

EXECUTIVE

Date: Tuesday 11 June 2019

Time: 5.30 pm

Venue: Rennes Room, Civic Centre, Paris Street, Exeter

Members are invited to attend the above meeting to consider the items of business.

If you have an enquiry regarding any items on this agenda, please contact John Street, Corporate Manager Democratic & Civic Support on 01392 265106.

Entry to the Civic Centre can be gained through the Customer Service Centre, Paris Street.

Membership -

Councillors Bialyk (Chair), Sutton (Deputy Chair), Foale, Ghusain, Harvey, Leadbetter, Mitchell, K, Morse, Pearson and Wright

Agenda

Part I: Items suggested for discussion with the press and public present

1 Apologies

To receive apologies for absence from Committee members.

2 Minutes

To approve and sign the minutes of the meeting held on 9 April 2019.

(Pages 5 -
10)

3 Declarations of Interest

Councillors are reminded of the need to declare any disclosable pecuniary interests that relate to business on the agenda and which have not already been included in the register of interests, before any discussion takes place on the item. Unless the interest is sensitive, you must also disclose the nature of the interest. In accordance with the Council's Code of Conduct, you must then leave the room and must not participate in any further discussion of the item. Councillors requiring clarification should seek the advice of the Monitoring Officer prior to the day of the meeting.

4 Local Government (Access to Information) Act 1985 - Exclusion of Press and Public

It is considered that the Committee would be unlikely to exclude the press and public during consideration of any of the items on the agenda, but if it should wish to do so, the following resolution should be passed:-

RECOMMENDED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the consideration of the particular item(s) on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs of Part 1, Schedule 12A of the Act

5 Towards Carbon Neutral Exeter

To consider the report of the Programme Director for Exeter City Futures and the Deputy Leader & Portfolio Holder for Climate and Culture. (Pages 11 - 40)

6 Empty Homes Strategy 2019 - 2022

To consider the report of the Environmental Health and Licensing Manager. (Pages 41 - 70)

People Scrutiny Committee considered the report at its meeting on 6 June 2019 and its comments will be reported.

7 Adoption of Hoarding in Council Properties Policy

To consider the report of the Service Lead – Housing Tenancy Services. (Pages 71 - 88)

People Scrutiny Committee considered the report at its meeting on 6 June 2019 and its comments will be reported.

8 Proposal to adopt an updated Animal Licensing Policy

To consider the report of the Environmental Health and Licensing Manager. (Pages 89 - 298)

Licensing Committee considered the report at its meeting on 28 May 2019 and its comments will be reported.

9 Review of the Constitution

To consider the report of the Corporate Manager Democratic & Civic Support and the City Solicitor & Head of HR. (Pages 299 - 302)

10 Honorary Alderman

To consider the report of the Corporate Manager Democratic & Civic Support. (Pages 303 - 306)

11 Outside Bodies List

To consider the report of the Corporate Manager Democratic & Civic Support. (Pages 307 - 318)

12 Leisure Complex and Bus Station Programme Board Minutes

To receive the minutes of the meeting held on 25 April 2019.

(Pages
319 - 330)

Date of Next Meeting

The next scheduled meeting of the Executive will be held on **Tuesday 9 July 2019** at 5.30 pm in the Civic Centre.

A statement of the executive decisions taken at this meeting will be produced and published on the Council website as soon as reasonably practicable.

Find out more about Exeter City Council services by looking at our web site <http://www.exeter.gov.uk>. This will give you the dates of all future Committee meetings and tell you how you can ask a question at a Scrutiny Committee meeting. Alternatively, contact the Democratic Services Officer (Committees) on (01392) 265115 for further information.

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EXECUTIVE

Tuesday 9 April 2019

Present:

Councillor Edwards (Chair)
Councillors Bialyk, Denham, Harvey, Leadbetter, Morse, Pearson, Sutton and Wright

Apologies:

Councillors

Also present:

Chief Executive & Growth Director, Chief Finance Officer, Director (J-PH), Assistant City Development Manager, Cleansing & Fleet Manager, Street Scene Manager and Corporate Manager Democratic and Civic Support.

Councillor Musgrave attended Under Standing Order No. 44 for - Min. No. 43 and Min. No. 45

37

MINUTES

The minutes of the meeting held on 12 March 2019 were taken as read, approved and signed by the Chair as correct.

38

DECLARATIONS OF INTEREST

No declarations of disclosable pecuniary interest were made.

39

LOCAL DEVELOPMENT ORDER FOR LOCAL ENERGY NETWORKS

The Assistant City Development Manager presented a report to seek approval for a Local Development Order that would grant permitted development rights to specified Local Energy Network infrastructure. The revised Draft Local Development Order was attached as an appendix to the report presented to the meeting, and set out the development proposed to be permitted by the Order; the restrictive terms which limit its scope and the conditions which any permitted development must adhere to.

The purpose of the Order was to grant permitted development rights for underground pipes and cables, and minor above ground works similar to the permitted development rights enjoyed by the statutory undertakers who provide gas, electricity, sewerage, and clean water services.

Planning Member Working Group on 22 January 2019 supported and recommended to Executive that the Order be adopted.

In response to questions from Members, the Assistant City Development Manager informed members that the contents of the order put certain restrictions on the works which could be undertaken without the need for planning permission, and that all proposed works would need the approval of the relevant landowner before being undertaken.

RESOLVED that Executive approve the Local Development Order.

40

FLEET SUPPLY AND MAINTENANCE CONTRACT AWARD

The Cleansing and Fleet Manager presented a report which described the procurement process for the Council's supply and maintenance of vehicles, and sought Member's endorsement for the awarding of the contract to Supplier C.

It was noted that the table in Paragraph 10.28 of the report contained an adding-up error: the correct total score for Supplier C was 920.00 points, rather than 320.00 as stated on the report. The Cleansing and Fleet Manager confirmed that this meant that Supplier C's tender was both the lowest cost and the highest scoring on quality criteria.

During discussion, the following points were raised:-

- This contract ensures that a flexible approach could be taken to the future provision of vehicles for the Council's fleet so that it can take account of changes in government legislation;
- Such flexibility would allow the authority to ensure its sustainable city credentials could be maintained, by replacing its current vehicles with those of a more sustainable nature (e.g. electric) as appropriate;
- That the use of local supply chains to provide maintenance services be welcomed as it supported local businesses.

RESOLVED that:-

- (1) the contract be awarded jointly with Mid Devon District Council for the supply and maintenance of vehicles to Supplier C with effect from 1 June 2019 for a term of seven years with an option for a seven year extension; and
- (2) the Cleansing and Fleet Manager be authorised to explore further opportunities for joint working for Fleet Management.

41

EXETER CITY COUNCIL CLEANING TENDER AWARD REPORT

The Chief Finance Officer presented a report which advised Members of the outcome of the Exeter City Council cleaning tender and sought Members' approval for authorisation to award the tender to the successful supplier(s).

During discussion, the following points were raised:-

- That whilst the result of the tendering exercise meant that overall costs were marginally higher than those at present, the contract had been awarded on the basis that staff employed via the contract would be paid the Real Living Wage. This met with the Council's objective of ensuring all staff were paid a decent wage;
- That this was the first corporate contract which had been overseen by the new Corporate Procurement team which had shown the benefits of having both a robust team and process.

RESOLVED that:-

- (1) the contract be awarded on a Lot basis to the following suppliers on a period of four (4) years with the option to extend for a further three (3) years on an annual basis.
 - Lot 1 – Supplier 2
 - Lot 3 – Supplier 6
- (2) Lot 2 Housing requirements be re-tendered; and
- (3) a final decision on signing the contract be delegated to the Strategic Management Board once the final information regarding the impact of the Transfer of Undertakings (Protection of Employment) (TUPE) is known.

42

OVERVIEW OF REVENUE BUDGET

The Chief Finance Officer presented the report which advised Members of the overall projected financial position of the HRA & General Fund Revenue Budgets for the 2018/19 financial year after nine months.

The Chief Finance Officer also requested an additional recommendation be put forward to Council, for the approval of a supplementary budget of £30,000 to fund the delivery of a housing needs survey.

During discussion, the following points were made:-

- Members supported the request for the supplementary budget as it would inform the Council as to the housing needs across the City, and therefore allow for appropriate planning to meet those needs;
- That the projected stabilisation of the Council's financial position should be welcomed

Corporate Services Scrutiny Committee considered the report at its meeting on 28 March 2019 and its comments were reported.

RECOMMENDED that Council notes and approves the:-

- (1) General Fund forecast financial position for the 2018/19 financial year;
- (2) HRA forecast financial position for 2018/19 financial year;
- (3) Outstanding Sundry Debt position as at March 2019;
- (4) Creditors' payments performance; and
- (5) Request for a supplementary budget of £30,000 to deliver a housing needs survey.

43

CAPITAL MONITORING

The Chief Finance Officer presented the report on the current position in respect of the Council's revised annual capital programme and to advise Members of the anticipated level of deferred expenditure into future years. The report also sought Member approval to amend the annual capital programme in order to reflect the reported variations, including the request for additional funding to support the agile working project in Environmental Health & Licensing (although part of this cost would be met from a grant).

