

Premises Name Frandham Boarding Kennels **Date** 17/11/2023

Officer Name



Premises Address Frandham Kennles, Minnis Lane River

Person seen (If different from Operator):-Telephone: Email

Number of animals to be included on the licence 10 Cats, 30 Dogs, 20 Stray Current Star Rating – 3 star 2 years

Number of units	Size of unit	Number of dogs/cats permitted in unit
1	1.5 x1.2 = 1.8m2 (sleeping area)	2
	1.2 x 2 = 2.4 m2 (exercise area)	
4	1.5 x 1.2 = 1.8m2 (sleeping area)	2
	1.2 x 2.875 = 3.45 (exercise area)	
		Total 10 cats



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

Condition	Guidance – Kennel	Guidance Cattery	Y/N	Officer Notes
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.	☐ 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.	same		In reception with the insurance certificate
1.2 The name of the licence holder followed by the number of the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity.				Website displays name and licence number
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	Electronic records must be backed up	Same		Records kept in hard copy – aware need to be kept for 3 years



available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form. 2.2 The licence holder must keep all such records for at least three years beginning with the date on which the record was created.			
3.0 Use, number and type of animal 3.1 No animals or types of animal other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity.	 This licence applies only to the boarding of dogs. However, if there are welfare concerns relating to other animals then the inspector should inform any or all of the following, as appropriate: The relevant person in the Local Authority The Police A suitable animal welfare organisation 	□ The licence applies only to the boarding of cats. If you are concerned about the welfare of other animals, you should inform the relevant person in the Local Authority, the Police or a suitable animal welfare organisation.	Separate blocks for the cattery, the boarding dogs and the stray dogs. Owned pets don't live in the kennel/cattery blocks. The 10 owned dogs, 1 cat and 1 parrot live in the private dwelling, 4 chickens. Sometimes strays come within the home On site there is also a livery yard, which is totally separated from the kennels and cattery
3.2 The number of animals kept for the activity at any time must not exceed the maximum that is reasonable taking into	□ The licence conditions must clearly state the numbers of dogs that are kept for the licensable activity permitted at the premises. Undeclared	□ The licence must clearly state the maximum number of cats that are allowed on the premises. Undeclared numbers are a breach of the licence,	10 cats 30 dogs 20 stray



account the facilities and staffing on any premises used for the licensable activity.	numbers would be a breach of the licence, especially if not reflected in increased staffing levels. Consideration of what is reasonable should take into account where a licenced premise 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).	especially if staffing levels are not increased. You should take into account any other cats that are on the premises (such as pets) and the impact on facilities and staffing. If a cat is located in a different part of the facility, it wouldn't necessarily need to be included in the figure for the licence.	
4.0 Staffing 4.1 Sufficient numbers of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of all the animals are met.	 Each member of staff should have 25 dogs or less to care for. If there is evidence that the dog's welfare needs are not being met, you should consider the staffing levels against: The size of premises The layout of the premises (the number of dogs that are allowed in each separate area) The type of dog 	 The business must have enough staff to fully meet the welfare needs of each cat. Each member of staff should have 25 cats or less to care for. If there is evidence that the cats' welfare needs are not being met, you should consider the staffing levels against: The size of the premises The layout of the premises (the number of cats that are 	3 Full time equivalent 5 part time plus dog walkers This covers the minimum ratio animal: staff indicated by the guidance



	 The qualifications and experience of the staff Additional services offered by the establishment Use of part-time staff or volunteers Advice from the local authority's veterinary officer 	 allowed in each separate area) The qualifications and experience of staff Advice from the local authority's veterinary officer Use of part-time staff or volunteers 	
4.2 The licence holder or a designated manager and any staff employed to care for the	You should look at training records as evidence of suitable induction training of staff in:	 You should look at training records as evidence of suitable induction training of staff in: 	Annual Appraisal Designated perso to monitor training
 animals must have competence to both: identify the normal behaviour of the species for which they are caring recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour. Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience. 	 Animal Welfare, including recognising poor welfare Animal handling Animal behaviour Cleanliness and hygiene Feeding and food preparation Disease prevention and control Recognition and first aid treatment of sick or injured animals Staff who care for the dogs must either: Hold a formal qualification, such as a Level 2 OFQUAL 	 Animal welfare, including recognising poor welfare Animal handling Animal behaviour Cleanliness and hygiene Feeding and food preparation Disease prevention and control Recognition and first aid treatment of sick or injured animals Staff who care for the cats must either: Hold a formal qualification, such as a Level 2 OFQUAL regulated qualification 	Written training policy, CDP recorded, Team building days, over sees the training (trained vet nurse) training ongoing and recorded



	 regulated qualification appropriate for their role Show they have relevant and sufficient knowledge and experience 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. 	 Show they have relevant and sufficient knowledge and experience 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. 	
4.3 The licence holder must provide and ensure the implementation of a written	 The staff training policy must be reviewed and updated each year. 	Same as kennels	Yes staff training policy seen
training policy for all staff.	□ It must include:		
	 Annual appraisal Planned and continued professional development Recognition of knowledge gaps 		



	 This applies to all staff including the licence holder Training can be demonstrated by: 			
	 Engagement with written or online learning and courses Knowledge of research developments for specific species Annual appraisal documents 			
	Licence holders must be able to provide evidence of staff attendance or completion of the training.			
Required Higher Standard for Staffing	☐ The licence holder needs to have at least one full-time member of staff for every 15 dogs kept.	There must be at least one full time member of staff for every 20 cats, or a higher number of qualified staff.	N/A	
Optional Higher Standard for Staffing	 There must be a member of permanent, full-time staff with an appropriate Level 3 OFQUAL regulated qualification. 	There must be at least one member of staff that has a relevant Ofqual regulated Level 3 qualification.	N/A	



5.0 Suitable Environment	Dogs should be	☐ Timber must be good quality	2021 inspection - Some
5.1 All areas, equipment and	accommodated in a kennel	and well-kept. Any damaged	maintenance needed for wooden
appliances to which the animals	unit, defined as a sleeping	areas must be sealed or over	parts of the kennels is in hand as
have access must present	area and an attached run.	clad. Wood must be smooth,	part of yearly maintenance. 2023
minimal risks of injury, illness	□ The interior and exterior of	treated, properly maintained	This is ongoing, repairs have been
and escape. They must be	the buildings must be	and waterproof.	made
constructed in materials that are	maintained in good repair.	□ Interior surfaces, including	Major improvement done around the
robust, safe and durable, in a	Outer paths, gardens, exercise	floors, must be smooth and	new kennel's block with hardcore laid
good state of repair and well	areas and general	waterproof. Surfaces must be	down to prevent mud.
maintained.	surroundings must be kept in a	able to be disinfected, where	Last block surrounding are in the
	good, clean, presentable	appropriate. Floors must have	process to be done too, delayed
□ Kennels and runs must open	condition.	a non-slip, solid surface.	because lack of the hard core form
onto secure corridors or other	□ There must not be any	Junctions between sections	supplier. – all done
secure areas so that dogs are not	sharp edges, projections,	must be coved or sealed.	
able to escape from the premises. These corridors and areas must	rough edges or other hazards		New Cattery – see report for sizes,
not be used as an exercise area.	that could risk injuring a dog.	There must not be any	very nice new and clean, meets
not be used as an exercise area.		sharp edges, projections,	requirements.
Each unit should have a	Timber, if used, must be:	rough edges or other hazards	
minimum headroom height of 1.8	 Good quality 	which could injure a cat.	Doors and gates lockable
metres and be designed to allow	• Well-kept	□ Windows and doors must	5
staff to access dogs and clean all	 Sealed or over clad if there 	be:	Units escape proof
parts of the unit safely. Where this	are any damaged areas		
is not feasible there must be a	, ,	 Escape proof 	
documented procedure in place to	Exposed wood must be exposed tracted and	 Strong enough to resist 	
demonstrate the safety of staff.	smooth and treated and	scratching	
Unit doors should open inwards	properly maintained to render it waterproof. All structural	Capable of being secured	
to protect the health and safety of	exterior wood (for example,	properly	
attending staff. Where this is not	esterior wood (ior esample,	· · ·	



