

Home Boarding for Dogs



INSPECTION DETAILS	
Licence Holder / Applicant	Gillian Linnell
Telephone Number	07717 216100
Email	gill@gglpetservices.com
Premise Name	GGL Pet Services
Premise Address	20 Wall Hill Road, Dobcross, Oldham
Officer	Kathryn Rigby
Date of Inspection	20 <sup>th</sup> September 2022
Person Seen	Gillian Linnell
Vet (if applicable)	N/A
CIVICA INU Reference	INU63362

<b>RISK SCORE</b> (If less than 1 year compliance history with an LA, automatically considered to be higher risk)		<b>INSPECTION OUTCOME (✓)</b>  <b>5 Star</b>	<input type="checkbox"/> Licence Refused	<input type="checkbox"/> Minor Failings
<b>RISK LEVEL (✓)</b>	<input checked="" type="checkbox"/> Low Risk <input type="checkbox"/> High Risk		<input type="checkbox"/> Standards Met	<input checked="" type="checkbox"/> Higher Standard
<b>Length of Licence (✓)</b>		<input type="checkbox"/> 1 Year	<input type="checkbox"/> 2 Year	<input checked="" type="checkbox"/> 3 Year

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<b>Scoring Matrix</b>		<b>WELFARE STANDARDS</b>		
		<b>Minor Failings</b> (existing business that are failing to meet minimum standards)	<b>Minimum Standards</b> (as laid down in the schedules & guidance)	<b>Higher Standards</b> (as laid down in the guidance)
<b>RISK</b>	<b>Low Risk</b>	<b>1 Star</b>  1 yr licence  Min 1 unannounced visit within 12 month period	<b>3 Star</b>  2 yr licence  Min 1 unannounced visit within 24 month period	<b>5 Star</b>  3 yr licence  Min 1 unannounced visit within 36 month period
	<b>Higher Risk</b>	<b>1 Star</b>  1 yr licence  Min 1 unannounced visit within 12 month period	<b>2 Star</b>  1 yr licence  Min 1 unannounced visit within 12 month period	<b>4 Star</b>  2 yr licence  Min 1 unannounced visit within 24 month period

**INSPECTION COMMENTS:**

<b>No.</b>	<b>Comments:</b> (Record any additional relevant information concerning: operator, premises, records, condition of the animals and other relevant matters.)
2.1	Please ensure all paper records e.g. Pet information, new dog assessment, permissions, medical forms, diaries, check sheets, exercise sheets are all retained for 3 years.
5.5	Cleaning & disinfecting - Garden does not appear to be disinfected – it is advised to disinfect weekly where dogs use for toileting.
9.1	Amendments to procedures: - Dog introductions – please amend to ‘GGL Pet Services is licensed for 4 dogs’. Also as you will be having the higher standard, please state that there is a mandatory overnight trial stay for all stays longer than 3 nights. -Transport procedure – please consider renaming it ‘Car procedure’ rather than ‘Car Break down procedure’ as the relevant parts you have added refer to all travel – not just if a break down. - Cleaning garden – please consider adding disinfecting as mentioned above.
10.1	Emergencies - Procedures for extreme heat/cold & weather conditions is covered in the walking & temperature control sections, please also consider adding - cold weather, paws checked for salt and cleaned, dogs fully dried off. Hot - shaded areas, extra water provided. Please could you also add that you have cooling fans. For future applications please consider incorporating these into one policy with the heading ‘extremes of hot and cold temperatures and abnormal weather conditions’.

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13.6	Crating – it is your responsibly to request written consent if a crate is to be used as this consent is not requested in the permissions.
6.0/14.0	Eating – it is your responsibility to get written consent to feed dogs together should the owner request this, due to not having this consent in the permissions.
	<b>Higher Standards</b>
	<b>Exercise</b> - Please ensure a daily record of walks and play is kept for each dog.
	<b>Suitable Environment</b> – As above Please could you amend your policies to state there is a compulsory overnight trial stay for boarding booked for over 3 nights.
	<b>Behaviour &amp; training</b> – Barrier in front of garden gate - As this barrier is not permanently fixed, please check that it is secure regularly. No dogs should be boarded that are large enough to force the barrier.
	<b>Update 7.10.22</b>
9.1/5.5	Amendments to procedures - Dog introductions, Transport procedure, cleaning garden - all completed
10.1	Emergencies - Procedures for extreme heat/cold & weather conditions - additions completed
13.6	Crating – consent now added to the permissions.
6.0/14.0	Eating separately – consent now added to the permissions.
	<b>Higher Standards</b>
	<b>Exercise</b> - template submitted
	<b>Suitable Environment</b> –reference to compulsory overnight trial stay for boarding booked for over 3 nights now in OPs - Please inform KR when fans have been delivered provide photo.
	<b>Behaviour &amp; training</b> – Barrier in front of garden gate – will be checked daily that it is secure. No dogs should be boarded that are large enough to force the barrier.
	<b>NB. Regulation 4(7)</b> In considering whether licence conditions will be met, a LA must take account of the applicant’s conduct as the operator of the licensable activity to which the application for the grant or renewal relates, whether the applicant is a fit and proper person operator of that Activity and any other relevant circumstances.

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Notes regarding completion of the Inspection report:

- In some instances conditions or guidance requirements cannot be inspected in such cases the officer is to indicate N/A and indicate in the officer notes that the person seen has been 'advised' provided the keeper demonstrates they understand and will adhere to the condition as relevant.
- **Certain conditions require the retention of records – these must be available to the inspector in a visible and legible manner and retained for 3 years from the date of creation.**
- **If any conditions or guidance are not met and compromise the welfare of the animal the licence should not be granted / renewed, or should be suspended or revoked as necessary**
- Assessment of the written procedures should be proportionate in terms of the nature and size of the business, therefore for a small business it may be sufficient that the business has in place good welfare practices / understands them and applies them.

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

Condition	Guidance	
<p><b>1.0 Licence Display</b>  <b>1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity.</b></p>	<p>The licence must be displayed in a public-facing area of the premises such as, the entrance or reception area.</p> <p>The licence holder must provide a list of their associated premises.</p> <p>Details of any changes to the list of associated premises must be reported to the local authority within 30 days of the change.</p>	<p><b>Inspection check:</b>                      Copy of licence is displayed in the lounge.                      No other premises.</p>

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<p><b>1.2 The name of the licence holder followed by the number of the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity.</b></p>		<p><b>Inspection check:</b> Licence number is on Facebook &amp; business website.</p>
<p><b>2.0 Records</b> <b>2.1 The licence holder must ensure that at any time all the records that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form.</b> <b>2.2 The licence holder must keep all such records for at least three years beginning with the date on which the record was created.</b></p>	<p>Electronic records must be backed up</p>	<p><b>Inspection check:</b> Financial records are kept on quickbooks – all backed up. All records relating to the home boarding and dogs are kept for 3 years and are only disposed of after this time if no longer a customer.</p>
<p><b>3.0 Use, number and type of animal</b> <b>3.1 No animals or types of animal other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity.</b></p>	<p>This licence applies only to providing home boarding for dogs. If you are concerned about the welfare of other animals then you should inform the relevant person in the local authority, the police or a relevant animal welfare organisation.</p>	<p><b>Inspection check:</b> No other animal activity.</p>
<p><b>3.2 The number of animals kept for the activity at any time must not exceed the maximum that is reasonable taking into account the facilities and staffing on any premises used for the licensable activity.</b></p>	<p>The licence must state the maximum number of dogs that can be home boarded at the premises. Undeclared numbers are a breach of the licence,</p>	<p><b>Inspection check:</b> The there is sufficient number of designated rooms to house 4 dogs.  Kitchen Lounge</p>