Councillor Musgrave, having given notice under Standing Order No.44, spoke on this item. He had submitted seven questions relating to the Exeter City Council Sleep Safe shelters. Councillor Morse, as the Portfolio Holder for People provided the responses which are appended to these minutes.

The Portfolio Holder for People also wished to place on record her thanks and appreciation on behalf of the Council, for the hard work of both the Council's own staff, as well as its partner agencies, in the work it undertook to support the sleep safe shelter initiative.

Corporate Services Scrutiny Committee considered the report at its meeting on 28 March 2019 and its comments were reported.

RECOMMENDED That Council approve the revision of the annual capital programme to reflect the reported variations detailed in paragraphs 8.4 and 8.5 of the report presented to the meeting, together with the additions to the capital programme detailed in paragraph 8.7 of the report.

44

UPDATES TO THE SCHEME OF DELEGATION

The Corporate Manager, Democratic & Civic Support presented a report which set out proposals to amend the Scheme of Delegation to Officers to match operational arrangements, taking particular account of changes in roles and titles.

RECOMMENDED that Council approves the changes to the Scheme of Delegation to Officers set out in Appendix 1 of the report presented to the meeting.

45

RESULTS OF CONSULTATION ON PUBLIC TOILETS

The Interim Public & Green Space Service Manager presented a report which detailed the responses from the public consultation on the future of public toilets across the City, and sought Member's endorsement of the approach to achieve the required budget savings, whilst retaining some degree of service provision.

Councillor Musgrave, having given notice under Standing Order No.44, spoke on this item, referring in particular to contacts he had had from local residents opposing the proposed closures. He also reminded the Executive of a previous commitment (arising from the consultation on the Public Spaces Protection Order) to keep the public conveniences in Musgrave Row open.

During discussion, the following points were raised:-

- That whilst the consultation exercise on this proposal had returned a significant number of responses (in excess of 500 responses), this was a lot less than had been the case for both the Public Spaces Protection Order (PSPO) and Air Quality;
- That if the proposals to close the public conveniences were not supported, the Council would have to identify a equal level of savings elsewhere so as to maintain its overall balanced budget;
- That many other authorities had, over a number of years, already taken similar decisions to that proposed, and that this Council had resisted this for as long as possible. However, due to the ever increasing difficult financial position that the Council was now facing, such decisions needed to be taken now;

- That a number of the public conveniences proposed for closure, would require a large capital investment to bring them up to appropriate standards, including those to meet accessibility requirements.
- That the Council would welcome the opportunity to discuss the possibility of divesting the running of appropriate public conveniences with community groups or other interested parties.

RESOLVED that:-

- (1) the results of the consultation exercise be noted;
- (2) the decision to close all of the 13 public conveniences listed in the report presented to the meeting be supported with immediate effect, in addition to the two already closed. (Leaving 11 public conveniences in operation as detailed in Appendix 1 to the report);
- (3) The City Surveyor be authorised to divest the running of the toilets to other organisations, or to explore alternative uses including potential disposal, to achieve best value for the authority. Priority consideration should be given to alternative uses which would incorporate a publically accessible toilet; and
- (4) The introduction of a Community Toilet scheme be investigated.

46 **LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 - EXCLUSION OF PRESS AND PUBLIC**

RESOLVED that under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of the following items on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1, Schedule 12A of the Act.

47 **WASTE OPERATIONS MANAGEMENT STAFFING RESTRUCTURE**

The Cleansing and Fleet Manager presented a report which sought final approval for a minor restructure in the Waste Operations management team. It was noted that the overall number of posts in the team would remain the same, and that following the consultation process, there were a number of minor changes to the restructure proposal that was given draft approval by Executive Committee on 15 January 2019 – these included some changes in job titles, as well as a change in reporting lines for the recycling function.

RESOLVED that the restructure in the Waste Operations team as set out in Appendix 1 to the report presented to the meeting, be approved.

48 **DEMOCRATIC AND CIVIC SUPPORT STAFFING**

The Corporate Manager, Democratic & Civic Support presented a report which sought approval to implement a proposed change to staffing within the Democratic & Civic Support service area, specifically the area “PA Support to SMB and the Leader”, following the recent meaningful consultation process.

RESOLVED that the Corporate Manager, Democratic & Civic Support be authorised to implement the change detailed in the report as soon as practicably possible, on

the understanding that any additional costs arising therefrom, would be met from within existing budgets.

49

RETIRING MEMBERS OF THE EXECUTIVE

Members paid tribute to Cllrs Edwards and Denham who would be standing down as councillors at the elections in May 2019, for their service and dedication to the work of the Council during their respective terms of office.

(The meeting commenced at 5.30 pm and closed at 6.24 pm)

Chair

The decisions indicated will normally come into force 5 working days after publication of the Statement of Decisions unless called in by a Scrutiny Committee. Where the matter in question is urgent, the decision will come into force immediately. Decisions regarding the policy framework or corporate objectives or otherwise outside the remit of the Executive will be considered by Council on

REPORT TO EXECUTIVE

Date of Meeting: 11 June 2019

REPORT TO PLACE SCRUTINY (SPECIAL)

Date Meeting: 18 June 2019

REPORT TO COUNCIL

Date Meeting: 23 July 2019

Report of: Programme Director - Exeter City Futures and the Deputy Leader / Portfolio Holder for Climate and Culture.

Title: Towards Carbon Neutral Exeter

Is this a Key Decision?

No

* One that affects finances over £1m or significantly affects two or more wards. If this is a key decision then the item must be on the appropriate forward plan of key decisions.

Is this an Executive or Council Function?

Council

1. What is the report about?

- 1.1 On 15th March 2019 Exeter City Council, declared a commitment to make Exeter a Carbon-Neutral City by 2030. This ambition is aligned to the vision for the City and has potential to make a vital contribution to our planet and all its people.
- 1.2 Exeter has been playing a role in rising to the critical climate change challenge for some time and the City already has a world-class reputation in climate and environmental research. Over the past decade the City Council have pioneered Passivhaus standards in the UK, deployed renewable generation across their public sites and delivered large-scale district heating networks.
- 1.3 In 2016, Exeter City Council and Global City Futures established Exeter City Futures Community Interest Company (ECF CIC), as an organisation to support the creation of a vibrant and sustainable Exeter. Joined in 2018 by Devon County Council, Exeter College, the University of Exeter, Global City Futures and the Royal Devon and Exeter NHS Trust, ECF CIC provides the supporting environment and governance that can deliver a carbon neutral City.
- 1.4 Exeter has the opportunity to show leadership among cities through decisive implementation of policies, innovations and investment that shape the way we live and our environmental impact for decades to come. This report (and attached paper) makes recommendations as to the next steps that Exeter City Council should take in order to deliver the commitment to become carbon neutral.

2. Recommendations:

- 2.1 That Executive recommends, that Council declare a 'Climate Emergency'.

- 2.2 That the Executive are minded to recommend the following to the Council on 23 July, subject to detailed consideration by a special meeting of Place Scrutiny, scheduled for 18 June 2019, with the results of that consideration being reported back to Executive on 9 July 2019.
- 2.3 That the carbon neutral target for Exeter is framed in a way that links to wider regional targets. This shows Exeter's intention to decrease its emissions without increasing emissions in the wider region.
- 2.4 That Exeter City Council commit to their operations becoming carbon neutral ahead of the 2030 date and mobilise resource to develop internal plans to deliver the target.
- 2.5 That Exeter City Council request a **"Zero Carbon Delivery Team"** is convened by ECF CIC to establish a city plan for delivery that builds on the [Energy Independence Roadmap](#) produced by ECF CIC and uses the 12 Goals as the basis of the approach (see Appendix 1 to this report for a list of the Goals). The Zero Carbon delivery team will:
- Draw together existing evidence and data to establish baseline state of the City presented under each of the 12 Goals
 - Conduct a full audit of the City to highlight gaps between current plans and what is required to achieve zero carbon
 - Define a clear city plan showing outcomes that will need to be met to deliver zero-carbon, how existing activities support and where there are gaps.
 - Identify immediate opportunities and crucial first steps
- 2.6 That Exeter City Council commit resource to be part of the Zero Carbon Delivery Team and, due to the urgency required, co-locate those resources with ECF CIC to ensure that the City Council is leading by example and sharing learning with other ECF CIC Member organisations and the wider ECF CIC Partner Network. (A list of current members of the ECF CIC Partner Network is provided in Appendix 2 to this report)
- 2.7 That Exeter City Futures CIC be requested to convene **"Zero Carbon Mandate Group"** through a series of summits to validate, challenge and endorse the Roadmap produced by the Zero Carbon working group.

3. Reasons for the recommendation:

- 3.1 The Council recognises the scale and urgency of the global challenge from climate change and accepts that Cities, like Exeter, have a duty to act quickly, collectively and concertedly to avoid the worst of the predicted outcomes. Cities around the world are setting their sights on becoming carbon neutral, and many, like Exeter, have made commitments to achieve this target. Very few of these Cities have to date set out clear, deliverable plans to achieve those targets. **The attached paper "Towards a Carbon Neutral Exeter" provides an overview of the approaches Cities around the world are following to become carbon neutral.**
- 3.2 The roadmap to energy independence, published in 2017, outlined the technical feasibility of a zero carbon city and through ECF CIC the City Council is working with Devon County Council, Exeter College, the University of Exeter, Global City Futures and the Royal Devon and Exeter NHS Trust to identify and implement programmes of innovation and investment focussed on outcomes that link closely to the mitigation pathways identified within the SR1.5¹

¹ Full title: 'Global Warming of 1.5°C - An IPCC special report on the impacts of global warming of 1.5°C above pre-industrial levels and related global greenhouse gas emission pathways, in the context of strengthening the global response to the threat of climate change, sustainable development, and efforts to eradicate poverty.'

and also linking to the UN sustainable development goals of health, clean energy, cities and communities, and sustainable consumption and production (SDGs 3, 7, 11, and 12, respectively).