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. Door openings must be constructed so that the passage of water and waste is not slowed or allowed to gather due to inaccessibility. Any drain covers in areas where dogs have access must be secure and designed and located to prevent toes and claws from being caught.	fence posts) must be properly treated against wood rot (for example, tanalised). Only non- toxic products may be used. □ 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. □ 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	 Access doors must not be propped open. All wire mesh or fencing must be strong and rigid. It must be kept in good repair to prevent escape. External doors or gates must be lockable. Staff must have easy access to keys in case of an emergency. Gaps or openings must be small enough to prevent a cat's head passing through or trapping any limb or body parts. 	
Cats	walk on, in particular to avoid slipping.		
Door openings must be constructed in a way that the	Doors and windows to the outside must be escape proof, securable, strong enough to resist impact and scratching,		



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passage of water or waste is not	and to prevent injury. External		
prevented. Water or waste must	doors and gates must be		
not be allowed to gather because	lockable. Those involved in the		
of inaccessibility.	care of the dogs must have		
	easy access to keys and any		
□ If cats have access to mesh,	key code in case of		
the diameter of the wire must not	emergency.		
be less than 1.6 mm (16 gauge	□ There must be at least 2		
welded mesh). Mesh size must	secure physical barriers (for		
not exceed 25 mm in one	example, a door or gate)		
direction. It should be positioned	between a dog and any		
on the inside of the framework of	entrance or exit to the property		
runs to prevent damage of	to the outer curtilage to avoid		
uprights by cats scratching any	escape.		
woodwork.			
- Any drainage required must be	□ All wire fencing must be		
□ Any drainage required must be effective to make sure there is no	strong and rigid, sufficient		
	height and kept in good repair		
standing or pooling of liquids. A	to prevent an escape and dig-		
minimum gradient of 1:80 is	proof structure. If dogs have access to mesh, the diameter		
advised to allow water to run off.	of the wire must not be less		
Waste or water must not run off			
into neighbouring pens or cat	than 2 millimetres (British Standard 14 gauge welded		
units.	mesh). Square mesh size must		
□ Units must open onto secure	not exceed 50 millimetres by		
corridors or other secure areas so	50 millimetres and for chain		
that cats are not able to escape	link it must not exceed 75		
from the premises.	millimetres by 50 millimetres.		
	Gaps or apertures must be		
	Cupe of upertures must be		



 Units should be designed so cats can exercise and be handled within the unit. Unit doors should open inwards to protect the health and safety of staff. If this is not possible, there must be a documented procedure to demonstrate the safety of staff. 	 small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. Any electrical sockets and appliances in the dog designated rooms and where the dogs have access to must be secure and protected against damage. 		
 5.2 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to: (a) their behavioural needs, (b) its situation, space, air quality, cleanliness and temperature (c) the water quality (where relevant), (d) noise levels (e) light levels (f) ventilation. 	 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. 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 	 Cats must not be restricted to areas that get too hot or too cold, causing them distress. The insulation and temperature must keep some part of the sleeping area between 15°C and 26°C. The temperature must never go below 10°C. Additional heat may be provided by heated beds or pads, but they must not be the main source of heat for the cats. The cat must be able to remove itself from the source of heat. 	Monitored have sleeping area has heater, cattery specific. Thermostat set for 12, heat lamps in each kennel unit, dog can move away if too hot



	 remove itself from a direct source of heat. Adequate ventilation must be provided to all interior areas without the creation of excessive, localised draughts, and to avoid excess humidity. 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. Dogs that may be adversely affected by the barking of other dogs should be located in the quietest part of the kennel facility. Excessive noise must be avoided. Dogs must have exposure to natural light for at least parts of the day. 	 Heaters must not be sited in a way or location where they present a risk of burning or electrocution to cats or humans or risk a fire. Cats must be monitored to check if they are too hot or too cold. If a cat is showing signs of heat or cold intolerance steps must be taken to protect the welfare of the cat. Cats must not be exposed: Excessive or continuous noise – such as dogs barking Draughts Ventilation must be provided in interior areas to avoid excess humidity 	
5.3 Staff must ensure that the animals are kept clean and comfortable	 Each occupied kennel must be cleaned daily at a minimum. Dogs must be removed from the area when it is being cleaned. 	Cats must benefit from routine health regimes, including grooming. If necessary this must include cleaning of the eyes, keeping	Written policy for temp checking Always checked first thing in the morning and last thing at night – ad hoc in extremes



	□ 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.	 long fur from matting and inspection for parasites. Cats must not routinely be removed from their cattery unit whilst it is being cleaned unless it is causing stress for the cat and there is a safe alternative temporary unit. 	Records kept of recordings
5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.	 Dogs must have regular opportunities during the day for toileting, taking into account individual needs. There must be direct and continuous access to a run for toileting. Where a dog will not toilet in its kennel unit, the dog must be removed from the kennel unit to toilet away from its bed and to exercise at least four times a day. 	 Cats must have a litter tray. Scented litter must not be used. Bedding must be changed, cleaned and disinfected between cats or when soiled. 	Access to the run all the time. For cats the litter used is wooden pellet Dogs have outside exercise area
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	□ Kennel units must be inspected daily and kept in a clean condition, in accordance with the cleaning and disinfection procedure produced by the facility.	□ Units must be inspected each day and kept in a clean condition. This must be done in line with the documented cleaning and disinfection procedure.	Procurers seen and implemented