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	<p>especially if they're not reflected in increased staffing levels.</p> <p>Each dog from the same family unit must have access to a room where it can sleep, go to hide, and be kept separate from other dogs. This is especially important when the proprietor is absent. Rooms must be high enough for a human adult to stand in.</p> <p>Dogs must not be home boarded in:</p> <ul style="list-style-type: none"> <li>• a conservatory</li> <li>• a bedroom in which the usual occupant is below the age of 16</li> <li>• a garage (unless converted to a standard suitable for a human to live in)</li> <li>• a cupboard</li> <li>• a cellar (unless converted to a standard suitable for a human to live in)</li> <li>• a loft (unless converted to a standard suitable for a human to live in)</li> </ul>	<p>Bedroom Bathroom</p> <p>Licence can be issued for 4 dogs.</p> <p>There are no resident dogs.</p>
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	<ul style="list-style-type: none"><li>• a balcony</li><li>• an outside building, structure or shed</li></ul> <p>Hallways and bathrooms can be used as designated rooms as long as the other conditions in this guidance can be met, such as space requirements, temperature and ventilation.</p> <p>If a barrier is used to divide a designated room, this can be used as multiple spaces as long as each space meets the conditions in this guidance.</p> <p>Dividing barriers must be:</p> <ul style="list-style-type: none"><li>• firmly fixed to the walls</li><li>• at least 1.83 metres high</li><li>• use wire mesh no larger than 50 millimetres by 50 millimetres</li></ul> <p>Each divided space must have a floor area of at least 6 square metres.</p> <p>Other dogs in the household should be considered as part of the number</p>	
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	of dogs that can be reasonably cared for under a home boarding licence.	
<p><b>4.0 Staffing</b>  <b>4.1 Sufficient numbers of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of all the animals are met.</b></p>	<p>Staffing levels must ensure that each dog's individual welfare needs can be fully met when home boarded. Animal welfare requirements must not be compromised by a lack of staff.</p> <p>There must be at least one competent person to help with care and supervision if the licence holder is absent for an extended period.</p> <p>Each member of staff should have 10 dogs or less to care for.</p>	<p><b>Inspection check:</b></p> <p>No staff employed.                  Gillian used to do dog walking &amp; training but no longer offers these services.</p> <p>Home boarding only as such there is a sufficient staffing level for number of dogs.</p>
<p><b>4.2 The licence holder or a designated manager and any staff employed to care for the animals must have competence to 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.</b></p>	<p>Staff must be trained in:</p> <ul style="list-style-type: none"> <li>• animal welfare, including recognising poor welfare</li> <li>• animal handling</li> <li>• animal behaviour</li> <li>• cleanliness and hygiene</li> </ul>	<p><b>Inspection check:</b></p> <p>Training:                  CPD Level 3 VTQ standard in Advanced Pet First Aid &amp; CPR                  Level 2 City and Guilds in Animal Care                  CPD Level 3 qualification for Elderly Pet Care.                  CPD Level 3 qualification for Canine Wellbeing                  CIDBT 4107 UK Dog Law Level 4 &amp; 5                  Canine Coaching Diploma                  Ian Dunbar Sirius Dog Training Academy                  Animal Ethics Foundation                  Ofqual Level 3 Canine Care, Behaviour &amp; Welfare                  April 2021</p>



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	<ul style="list-style-type: none"> <li>• feeding and food preparation</li> <li>• disease prevention and control</li> <li>• recognising sick or injured animals</li> <li>• giving first aid treatment to animals</li> </ul> <p>There must be a record of all staff training.</p> <p>Staff must either:</p> <ul style="list-style-type: none"> <li>• hold a formal qualification such as a Level 2 Qualifications and Examinations Regulation (Ofqual) regulated qualification appropriate for their role</li> <li>• show they have relevant and sufficient knowledge and experience</li> </ul> <p>Where no accredited training course exists for an activity, other evidence</p>	<p>Qualifications and experience meet this this condition.</p>
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	<p>of training must be provided, such as industry generated courses.</p> <p>Staff who have taken an Ofqual regulated qualification must show that they have progressed with their study in a 12 month period, and must complete the qualification within 2 years.</p>	
<p><b>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</b></p>	<p>The training policy must be reviewed and updated annually, and must include:</p> <ul style="list-style-type: none"> <li>• an annual appraisal</li> <li>• planned continued professional development</li> <li>• recognition of any knowledge gaps</li> </ul> <p>This applies to all staff including the licence holder.</p> <p>Staff participation can be shown by:</p> <ul style="list-style-type: none"> <li>• records of the courses they are taking</li> </ul>	<p><b>Inspection check:</b></p> <p>Gillian is a member of Association of Dog Boarders, RSPCA, the UK Centre for Animal Law where she keeps up to date with currently legislation and practices.</p> <p>Gillian tries to do a different course every year. Booked on Pet First Aid 9/10/22.</p> <p>Keeps all training course notes to refer back to.</p>

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	<ul style="list-style-type: none"> <li>• records of written or online learning</li> <li>• keeping up to date with any research or developments for specific breeds</li> <li>• annual appraisal documents</li> </ul> <p>Evidence of staff attendance or completion of the training must be provided.</p>	
<p><b>5.0 Suitable Environment</b>  <b>5.1 All areas, equipment and appliances that animals can access must present minimal risks of injury, illness and escape.</b></p>	<p>They must be constructed in materials that are:</p> <ul style="list-style-type: none"> <li>• robust</li> <li>• safe and durable</li> <li>• in a good state of repair</li> <li>• well-maintained</li> </ul> <p>The home must be well maintained and in good repair. Internal doors should open inwards to avoid dogs getting out and opening onto people. Where this is not possible, a safety procedure must be in place.</p>	<p><b>Inspection check:</b></p> <p>OPs state a visual check of the house and garden is completed every day for hazards.</p> <p>All areas in the home and front garden are in a good condition.</p> <p>No sign of any loose cables or other electrical hazards.</p> <p>Each designated room has a full sized door with a latch.</p> <p>Fence at the front has a trellis at the top which could pose an entrapment hazard. Also too low for medium sided dogs due to troughs next to fence. Advised this is required to be altered.</p>

