as leads must be removed when the dog is in its kennel unit.</i></p>	<p><i>Action plans in place</i></p>	<p>Compliant as per 7.1</p>	

<p>8.2 All dogs must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.</p> <p><i>Supervised enrichment opportunities must be offered to each dog at least daily.</i></p> <p><i>Food provision can be used to enhance enrichment. For example, through the use of devices increasing the time and effort taken to access food. This includes puzzle feeders, activity balls and stuffed rubber toys.</i></p> <p><i>Where dogs are kept in pairs or larger groups, more devices must be available than the number of dogs and use must be supervised carefully to identify where adverse behaviour occurs.</i></p> <p><i>Dogs which show adverse behaviour associated with feeding, or when provided with food based enrichment, must be separated from other dogs prior to feeding.</i></p>	<p><i>All on clients information check in sheets</i></p>	<p>In most circumstances dogs will attend day Care or Training on site.</p> <p>Enrichment for those dogs that may be confined to kennels will be documented.</p>	
<p>8.3 All toys and other enrichment items must be checked daily to ensure they remain safe and must be cleaned and disinfected at least weekly.</p>	<p>Checked daily & cleaned ready for rest time</p>	<p>Compliant</p>	
<p>8.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.</p>	<p>All dogs exercised through the core of the day, check daily sheet</p>	<p>Compliant</p>	
<p>8.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation.</p> <p><i>Walks must be replaced with 2 extra periods of human interaction during the day using grooming, toys or play. Toys will ideally be on a rotation so that their preferences for different toys can be established and to minimise stress.</i></p>	<p>Daily paper work</p>	<p>Complaint</p>	
<p>8.6 There must be an area within each kennel unit in which a dog can avoid seeing people and other dogs outside the kennel unit if it so chooses.</p> <p><i>This applies whether a dog is single, paired or group housed.</i></p> <p><i>The dog must be able to hide to avoid visual contact with other dogs. For example, by using blankets, crates and beds with high sides or screens.</i></p> <p><i>There must be a documented daily enrichment plan setting out 2 or more sessions with toys or feed enrichment per day (in addition to their exercise).</i></p>		<p>Compliant, use of high sided beds or screening in place.</p> <p>Higher Standard MET</p>	
<p>9.0 Records</p>			
<p>9.1 A register must be kept of all the dogs at the premises which must include:</p>	<p>Kennel booker</p>	<p>Compliant.</p>	

<p>(a) the dates of each dog's arrival and departure (b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed (c) the number of any dogs from the same household (d) a record of which dogs (if any) are from the same household (e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details (f) the name, postal address, telephone number and email address of a local contact in an emergency for each dog (g) the name and contact details of the dog's normal vet and details of any insurance relating to the dog (h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise (i) details of the dog's diet and related requirements (j) consent forms (k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments (l) details of any medical treatment each dog is receiving</p>		Records maintained on Kennel Booker system.	
<p>9.2 When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.</p>	Collars and tags	Compliant	
<p>10.0 Protection from pain, injury, suffering and disease</p>			
<p>10.1 Where any other activity involving animals is undertaken on the premises, it must be kept entirely separate from the area where the activity of providing boarding for dogs in kennels takes place.</p> <p><i>Units housing rescue or breeding dogs must be separate. Extra precautions must be taken to prevent the spread of disease and the licence holder must be able to demonstrate how this is managed. Ideally all equipment must be separate.</i></p>	SEPRATE AREAS AND ISO KENNELS ARE PUT IN PLACE	Day care and home boarding also take place on site. These are totally separate areas with clear transition between activities documented.	
<p>10.2 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.</p>	ARE LOCAL VETS ARE ON HOLD FOR AN EMERGENCY	Compliant	
<p>10.3 A holding kennel unit must only be used in an emergency and must not be used for longer than is necessary and in any event for no longer than a total of 12 hours in any 24 hour period.</p>	ISO KENNEL WILL BE USED	Complaint	

<p>10.4 In sub-paragraph (3), "holding kennel unit" means a kennel unit, separate from any other kennel unit, in which a dog may be housed temporarily.</p> <p><i>Holding kennels must comply with the conditions as required for main kennels. Holding kennels must be a minimum area to allow the dog to exhibit normal behaviour and dogs must be provided with a bed, food and water.</i></p>	<p>WE HAVE X2 ISO AREAS X1 KENNEL X1 REST AREA</p> <p>IN ADIDITION WE HAVE MANY AREAS WE CAN USE SO SECURE DOGS</p>	<p>Compliant.</p>	
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To be completed by the Inspecting Officer:

Date of inspection(s)

24 June 2024

Name of person(s)
seen at inspection

[Redacted]

EVU(s).

020557

Officer name(s)

[Redacted]

Inspectors Comments/Recommendations

The premises has recently had a change in site management. New manager appears very knowledgeable and experienced. Stronger management structures appear to be in place and applicant is keen to seek to improve facility in particular ensuring compliance of conditions in respect of records.

New kennel areas have been introduced and are to be added to the licence. These facilities appear of excellent purpose-built quality.

The licence will be renewed for 20 boarding dogs. It should be noted that this will allow the 10 kennels to have 2 dogs per kennel. These would have to be from same households and of a size that allows conditions of space requirement per dog to be met. It is anticipated that the figure of 20 dogs will rarely be needed.