accommodation must be capable of being thoroughly cleaned and disinfected.	 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. 	 Each occupied unit must be cleaned at least once each day. Units must be disinfected between new occupants and when necessary. Effective spot cleaning is allowed. If a pest problem is identified, a pest control programme must be put in place. 	
 5.6 The animals must be transported and handled in a manner that protects them from pain, suffering, injury and disease. This includes considering housing, temperature, ventilation and frequency. Vehicles must be cleaned and disinfected after each collection and delivery of any dogs. 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 	 All animals must be transported according to the regulations laid down in current legislation. 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: Dog crate Transport harness Dog guard 	 All animals must be transported according to the regulations laid down in current legislation. The licence holder must demonstrate that a suitable vehicle is available to transport the cats. It does not have to be owned by the licence holder. Cats must always be transported in a suitable, strong cat carrier. This applies to travel: Within the cattery In a vehicle To and from a vehicle 	Only pick up and drop off for boarding, cleaning for the van SOP for cleaning Specific vehicle, animals are secured, A/C



given to whether it is necessary to transport animals when the temperature poses a risk. Sufficient breaks must be offered for water, food where appropriate and the chance to go to the toilet	 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. 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. 	 Vehicles must be regularly cleaned and disinfected after each collection or delivery of any new cats. Cats must not be left in vehicles for unreasonable periods. They must never be left unattended in a car or other vehicle where the temperature may pose a risk to the cat. Consideration must be given to whether it is necessary to transport cats when the temperature poses a risk. Enough breaks must be given to any propriate. 	
5.7 All the animals must be easily accessible to staff and for inspection. There must be sufficient light for the staff to work effectively and observe the animals.	 Where practicable this must be natural light, but artificial light must be available. Where artificial lighting is used, this must be within a range of 10 to 12 hours daily. Lights must be turned off to 	 Where practicable this must be natural light, but artificial light must be available. If artificial lighting is used, it must be within a range of 10 to 12 hours daily. Lights must be turned off 	Indoor and outdoor lights available
5.8 All resources must be provided in a way (for example	 provide a period of darkness overnight. There must be multiples of all resources equal or greater 	 Lights must be tarried on overnight to provide a period of darkness. If cats from the same household share a unit there 	If two animals board in the same unit two of every resource made available



as regards. frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals.	 than the number of dogs in the unit. Resources include, but are not limited to: Food Water Enrichment items (such as toys) Resting and sleeping areas 	 must be multiples of all resources equal or greater than the number of cats. Examples of resources include: Food Water 	
	Dogs must be carefully monitored, especially at feeding times.	 Litter trays Resting and sleeping areas Enrichment items (such as toys) 	
5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.	□ Trained and competent staff must observe dogs regularly throughout the day as necessary for the individual health, safety and welfare of each dog.	All cats must be checked often throughout the day. The licence holder or responsible person must visit the cats at regular intervals no more than 3 hours apart (from 8am until 6pm). Cats must also be checked as often as needed for their individual health, safety and welfare.	Staff start at 6am and last check at 10pm, staff regularly make checks throughout the day
Required Higher Standards for Providing a Suitable Environment for Dogs	 Dogs must be provided with a design and layout that gives them choice. 	All cats must be checked at least once at an appropriate interval out of hours	N/A



	□ 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.	 (between 6pm and 8am) by a person or CCTV. Temperature in the sleeping area must be between 18°C and 26°C. The environment must have a layout and design that gives the cats choice. 	
Optional Higher Standards for Providing a Suitable Environment for Dogs	 Ventilation must be a managed, fixed or portable air system to make sure appropriate temperatures are maintained in all weathers (a minimum of 10°C and a maximum of 26°C). This can be an air conditioning unit or removable fans safely installed away from animals. A noise management plan to reduce noise to the dogs must be in place. For example: Physical barriers Sound-absorbing build structure 	Ventilation must be a managed, fixed or portable, air system to maintain appropriate temperatures in all weathers. This can be an air conditioning unit or removable fans - but these must be safely installed away from cats.	



	 Positive reinforcement training to keep barking down Kennel design to prevent noise generation with demonstration of effectiveness 		
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.	 Adult dogs must be fed at least once per day and in accordance with the individual dog's needs. Dogs must be fed a complete diet appropriate to their age, breed, activity level and stage in the breeding cycle. The diet must be agreed with the dog's owner. If there are concerns about an individual dog's diet, staff must tell the owners and seek veterinary advice. Dogs must be fed separately from other dogs, unless the owner has agreed dogs from the same household can share a unit. 	 Adult cats must have at least 2 meals a day at least 8 hours apart, as appropriate to the cat's needs. Dietary requirements that are agreed with the owner must be followed. If there are concerns about an individual cat's diet, veterinary advice must be sought. One feeding bowl and one water bowl must be provided for each cat. These must be separate containers. Food and water must be kept away from each other and away from the litter tray (at least 60 centimetres apart). 	Several commercial diet available, Skinner dry kibbles for the dogs and for the cats wet and dry feed. Royal Cannin Raw is catered for by owner, kept in fridge Special diets twill be provided by the owner. Agreed diet with owner on booking form
6.2 Feed and (where appropriate) water intake must be monitored, and any	 Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours. If there are 	□ If a cat has no appetite for longer than 48 hours, veterinary advice must be sought. Seek advice from a vet earlier if there	Abnormality chart available, pet recort of health available – example seen



problems recorded and addressed.	 concerns, staff must seek veterinary advice. Water intake must be checked and staff must seek veterinary advice if the dog is not drinking or is drinking excessively. 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. Staff must follow veterinary advice if they feed dogs that: Are debilitated, underweight or ill Have specific dietary requirements 	 are specific concerns or known health problems. Water intake must be checked, and veterinary advice sought if a cat is not drinking or is drinking too much. The general condition of the cats must be observed. Cats displaying significant weight loss or gain must be checked by a vet and treated as needed. 	Followed up and vet advice sort. Vet will report kept on file. Staff aware of what to look for
 6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination. □ Refrigeration facilities for feed storage must be provided. 	 Food bowls should be emptied and cleaned following feeding so that food, particularly wet food, is not left out until the next feeding time. The premises must have fridges to store feed. 	 Food bowls should be emptied and cleaned following feeding so that food, particularly wet food, is not left out until the next feeding time. 	Fridge avalibel , SOP available, bowls mainly provided by facility – stainless steel Uneaten food removed.



6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.	 Feed must be stored: Away from risk of vermin In appropriately cool and dry places Receptacles must be: Non-porous Cleaned daily Disinfected between different dogs Disinfected at least once a week Disposed of if damaged 	 Fridges for feed storage must be provided. Feed must be stored away from risk of vermin and in cool and dry places. Receptacles must be: Non-porous Cleaned daily Disinfected between different cats Disinfected at least once every week Disposed of if damaged 	Stainless steel
6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.	Fresh clean drinking water must be provided daily in a clean container and changed or refreshed as often as necessary.	Fresh clean drinking water must be provided each day. It must be in a clean container and changed or refreshed as often as needed.	Regularly monitored
	 There must be multiple water bowls provided so that all dogs have ready access to water. 	Several water bowls must be available to make sure all the cats have access to water.	
6.6 Where feed is prepared on the premises, there must be hygienic facilities for its	A separate hand wash basin with an adequate supply of hot and cold water must be	□ A separate hand wash basin with an adequate supply of hot and cold water must be	Only commercial feed used, rarely food is cooked on site in the microwave available in the feed room