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	<p>Each designated home boarding room must have a latch-closing, full height door for access and security. Any glass in the door must be safety glass. The doors must be shut at night.</p> <p>Electrical sockets and appliances must be safe and secure.</p> <p>All interior surfaces that dogs can access must be cleaned regularly and kept in good repair. Wherever possible, interior surfaces must be smooth, waterproof and washable. Floors must be non-slip.</p> <p>There must be no standing water from cleaning, or urine on floors.</p> <p>There must be no sharp or rough edges, projections, or other hazards, such as chemicals and loose cables in areas where dogs could get hurt.</p> <p>Doors, gates and windows to the outside must be secure, lockable and</p>	<p>Small table next to fence – risk of escape if a dog climbs on. This was removed following the inspection.</p> <p>Gate and entrance door is lockable.</p> <p>Windows have restriction devices.</p> <p>Sockets have covers on.</p> <p>Drain covers in the front garden are safe.</p> <p>Update 5.10.22 – Fence has now been altered – mesh has been placed in front of trellis and fence height increased.</p>
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	<p>robust to avoid dogs escaping, damaging them or getting hurt.</p> <p>Anyone caring for the dogs must have access to keys and any key codes in case of emergency.</p> <p>Drains must always be clear and fluids run directly into them. Drain covers should be safe so they do not trap paws or claws.</p> <p>Outdoor fencing should be strong and rigid. A dog must not be able to dig under it. Any wire mesh must be at least 2 millimetres thick (British Standard 14 gauge welded mesh). The mesh size must be less than 50 millimetres by 75 millimetres.</p> <p>Any wood must be good quality and well maintained. It should be smooth and sealed to make it waterproof.</p> <p>Damaged wood must be over-clad or sealed.</p> <p>Any outdoor timber that dogs may come into contact with must be</p>	
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	<p>treated against rot with non-toxic products, such as fence posts.</p>	
<p><b>5.2 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to—</b>  <b>(a) their behavioural needs,</b>  <b>(b) its situation, space, air quality, cleanliness and temperature</b>  <b>(c) the water quality (where relevant),</b>  <b>(d) noise levels</b>  <b>(e) light levels</b>  <b>(f) ventilation.</b></p>	<p>Dogs must not be kept in areas where the temperature may cause them distress. Sleeping conditions should be between 10°C and 26°C.</p> <p>Dogs must be checked to see if they are too hot or too cold. If a dog is showing signs of discomfort, steps must be taken for its welfare. A dog must be able to move away from a direct source of heat.</p> <p>Inside areas must be well ventilated to avoid excess humidity and be draught-free.</p> <p>Heaters and electrical equipment must not be placed where they could burn, electrocute or give an electric shock to a dog or human. They must not be placed where they can start a fire. Open fires and wood burners must have fire guards in place.</p>	<p><b>Inspection check:</b></p> <p>The temperate is set to between 18-23 degrees C.                  Stone floor keeps it cool in hot weather.</p> <p>Fans have been ordered but not yet received.</p> <p>OPs state dogs are checked to make sure that they are not too hot or too cold.</p> <p>Fire guard in the lounge.</p> <p>No apparent excessive noise. Stone cottage with thick walls.</p>

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	Dogs must not be exposed to excessive noise.	
<b>5.3 Staff must ensure that the animals are kept clean and comfortable</b>	<p>There must be sufficient clean resting places to provide comfort and warmth for every dog.</p> <p>Dogs should have a grooming and health check regime agreed with the b owner, such as wiping weepy eyes or avoiding long fur from matting. Attention must be paid to the dog's coat, teeth, ears and nails, and a check for parasites.</p>	<p><b>Inspection check:</b></p> <p>One dog boarding (Johnny) who had a clean bed, there are sufficient areas resting areas for other dogs.</p> <p>Sufficient beds and bedding available.</p> <p>Discussed grooming and health checks. Procedures state that dogs will be checked daily. Grooming requirements will now be recorded on the Pet information form.</p>
<b>5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.</b>	Dogs must have regular opportunities during the day for toileting in an outside secure area or as part of its exercise. Each dog's individual needs should be taken into account.	<p><b>Inspection check:</b></p> <p>Dogs are walked twice a day and let out in the garden too. They are given several opportunities throughout the day as front door is often left open. Final chance before bedtime.</p>
<b>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.</b>	Designated rooms must be inspected at least once a day and kept clean, in accordance with the documented cleaning and disinfection procedure.	<p><b>Inspection check:</b></p> <p>Documented daily C &amp; D policy in place.</p> <p><b>Inspection check:</b></p> <p>Garden is spot checked approximately every 3 hours and any mess will be cleaned up.</p>

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	<p>Dogs must be moved from the area while it is being cleaned.</p> <p>Faeces must be removed from all areas at least twice a day, but as often as necessary.</p> <p>Where a pest problem is identified, a control programme must be implemented.</p>	<p>Faeces is temporarily put in secure bin and moved to the general waste bin daily which is across the road away from any dogs.</p> <p>No issue with pests.</p> <p>Flea spray used around the house regularly.</p> <p>Garden does not appear to be disinfected – it is advised to disinfect weekly where dogs use for toileting.</p> <p>Update 7.10.22 – OP has not been updated to include disinfection.</p>
<p><b>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.</b></p>	<p>The licence holder must demonstrate that a suitable vehicle is available to transport the dogs. It does not have to be owned by the licence holder. Transport must comply with any <a href="#">existing legal requirements</a>.</p> <p>During transport, dogs must be restrained using a dog crate, transport harness or dog guard. Dog crates need to be large enough so that the dog can stand, lie down and turn around freely inside. Crates must be well ventilated and firmly secured. Dogs should be out of direct sunlight and away from heating vents.</p>	<p><b>Inspection check:</b></p> <p>Transport procedure in place which meets the requirements.</p> <p>GL has a Kia Picanto – vehicle was appeared to be in good condition on inspection.</p> <p>Seatbelts &amp; harnesses used.</p>



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	<p>Vehicles must be regularly cleaned and disinfected.</p> <p>Dogs 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 risk the comfort and safety of the dog. The driver must think about whether it is necessary to transport dogs when the temperature poses a risk to the health of the dog.</p> <p>Journeys must include sufficient breaks for water, food and toileting.</p> <p>If the business includes a collection and delivery service, dogs must be on a lead outside the vehicle to stop them escaping.</p> <p>Dogs must be transported to vet facilities in an appropriate manner for their condition and without further suffering. Vet advice on the condition of the animal and suitability for transport should be sought before transport.</p>	
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<p><b>5.7 All the animals must be easily accessible to staff and for inspection. There must be sufficient light for the staff to work effectively and observe the animals.</b></p>	<p>There must be good light in all areas of the facility where the dogs can go. Where practicable this must be natural light, but artificial light must be available. Where artificial lights are used, there must be 10 to 12 hours of it daily.</p> <p>Lights must be turned off at night to provide a period of darkness.</p>	<p><b>Inspection check:</b></p> <p>The property had sufficient light during the inspection. Domestic premises. Lights turned off at night.</p>
<p><b>5.8 All resources must be provided in a way (for example as regards frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals.</b></p>	<p>In a communal area, there must be multiple resources such as:</p> <ul style="list-style-type: none"> <li>• food</li> <li>• water</li> <li>• enrichment items</li> <li>• resting and sleeping areas</li> </ul> <p>The number of each item provided should be at least the same as the number of dogs in any communal area.</p>	<p><b>Inspection check:</b></p> <p>Discussed with GL and this was agreed.</p> <p>There are sufficient bowls, toys and resting areas for the number of dogs.</p> <p>Dogs are monitored when feeding but fed separately.</p>

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	Dogs must be monitored carefully especially at feeding times.	
<b>5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.</b>	Dogs must have human company. They must not be routinely left alone for more than 3 hours in a 24 hour period, or shorter intervals as necessary for the individual health, safety and welfare of an individual dog. All dogs should be observed by trained and competent staff.	<b>Inspection check:</b>  OPs state dogs will not be left alone for more than one hour. Dogs will be separated and the property also has CCTV.  If GL is away for a longer period, her emergency contacts will look after the dogs (husband or Lindsay Shelley).
<b>6.0 Suitable Diet</b> <b>6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency. Any new feeds must be introduced gradually to allow the animals to adjust to them.</b>	Adult dogs must be fed at least once per day according to the individual dog's needs. Their diet must be discussed and agreed with the owner.  If there are concerns about a dog's diet the owners must be informed and veterinary advice sought.  Dogs must be separated at feeding time unless the owner has allowed this by written consent.	<b>Inspection check:</b>  Meal times are 8am, 12pm (for puppies) and 5pm. Dogs are fed separately.  OPs state diet is agreed with owner, owner provide food and feeding instructions which are recorded.  Consent is not included on the permission form, so if owner wishes for dogs to be fed together GL must request written permission.  Update 7.10.11 – consent now included in permissions form.