- 3.4 Since its incorporation in 2016, ECF CIC have undertaken extensive engagement activities to establish 12 Goals that reflect the priorities of the residents and business within Exeter. These activities form the basis of the approach to delivery of a zero-carbon City.
- 3.5 It is now critical that Exeter defines a clear delivery roadmap that sets out the scale of the challenge and the likely investment required

4. What are the equality and diversity impacts of this decision?

- 4.1 Age - The road map/action plan could have relevance to the age equality strand due to different patterns of car ownership, different concerns over accessibility of public transport and different abilities to walk and cycle as an alternative mode of transport. Environmental information needs to be accessible and terminology used needs to encourage and not disincentives people to take action. Further, the need to take forward different energy efficiency measures in the home to alleviate fuel poverty. In relation to children and young people. The road map could have a positive impact of increased opportunities for walking and cycling which could have additional benefits of tackling obesity and encouraging healthy living. Further the very young are most at risk from thermal extremes.
- 4.2 Disability - The road map/action plan will have relevance to the disability equality strand due to different patterns of car ownership, different concerns over accessibility of public transport. In addition, the need to take forward different energy efficiency measures in the home to alleviate fuel poverty. The design and condition of the built environment has a significant impact on the quality of life of disabled people. Although, the potential impact of reducing emissions will result in benefits for respiratory illnesses, the hotter weather may exacerbate air quality. Flood risk information will need to be publicised and made available in a range of languages and formats. Emergency plans need to address the requirements of disabled people.
- 4.3 Gender Identity - The road map/action plan could have relevance to the gender identity equality strand due to climate change having different impacts on men and women, with adverse effects disproportionately affecting women. Issues affecting for example different patterns of car ownership, different concerns over accessibility of public transport and different abilities to walk and cycle as an alternative mode of transport. There is a need to ensure energy efficient measures alleviate fuel poverty.

5. What are the resource implications including non-financial resources:

- 5.1 The role of Exeter City Futures Programme Director has already been created within the City Council, in order to oversee the mobilisation and delivery of ECF CIC. The role has been filled via a secondment from Global City Futures.
- 5.2 It is recommended that additional resource, already employed within Exeter City Council are mobilised with the specific objectives to work as part of the Zero Carbon Delivery Team and to define the carbon reduction plan for Exeter City Council as well as inputting to the integrated Delivery Roadmap.
- 5.3 The report entitled "Energy Independence 2025, Roadmap to city-scale Energy Independence" identified finance as a particular barrier. The City Council is unlikely to be in a position to fund on its own a delivery plan for a Carbon Neutral City. The Green Deal that was launched by the Government in 2013 attempted to solve the problem of financing

households to make improvement for solid wall insulation, double glazing etc. was scrapped. Significant private and public finance is likely to be required to make the changes required. This aspect will be explained in preparing the delivery plan to Carbon Neutral Exeter.

6. Section 151 Officer Comments:

There are no additional requests for funding contained within the report. If the services providing the resources requested to support the project require additional funding in the future, then an additional paper to Council will be required.

7. What are the legal aspects?

Please see Monitoring Officer comments below.

8. Monitoring Officer Comments:

The report recommends that the Council commits resource towards achieving its carbon neutral goal. However, the type and cost of that resource has not been set out in this report. Assuming the resource is people related, the Council must comply with its HR policies.

9. Report details:

8.1 The attached paper "Towards a Carbon Neutral Exeter" provides a review of Cities that have set out commitments for carbon reduction and analyses the approaches they are using. This paper provides the context and rationale for the recommendations made in this report.

10. How does the decision contribute to the Council's Corporate Plan?

10.1 Exeter City Council has committed to being a carbon neutral city by 2030. Meeting this target will require decisive implementation of new policies, innovation and investment in areas such as: renewable energy generation associated with battery storage; energy efficiency; electric vehicles, better public transport; active transport; low-energy buildings; reduced food wastage; ecosystem restoration; and more sustainable land-use and urban planning.

10.2 The reduction of congestion within Exeter is a priority objective of the City Council's Corporate Plan. Decreasing carbon-intensive transportation will play an important role in limiting future emissions. Policies that encourage compact, pedestrianised zones, zero emission vehicles and modal shifts toward walking, cycling, public transport, as well as shorter commute distances, will be key to delivering the carbon neutral target. Delivering these policies will also offer additional benefits including reduced air pollution, congestion and road fatalities, and improved health outcomes from more active travel and cleaner air.

10.3 The Corporate Plan proposes that ECC will work towards our ambition of a city where transport is not a barrier to accessing education, jobs, services or social activities, and where sustainable means of travel are cheaper, quicker and more convenient than private car ownership.

11. What risks are there and how can they be reduced?

11.1 Strong engagement and partnership approaches are necessary for sustainable change. Both grass-roots (bottom up) and major infrastructure (top-down) change projects will need to be identified. There is the risk that Members of ECF CIC, partners, the business community and residents of Exeter do not support the work of ECF CIC or the 12 Goal approach to delivering a carbon neutral Exeter and therefore the City does not work together towards the

shared outcome. This will be mitigated through: a comprehensive communication plan to engage stakeholders across the City to consider change projects; a clear Delivery Roadmap that shows how all initiatives across the City work towards the target and identifies gaps; as well as the establishment of the Zero Carbon Mandate Group to validate and challenge the Delivery Roadmap.

- 11.2 Exeter City Council recognises that a proportion of carbon emissions in the wider travel to work region are due to journeys into Exeter for employment, education or leisure. There is a risk that Exeter City Council is perceived as not supporting emissions reduction in the wider region. This will be mitigated by ensuring robust linkage to the wider regional targets and by working in partnership with neighbouring authorities and with Devon County Council to develop schemes that help to reduce the carbon emissions of transport into and around the City and in doing so to accelerate the reduction of carbon in the wider region.
- 11.3 Some of the solutions that we will need to deliver may not, at this stage, be known. This may be challenging to communicate. The City should adopt a capability focused model that indicates outcomes rather than solutions. Exeter City Futures CIC offers innovation processes that can be used to identify the challenges and facilitate project partnerships to acquire the capability to deliver the required outcomes.

12. What is the impact of the decision on health and wellbeing; safeguarding children, young people and adults with care and support needs, economy, safety and the environment?

- 12.1 In delivering the commitment for a carbon neutral Exeter there will be a positive impact on the health and wellbeing of the residents of Exeter, community safety, the environment and the economy. Achieving the target will offer benefits including reduced air pollution, congestion and road fatalities, and improved health outcomes from more active travel and cleaner air.

13. What other options are there, and why have they been dismissed?

- 13.1 There is the option to do nothing but in the face of increasing evidence about the climate crisis and growing public support for change Exeter City Council has a duty to act quickly, collectively and concertedly to decarbonise and play its role in addressing the global challenge of climate change.
- 13.2 Exeter has been playing a role in rising to the critical climate change challenge for some time and the City already has a world-class reputation in climate and environmental research. The Met Office and the University of Exeter inform the international response to climate change every day and Exeter's Local Industrial Strategy sets out the ambition to be the global leader for addressing the challenges of climate change and urbanisation.
- 13.3 Exeter has the opportunity to show leadership among cities through decisive implementation of policies, innovations and investment that shape the way we live and our environmental impact for decades to come.

**Deputy Leader / Portfolio Holder for Climate and Culture; and
Programme Director - Exeter City Futures, Dr Liz O'Driscoll**

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

1. Exeter City Futures CIC, Scrutiny Committee – Resources 27/01/2016, Executive 09/02/2016
2. Exeter City Futures Transforming Exeter through Data, Executive 15/09/2015

3. Energy Independence 2025, Roadmap to city-scale Energy Independence, A report for Exeter City Futures, City Science 2017

Contact for enquiries:
Democratic Services (Committees)
Room 2.3
01392 265115

Appendix 1: The 12 Goals

The 12 Goals of Exeter City Futures were derived through extensive engagement with resident and businesses of Exeter. The work of ECF CIC and the 12 Goals were presented to the Place Scrutiny Committee on 13th September 2018.

Reliable Journeys and Resilient Roads: *Journey times in Exeter will be reliable and the transport network will be resilient to major incidents.*

Arguably, traffic congestion is one of the biggest problems facing Exeter today. A growing population and increases in people living in, visiting and working in the city mean that this will only become a bigger challenge and a potential inhibitor to future economic growth and quality of life. The road network already lacks resilience to major incidents on the motorway and any further development of land for housing and employment will potentially have a negative impact on the City's road network and safety when using it.

Devon County Council, as the Transport Authority, are working with Exeter Council and local transport providers to manage the impact of traffic on the highway network and are implementing a range of congestion management solutions. However, financial constraints are restricting what can be done by any individual authority or organisation alone to mitigate the impact of continuing economic growth.