preparation, including a working surface, hot and cold running water and storage.	 provided for staff to wash their hands. This must be connected to a suitable drainage system. Soap and hygienic hand drying facilities must also be available. The food preparation area must be kept clean and vermin-free at all times. Receptacles for a dog's food and drink must not be used for any other purposes. 	 available for staff to wash their hands. This must be connected to a suitable drainage system. Soap and hygienic hand drying facilities must also be available. The food preparation area must be kept clean and free from vermin at all times. Receptacles for a cat's food and drink must not be used for any other purpose. 	
7.0 Monitoring of behaviour and training of animals 7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.	 A documented programme must be available and agreed with the owner, setting out enrichment both inside and outside. This includes grooming, socialisation and play. All dogs must receive appropriate toys or feeding enrichment (or both) unless veterinary advice suggests otherwise. 	 The business must have a documented programme that shows how they provide an enriching environment to the cats. All cats must have access to: Appropriate toys Scratching posts Hiding places 	 Policy for walking dogs Cats – toys, scratthcing post, hiding places – see photos Toys checked that they are safe before use Multiples provided



	 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. Potential competition between dogs must be avoided. 	 Items must be checked each day to make sure they remain safe. Feeding enrichment can be provided too, unless a vet advises against it. 	
 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. 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. Outdoor areas must be cleared of all potential hazards after each use. Faeces must be picked up between dogs using an area. The outdoor or garden area of the premises and any other area 	 Opportunities to exercise must involve at least one walk every day or access to a secure open space away from the kennel unit. Consideration must be given to life stage, physical and mental health and breed when planning daily exercise. 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. Dogs that cannot be exercised must be provided 	 Cats must not be taken from their individual units except in an emergency or for veterinary treatment. Communal exercise areas are not acceptable 	See above in the case dog cannot be exercised, the owner would have consulted with their vet and given instruction to the kennel on the enrichment plan suitable for the dog. Exercise area, walked on lead within perimeter of premise Lunge pen, secure area



that boarded dogs may have access to must be secure and safe.	 with alternative forms of mental stimulation. Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards. Dogs must not have direct access to bins. Dogs must not have unsupervised access to ponds, pools, wells and any other garden feature that might be a threat. 		
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	 The behaviour of each dog must be monitored daily. Changes in behaviour must be recorded and acted upon if there are signs of: Suffering 	 The behaviour of each cat must be monitored each day. Changes in behaviour must be recorded and acted upon if there are signs of: Suffering 	Training file covers signs of aggression to look for, abnormities recorded on sheets. Do not enter signs put up if aggressive
fish, any person competent to	Stress	Stress	
give such advice if adverse or abnormal behaviour is	• Fear	• Fear	
detected.	Aggression	Aggression	
□ Staff must also take account of their individual peeds	□ All staff must be able to	Anxiety	
their individual needs.	identify dogs that are anxious or fearful about contact.	Staff must get advice from a vet, who may refer the cat to a	



□ Staff must get advice where necessary from a suitably qualified clinical animal behaviourist.	 Records of assessment must be kept. Dogs that are showing (or are likely to show) signs of being nervous or stressed must be kept in a suitable part of the business, especially if they're: Elderly Nervous 	suitably qualified animal behaviourist.	
7.4 Where used, training methods or equipment must not cause pain, suffering or injury.	 On certain medication Training must be reward based. This means staff must reward desired behaviour and ignore unwanted behaviour. 	□ Cats are not likely to be trained when staying in a boarding cattery.	Muzzles, slip leads, poles, blankets for cats. No training takes place
 7.5 All immature animals must be given suitable and adequate opportunities to: (a) learn how to interact with people, their own species and other animals where such interaction benefits their 	Documented processes must be in place to accommodate the needs of dogs under one year of age.	□ Habituation and socialisation happens early in cats – mostly before 8 weeks of age. It's not likely that kittens under 8 weeks of age will be boarding in a cattery. If they are, they should be with their mother.	Policy in place for dogs
welfare, and (b) become habituated to noises, objects and activities in their environment.		 Kittens would be very susceptible to disease. They would also need an appropriate environment to learn and develop. 	



Required Higher Standards for Monitoring Dogs' Behaviour and Training	□ 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.		n/A
Optional higher standards for monitoring animal behaviour		Behavioural observations must be recorded daily.	N/A
8.0 Animal Handling and Interactions 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,	 Dogs must always be handled humanely and appropriately to suit the requirements of the individual dog and to minimise fear, stress, pain and distress. Dogs must never be punished so 	 Cats must always be handled humanely and appropriately to suit their individual needs. Handling must minimise stress and distress such as anxiety, fear, frustration and pain. Cats must never be punished 	Evidence of training, covered in induction. If unsure staff can seek advice form senor staff
injury or disease.	that they become frightened or display agitated behaviour.	so that they become frightened or display agitated behaviour.	
A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on	 People must have the competence to handle dogs correctly. 	People must have the competence to handle cats correctly. They must be able to	
site.	□ 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 undesirable behaviours, as well as anxious or fearful dogs.	 identify cats that are anxious or fearful about contact. □ A cat must not be picked up by the scruff of its neck (scruffing), unless it is an absolute last resort. 	
8.2 The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals. No animals from a social species may be isolated or separated from others of their species for any longer than is necessary.	Only dogs from the same household can share a kennel unit and they must be monitored. The owner must give written authorisation to do this and consent must also include the authority to separate the dogs if there are problems.	□ Cats from different households must never share a unit. If cats from the same household share a unit, the owner must have given written consent. The cats must also be monitored. Consent from the owner must include authority to separate cats, if there are any problems.	Yes
8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.	 Animals should be encouraged, but never forced to interact with people. 	 Cats must have human interactions specific and appropriate to their needs. The needs of individual cats will be reassessed each day. A cat must never be forced to interact with a person or people. A cat must be able to 	Yes, daily interactions on advice of owner – noted on booking form



Required higher standard for animal interactions		If more than one cat shares a unit, daily behavioural observations must be recorded and acted upon. These should especially focus on any signs of stress or aggression.	N/A
 9.0 Protection from Pain, Suffering, Injury and Disease 9.1 Written procedures must— (a) be in place and implemented covering— (i) feeding regimes, (ii) cleaning regimes, (iii) transportation(iv) the prevention of, and control of the spread of, disease, (v) monitoring and ensuring the health and welfare of all the animals, vi) the death or escape of an animal (including the storage of dead animals); (b) be in place covering the care of the animals following 	The procedures must include how the conditions outlined in this guidance are met.	Same	All, available well implemented



the suspension or revocation of the licence or during and following an emergency. 9.2 All people responsible for the care of the animals must be made fully aware of these procedures.			All staff signed each SOP, inc updates
9.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.	 The business must have a facility to isolate any dog that is: Injured Sick 	 The business must have a facility to isolate any cat that is: Injured Sick 	is the isolation area set up and ready to go? Will go to vet in case of suspect
 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. 	 Sick Infectious or carrying a serious infectious disease 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). All staff must understand the procedures to prevent the spread of infectious disease. Where infectious disease is present in the whole premises, barrier nursing procedures, 	 Infectious or carrying a serious infectious disease If a cat is in the isolation facility for more than 12 hours, the facility must follow the same size and facility requirements as a normal cattery unit. If the isolation facility is at another location, such as a local veterinary practice, the licence holder must be able to show evidence that it's ready to use (for example, a letter from the practice). All staff must understand the procedures to prevent the 	infectious disease