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<p><b>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</b></p>	<p>Dogs must be monitored and if they refuse to eat for longer than 24 hours, veterinary advice must be sought.</p> <p>The amount of water a dog drinks must be checked. The owner must be told if the dog is drinking too much or not enough.</p> <p>The general condition of all long stay dogs must be monitored and dogs displaying significant weight loss or gain, must be checked by a vet and treated as necessary.</p> <p>The facility must follow veterinary advice when feeding debilitated, underweight or ill dogs, or those with specific diets.</p>	<p><b>Inspection check:</b></p> <p>OPs now include that feed and water intake will be monitored and vet advice sought if there are concerns.</p>
<p><b>6.3 Feed and drinking water provided to the animals must be unspoil and free from contamination.</b></p>	<p>Food bowls should be emptied and cleaned following feeding so that food, particularly wet food, is not left out until the next feeding time.</p> <p>The facility must have fridges available to store dog food. Food</p>	<p><b>Inspection check:</b></p> <p>OPs state feed bowls are washed after each use.</p> <p>Raw food is kept in the fridge/freezer. Dried food kept in sealed containers in the pantry.</p>

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	must be stored away from vermin and in cool and dry places.	
<b>6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.</b>	<p>The equipment used to serve food or drink to the dogs must be:</p> <ul style="list-style-type: none"> <li>• non-porous</li> <li>• cleaned daily</li> <li>• disinfected at least once a week</li> <li>• disposed of or fixed if damaged</li> </ul>	<p><b>Inspection check:</b></p> <p>Bowls inspected – satisfactory – metal. Cleaned after each feed. Disinfected weekly.</p>
<b>6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.</b>	<p>Dogs must have fresh, clean drinking water daily. The container must be clean and changed or refreshed as often as necessary.</p> <p>There must be multiple water bowls. All dogs must have easy access to water.</p>	<p><b>Inspection check:</b></p> <p>Water is refreshed 2/3 times a day.</p> <p>Only one dog boarding which had fresh water. Sufficient bowls for when more dogs are staying.</p>
<b>6.6 Where feed is prepared on the premises, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.</b>	<p>There must be a separate hand wash basin with hot and cold water for staff</p>	<p><b>Inspection check:</b></p> <p>Feed preparation in kitchen with work surface and hot &amp; cold water.</p> <p>There are handwashing &amp; drying facilities in the bathroom.</p>

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	<p>to wash their hands. This needs to be connected to a drainage system.</p> <p>Soap and hygienic hand drying facilities must also be available.</p> <p>The food preparation area must be kept clean and free from vermin at all times.</p> <p>Bowls or similar containers for a dog's food and drink must not be used for any other purpose.</p>	<p>Feed prep area clean in inspection.</p>
<p><b>7.0 Monitoring of behaviour and training of animals</b>  <b>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</b></p>	<p>A facility must create a written programme that shows how they provide an enriching environment inside and outside. This must be agreed with the owner.</p> <p>The programme will show how the facility will provide:</p> <ul style="list-style-type: none"> <li>• grooming</li> <li>• socialisation</li> <li>• play</li> </ul>	<p><b>Inspection check:</b></p> <p>OPs detail length of walks and types of play                  Toys are checked for damage.</p> <p>Grooming &amp; play/enrichment is agreed on Pet Information Form.</p>

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	<p>All dogs must receive appropriate toys or feeding enrichment (or both) unless veterinary advice suggests otherwise.</p> <p>Toys must be checked daily to ensure they stay safe and must not be left with dogs when staff are not on the premises.</p> <p>Competition between dogs must be avoided.</p>	
<p><b>7.2 For species whose welfare depends partly on exercise, opportunities to exercise which benefit the animals' physical and mental health must be provided, unless advice from a veterinarian suggests otherwise.</b></p>	<p>Dogs must have at least one walk per day. Consideration must be given to life stage, physical and mental health and owner's preference when planning daily exercise.</p> <p>A dog walker may walk no more than 6 dogs at the same time. The owner must consent to their dog being walked with others. Dogs must be familiarised with each other beforehand.</p>	<p><b>Inspection check:</b></p> <p>OPs state dogs will be walked twice a day.</p> <p>GL understands cannot walk more than 6 dogs.</p> <p>Dogs will be familiarised beforehand.</p> <p>For dogs that cannot be exercised, GL has a number of games, toys and feeding enrichment for the dogs. These are detailed in the OPs.</p> <p>General waste bins are at the front of the property – cannot be accessed by the dogs.</p> <p>The required consent is included on the permission form.</p> <p>Garden is spot checked every 3 hours and faeces removed.</p>

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	<p>Dogs that cannot be exercised must be given other forms of mental stimulation.</p> <p>Outdoor areas must not be used by more than one dog at any one time, unless they are from the same household, or the owner has allowed this by written consent.</p> <p>The outdoor area must be cleared of all hazards after each use. Faeces must be picked up between dogs using an area.</p> <p>Where artificial turf is used, it must be kept in good repair and a dog must not be able to eat it.</p> <p>Dogs must not be able to get to the bins. The outdoor or garden area of the facility and any other areas that the dogs can access must be secure and safe.</p> <p>Dogs must not have unsupervised access to ponds, pools, wells and any other features that might pose a risk.</p>	<p>Garden is secure and safe now fence has been lifted and trellis has been covered with mesh to prevent entrapment..</p>
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<p><b>7.3 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a veterinarian or, in the case of fish, any person competent to give such advice if adverse or abnormal behaviour is detected.</b></p>	<p>All staff must be able to spot unusual behaviour, and in particular dogs that are anxious or frightened of contact.</p> <p>The behaviour of each dog must be monitored every day. Changes of behaviour must be recorded and the owner must be told if there are signs of:</p> <ul style="list-style-type: none"> <li>• suffering</li> <li>• stress</li> <li>• fear</li> <li>• aggression</li> <li>• anxiety</li> </ul> <p>If a dog is showing signs of nerves, stress or fear, or is likely to, they should be taken somewhere suitable within the facility.</p> <p>The staff should pay particular attention to dogs that are:</p> <ul style="list-style-type: none"> <li>• elderly</li> <li>• nervous</li> </ul>	<p><b>Inspection check:</b></p> <p>GL has received training on animal behaviours and has Ofqual level 3 qualification. Also has a lot of experience with working with dogs.</p> <p>OPs state that changes in behaviour will be monitored, recorded and acted upon.</p>
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	<ul style="list-style-type: none"> <li>on medication</li> </ul>	
<b>7.4 Where used, training methods or equipment must not cause pain, suffering or injury.</b>	Training must be reward-based that rewards good behaviour and ignores unwanted behaviour.	<b>Inspection check:</b> Discussed with GL – training always reward based.
<b>7.5 All immature animals must be given suitable and adequate opportunities to— (a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and (b) become habituated to noises, objects and activities in their environment.</b>	There must be written procedures in place for dogs that are under one year of age.	<b>Inspection check:</b> GL has a documented procedure in place which meets this condition.
<b>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, injury or disease.</b>	<p>Dogs must always be handled humanely and in a way that is suitable for their individual needs. This is to minimise fear, stress, pain or distress. Dogs must never be punished so that they become frightened or display agitated behaviour.</p> <p>Anyone caring for home boarded dogs, including anyone in the household over the age of 16 must be competent to handle them correctly.</p>	<b>Inspection check:</b> GL is competent and has both qualifications and experience. GL's husband is used to dogs and is aware of how they should be handled.