As Exeter continues to grow and we build the housing numbers required to support this growth it is critical that we find a way to work together to ensure that we can meet our vision of a safer, more connected city that remains to be a great place to live.

Renewable Energy Access for Everyone: *All residents will have access to locally generated renewable sources of energy.*

Energy is essential to our City. It provides heat for our homes, powers our transport and keeps our healthcare system running. In a world where natural resources are limited, establishing an affordable, locally generated green energy supply is vital to maintain our quality of life and to improve Exeter's energy security and resilience.

Meeting this goal will require access to new renewable generation technologies, increased public and private investment, a strong and engaged community who want to make change and a focus on regulatory frameworks and innovative business models that can transform our local energy systems.

Exeter is strongly committed to renewable energy. Over the past decade the City has established a community-owned energy co-op, deployed renewable generation across public sites and delivered large-scale district heating networks in partnership with the private sector. But we can, and must, do more.

Clean Air for Exeter: *Exeter will have clean air through the reduction of pollutants from private cars and fossil fuels.*

Air pollution is associated with a number of adverse health impacts. It is recognised as a contributing factor in the onset of heart disease and cancer. Additionally, air pollution particularly affects the most vulnerable in society: children and older people, and those with heart and lung conditions. There is also often a strong correlation with equality issues,

because areas with poor air quality are also often the less affluent areas. The annual health cost to society of the impacts of particulate matter alone in the UK is estimated to be around £16 billion.

Air quality in Exeter is affected by a small number of hot spots where levels of nitrogen dioxide are above government objectives. These are along the Heavitree corridor (at Livery Dole junction, Fore Street Heavitree, East Wonford Hill and Honiton Road), Alphington Street and the Blackboy Road/Pinhoe Road junction. All these are included within Exeter's Air Quality Management Area, an area where the Council will bring forward and facilitate actions to improve air quality. In the majority of the city, outside these areas, pollution levels are below the government objectives.

Exeter is exploring ways that it can improve air quality in the city. We have a legal responsibility, but also a political desire to do more.

Half of all journeys walked or cycled: *50% of Exeter originating trips to be made on foot or bicycle.*

Exeter has set its sights on reaching 50% of all journeys within the City being made on foot and cycle. This means that the way we travel around our city, to access employment, education or services, needs to change significantly from how it is today.

Overall, Exeter is a healthy place to live. But some areas in the city have poorer health outcomes than others. Similarly, although prosperity overall in the city has grown in recent years, the health inequalities gap between the most and least well off areas has increased.

We know that active and healthy lifestyles bring wider benefits to individuals and communities, and can help tackle strategic challenges. In particular, more people leading active lives could reduce health inequality, tackle congestion, improve community connectivity and reduce social isolation.

We aspire to create a high-quality and accessible built environment and green spaces across Exeter that encourages the use of active transport. This will need to be supported by the right infrastructure (like changing and storage facilities) and a comprehensive network of safe routes, to ensure that most everyday journeys are made by walking and cycling.

Affordable Healthy Homes for Everyone: All residents will be able to live in an affordable home which is energy efficient and healthy; fuel poverty will be reduced.

Rising energy prices, energy inefficient housing and low incomes have resulted in high levels of fuel poverty across the UK. The adverse health effects of living in a cold, poorly ventilated home are well-established, ranging from cardiovascular and respiratory problems to depression. There is also evidence of wider social impacts, such as social isolation, with some people having to make choices between heating their home or buying the food they need.

An energy efficient home reduces wasted energy usage and its demand for non-renewable energy resources. It may also offer healthier and cleaner living conditions through better ventilation and maintenance of moderate temperature. A financial saving may also occur in an energy efficient home. There are a range of energy saving measures that can be applied to existing homes and also new standards emerging for the building of new homes.

We are seeking ways to improve the efficiency of new and existing homes while ensuring that we don't make them less affordable for those who want to live in them.

Reducing the Dominance of Cars: *Cleaner, more efficient public transport and reduced dominance of cars in the city centre making more attractive public places.*

Exeter's vision is to be the most active and accessible city in England. We will work with our partners to make Exeter a city where shared and active travel is promoted and where transport is not a barrier to accessing education, jobs, services or social activities

We want a City where sustainable means of travel will be cheaper, quicker and more convenient than private car ownership. Where land currently dominated by driving and parking will be freed up for social and economic activities and where air will be clean and healthy.

Delivering this Goal will create a city where everyone has access to the places and services which enable them to meet their needs and lead fulfilling lives

Reduced Energy Consumption: *The overall energy consumption of residents and businesses in Exeter will be reduced by 30%*

Greater Exeter consumes 10TWh of energy every year – enough to make 368 trips to the moon or to drive around the Earth 1.5 million times. This use is set to grow. Existing energy consumption patterns already cost our residents and businesses over £900m each year; a significant cost to many families and a particular burden to those in fuel poverty.

Exeter City Council have already reduced energy consumption by 37% and are on track to deliver an energy-neutral council by 2022. However, the wider city region has a tremendous opportunity to go so much further. There needs to be more progress made regarding integrating renewable energy into our buildings, transport systems and local industry.

Working towards this goal is especially important as it interlinks with several of the other goals for Exeter. Focusing on renewable energy and increased energy efficiency is crucial to creating more sustainable and inclusive communities and resilience to environmental issues.

Smart Energy Measurement for Everyone: *Residents & businesses will have access to the right tools to measure and understand energy use in order to reduce consumption & increase energy efficiency*

The “smart energy home” of the near future is likely to include smart meters, vehicle-to-grid technology, home control, onsite generation and energy trading systems.

Having access to high-quality energy consumption data can give people greater understanding and control over their personal energy use. The latest in data analytics and monitoring technology can actively empower the customer to save money through improving their understanding of energy usage. However, it is critical to consider how this data can support disadvantaged groups who may be less able to understand or action the information provided by “smart meters” and complimentary energy monitoring solutions; how do we ensure that the benefits of the “smart energy home” can be enjoyed by all. More sophisticated monitoring solutions can help increase the energy efficiency and savings of homes and businesses through personalised recommendations, even continuously health-checking their current energy tariff and recommending cheaper alternatives.

Achieving this goal will see households and businesses across our City using data and analytics to save money on their total energy bills, to increase their understanding of and control over energy use and, in so doing, contributing towards a more sustainable Exeter.

Self-financing City: *Exeter will have the finance & capability to develop in a way that delivers affordable homes, reduces relative congestion & embraces the energy independence values of the city.*

Transformation and innovation in a city development means different things to different people. There are a wide variety of projects and ideas with varying outcomes that lead to our urbanisation goals. However, stakeholders city-wide all agree that the failure of cities to truly deliver lasting transformation and develop long-term solutions to its urbanisation challenges lies in the lack of adequate funding.

Transformation projects often attract initial grant funding for technology development but then suffer from poor business models and a lack of commercial, sustainable profits to ensure consolidation and expansion. These initiatives often fail, the answer to this problem lying in a robust sustainable financing model.

Cities need to view urban transformation, development, and innovation as a single self-supporting programme. It is not enough to design energy-positive, car-free urban developments from an architectural or technology perspective. The financing should be holistic too, with traditional property development directly funding innovative mobility initiatives and renewable start up programmes. The goal of a self-financing city is to implement a commercial city financing programme, with asset development-backed innovation projects that does not rely on grants.

Waste as a Resource: *Waste will be seen as a resource and recycled wherever possible; waste collection and deliveries will be made via operationally and energy efficient means.*

Waste is not just an environmental problem for cities around the world, contributing to air, land and water pollution, but low recycling rates are an economic loss as well. In Exeter the recycling rate was 30% at the end of 2017, below the national average of 45% in 2016. By recycling more, and optimising waste collection and deliveries, we can both reduce pollution in the City and generate new income that will help us to become more financially sustainable.

Achieving the goal of Exeter City Futures for waste to be seen as a resource will involve increasing the awareness of residents and businesses about waste disposal and management. It will also require the City to assess and improve the logistics of the waste collection vehicles in order to minimise the time they spend in the city centre.

The environmental benefits of achieving this goal are not just about landfill or plastic in the ocean. By optimising waste collection and delivery we can reduce the number of heavy-load vehicles on our roads, alleviating congestion, reducing fuel consumption, and improving air quality. By increasing recycling more waste can be resold and repurposed, feeding into our economy. Although the circular economy is at the heart of this goal it will also help us to solve transportation and energy challenges in Exeter as well.

Buildings that Make More than They Take: *New building developments will generate more energy than they consume; waste energy will be captured for reuse.*

New development is expected to add 29,600 dwellings to the region's stock by 2025 which could see domestic energy demand grow by up to 384 GWh (13%). A shift to the development of buildings that produce more energy than they consume is necessary if we are to tackle the expected increase in energy demand from this new development.

Positive energy buildings are technically feasible and with increased uptake are likely to become cheaper and more accessible the more. However, in order to do this we need to see

transformation in construction methods, energy generation technologies and City energy markets. There is significant opportunity for Cities and governments to develop regulatory policies that drive uptake by increasing mandatory energy performance with incentives and voluntary measures.