	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.	 spread of infectious disease between cats. When staff are handling cats in the isolation facility, they must: Wear protective clothing and footwear 	
	 Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area. 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. 	 Follow cleaning procedures The clothing must be kept in the isolation facility and only removed for cleaning and disinfection. Protective garments must either be: Changed and laundered with appropriate disinfectant Disposed of after handling a cat with a suspected infectious disease 	
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.	 An up-to-date veterinary vaccination record must be seen to show that dogs, including resident dogs, have current vaccinations against: Canine parvovirus Canine distemper 	 The business owner must see an up-to-date veterinary vaccination record for all cats. The cats must have current vaccinations against: Feline panleukopenia 	Vaccination cards, always seen copies not kept but details recorded or vet is contacted. Specific training given to staff



 Vaccines used must be licenced for use in the UK. Homoeopathic vaccination is not acceptable. 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. Primary vaccination courses must be completed at least 2 weeks before acceptance into boarding. 	 Infectious canine hepatitis (adenovirus) Leptospirosis Other relevant diseases Vaccination against diseases such as kennel cough (Bordetella bronchiseptica or Canine parainfluenza virus) may be required. 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. 	 Feline parvovirus, also known as feline infectious enteritis Feline respiratory viruses (feline herpesvirus and feline calicivirus) Certification from a vet of a recent protective titre test may be accepted instead of a booster vaccination. The certificate must state that it is valid for the current period. It is the licensee's decision whether to accept such a certificate. 	
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.	 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. 	same	Private collection – own incinerator



	 Storage of excreta must be away from areas where animals or food are kept. 			
9.6 Sick or injured animals must receive prompt attention from a veterinarian or, in the case of fish, an appropriately competent person and the advice of that veterinarian or, in the case of fish, that competent person must be followed.		 When a trained first aider suspects a cat is ill or injured, contact a vet for advice immediately. The business must record any instructions for treatment and seek further advice if there's ongoing concern. They must contact the cat's owner or nominated person. 	Yes, pets vet contacted	
9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.	 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. Any preventive treatment must be administered with written consent from the owner and under the direction of a 	□ Any preventative treatment must be given with the written consent of the owner and under the direction of the veterinarian.	Yes	



9.8 The licence holder must register with a veterinarian with	□ The vet's details must be displayed where they can be	same	Animal House Vet, 110 London Road, Deal
an appropriate level of experience in the health and	easily seen by all staff members.		Deal
welfare requirements of any animals specified in the licence	This must the include:		
and the contact details of that	• Name		
veterinarian must be readily	Address		
available to all staff on the premises used for the	 Telephone number 		
licensable activity.	 Out of hours telephone number 		
	 The veterinary practice must be within a reasonable travel distance. 		
	 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. 		
9.9 Prescribed medicines must be stored safely and securely to safeguard against	 All courses must be completed to the specifications given by the veterinarian. 	same	Locking key cabinet for each block and fridge
unauthorised access, at the correct temperature, and used in accordance with the instructions of the veterinarian.	 Any unused medications must be returned to the owner, nominated contact or prescribing vet. 		



9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.	 A fridge must be available to store medicines that need to be kept at low temperatures. All medications must only be used with prior consent of the owner and in discussion with a vet. 		Returned to owner/vet
 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. Standing water must not be allowed to accumulate due to the possibility of pathogens residing in these moist environments. Grooming equipment must be kept clean and in a good state of repair. If provided by the owner, it 	 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. 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. Kennels of long stay dogs must undergo periodical thorough cleaning, disinfection and drying. 	 Disinfectant products must be able to kill viruses and bacteria (viricidal and bactericidal). The choice of cleaning and disinfectant products must be based on: Suitability Safety Compatibility Effectiveness Extra care must be taken to use products that are not toxic to cats, but may be safe for other animals, for example phenolic disinfectants. Staff using cleaning products must be competent in the safe 	GHS Disinfectant



 must only be used on that dog and must be sent home with the dog. □ Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use or disposed of. 		use of detergents and fluids. Cleaning products must: • Be kept entirely out of the reach of animals • Never be left in the cat unit. □ Medication must only be used with prior consent of the owner or after a discussion with a vet.	
 9.12 No person may euthanise an animal except a veterinarian or a person who has been authorised by a veterinarian as competent for such purpose or (a) in the case of fish, a person who is competent for such purpose; (b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose. 	 Only a veterinarian may euthanise a dog. The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. The owner or designated main point of contact must be contacted to give consent. Unless imperative for the welfare of the dog, euthanasia must not take place until consent is given. 	 Only a veterinarian can euthanise a cat. The licence holder must keep a record of: All euthanasia The qualified veterinarian that carried it out. Euthanasia must not take place until the owner or nominated person gives consent - unless it is crucial for the welfare of the cat. 	Vet
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			In and out throughout the day



abnormal behaviour. Vulnerable animals must be checked more frequently. 9.14 Any signs of pain,	□ Records and any associated	□ Inspectors must be able to	Scales available rare that any
suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian (or in the case of fish, of an appropriately	 checklists must be made available to inspectors. Presence or absence of faeces and urine must be monitored daily. Any 	 access any record and associated checklists. Presence or absence of faeces and urine must be monitored each day. Any 	longer for next week Checklists
fish, of an appropriately competent person) must be sought and followed.	abnormalities must be recorded and acted upon as appropriate.	 abnormalities must be recorded and acted upon as needed. □ Cats staying long-term (over 3 weeks) must be checked for weight-loss or gain. If there are any concerns, advice must be sought from a veterinarian. 	
Optional higher standard for protecting cats from pain, suffering, injury and disease		Designated on site isolation facilities must be available. They must be the same size and have the same facility requirements as a normal cattery unit	
10.0 Emergencies 10.1 A written emergency plan, acceptable to the local	 Entrances and fire exits must be clear of obstructions at all times. 	 Entrances and fire exits must be clear of obstructions at all times. 	Viking oak kennels alternative accommodation Fire extinguishers



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	 Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. 	 Suitable firefighting, prevention and detection equipment must be available. it must be maintained and in good working order. 	Have had training to use extinguishers Have done a drill in the summer, not documented will include in sop.
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.	□ 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.	□ 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.	
 There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold). All electrical installations must be installed by appropriately qualified persons in a location where they do not present a risk. 	 A first aid kit suitable for treatment of dogs must be kept on site. An emergency drill programme must be in place with annual testing, or as determined by fire risk assessments. All new members of staff must have this as part of their induction programme. There must be a plan for housing of the dogs should the premises become uninhabitable. 	 An emergency drill programme must be in place with annual testing, or as required by fire risk assessments. All new members of staff must have this as part of their induction programme. There must be a plan for housing of the cats should the premises become uninhabitable. 	