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	<p>They must be able to recognise and deal with undesirable behaviours.</p>	
<p><b>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.</b></p>	<p>A policy must be in place to monitor new dogs coming into the home boarding environment.</p> <p>It must be possible to keep new dogs at the facility away from other dogs if it is required. The inspector must be shown how this is done.</p> <p>It is not recommended that cats are kept on the premises. If there are resident cats, the licence holder must identify where the cats could experience stress, and show how they plan to reduce the chance of stress to protect the cat's welfare.</p> <p>Small pets must be kept separate from home boarding dogs. For example, in an area or room which the dog cannot access. Animals kept in the garden or outdoor exercise area (such as rabbits and guinea pigs) must be able to be kept separate and away from boarding dogs. The licence holder must show</p>	<p><b>Inspection check:</b></p> <p>A policy is now in place which covers this condition.</p> <p>There are no other animals/pets at the property.</p>

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	that the welfare needs of small pets are being met.	
<b>8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.</b>	Animals should be encouraged, but never be forced to interact with people.	<b>Inspection check:</b> Dogs would never be forced to interact with people that they are not comfortable with.
<b>9.0 Protection from Pain, Suffering, Injury and Disease</b> <b>9.1 Written procedures must—</b> <b>(a) be in place and implemented covering</b> <b>(i) feeding regimes</b> <b>(ii) cleaning regimes</b> <b>(iii) transportation</b> <b>(iv) the prevention of, and control of the spread of, disease</b> <b>(v) monitoring and ensuring the health and welfare of all the animals</b> <b>(vi) the death or escape of an animal (including the storage of carcasses)</b> <b>(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency</b>	The procedures must show how the facility will meet these conditions.	<b>Inspection check:</b>  An updated version of the OPs has since been provided after the inspection and subject to a couple of amendments will be acceptable.  The procedures are a bit mixed up mixed up within the document so it is recommended that they are revisited and tidied for future applications, using the headings listed in this condition.  Amendments required:  • Transport - I think it would be preferable to rename the 'Car Breakdown Procedure' To 'Car Procedure' as the relevant parts you have added refer to all travel – not just if a break down.  • Dog introduction – please could you alter number of dogs to 4 now you have increased the number.  • Temperature control - please could you add that you have cooling fans  • Cleaning & disinfection – please consider including the garden area will be disinfected weekly

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		<p>Update 7.10.22 – Amendment have now been made satisfactorily.</p> <p>GL will consider updating policies for next application so that they are less mixed up.</p>
<p><b>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</b></p>		<p><b>Inspection check:</b></p> <p>Declarations have been provided for Gareth Lord (GL’s husband) and Lindsay Shelley who may look after dogs in an emergency.</p>
<p><b>9.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.</b></p>	<p>The licence holder must be observant and watch for any signs of illness when receiving a new dog at the premises. An animal showing any signs of illness must not be accepted for boarding until it has recovered. The owner must be told as soon as possible if any illness develops while the dog is home boarding.</p> <p>The facility must be able to isolate sick or injured dogs, or those that might be carrying serious infectious diseases.</p> <p>If the isolation facility is at another location, such as a local veterinary practice, the licence holder must be able to show evidence that this is</p>	<p><b>Inspection check:</b></p> <p>OPs state in the event of an infectious disease, isolation facilities are at Medivet Vet Practice. There is an email confirmation for this.</p> <p>In the event of Kennel Cough or another contagious disease, procedure would firstly be to take vet advice and if they recommend all dogs be removed from the premises then I will contact the owners and then arrange for their emergency contacts to come and collect their dogs. Failing this any remaining dogs will go to Medivets isolation facilities should they be showing signs of illness. GL will have already informed the owners that this will be at their cost if there is a problem with the emergency contact.</p> <p>All dogs will be removed from premises. GL would then undertake a full disinfectant clean and follows instructions given by the vet regarding time scales and any other relevant information.</p> <p>Dogs will not be in shared areas and there is separate equipment.</p>

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	<p>ready to use (for example, a letter from the practice).</p> <p>All staff must understand the procedures to prevent the spread of infectious disease between infected animals and the other dogs.</p> <p>If infectious disease is present on the whole premises:</p> <ul style="list-style-type: none"> <li>• the facility must use barrier nursing procedures, and people trained in these</li> <li>• staff should wear protective clothing and footwear (where applicable) and change these between enclosures</li> <li>• equipment must be stored separately</li> <li>• waste must be segregated</li> </ul> <p>Dogs showing signs of infectious disease must not be allowed in any shared outside exercise area.</p> <p>Protective clothing and footwear must be worn when handling dogs in the</p>	<p>If the illness / injury is manageable, dog will be isolated in the bathroom.</p> <p>Protective clothing &amp; footwear will be worn.</p>
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	<p>isolation facility, and correct sanitation rules must be followed. Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation facility ready for immediate use.</p> <p>Staff must check on dogs in isolation at least as often as other dogs. Unless a separate person is looking after them, dogs in isolation must be checked after all other dogs.</p>	
<p><b>9.4 All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.</b></p>	<p>An up-to-date veterinary vaccination record must be seen to show that dogs, including resident dogs, have current vaccinations against:</p> <ul style="list-style-type: none"> <li>• canine parvovirus</li> <li>• canine distemper</li> <li>• infectious canine hepatitis (adenovirus)</li> <li>• leptospirosis</li> <li>• other relevant diseases</li> </ul> <p>Vaccination against other diseases such as kennel cough (bordetella</p>	<p><b>Inspection check:</b></p> <p>Owners must show fully vaccinated at the meet and greet and they will also be requested 2 weeks before each stay. Consent for treatment is now included on permission form.</p>

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	<p>bronchiseptica or canine parainfluenza virus) may be required.</p> <p>A vet certificate of a recent protective titre test may be accepted instead of a booster vaccination. The certificate must state that it is valid for the current period. It is up to the licence holder whether to accept such a certificate.</p> <p>Primary vaccination courses must be completed at least 2 weeks before acceptance into boarding.</p> <p>Vaccines used must be licensed for use in the UK. Homeopathic vaccination is not acceptable.</p> <p>If there is evidence of external parasites such as fleas, ticks or lice, the dog must be treated with an appropriate product authorised by 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.</p>	
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<p><b>9.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.</b></p>	<p>Dog waste and soiled bedding must be put in a clearly marked bin. This must be emptied either daily or when full, whichever is sooner. Dog waste must be removed in accordance with the documented cleaning and disinfection procedure.</p> <p>All dog waste must be stored away from areas where animals or food are kept.</p>	<p><b>Inspection check:</b></p> <p>Dog waste is temporarily out in the garden bin and then moved to general waste bin across the road. Dogs cannot access bins.</p>
<p><b>9.6 Sick or injured animals must receive prompt attention from a veterinarian or, in the case of fish, an appropriately competent person and the advice of that veterinarian or, in the case of fish, that competent person must be followed.</b></p>	<p>If the facility's trained first aider suspects that a dog is ill or injured, a vet must be contacted immediately. Any instructions for treatment must be recorded. If there is an ongoing concern, the facility must seek veterinary advice.</p>	<p><b>Inspection check:</b></p> <p>GL made aware of this condition.</p> <p>Efforts would be made to take dog to its own vet but if an emergency GL would use Medivet.</p> <p>Instruction will be recorded.</p>
<p><b>9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.</b></p>	<p>Any treatment must have consent of the owner and direction from a vet.</p>	<p><b>Inspection check:</b></p> <p>Owner to give consent on the vet authorisation form.</p>
<p><b>9.8 The licence holder must register with a veterinarian with an appropriate level of experience in the health and welfare requirements of any animals specified in the licence and the contact details of that veterinarian must be readily available to all staff on the premises used for the licensable activity.</b></p>	<p>The vet's details must be displayed where they can be easily seen by all staff members.</p>	<p><b>Inspection check:</b></p> <p>GL is registered with Medivet, The Old Library, Wyre Street, Mossley OL5 0EU Saddleworth House, Uppermill OL3 6BD</p> <p>Details are in the policy handbook.</p>