Working towards this goal is especially important as it interlinks with several of the other goals for Exeter. New developments that positively contribute to city energy use will mean that less onshore generation development and retrofitting of older building stock will be required.

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Appendix 2: The ECF CIC Partner Network

We are Cosmic
Sarah West Recruitment Consultants
McQueenie Mulholland
100% Open
Exeter Cycling Campaign
The Uncorrupted Copywriter
SSE Enterprise
OTB Eveling
GreenRide Sharing
Low Carbon
Task & Time
Like Minds
AWP Partnership
Escargo
Grenadier Estates
Wiseman Productions
Aardvark Environment Matters
Pavey Group
RideOn
Michelmores
Oxygen House
Hawksmoor Investment
SG Modular
Exeter Chiefs
South West Comms
Crowdcube
Royal Devon and Exeter NHS
Goodridge
Lightfoot
City Science
Francis Clark
BiG
Exeter City FC
Grow Exeter
Wifi Spark
JLL
Stephen Scown
Midas
Exeter College
Devon Doctors
Ravenslade Project & Cost Management
V2G
Map your Future
Bunyip Craft
Wilkinson Grant & Co
Optix Solutions
Burrington Estates
Chalk & Ward

Simply Connect
Ashfords
Energy Performance Direct
Mark Cotton Consultancy
Exto Digital Marketing
South West Business Connections
Hamson Barron Smith
Ashwoods
The Bike Shed
The Belt Makers
Liftshare
Fast Track to Growth
Astley Media
Tech South West
Aptus UK
Geotechnics



A Carbon Neutral Exeter

Executive Summary

On 15th March 2019 Exeter City Council, declared a commitment to [make Exeter a Carbon-Neutral City by 2030](#). This ambition is aligned to the vision for the City and has potential to make a vital contribution to our planet and all its people.

Exeter has been playing a role in rising to the critical climate change challenge for some time and the City already has a world-class reputation in climate and environmental research. Over the past decade the City Council have pioneered Passivhaus standards in the UK, deployed renewable generation across their public sites and delivered large-scale district heating networks.

In 2016, Exeter City Council and Global City Futures established Exeter City Futures Community Interest Company (ECF CIC), as an organisation to support the creation of a vibrant and sustainable Exeter. Joined in 2018 by Devon County Council, Exeter College, the University of Exeter, Global City Futures and the Royal Devon and Exeter NHS Trust, ECF CIC provides the supporting environment and governance that can deliver a carbon neutral City.

Exeter has the opportunity to show leadership among cities through decisive implementation of policies, innovations and investment that shape the way we live and our environmental impact for decades to come. This paper provides an overview of the the approaches Cities around the world are following to become carbon neutral and, in this context, makes recommendation that the following actions are taken:

1. The Exeter target is framed in a way that links to wider regional targets. This shows Exeter's intention to decrease its emissions without increasing emissions in the wider region.
2. Exeter City Council commit to their operations becoming carbon neutral ahead of the 2030 date and mobilise resource to develop internal plans to deliver the target.
3. A **“Zero Carbon Delivery Team”** is convened by ECF CIC to establish a city plan for delivery that builds on the [Energy Independence Roadmap](#) produced by ECF CIC and uses the 12 Goals as the basis of the approach.
 - a. Draw together existing evidence and data to establish baseline state of the City presented under each of the 12 Goals
 - b. Conduct a full audit of the City to highlight gaps between current plans and what is required to achieve zero carbon



- c. Define a clear city plan showing outcomes that will need to be met to deliver zero-carbon, how existing activities support and where there are gaps.
 - d. Identify immediate opportunities and crucial first steps
4. Exeter City Council commit resource to be part of the Zero Carbon Delivery Team and, due to the urgency required, co-locate those resources with ECF CIC to ensure that the City Council is leading by example and sharing learning with other ECF CIC Member organisations and the wider ECF CIC Partner Network.
5. A **“Zero Carbon Mandate Group”** is convened by ECF CIC through a series of summits to validate, challenge and endorse the Roadmap produced by the Zero Carbon working group. The terms of reference would need to be defined but the Group should consist of:
 - a. Exeter’s global expertise in climate science from the MET Office and University Of Exeter
 - b. Key Politicians (Leader and Portfolio Holder for Climate and Culture).
 - c. Other key stakeholders from the wider community e.g. youth, faith, and activist groups
6. ECF CIC request assistance from the University of Exeter to establish an academic team that can
 - a. Agree a robust definition of what is included in the measurement of Exeter’s carbon emissions and how this accounts for the carbon emissions created in the wider region by commuters.
 - b. Define the measurement framework for the carbon-neutral journey (real-time or periodic)
 - c. Define the optimal way for Exeter to consider its carbon-reduction strategies and the impact on wider regional emissions
 - d. Analyse potential solutions to consider carbon savings, cost and social impact.



Introduction

The Special Report on Global Warming of 1.5°C (SR1.5)¹ identifies that Cities have a duty to act quickly, collectively and concertedly to avoid the worst of the predicted outcomes of climate change. Recognising this responsibility, Exeter City Council has declared a commitment to make Exeter a Carbon-Neutral City by 2030. This ambition is aligned to the vision for the City and has potential to make a vital contribution to our planet and all its people.

Exeter has been playing a role in rising to the critical climate change challenge for some time and the City already has a world-class reputation in climate and environmental research. The Met Office and the University of Exeter inform the international response to climate change every day and Exeter's Local Industrial Strategy sets out the ambition to be the global leader for addressing the challenges of climate change and urbanisation.

Exeter City Council is strongly committed to renewable energy and to playing a part in pushing the boundaries of what local authorities can do to deliver a low carbon future. Over the past decade the Council have pioneered Passivhaus standards in the UK, deployed renewable generation across their public sites and delivered large-scale district heating networks.

The choices we now make about the growth of Exeter are incredibly important and will shape the way we live and our environmental impact for decades to come. The SR1.5 outlines the need for Cities to make significant changes to their urban planning in order to be on a pathway to limiting the global temperature rise to 1.5 degrees. Its [Summary Report for Urban Policy Makers \(December 2018\)](#) states:

“Urban planning that decreases the long-term reliance on carbon-intensive transportation (e.g. compact, pedestrianised cities and towns) will play an important role in limiting future emissions. Such planning, coupled with policies that encourage zero emission vehicles and modal shifts toward walking, cycling, public transport, as well as shorter commute distances, will be key to decarbonisation. Delivering these policies will offer additional benefits to Cities including reduced air pollution, congestion and road fatalities, and improved health outcomes from more active travel and cleaner air.”

Exeter has the opportunity to show leadership among cities through decisive implementation of new policies and through embracing innovations in: renewable energy generation associated with battery storage; energy efficiency; efficient appliances; electric vehicles, better public transport and local shared mobility; active transport; low-energy buildings; reduced food wastage; ecosystem restoration; and more sustainable land-use and urban planning.

¹ Full title: 'Global Warming of 1.5°C - An IPCC special report on the impacts of global warming of 1.5°C above pre-industrial levels and related global greenhouse gas emission pathways, in the context of strengthening the global response to the threat of climate change, sustainable development, and efforts to eradicate poverty.'



Defining “Carbon Neutral”

Cities around the world are setting their sights on becoming carbon neutral, and many, like Exeter, have made commitments to achieve this target. There is no standard or absolute definition of a “carbon-neutral” City but the term is generally used to define a **significant and aggressive reduction over current emissions**. Furthermore, there is no clear indication as to whether targets should be met by 2050, 2040 or 2030 with different cities selecting different targets to be achieved by different dates.

In order to limit global warming at any level, the requirement is to reduce global carbon dioxide (CO₂) emissions to zero. The SR1.5 report states that if global CO₂ emissions reach zero in thirty years (2048), there is a one-in-two chance of limiting warming to 1.5°C. To increase this probability to a two-in-three chance, CO₂ emissions must be reduced to zero in twenty years (2038).

The [Carbon Neutral Cities Alliance \(CNCA\)](#) is a collaboration of leading global cities working to cut greenhouse gas emissions by 80-100% by 2050 or sooner. The [CNCA Framework for Long-term Deep Carbon Reduction Planning](#) uses a measurement of carbon emissions produced (both initial assessment and periodic monitoring) and establishes an overall reduction target in emissions against a baseline level; for example, an 80 percent reduction by 2050 from 1990 levels, with an interim goal of a 40 percent reduction by 2030.

The framework also offers a second way of expressing an absolute emissions reduction goal as a per-person goal, something that allows Cities to take into account population growth or loss over the years.

[ICLEI](#)² define a carbon neutral city as one that *“after measuring their carbon emissions, they reduce those emissions as much as is cost effectively possible, and use equivalent offsets to balance the residual emissions and achieve a net zero carbon footprint.”*

Most Cities recognised as being on a sustainability journey have adopted the goal to have reduced their carbon emissions by between 80%-100% by 2050. There are also a range of commitments other than “carbon-neutral” and these include being “Fossil Free” and “100% green energy”.

There is significant public interest in making these commitments and delivering emissions reduction as early as possible. [The Green Party](#) promotes a policy of the UK emissions being zero by 2030 and [Extinction Rebellion](#) and the youth group [Fridays for Future](#) are campaigning for the declaration of carbon-neutrality by 2025 in order to attempt to halt further climate warming.