	□ All equipment must be maintained in a safe condition and good state of repair and must be serviced according to manufacturer's guidelines.		
10.2 The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable and an emergency telephone list that includes the fire service and police.			Contingency plan Viking Oak kennels Or emergency contact
10.3 External doors and gates must be lockable.			Yes
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.	 A reasonable distance is interpreted as no more than 30 minutes travelling time in normal conditions. In a non-domestic setting, an emergency contact name and number must be displayed on the outside of the premises. 	same	Someone on site all the time
Required Higher Standard Condition for Emergencies	 □ A member of staff must be on site at all times. 		



Required higher standard for emergencies	A competent person must be on site at all times.		
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Part B – Specific conditions: (Schedule 4, Part 2 of the Regulations)

7.0 Suitable Environment 7.1 Dogs within the premises to which the licence relates must be prevented from coming into contact with other animals from outside the premises.		Yes, all in enclosed unit
 7.2 In each kennel unit, the sleeping area must— (a) be free from draughts; (b) provide the dog with sufficient space to— (i) sit and stand at full height, (ii) lie down fully stretched-out, (iii)wag its tail, (iv)walk, and 	□ 7.2(d) applies to new builds and extensions. It does not apply to kennels rebuilding on an existing footprint. It is expected that many new boarding facilities will be significantly larger than the minimum sizes currently provided.	Yes – see notes



 (v) turn around without touching another dog or the walls (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. 		
7.3 Each kennel unit must be clearly numbered and there must be a system in place so that relevant information about the dog or dogs in each kennel unit is available to all staff and any inspector.		Yes
 7.4 Each dog must have constant access to its sleeping area. 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. 	 There must be a clean resting place to provide comfort and warmth that is situated out of draughts. All beds and bedding areas must be kept clean, dry and parasite free. Bedding must be made of a material that is easy to wash and disinfect or is disposable. 	Yes



Required Higher Standard for Providing a Suitable Environment for Dogs	□ The sleeping area must be at least 2.85 square metres.	
7.8 Only dogs from the same household may share a kennel unit.	 Written authorisation from the owner is required. 	Yes
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.	Partition walls may be temporary as long as they are safe and robust.	yes
7.6 Each exercise run must have a single, safe, secure, waterproof roof over a minimum of half its total area.	□ 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.	Yes
7.5 Each dog must have a clean, comfortable and warm area within its sleeping area where it can rest and sleep	cleaned and disinfected between dogs.	Yes



8.0 Monitoring of behaviour and training 8.1 Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.	 Items specific to a particular dog must be identified as such and only used for those dogs. Items such as leads must be removed when the dog is in its kennel unit. 	Yes, all chhecked
8.2 All dogs must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian	 Supervised enrichment opportunities must be offered to each dog at least daily. 	Yes
suggests otherwise.	□ 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.	
	□ 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.	
	Dogs which show adverse behaviour associated with feeding, or when provided with food based enrichment, must be separated from other dogs prior to feeding.	



 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. 8.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health. 		Yes yes
8.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation.	□ 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.	Sniffle mats, just lead walk – as per booking form
8.6 There must be an area within each kennel unit in which a dog can avoid seeing people and other dogs outside the kennel unit if it so chooses.	 This applies whether a dog is single, paired or group housed. 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. 	Yes, sleeping area
Required Higher Standard for Monitoring Dogs' Behaviour and Training	□ 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).	N/A



9.0 Records	Booking form (daily diary)
9.1 A register must be kept of all the	
dogs at the premises which must	
include:	Medical record form for medications given
(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 veterinarian 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 I) details of any medical treatment each dog is receiving. 9.2 When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details. 		Never taken outside
10.0 Protection from pain, injury, suffering and disease 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.	□ 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.	No training



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.		FW: Veterinary Patronage Image: Second Sec
 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. 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. 	 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. 	N/A



Higher standards (Required)	Standards Met Yes / No
The licence holder needs to have at least one full-time member of staff for every 15 dogs kept.	
Dogs must be provided with a design and layout that gives them choice.	
All individual dogs must be checked at least once at an appropriate interval during the out of hours period (for example, between 6pm	
and 8am) by CCTV or in person. There must be documented records for checking.	
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.	
The sleeping area must be at least 2.85 square metres.	
There must be a documented daily enrichment plan setting out 2 or more sessions with toys or feed enrichment per day (in addition	
to their exercise).	
A member of staff must be on site at all times.	

Standards met Yes / No
1
3

Does the Business meet minimum standards Yes / No	Minimum Standards that have not been met - (These are minor failings for renewals) New applicants must meet ALL the minimum standards



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

2.0 Suitable environment 2.1 Cats within the licensed premises must be prevented from coming into direct contact with other animals from outside the premises.	 Sneeze barriers must be in place to prevent contact with animals from outside. They must be placed: On the end walls of the exercise run At each end of the cattery block 	Yes – see photos
2.2 There must be a safe, secure, waterproof roof over the entire cat unit.	 Materials used for the exercise run must be capable of filtering UV light and providing enough shade. 	Yes
2.3 A cat unit may only be shared by cats from the same household.		Yes
2.4 Communal exercise areas are not permitted.		No
2.5 Each cat unit must be clearly numbered and there must be a system in place which ensures that information about the cat or cats in each cat unit is available to all staff and any inspector.	 A one page summary of the cat or cats must be outside each unit or kept in an accessible place for staff. The summary must include: The cat's name Its age Its sex Any relevant medical, behavioural or dietary information 	Yes Booking form
2.6 Each cat unit must provide the cat with sufficient space to:	□ The size of a cat unit includes the sleeping area plus the run area. The	Yes



(a) walk	minimum height for all cat units is	
(b) turn around	1.8 metres.	
(c) stand on its hind legs	□ These minimum areas and	
(d) hold its tail erect	dimensions must be achieved to	
(e) climb	give cats a suitable and appropriate	
(f) rest on the elevated area	comfortable space.	
(g) lie down fully stretched out without	·	
touching another cat or its walls	A unit for one cat must be at least:	
□ For new builds, the measurement of the	• 0.85 square metres for the area	
run area for penthouse units must include the	• 0.9 metres by 0.95 metres for the	
area in front of the penthouse, not the area	dimension	
underneath it. Cats do not use the		
underneath area.	A unit for up to 2 cats must be at least:	
□ The 'one cat' size option has been	 1.5 square metres for the area 	
removed for new builds.	• 1.2 metres by 1.25 metres for the	
Older catteries will have one cat size unit	dimension	
and shorter runs - this is acceptable. New		
builds must use the bigger dimensions.	□ A unit for up to 4 cats must be at	
salas mast use the bigger almensions.	least:	
	 1.9 square metres for the area 	
	 1.2 metres by 1.6 metres for the 	
	dimension	
	Penthouse sleeping	
	accommodation is an enclosed	
	boxed sleeping area or pod raised	
	off the ground. The pod needs to be	
	high enough to be able to clean	



underneath, but not too high that would make cleaning inside the box difficult.	
accessible and provide safe easy access by a ramp or steps to the penthouse. Extra consideration must be given for elderly, ill, very young or disabled cats.	
The minimum height for all penthouse sleeping boxes or pods is one metre.	
□ A box or pod for one cat must be at least:	
 0.85 square metres for the area 0.9 metres by 0.95 metres for the dimension 	
□ A box or pod for up to 2 cats must be at least:	
 1.1 square metres for the area 0.9 metres for the dimension, for example 0.9m by 1.2m 	
□ A box or pod for up to 4 cats must be at least:	
 • 1.7 square metres for the area	