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	<p>This must include:</p> <ul style="list-style-type: none"> <li>• name</li> <li>• address</li> <li>• telephone number</li> <li>• out of hours telephone number</li> </ul> <p>The dog owner and licence holder must agree which vet will be used. This decision must be recorded.</p>	<p>Agreement is noted on the vet authorisation form.</p>
<p><b>9.9 Prescribed medicines must be stored safely and securely to safeguard against unauthorised access, at the correct temperature, and used in accordance with the instructions of the veterinarian.</b></p>	<p>All courses of treatment must be completed following the vet's instructions.</p> <p>Unused medications must be returned to the owner or prescribing vet.</p> <p>Medicines must be stored in a fridge at the correct temperature, where needed.</p>	<p><b>Inspection check:</b></p> <p>Medicines will be kept in kitchen cupboard unless they need to be stored in the fridge.</p> <p>Returned to owner afterwards.</p>
<p><b>9.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.</b></p>	<p>Medicine must only be used:</p> <ul style="list-style-type: none"> <li>• with the owner's consent</li> </ul>	<p><b>Inspection check:</b></p> <p>As above.</p> <p>Consent is requested on the vet authorisation form.</p>

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	<ul style="list-style-type: none"> <li>• following a discussion with a vet</li> </ul>	
<p><b>9.11 Cleaning products must be suitable, safe and effective against pathogens that pose a risk to the animals. They must be used, stored and disposed of in accordance with the manufacturer’s instructions and used in a way which prevents distress or suffering of the animals.</b></p>	<p>Cleaning and disinfection products must be used as per the manufacturer’s instructions. Disinfectant products must kill viruses as well as bacteria. Those 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.</p> <p>Standing water must not be allowed to accumulate. This is to avoid pathogens that live in moist environments.</p> <p>Grooming equipment must be kept clean and in good repair. If provided by the owner, it must only be used on their dog and must be sent home with the dog.</p> <p>Toys must be cleaned and disinfected after play or disposed of. If provided</p>	<p><b>Inspection check:</b></p> <p>Cleaning products are stored away from dogs.</p> <p>Pet Pride disinfectant used.</p> <p>Grooming equipment is cleaned after each use with disinfectant. Kongs and toys cleaned daily.</p>

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	<p>by the owner they must be sent home with the dog.</p> <p>Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use, or be disposed of.</p>	
<p><b>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—</b></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 vet as competent for such purpose</p> <p>Only a vet may euthanise a dog. 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 essential for the</p>	<p><b>Inspection check:</b> GL was made aware of this condition.</p>

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	welfare of the dog, euthanasia must not take place without consent.	
<b>9.13 All animals must be checked at least once daily or more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be checked more frequently.</b>		<b>Inspection check:</b>  OPs state regular routine checks carried out everyday, check legs, body, eyes, ears, mouth, paws coat belly, usually during cuddles to check for signs of injury and or pain. Behaviour also monitored,
<b>9.14 Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.</b>	Records and any checklists must be made available to inspectors.  Presence or absence of faeces and urine must be monitored daily. Anything unusual must be recorded and acted upon.	<b>Inspection check:</b>  OPs state any issues will be recorded on the dogs health monitoring form and action will be taken and vet advice sought if necessary.
<b>10.0 Emergencies</b> <b>10.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all the people on the premises used for the licensable activity, and followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdowns for essential heating, ventilation and aeration or filtration systems or other emergencies.</b>	Entrances and fire exits must be clear of obstructions at all times.  Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. All buildings must have at least one working smoke detector (or other suitable fire detection	<b>Inspection check:</b>  Entrance was clear from obstructions and spare leads are kept by the door.  2 x smoke alarms, landing & lounge. CO detector in the lounge.  First Aid kit checked.  If property inhabitable, GL would contact Lindsay Shelley and Diane Grogan to help find accommodation for the dogs until emergency contacts/owners can be notified. Petsville dog

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	<p>system) installed in a suitable location on each separate level or floor of the property. There must be at least one carbon monoxide detector.</p> <p>A first aid kit suitable for treatment of dogs must be kept on site.</p> <p>There must be a plan to house the dogs should the premises become uninhabitable.</p> <p>There must be a written policy in place for dealing with emergencies, including extremes of hot and cold temperatures and abnormal weather conditions.</p> <p>All electrical installations must be installed by a qualified person and maintained in a safe condition. They should be placed where they do not present a risk.</p> <p>All equipment must be maintained, kept in good repair and serviced according to manufacturer's guidelines.</p>	<p>kennels are also around the corner so worse case, they can be taken to kennels.</p> <p>Procedures for extreme heat/cold &amp; weather conditions is covered in the walking &amp; temperature control sections, please also consider adding - cold weather, paws checked for salt and cleaned, dogs fully dried off. Hot - shaded areas, extra water provided. Please could you also add that you have cooling fans.</p> <p>For future applications please consider incorporating these into one policy with the heading 'extremes of hot and cold temperatures and abnormal weather conditions'.</p> <p>Gas boiler regularly serviced.</p> <p>Update 7.10.22 – Extreme heat/ cold &amp; weather policy has been updated and is satisfactory.</p>
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<p><b>10.2 The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable and an emergency telephone list that includes the fire service and police.</b></p>		<p><b>Inspection check:</b> Plan included as stated in 10.1 above. Emergency service details are included.</p>
<p><b>10.3 External doors and gates must be lockable.</b></p>		<p><b>Inspection check:</b> External door only one access (at the front) and gate is lockable.</p>
<p><b>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.</b></p>	<p>There must be a designated person available for emergencies.</p> <p>A reasonable travel distance would, in normal conditions, be 30 minutes or less.</p>	<p><b>Inspection check:</b> There are several keyholders that are within 30 mins. Lindsay Shelley – 07805 320555 Gareth Lord (GL's husband)</p>

**Part B – Specific conditions: (Schedule 4, Part 3 of the Regulations)**

<p><b>12.0 Home</b> <b>12.1 Dogs must be accommodated within the home.</b></p>	<p>Dogs must not be boarded in outside buildings, cages or runs.</p>	<p><b>Inspection check:</b> Dogs are boarded within the home which has its own entrance.</p>
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	<p>The home must have its own entrance.</p> <p>In the home environment, the housing provided covers 2 areas:</p> <ul style="list-style-type: none"> <li>• indoors - there must be sufficient space for a sleeping area for each dog, to keep each dog in a physically separate room if required and allow each dog the choice of somewhere to go</li> <li>• outdoors - there must be direct access to a suitable, safe and secure area or garden, used only by the licence holder and not shared with other properties</li> </ul>	<p>Sufficient space for each dog in a designated rooms.</p> <p>Private garden.</p>
<p><b>12.2 The home must include—</b>  <b>a) direct access to a private, non-communal, secure and hazard-free external area, and</b>  <b>(b) at least 2 secure physical between any dog and any entrance to or exit from it.</b></p>	<p>The private, non-communal space cannot include a balcony.</p> <p>There must be a barrier to stop dogs having access to any area outside</p>	<p><b>Inspection check:</b></p> <p>Private garden at the front of property.</p> <p>Garden had two barriers at the exit and the house has a porch before entering the kitchen.</p>