² ICLEI – Local Governments for Sustainability is a global network of more than 1,750 local and regional governments committed to sustainable urban development



Recently a number of Cities, like Exeter, have publicly committed to being carbon-neutral by 2030 or earlier. A full list of UK Cities and regions that have committed to be carbon-neutral by 2030 can be found in [Annex A](#) of this document. The sections below provide a summary of the commitments and plans of a range of leading Cities:

Adelaide

The City of Adelaide in Southern Australian adopted its Carbon Neutral Strategy in 2015 with a target to have 100% reduction over 2006 emissions by 2025. The City of Adelaide council aims to have zero net carbon emissions from its own operations by 2020.

Like Exeter, Adelaide has created strong partnerships with its community, including organisations and individuals, believing these to be critical to achieving the carbon neutral goal. Through these partnerships they are seeking to work together to reduce the city's emissions across 4 thematic areas:

- energy efficient buildings, infrastructure and streetscapes
- zero emissions transport
- towards 100% renewable energy
- reducing emissions from waste and water.

Adelaide are prioritising measures that reduce emission and planning to use carbon offsets for remaining emissions that can't be avoided. For more information see [Carbon Neutral Adelaide](#).

Bristol

Like Exeter, Bristol has been working at the forefront of sustainability initiatives for many years. In 2015 Bristol was the European Green Capital and at this time set out a [framework to deliver a CO2 reduction target](#) of 80% by 2050 with key milestones of a 50% reduction by 2025 and 60% by 2035. In this document, Bristol City Council also committed to targets for its own corporate energy efficiency.

In November 2018 Bristol City Council declared a "climate emergency", with the council unanimously backing a commitment to be carbon neutral by 2030 in an effort to avoid catastrophic climate breakdown. Bristol City Council meeting minutes indicate that following the declaration to accelerate the targets the City Mayor has asked the [Bristol Green Capital Partnership](#) to define a route-map to the city's 2030 ambition including the costs involved, and the responsibilities of different organisations. This report is stated to be released within 6 months (April 2019) but has not yet been issued.

The Bristol Green Capital Partnership has also been involved in the development of the Bristol [One City Plan](#) to ensure that environmental sustainability features prominently. A number of City



Boards are proposed to support the delivery of the One City Plan including a new Environmental Sustainability Board to be facilitated by Bristol Green Capital Partnership. This new Board has the remit to will help to deliver the environmental elements of the Plan including the target to become a carbon neutral city.

On 11 January 2019 the Bristol Green Party published its own report, which details possible actions that could lead the city towards its carbon neutral goal. Titled '[Change Starts Now: Towards carbon neutral Bristol by 2030](#)', the report focuses on five key areas where carbon savings could be made:

- energy generation and smart energy;
- house-building, retrofitting and efficiency;
- transport;
- business and industry;
- Food, waste and land use.

Copenhagen

Copenhagen aims to be the first carbon neutral capital in 2025. The population of Copenhagen is expected to grow by 20% in the next decade and Copenhagen want to show that it is possible to combine growth, development and increased quality of life with the reduction of CO2 emissions. The City Council adopted their [CPH 2025 climate Plan](#) in 2012. The plan is based on four pillars:

- Energy Consumption
- Energy Production
- Mobility
- City Administration Initiatives.

Copenhagen's City Council have calculated that whilst energy consumption only accounts for 7 pct. of the total CO2 reduction, energy savings are the cheapest way to cut emissions. Partnerships with private building owners and businesses have been implemented in order reach the saving goals.

The production of electricity and heat for Copenhageners is stated as the biggest source of CO2 emissions and their plan focuses in the replacement of if coal, oil and natural gas with renewable energy. Efforts in this theme of the plan are expected to account for 80 pct. of the total reduction in 2025. Copenhagen are set to open a new biomass fueled combined heat and power plant in 2019 as well as commissioning several more wind turbines.

Copenhagen are recognised globally for their efficient mobility systems and high level of active transport, however their plan states that most of the CO2 emissions from transport come from



road traffic. By 2025 the aim is for at least 75 pct. of all trips to be done by foot, by bike or by public transport. One of their biggest stated changes is large to make a much faster change to vehicles driven by electricity, hydrogen and biogas.

The Copenhagen City Council are aiming to lead by example by cutting energy use and running vehicles powered by alternative fuels. This, they believe enhances the City of Copenhagen's credibility.

Nottingham

In January 2019, Nottingham Labour committed to making [Nottingham a carbon free city by 2028](#), two years ahead of the target of many other cities which have taken similar pledges.

Nottingham state that they have met their 2020 energy strategy emissions target early, reducing emissions by 39% for the city and 43% per person. To date they have implemented a number of green initiatives that have seen them recognised as a leader in the UK:

- £15 million investment in one of the UK's largest electric bus fleets
- Developing and expanding the electric tram network
- Significant investment in cycle corridors, facilities, bike hubs and a cycle hire scheme
- Introduction of the Workplace Parking Levy – tackling congestion and containing traffic growth, while generating funds to invest in public transport
- Installing solar panels on 4500 domestic properties across the city.

The only public document relating to carbon reduction in Nottingham is the [Carbon Management Plan](#) issued in 2007. This states a 2050 target. There is no additional plan update published and its possible that Nottingham represents a strong example of a City that is achieving early rather than accelerating.

Other Cities with later targets

There are a significant number of other leading Cities who have made substantial commitments but at a later date than 2030. Examples are provided here because they offer interesting insights about how the Cities have approached the targets and framed their plans.

Stockholm

The vision for Stockholm is to fossil-fuel free by 2040. Stockholm is aiming to reduce human impact on the global climate by making a successful transition from a society built on fossil fuels to one based on renewables. Demands for renewable energy, improved energy efficiency and other green solutions are driving the development of a new rapidly growing sector that is providing economic benefits.



In 2015 fossil fuels accounted for approximately 30 percent of total energy use in Stockholm, equating to emissions of 2.7 tonnes of CO₂e per person. The toughest challenge is recognised to be in the transport sector. Electrification and a transport efficient city development are key areas. In 2040 residual fossil fuel is expected to be found in the aviation and shipping industries. To compensate for residues, carbon sinks are to be developed to reduce the city's climate impact by absorbing atmospheric carbon dioxide.

[Stockholms strategy](#) proposes short term measures over which the municipal authorities and companies have the greatest power to act. The measures correspond to a reduction of 533,000 tonnes of CO₂e between 2013 and 2019 and include actions such as bioenergy heat-and-power plants, promoting biking and public transport in the traffic planning, incentives for electric cars and renewable energy production such as biogas and solar power.

San Francisco

San Francisco has already reduced its emissions 30 percent below 1990 levels, while the population has grown 20 percent and the local economy 110 percent. San Francisco has set out to be Net Zero Emissions by 2050. The City's [Climate Action Framework](#) sets out the following targets:

- Zero waste to landfill
- 80% of trips made by sustainable modes (public transit, walking, biking)
- 100% renewable energy to electrify the built environment, including the movement of people and goods
- Protecting urban green spaces and growing the urban forest to enhance biodiversity and sequester carbon

San Francisco recognizes that achievement of its goals requires inclusive and equitable participation of community in climate and sustainability decisions, an investment in capacity building activities such as providing residents tools, education, and job opportunities, and engagement of people throughout the city in programs, policies and initiatives.

Barcelona

Whilst Barcelona is commonly considered to be one of the leading “smart” cities its sustainability goals are not as aggressive as some of its peers.

Barcelona has a [Climate Plan](#) plan co-produced by City organisations to reduce their greenhouse gas emissions by 45% by 2030. This they believe puts them on course to prepare the city to meet the Paris agreement.

The strength of the Barcelona plan is the strong level of engagement they have from across the City. The Barcelona Mayor states:



“The future of the fight against climate change is being played out in our streets and squares. We are where most of the population lives, the people most responsible for greenhouse gas emissions and the main focus of innovation. If we want things to change, we have to start by changing ourselves. And that will only be possible if we all take joint responsibility: citizens, companies, associations and authorities.”

Summarising the City Approaches

Whilst all the Cities reviewed show different approaches to delivering carbon-neutral outcomes, there are some commonalities that are observed.

- 1. Format of Target:** Most Cities have, in some form, stated a clear undertaking related to a % reduction in total carbon emissions. Leading organisations such as CNCA require that Cities adopt a definition of carbon-neutral in the format:
 - Long-term Goal: **[80-100]** percent reduction by **[2030]** based on **[date]** level
 - Interim target: **[zz]** percent reduction by **[date]**
- 2. Importance of Engagement and Partnering:** Strong engagement and partnership approaches are evident across all the Cities under review in this document. Many Cities propose co-creation approaches and both grass-roots (bottom up) and major infrastructure (top-down) change projects. The philosophy of engaging everyone across the City is widely observed as necessary for sustainable change.
- 3. Thematic Approach:** Across many, if not all Cities, the routes to deliver the carbon-neutral ambition are set out within a thematic framework. The priority focus and themes for each City are strongly reflective of local resident and business desire. Themes of energy and mobility are common across all Cities and the inclusion of themes relating to improvement of City policies and raising of community skills are also evident in many.



Creating a Carbon-Neutral Exeter

Exeter's carbon reduction target is significantly more aggressive than the targets declared by the wider region. Devon County Council have made a commitment to be zero-carbon but by the later date of 2050.