	• 0.9 metres for the dimension, for	
	example 0.9m by 1.9m	
	□ The minimum height for exercise runs must be 1.8 metres.	
	□ Runs for one cat must be at least:	
	 1.65 square metres for the area 0.9 metres by 1.85 metres for the dimension 	
	□ Runs for up to 2 cats must be at least:	
	 2.2 square metres for the area 1.2 metres by 1.85 metres for the dimension 	
	□ Runs for up to 4 cats must be at least:	
	 2.8 square metres for the area 1.2 metres by 2.35 metres for the dimension 	
2.7 Each cat unit must have sufficient space for each cat to sit, rest, eat and drink away from the area where it	□ Each unit must have space for at least 60 centimetres separation between the litter tray, resting place	Yes
urinates and defecates.	and feeding area. This allows cats to sit, rest and eat away from areas where they urinate and defecate.	
2.8 Cats must have constant access to their sleeping area.	□ A raised bed may help to avoid cats sleeping in any draughts. All	Yes



 Access between the exercise and sleeping accommodation must be through a securely fitted and suitably sized cat flap. It must be capable of being securely propped open if needed. A cat must not be left without bedding, unless instructed otherwise by the cat's owner. Soft bedding materials must be provided and adapted if needed for old, young or infirm cats to help regulate their body temperature. 	 beds and bedding areas must be kept clean, dry and parasite free. □ Bedding must be made of a material that is easy to wash, disinfect or dispose of. 	
2.9 A litter tray must be provided at all times in each cat unit. A safe and absorbent litter material must be provided. Litter trays must be regularly cleaned and disinfected.	 In a multiple cat unit, the number of trays must be appropriate to the number of cats. Trays must be impermeable, easy to clean, disinfect or dispose of. The tray must be: Large enough for the cat to turn around – at least 30 centimetres by 42 centimetres Deep enough for digging in litter – at least 3 centimetres deep The following materials are not considered acceptable to use as litter: 	Yes, wood pallents yes



	• Loose sawdust	
	 Shredded newspaper 	
	• Sheet newspaper	
	• Soil	
2.10 Each cat unit must include an elevated area.	These must be large enough for a cat to lie on and available in the sleeping accommodation or the run.	
	Facilities must be available to give safe, easy access to elevated areas for any elderly, ill, very young or disabled cats.	
2.11 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.	□ For new builds, sneeze barriers must be at a minimum translucent. This means allowing light to pass through, but only enough so that objects on the other side cannot be clearly distinguished. This reduces stress when cats cannot see each other.	Yes
	New builds using gaps between units must have a full height full width translucent sneeze barrier on one side of the gap.	
2.12 Any gaps between cat units must be a minimum of 0.6 metres wide.	□ The width of the corridor between facing units must be at least 1.2 metres. If the width of a corridor is	N?A



	less than 1.2 metres, sneeze barriers must be applied to the front of the units	
2.13 Any cat taken out of a cat unit must be secured in a suitable carrier.	A spare cat carrier must be kept at the cattery in case the owners do not arrive with their cat in a secure carrier.	Yes – owner provide
2.14 The sleeping area must form part of the cat unit and be free from draughts.		yes
Required Higher Standards for Providing a Suitable Environment for Cats	 Cat units must be 1.5 times the minimum area sizes in this guide. The calculation of the total area can include raised areas. 	
	Sneeze barriers must be completely opaque rather than translucent. They will be:	
	• Up to 600 millimetres and behind any shelves	
	• 300 millimetres above and to the side of any shelves	
	Each cat must have access to at least two raised areas – one of which must be in the sleeping area and one must be in the exercise area.	



3.0 Monitoring of behaviour and training 3.1 There must be an area within the unit in which the cat can avoid seeing other cats and people if it so chooses.	 Cats must be provided with a hiding place. This can be as simple as providing any of the following in the units: A carboard box An igloo type bed The cat's own carrier 	Yes igloo – see photo
	Other structures	
	 Any reusable structures need to be replaced or cleaned and disinfected between each cat. 	
3.2 Each cat unit must include a facility for scratching. Any surface within a cat unit available for scratching must either be disinfected between uses by different cats or disposed of.	□ Each cat must have a scratching facility which can be disposed of, such as carpet squares or one that is waterproof such as wood. The scratching facilities must be capable of being cleaned.	Yes, provided Sprayed down and leet out to dry
	□ If a scratching facility is provided by the owner it must be kept within that cat's unit and used for that cat only. It must be returned to the owner at the end of the cat's stay.	
3.3 All cats must be provided with toys or feeding enrichment (or both) unless		Provided by owners and establishement



advice from a veterinarian suggests		
otherwise.		
3.4 All toys and other enrichment items must be checked daily to ensure they remain safe and must be cleaned and disinfected at least weekly.	 If toys or feeding enrichment equipment are provided by the cat's owner, they must be kept within that cat's unit and used for that cat only. They must be returned to the owner at the end of the cat's stay. All toys and enrichment equipment must be cleaned and disinfected between different cats. 	Always checked
	 Toys must be disposed of if they are not safe. 	
4.0 Records	Consent forms must cover:	All on booking form, attached to front of pen
 4.1 A register must be kept of all the cats on the premises which must include (a) the dates of each cat's arrival and departure (b) each cat's name, age, sex, neuter status and a description of it or its breed (c) each cat's microchip number, where applicable (d) the number of any cats from the same household 	 Veterinary treatment Consent to share or separate cats if needed Consent for toys or interaction preferences Record of baskets or items left at the cattery 	



cat's normal veterinarian and details of any insurance relating to the cat (i) details of each cat's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise (j) details of each cat's diet and related requirements (k) any required consent forms (l) a record of the date or dates of each cat's most recent vaccination, worming and flea treatments (m) details of any medical treatment each cat is receiving.	 (e) a record of which cats (if any) are from the same household (f) the name, postal address, telephone number and email address of the owner of each cat and emergency contact details (g) in relation to each cat, the name, postal address, telephone number and email address, telephone number and email address of a local contact in an emergency (h) the name and contact details of each cat's normal veterinarian and details of emergency
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5.0 Protection from pain, injury, suffering and disease 5.1 A cat must remain in its assigned cat unit, except when it is moved to an isolation cat unit or to a holding cat unit.		Yes
5.2 Where any other activity involving animals is undertaken on the premises, it must be kept entirely separate from the area where the activity of providing boarding for cats takes place.	□ Units housing rescue or breeding cats must be separated by a door or solid partition. Extra precautions must be taken to prevent the spread of disease. A separate member of staff should attend to these cats.	Yes
5.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.		Yes – see SOP