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	<p>the licence holders non communal area.</p> <p>If a door or gate has a mechanism that prevents opening unexpectedly from the outside (chain or bolt) then it does not require a double barrier.</p>	
<p><b>13.0 Suitable Environment</b> <b>13.1 Dogs from different households may only be boarded at the same time with the written consent of every owner.</b></p>	<p>There must be a documented trial session for dogs to familiarise with each other before they home board. This includes familiarisation with resident dogs at the property.</p>	<p><b>Inspection check:</b></p> <p>A written policy is in place for introducing new dogs, familiarising with other dogs and monitoring whilst newly boarded. This session will be recorded on the New Dog Assessment form.</p> <p>Consent is requested on the permission form.</p>
<p><b>13.2 Each dog must be provided with its own designated room, where it can be kept separate from other dogs.</b></p>	<p>⌋ Once dogs are familiar with each other they may want to be together and need not be shut in their own room alone.</p> <p>Dogs from the same household can be kept together with written consent from the owner.</p>	<p><b>Inspection check:</b></p> <p>A written procedure is in place for familiarisation. The session is recorded. Consent is requested on the permissions form. Each dog has access to its own designated room if required.</p>

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<p><b>13.3 Each dog must have a clean, comfortable and warm area within its designated room where it can rest and sleep.</b></p>	<p>The sleeping area must provide a clean, comfortable and warm resting place that's away from any draughts.</p> <p>The sleeping space must allow the dog to be able to sit and stand at full height, stretch, wag its tail and to walk and turn around without touching the sides. The available and clear floor area must be a minimum of twice that required for the dog to lay out flat.</p> <p>All beds and bedding areas must be kept clean, dry and free of parasites.</p> <p>Unless instructed otherwise by the dog's owner, soft bedding materials must be provided and adapted if necessary for old, young or infirm dogs to help regulate their body temperature. If a dog chews or destroys its bedding, it must be replaced with an alternative.</p> <p>Bedding must be made of a material that is easy to wash and disinfect, or is disposable. Bedding must be</p>	<p><b>Inspection check:</b></p> <p>Designated rooms have sufficient space for sleeping along with clear floor area.</p> <p>Beds and bedding are provided by GL – clean and dry on inspection.</p> <p>Bedding is cleaned in line with documented C&amp;D procedure. Flea spray is used regularly.</p>
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	changed, cleaned and disinfected between dogs.	
<b>13.4 Each designated room must have a secure window to the outside that can be opened and closed as necessary.</b>	A device that restricts how wide a window can open must be used as necessary to prevent access and escape.	<b>Inspection check:</b> Windows have restriction locks.
<b>13.5 A dog must not be confined in a crate for longer than three hours in any 24-hour period.</b>		<b>Inspection check:</b> GL understands this condition.
<b>13.6 A dog must not be kept in a crate unless— (a) it is already habituated to it, (b) a crate forms part of the normal routine for the dog; (c) the dog’s owner has consented to the use of a crate.</b>	If a crate is used, it must be of a suitable size and construction.  Some dogs may choose to sleep in their crate during the day and overnight. The crate door must be left open to allow the dog to choose where it sleeps.	<b>Inspection check:</b> GL does not have any crates. Owner must provide. GL requests written consent for crates to be used as it is not her normal procedure GL understands it is her responsibly to request written consent if a crate is to be used as this consent is not requested in the permissions.  Update 7.10.22 – consent has now been included in permission form.
<b>13.7 Any crate in which a dog is kept must be in good condition and sufficiently large for the dog to sit and stand in it at full-height, lie flat and turn around.</b>		<b>Inspection check:</b> GL understands that if a crate is provided by the customer it must be checked for suitability.
<b>14.0 Suitable Diet</b>		<b>Inspection check:</b>

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<p><b>14.1 Each dog must be fed separately in its designated room unless its owner has given written consent to the contrary.</b></p>		<p>Dogs are fed in separate rooms as detailed in the OPs.</p> <p>GL understands that if an owner wishes dogs to be fed together, she must request this in writing due to not having this consent in the permissions.</p> <p>Update 7.10.22 – consent has now been included in permissions form.</p>
<p><b>15.0 Monitoring of Behaviour &amp; Training</b> <b>15.1 Any equipment that a dog is likely to be in contact with and any toy provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.</b></p>	<p>Items such as leads must be removed when the dog is in the home.</p> <p>A dog's items and toys must be identified and recorded as such.</p> <p>Toys must be suitable for the dogs, and checked regularly to ensure they are in good condition and safe.</p>	<p><b>Inspection check:</b></p> <p>Leads are removed from dogs whilst in the home. A lead may be used in the garden whilst a dog is having a trial.</p> <p>There is an inventory in the daily check sheet to record the dogs items.</p> <p>Toys are checked regularly for damage. Toys in good condition on inspection.</p>
<p><b>15.2 Each dog must be exercised at least once daily as appropriate for its age and health.</b></p>	<p>The owner's written consent must be obtained to:</p> <ul style="list-style-type: none"> <li>• walk a dog outside the home environment or garden</li> <li>• let a dog off the lead</li> </ul>	<p><b>Inspection check:</b></p> <p>Dogs are walked 2 x daily. Consent is requested on the permissions form for these matters.</p>

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	<ul style="list-style-type: none"> <li>walk a dog with others other than those from its household</li> </ul> <p>No more than 6 dogs can be walked at the same time.</p>	
<p><b>15.3 Dogs which on the advice of a veterinarian cannot be exercised must be provided with alternative forms of mental stimulation.</b></p>	<p>This can include activities such as:</p> <ul style="list-style-type: none"> <li>positive interaction with people</li> <li>additional forms of toy enrichment</li> <li>additional forms of food enrichment</li> </ul> <p>This must take place at least twice a day.</p>	<p><b>Inspection check:</b></p> <p>OPs state if a dog cannot be exercised, alternative stimulation inside the house or garden for at least 20 mins twice a day, this can include, interactive toys like Bobalot, roll the ball treats fall out, Kongs, Trixie which a dog has to twirl the object to retrieve a treat, ball games, tug game, cuddles, sprinkles which is find the hidden treats.</p>
<p><b>16.0 Housing with, or apart from, other dogs</b> <b>16.1 Written consent must be obtained from the owner or owners (as the case may be) to keep dogs together in a designated room.</b></p>	<p>Each dog (or dogs from the same household) must still be allocated a designated room.</p>	<p><b>Inspection check:</b></p> <p>There are sufficient designated rooms to separate dogs if required. Consent is requested on permissions form for this condition.</p>

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	The licence holder must be able to separate dogs into different rooms should the need arise.	
<b>16.2 Unneutered bitches must be prevented from mating.</b>	<p>Bitches that are in season must not be accepted for boarding with dogs from other households.</p> <p>Entire males must not be on the premises if an in-season bitch is boarded.</p>	<p><b>Inspection check:</b></p> <p>Policy is not to board entire males.</p>
<b>16.3 If any person aged under 16 years resides at the home, there must be procedures in place to regulate the interactions between the dogs and that person.</b>	<p>If children live on the premises, there must be a procedure in place to safeguard them and the dogs.</p> <p>The licence holder must make an assessment of the risks of home boarding. This will include the risk to, or potentially caused by children who are likely to be at the property.</p>	<p><b>Inspection check:</b></p> <p>No children at the home. OPs state that children are not allowed in the home / garden whilst dogs are staying.</p>
<b>17.0 Records</b>		
<b>17.1 A register must be kept of all the dogs at the premises which must include –</b> <b>(a) the dates of each dog’s arrival and departure</b>		<b>Inspection check:</b>