The City recognises that a proportion of carbon emissions in the wider travel to work region are due to journeys into Exeter for employment, education or leisure. Additionally, much of the new housing development required to support the economic growth (and increased employment opportunities) in Exeter will be located within the neighbouring regional authorities.

In defining the target for Exeter it is critical to ensure a robust linkage to the wider regional targets. Whilst the first step is to enhance Exeter's policies and development plans to ensure that the City itself becomes carbon-neutral, there is a vital role that Exeter must play in driving emissions reduction across the wider region.

It is critical to work in partnership with neighbouring authorities and with Devon County Council to develop schemes that help to reduce the carbon emissions of transport into and around the City and in doing so to accelerate the reduction of carbon in the wider region.

Defining the Approach

Exeter has already taken steps to engage the City residents and organisations to create the supporting environment and governance for delivering the commitment to be carbon-neutral by 2030. Exeter City Futures Community Interest Company (ECF CIC), brings together the City Council, Devon County Council, Exeter College, the University of Exeter, Global City Futures and the Royal Devon and Exeter NHS Trust to identify and implement programmes of innovation and investment focussed on outcomes that link closely to the mitigation pathways identified within the SR1.5 and also linking to the UN sustainable development goals of health, clean energy, cities and communities, and sustainable consumption and production (SDGs 3, 7, 11, and 12, respectively).

Since its incorporation in 2016, ECF CIC has produced the [Energy Independence Roadmap](#) that shows technical feasibility of a zero carbon city and have undertaken extensive engagement activities to establish 12 Goals that reflect the priorities of the residents and business within Exeter.

These activities form the basis of the approach to delivery of a zero-carbon City. The 12 goals can be grouped into 4 themes that align strongly with the themes of many other leading Cities.



- **Energy:** renewable energy generation, energy reduction, energy efficient buildings, affordable energy efficient residential
- **Mobility:** reduced dominance of cars, increased active transport, reliable journey times
- **Sustainability:** improved air quality and health outcomes, reduced waste
- **Capability:** increased entrepreneurial output, enhanced analytical skills, innovative financial models

The inclusion of the focus on affordable energy efficient homes, skills for the future of work and journey time reliability also link to SDGs of no poverty, decent work and growth and reduced inequality (SDGs 1, 8 and 10 respectively).

ECF CIC offers many of the features identified in the analysis of other leading Cities on the same journey. The strong collaborative governance structure coupled with the support of a growing business [Partner Network](#) provides Exeter with an effective “City Office” that is well placed to lead the delivery of a carbon-neutral Exeter.

Actions / Recommendations

Setting a Clear Target: The political commitment to the 2030 target was made by Exeter City Council and not by the wider regional authorities. The effects of the City’s more aggressive actions will bring benefit to the wider regional target and best practice can be shared in order to try and deliver wider targets early.

The target must be defined in a way that enables Exeter to have influence and authority over measures to deliver the target. Areas outside of Exeter’s control will need to be clearly understood and the risks considered.

It is recommended that:

- The Exeter target is framed in a way that links to wider regional targets. This shows Exeter’s intention to decrease its emissions without increasing emissions in the wider region.

Setting Organisational Targets: Many Cities have set clear interim targets which allow analysis of progress and drive engagement by demonstrating success. Several of these targets are related to the City leadership organisations themselves achieving carbon-neutral operations ahead of the overall zero target date. Exeter City Council has already delivered a significant amount of work that shows how Councils can create a low carbon future and is developing strategies for low carbon heating and energy efficiency in Council owned properties and to



reduce energy use in its operations. In the Energy Independence Roadmap, Exeter City Council states that it is on target to be an energy-neutral council by 2022.

It is recommended that:

- Exeter City Council commit to their operations becoming carbon neutral ahead of the 2030 date and mobilise resource to develop internal plans to deliver the target.

Creating a Delivery Roadmap: Exeter has already delivered a significant amount of work in terms of its carbon-reduction. Whilst we are not starting from nothing, we need to capture the current state of the City in order to be able to fully assess the scale of the ambition and the innovations and investments that will be required. The baseline data will also provide a clear and evidenced case for change. Having a clear baseline also enables us to provide regular reporting to the City on our progress which is vital to ensure we are communicating the benefits of the work to the residents and businesses.

Exeter needs to draw on its extensive City expertise to develop a detailed Delivery Roadmap (referred to by some Cities as a “Framework”) to deliver the carbon-neutral target based on the Goals/Themes defined by Exeter City Futures. The Roadmap will need to set out the scale of the challenge and the likely investment required.

The Roadmap should include a range of visible outcomes, along with target dates, that the City should be delivering in order to meet its carbon-neutral ambitions. Some of the solutions that we will need to deliver may not, at this stage, be known and in these cases the City should adopt a capability focused model that indicates outcomes rather than solutions. Exeter City Futures offers innovation processes that can be used to acquire the capability and as a City Office will work to facilitate project partnerships to deliver the outcomes.

It is recommended that:

- A “**Zero Carbon Delivery Team**” is convened by Exeter City Futures to establish a city roadmap for delivery that builds on the [Energy Independence Roadmap](#) produced by Exeter City Futures and uses the 12 Goals as the basis of the approach.
 - Draw together existing evidence and data to establish baseline state of the City presented under each of the 12 Goals
 - Conduct a full audit of the City to highlight gaps between current plans and what is required to achieve zero carbon
 - Define a clear city plan showing outcomes that will need to be met to deliver zero-carbon, how existing activities support and where there are gaps.
 - Identify immediate opportunities and crucial first steps



- Exeter City Council commit resource to be part of the Zero Carbon Delivery Team and, due to the urgency required, co-locate those resources with ECF CIC to ensure that the City Council is leading by example and sharing learning with other ECF CIC Member organisations and the wider ECF CIC Partner Network.

Measuring Progress: The importance of delivering the carbon neutral ambition cannot be underestimated. The choices we now make about the growth of Exeter will shape the way we live and our environmental impact for decades to come. The City has a world-class reputation in climate and environmental research and the expertise we have available to us should be used to validate the plan and measure progress.

It is recommended that

- A “**Zero Carbon Mandate Group**” is convened by Exeter City Futures through a series of summits to validate, challenge and endorse the Roadmap produced by the Zero Carbon working group. The terms of reference would need to be defined but the Group should consist of:
 - Exeter’s global expertise in climate science from the MET Office and University Of Exeter
 - Key Politicians (Leader and Portfolio Holder for Climate and Culture).
 - Other key stakeholders from the wider community e.g. youth, faith, and activist groups
- Exeter City Futures request assistance from the University of Exeter to establish an academic team that can
 - Agree a robust definition of what is included in the measurement of Exeter’s carbon emissions and how this accounts for the carbon emissions created in the wider region by commuters.
 - Define the measurement framework for the carbon-neutral journey (real-time or periodic)
 - Define the optimal way for Exeter to consider its carbon-reduction strategies and the impact on wider regional emissions
 - Analyse potential solutions to consider carbon savings, cost and social impact.



Annex A: List of Cities and Regions Committed to be Carbon Neutral by 2030

(Principal) UK councils which have passed motions relating to a climate emergency and/or targets:

- Bath and North East Somerset
- Bedford Borough Council - aspiring for carbon neutral by 2030
- Bradford Metropolitan District Council - (90% reduction in carbon emissions compared to 2005 levels by 2030)
- Brighton Hove City Council - (carbon neutral by 2030)
- Bristol City Council - (carbon neutral by 2030)
- Calderdale (no fixed target date)
- Cambridge City Council (no new target date, campaign continues to press for a more ambitious target)
- Carlisle (net zero carbon by 2030)
- Carmarthenshire (zero carbon by 2030)
- Cheltenham (carbon neutral by 2030)
- Cornwall County Council (carbon neutral by 2030)
- Devon County Council (but 2030 target was voted down to shouts of 'shame')
- Durham County Council (zero carbon by 2050 - amendment for a 2030 target date defeated)
- Exeter City Council Aims to be a Carbon-neutral City by 2030
- Forest of Dean District Council (carbon neutral by 2030)
- Greater London Authority (call for the Mayor to declare climate emergency)
- Gwynedd County Council (carbon neutral eventually)
- Hastings Borough
- Herefordshire - 'aspiration to be carbon neutral by 2030' (motion p79) - but criticised for their determination to press ahead with new bypass road
- Hull - climate neutral by 2030 (doesn't include the words 'declare a climate emergency')
- Kirklees Metropolitan District Council (carbon neutral in line with IPCC carbon targets)
- Lancaster City Council (carbon neutral by 2030)
- Leicester City Council (carbon neutral by 2025-2030)
- Lewes D.C.
- London Borough of Haringey - carbon neutral by 2030
- London Borough of Lambeth (carbon neutral by 2030)
- London Borough of Lewisham (carbon neutral by 2030)
- London Borough of Newham - carbon neutral by 2030
- London Borough of Southwark - carbon neutral by 2030