5.4 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.		FW: Veterinary Patronage Image: Second Sec
5.5 A holding cat unit must only be used in an emergency and must not be used for longer than is necessary and in any event for no longer than a total of 12 hours in any 24-hour period.		N/A
5.6 In this paragraph, "holding cat unit" means a cat unit, separate from any other cat unit, in which a cat may be housed temporarily.	□ A holding cat unit should be a minimum of 2.25 square metres for the floor area and 0.7 metres for the height. It needs to be able to fit a litter tray and bowls. A fold-up crate is acceptable.	N/A



Higher standards (Required)	Standards Met Yes/No
There must be at least one full time member of staff for every 20 cats, or a higher number of qualified staff.	
The environment must have a layout and design that gives the cats choice.	
Temperature in the sleeping area must be between 18°C and 26°C.	
All cats must be checked at least once at an appropriate interval out of hours (between 6pm and 8am) by a person or CCTV.	
If more than one cat shares a unit, daily behavioural observations must be recorded and acted upon. These should especially focus on any signs of stress or aggression.	
Cat units must be 1.5 times the minimum area sizes in this guide. The calculation of the total area can include raised areas.	
Each cat must have access to at least two raised areas – one of which must be in the sleeping area and one must be in the exercise area.	
Sneeze barriers must be completely opaque rather than translucent. They will be:	
• Up to 600 millimetres and behind any shelves	
 300 millimetres above and to the side of any shelves 	
A competent person must be on site at all times.	

Higher Standards (Optional) 50% required	Standards met Yes / No
There must be at least one member of staff that has a relevant OFQUAL regulated Level 3 qualification.	
Ventilation must be a managed, fixed or portable, air system to maintain appropriate temperatures in all weathers. This can be an air conditioning unit or removable fans - but these must be safely installed away from cats.	
Behavioural observations must be recorded daily.	
Designated on site isolation facilities must be available. They must be the same size and have the same facility requirements as a normal cattery unit.	



Deep the Dusin see we studie in the	Minimum Oten dende thetheurs wetheen met. (These and miner feilings for non-ourse)
Does the Business meet minimum standards Yes / No	Minimum Standards that have not been met - (These are minor failings for renewals) New applicants must meet ALL the minimum standards

	Low (Score1)	High (Score 2)	Score	Officer Comments
Compliance History - inspections	Documented evidence from formal inspections over the previous three years reveal consistent and high levels of compliance in terms of welfare standards and risk management.	Formal inspections over the previous three years reveal some degree of non-compliance that has required the intervention of the inspector for the business to ultimately recognise and address these. More serious breaches would attract other enforcement action: suspension, revocation, prosecution.		
Compliance History – follow up action	No evidence of follow-up action by local authority in the last year apart from providing the licence holder with a copy of the inspection report, or sending them a letter identifying some minor, administrative areas for	Follow up action by the local authority, such as sending them letters, triggered by low level non- compliance that is not addressed, or the business does not recognise the significance of the need to address the non-compliance.		



Compliance History – re-inspection	improvement (e.g. minor record keeping issues). No re-inspection necessary (apart from standard unannounced inspection) before next planned licence inspection / renewal	Re-inspection necessary to ensure compliance.	
Complaint History – complaints to the LA	No complaints received direct to the LA that are justified in relation to welfare standards or procedural issues during the previous three years.	Low level substantiated complaints identifying concerns over the business / licence holder have been received within the previous three years.	
Complaint History – complaints to the business	Licence holder records and documents any feedback received directly, in order to demonstrate compliance and willingness to address issues, and can provide evidence of this.	Licence holder does not record feedback received directly or show willingness to address any issues identified.	
Appreciation of welfare standards - enrichment	Sound understanding by the licence holder of relevant environmental enrichment applicable to the activity (guided by expert advice), with	Little environmental enrichment present, inconsistently used and its importance not understood or really valued.	



	demonstrated implementation.		
Appreciation of hazards / risks	Licence holder clearly understands their role and responsibilities under the legislation. Hazards to both staff and animals clearly understood, properly controlled and reviewed with supporting evidence where applicable.	Licence holder not fully engaged with their role/responsibilities, lacks time to fulfil role, no system for review and reassessment of hazards to both animals and staff.	
Appreciation of hazards / risks - maintenance	A suitably planned maintenance, repair and replacement program for infrastructure and equipment is in place.	No planned maintenance program. Building, installations and equipment allowed to deteriorate before action is implemented.	Maintenance plan needs to be documented
Appreciation of hazards / risks – knowledge and experience	Staff have specialist and appropriate knowledge of the taxa / species that are kept. There is sufficient staff, time and resource for daily, adequate routine monitoring, evidenced through records and staff rotas.	Key staff lack experience / knowledge of the species. Staff appear overburdened and / or unsupported by management, corners being cut.	



Appreciation of	Clear defined roles /	Lack of any process, or ownership	
hazards / risks – dealing with issues	responsibilities of staff, with clear processes for reporting and addressing any identified issues.	and responsibility within the business to identify and deal with issues.	
Welfare management procedures – written procedures	Written procedures / policies clearly documented, implemented and reviewed appropriately.	Limited written procedures / polices. No overall strategic control or direction.	
Welfare management procedures – supervision of staff	Appropriate supervision of staff evident where applicable.	Inadequate supervision of staff evident on inspection or from the training records.	
Welfare management procedures – record keeping	All required records maintained and made available.	Poor standard of record keeping, records out of date or appear to be being manufactured – relevance of records not appreciated.	
Welfare management procedures - training	Planned training programme for staff to review and assess competency, with documented training records.	Little or no evidence of relevant training or system for review and reassessment.	Evidence must be retained of all the staff training
		TOTAL SCORE	



Score of 17 or less = Low risk. Score of 18 or more = Higher risk.

- ·		Welfare Standards			
Scoring		Minor Failings (existing business	Minimum Standards	Higher Standards	
Matrix	that are failing to meet minimum standards)	(as laid down in the schedules and guidance)	(as laid down in the guidance)		
Risk	Low Risk	1 Star	3 Star	5 Star	
¥		1yr licence	2yr licence	3yr licence	
		Min 1 unannounced visit within 12 month period	Min 1 unannounced visit within 24 month period	Min 1 unannounced visit within 36 month period	
	Higher Risk	1 Star	2 Star	4 Star	
		1yr licence	1yr licence	2yr licence	
		Min 1 unannounced visit within 12 month period	Min 1 unannounced visit within 12 month period	Min 1 unannounced visit within 24 month period	

STAR RATING TO GO ON LICENCE	3	
LENGTH OF LICENCE	2 year	

(Note – No new business can be allocated a 1star / 1 year licence as they must meet all the minimum standards)