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<p>(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) in relation to each dog, the name, postal address, telephone number and email address of a local contact in an emergency                  (g) the name and contact details of the dog’s normal vet and details of any insurance relating to the dog                  (h) details of each dog’s relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise                  (i) details of the dog’s diet and related requirements                  (j) consent forms                  (k) a record of the date or dates of each dog’s most recent vaccination, worming and flea treatments                  (l) details of any medical treatment each dog is receiving</p>		<p>Arrival and departure date is recorded in a diary &amp; check sheet.</p> <p>Vet details are on the ‘Vet Authorisation from’</p> <p>Vaccinations/flea &amp; worming – photo is taken of the card and stored digitally. Also printed out and put in dogs record.</p> <p>All other information is recorded on the Dog information form.</p>
<p><b>17.2 When outside the premises, each dog must wear an identity tag which includes the licence holder’s name and contact details.</b></p>		<p><b>Inspection check:</b>                  ID collars used with GGL name &amp; contact details.</p>
<p><b>18.0 Protection from pain, injury, suffering and disease</b></p>		<p><b>Inspection check:</b></p>

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<b>18.1 Before a dog is admitted for boarding, all equipment to be used by or in relation to that dog must be cleaned and disinfected.</b>		Cleaning OP states all equipment will be cleaned & disinfected.
<b>18.2 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.</b>		<b>Inspection check:</b>  As this is difficult to obtain we advise that if cleaning procedure, daily health & welfare monitoring as well as infection control procedures are followed a preventative health plan will not be required from a vet.

**Higher Standard Conditions**

**All of the following required standards and a minimum of 50% of the optional higher standards must be met in order to achieve a star rating of 4 or 5.**

<b>Required higher standard for staffing</b>	There must be at least one full-time member of staff per 8 dogs.	<b>Inspection check:</b>  There will be a maximum of 4 dogs at the premise.
<b>Required higher standard for monitoring dogs' behaviour and training</b>	There must be a clear plan setting out 2 walks per dog each day for a minimum of 20 minutes each. There	<b>Inspection check:</b>



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	must be an alternative form of enrichment planned for dogs that cannot be exercised for veterinary reasons for the same periods of time.	There is a plan setting out 2 x 20 min walks a day and alternative enrichment for dogs that cannot be exercised.
<b>Required higher standards for providing a suitable environment for dogs</b>	For a boarding premises that keeps multiple dogs at once, there must be an overnight trial stay for all stays longer than 3 nights. Only one dog can be trialled at a time unless the dogs are from the same household.	<b>Inspection check:</b>  A free 24hr stayed is offered. Please could you amend your OPs to state that this is compulsory for stays booked for over 3 nights.  Update – this has now been added to consents
<b>Required higher standard for exercise</b>	Dogs must be exercised at least twice per day. Each dog must have a written daily exercise regime including lead exercise and free running in a secure area. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.	<b>Inspection check:</b>  Dogs are exercised at least twice a day. Alternative enrichment is provided to dogs that cannot be exercised.  *Free running in a secure area – the garden is not a large area but there is sufficient room to allow dogs to run and chase a ball etc and is secure. As there is no current guidance on the size required we are happy to licence however, if later guidance states otherwise, this would have to be addressed.  Please ensure a daily record of walks and play is kept for each dog.  7.10.22 – new template has been provided to show where walks and play will be recorded
<b>Optional higher standard for rooms</b>	Bathrooms, hallways and partitioned rooms are not used as designated rooms.	<b>Inspection check:</b>  Fail

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<p><b>Optional higher standard for staffing</b></p>	<p>There must be a member of permanent, full-time staff with an appropriate Ofqual regulated Level 3 qualification.</p>	<p><b>Inspection check:</b></p> <p>GL has an Ofqual level 3 in Canine Care, Behaviour &amp; Welfare April 2021</p>
<p><b>Optional higher standard for providing a suitable environment for dogs</b></p>	<p>Ventilation must be a managed, fixed or portable, air system to maintain temperatures in all weathers. This can be an air conditioning unit or removable fans installed safely away from animals.</p>	<p><b>Inspection check:</b></p> <p>Fans have been ordered GL is awaiting delivery.</p> <p>Update – 7.10.22 – fans are at the warehouse – GL will inform KR when received.</p>
	<p>There must be a designated other person or member of staff who can cover any emergency, so that the dogs are never left alone.</p>	<p><b>Inspection check:</b></p> <p>Fail</p>
<p><b>Optional higher standard for monitoring dog's behaviour and training</b></p>	<p>Any outside space will have 2 secure physical barriers between any dog and any exit.</p>	<p><b>Inspection check:</b></p> <p>The front garden has two barriers to the exit. Secured to the fence but permanently secured to the ground. As this barrier is not permanently fixed, please check that it is secure regularly. No dogs should be boarded that are large enough to force the barrier.</p> <p>Update 7.10.22 – GL will check barrier daily. Check pegs are secure.</p>

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<b>Optional higher standard for providing a suitable environment for dogs</b>	Only dogs from the same household are boarded at any one time.	<b>Inspection check:</b> Fail
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## Risk Scoring Table

If the business has less than 3 years compliance history this risk scoring table does not need to be completed as the business is automatically deemed to be higher risk.

		<b>Low (Score1)</b>	<b>High (Score 2)</b>	<b>Score</b>
<b>1</b>	<b>Compliance History - inspections</b>	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.	1
<b>2</b>	<b>Compliance History – follow up action</b>	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 improvement (e.g. minor record keeping issues).	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.	1

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		Low (Score1)	High (Score 2)	Score
3	<b>Compliance History – re-inspection</b>	No re-inspection necessary (apart from standard unannounced inspection) before next planned licence inspection / renewal.	Re-inspection necessary to ensure compliance.	1
4	<b>Complaint History – complaints to the LA</b>	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.	1
5	<b>Complaint History – complaints to the business</b>	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.	1
6	<b>Appreciation of welfare standards - enrichment</b>	Sound understanding by the licence holder of relevant environmental enrichment applicable to the activity (guided by expert advice), with demonstrated implementation.	Little environmental enrichment present, inconsistently used and its importance not understood or really valued.	1
7	<b>Appreciation of hazards / risks</b>	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.	1
8	<b>Appreciation of hazards / risks - maintenance</b>	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.	1
9	<b>Appreciation of hazards / risks – knowledge and experience</b>	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.	1
10	<b>Appreciation of hazards / risks – dealing with issues</b>	Clear defined roles / responsibilities of staff, with clear processes for reporting and addressing any identified issues.	Lack of any process, or ownership and responsibility within the business to identify and deal with issues.	1

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		Low (Score1)	High (Score 2)	Score
11	<b>Welfare management procedures – written procedures</b>	Written procedures / policies clearly documented, implemented and reviewed appropriately.	Limited written procedures / policies. No overall strategic control or direction.	1
12	<b>Welfare management procedures – supervision of staff</b>	Appropriate supervision of staff evident where applicable.	Inadequate supervision of staff evident on inspection or from the training records.	1
13	<b>Welfare management procedures – record keeping</b>	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.	1
14	<b>Welfare management procedures - training</b>	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.	1
	<b>Total Score</b>			14

18 or above = Higher Risk, 17 or below = Low Risk