- Manchester City Council (carbon neutral by 2038)
- Mendip District Council (carbon neutral by 2030)
- Milton Keynes - (carbon neutral by 2030)
- Newcastle - carbon neutral by 2030
- North Somerset Council (net zero carbon by 2030)
- Norwich (motion amended to 'acknowledge' climate emergency, no target date set)
- Nottingham City Council (carbon neutral by 2028)
- Oxford City Council (carbon neutrality target TBC)
- Oxfordshire County Council - carbon neutral by 2030
- Plymouth (carbon neutral by 2030)
- Portsmouth - carbon neutral by 2030
- Powys County Council (carbon neutral eventually)
- Reading Borough Council (to pursue zero carbon by 2030, but notes 'this date can only be achieved with substantial policy changes from national government'. - final motion on last 2 pages of meeting agenda)
- Redcar and Cleveland Borough Council - aiming for zero carbon by 2030 with the condition that carbon capture and storage will be used due to the heavy industry in the area.
- Reigate and Banstead B.C.
- Scarborough Borough Council (carbon neutral by 2030)
- Sheffield City Council (carbon neutral asap)
- Somerset
- Somerset West and Taunton - carbon neutral by 2030
- South Cambridgeshire (target date of 2050)
- South Lakeland District Council - no fixed date
- Suffolk
- Sunderland City Council - carbon neutral by 2030, subject to public consultation
- Stroud District Council (carbon neutral by 2030)
- Trafford Council - (carbon neutrality target TBC)
- Wiltshire County Council - carbon neutral by 2030
- City of York - carbon neutral by 2030

Parish and town councils which have passed motions relating to a climate emergency and/or targets:

- Alnwick Town Council - (carbon neutral by 2030)
- Bideford Town Council - carbon neutral by 2030
- Dartington Parish Council
- Frome Town Council - (carbon neutral by 2030)
- Glastonbury Town Council - (carbon neutral by 2030)
- Hebden Royd Town Council - carbon neutral as soon as possible
- Holme Valley Parish Council - carbon neutral by 2030



Exeter
City Council



EXETER
City Futures

- Ide Parish Council
- Kendall Town Council - carbon neutral by 2030
- Ladock Parish Council - (carbon neutral by 2030)
- Langport Town Council - (carbon neutral by 2030)
- Machynlleth Town Council - (carbon neutral asap)
- Oswestry Town Council - (carbon neutral by 2030)
- Stithians Parish Council - (carbon neutral by 2030)
- Totnes Town Council - (carbon neutral by 2030)
- Trowbridge Town Council
- Tywyn Town Council - (carbon neutral as soon as possible)

REPORT TO PEOPLE SCRUTINY COMMITTEE

Date of Meeting: 6 June 2019

REPORT TO EXECUTIVE COMMITTEE

Date of Meeting: 9 July 2019

REPORT TO COUNCIL

Date of Meeting: 23 July 2019

Report of: Environmental Health and Licensing Manager

Title: Empty Homes Strategy 2019 - 2022

Is this a Key Decision?

No

* One that affects finances over £1m or significantly affects two or more wards. If this is a key decision then the item must be on the appropriate forward plan of key decisions.

Is this an Executive or Council Function?

Council.

1. What is the report about?

1.1 This report sets out the new 2019-2022 Empty Homes Strategy including key objectives, actions and methodology of achieving them.

2. Recommendations:

2.1 That People Scrutiny supports the adoption of the 2019-2022 Empty Homes Strategy.

2.2 That Executive supports the adoption of the 2019-2022 Empty Homes Strategy.

2.3 That Council adopts of the 2019-2022 Empty Homes Strategy.

3. Reasons for the recommendation:

3.1 It is best practice to have an empty homes strategy and this one sets out:

- Clear targets which can be measured;
- Links with other departments to provide a joined up housing service;
- The potential to increase revenue through the use of new homes bonus.

4. What are the resource implications including non financial resources.

4.1 Accurate identification and reporting of empty homes has positive financial implications for the Council in two main forms. Firstly through New Homes Bonus, the central government grant paid to local authorities for newly created or returned to use units of housing. Secondly through Council Tax, in terms of ensuring that properties are correctly registered and therefore paying the right level of council tax e.g. properties

empty for longer than two years should be paying 150% council tax, but are not always correctly registered. Empty homes work contributes significantly to ensuring these sources of income are maximised through both its case work and data management.

- 4.2 This strategy can be met from existing resources. Where additional resources may be required in the future a business case will be made. This might have implications for legal work which could be recouped via legal action.

5. Section 151 Officer comments:

- 5.1 There are no additional financial requests for council to consider in this report. However, Members should note the positive financial benefit that arises from this work. Both Council Tax and New Homes Bonus form significant sources of funding for the Council. This is of course on top of the benefit of providing additional homes for households in the City.

6. What are the legal aspects?

- 6.1 There are a range of enforcement powers that will be used to improve the condition of empty homes and ultimately bring them back to use. These are detailed in Appendix A of the Empty Homes Strategy. An increase in use of these powers, will have an impact on the resources in the legal team, or the use of external legal specialists where required due to a lack of internal capacity.
- 6.2 Where the council intervenes in arranging the renovation works on one or more long term empty homes, adhering to the procurement policy will be needed for the works to be carried out. Whether or not these works are arranged on a case by case basis, or properties are bundled into a larger contract, may have an impact on procurement and thresholds.
- 6.3 Procurement of a managing agent may be required for properties subject to an Empty Dwelling Management Order, if these cannot be managed by the council's Housing Department.

7. Monitoring Officer's comments:

The report correctly identifies that in order to achieve policy objectives, the Council may have to resort to using all/some of the enforcement powers available to it. The legal cost/resource implications have not been calculated as part of this report.

All legal work which may be generated as a result of this new policy must be referred to the in-house legal team, who may decide to externalise it where there is insufficient in house resource to cope with this additional work.

8. Report details:

- 8.1 Empty homes in the City lead to issues relating to anti-social behaviour, are unattractive and a waste of potential housing which could be better utilised.
- 8.2 At the end of 2018, Exeter City Council had 403 long term empty homes and approximately 1000 households registered on Devon HomeChoice looking for accommodation in Exeter. When taken as a proportion this represents 0.76% homes in Exeter being classed as long term empty. This is below the average for England which is 0.82%.

- 8.3 As a result of these issues the Council has identified a number of empty properties in the City. Data is provided to the Government on properties which are 'unoccupied and substantially unfurnished' for a period of longer than 6 months.
- 8.4 The Empty Homes Strategy's over-arching aim is ***"To bring Exeter's empty homes back into use as lived in homes"***
- 8.5 An action plan contained within section 5 of the Strategy sets out 3 objectives:
- Objective 1: Bring empty homes back into use to increase the supply of quality, affordable housing in the city
- Objective 2: To continue to raise awareness and address issues relating to empty homes and to provide advice
- Objective 3: Improve the quality of neighbourhoods by identifying and tackling the issues associated with empty homes
- 8.6 The aims of dealing with empty homes in the City will be to
- Reduce the overall number of empty properties
 - Minimise the anti-social behaviour associated with empty homes
 - Recover the costs of enforcement action where possible
- 8.7 Exeter City Council has a range of tools and powers available including voluntary and enforcement options. These involve teams from across the council and some of the options will involve building effective partnerships with external organisations. These tools and powers will be further explored and developed and barriers to their use challenged.
- 8.8 The council's Environmental Health and Licensing Manager chair's a Private Property working group which contains officers from other departments in the council and other agencies such as the Police and Fire Service, to identify long term empty homes, in particular those causing a problem, and bring them back to use.
- 8.9 The strategy seeks to set an increasing annual target of bringing empty homes back into use. The increasing target over a number of years reflects the complexity and labour intensity of working with owners who are often hard to trace, difficult to engage, vulnerable and/or wilfully obstructive.
- 9. How does the decision contribute to the Council's Corporate Plan?**
- 9.1 Bringing empty homes back into use will contribute to the council's new Corporate Plan 2018-2022 which sets out the key priorities for the city and the direction of travel in terms of addressing priorities including:
- Promoting health and active lifestyles
 - Tackling congestion and accessibility
 - Building great neighbourhoods

9.2 Specifically, empty homes work will impact the Council's key priorities, helping to deliver homes that are secure, affordable and healthy in a balanced and connected to great neighbourhoods that supports wellbeing and reduces social isolation.

10. What risks are there and how can they be reduced?

10.1 The main risk of achieving this strategy is through the complexity and labour intensity of working with owners who are often hard to trace, difficult to engage, vulnerable and/or wilfully obstructive. Therefore achieving the targets set out in the Strategy over the 2019-2022 period may be challenging.

10.2 The dedicated Empty Homes resource consists of one full time Empty Homes Officer and one part time Housing Development Assistant. Both staff are currently on temporary contracts. Should the decision be made not to continue with this dedicated resource, then it will be difficult to achieve the strategy.

11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

11.1 The new strategy will have a positive impact on neighbourhoods by returning empty homes to occupation, thus reducing homelessness and the incidence of anti-social behaviour, fly tipping and vermin problems etc. frequently associated with empty properties.

11.2 An Equalities Impact Assessment forms Appendix B of this report.

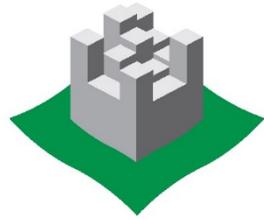
12. Are there any other options?

12.1 There is no statutory duty to have an Empty Homes Strategy or to devote resources to the area. However it is recognised that the work not only delivers outcomes in its own right in proactively helping to maintain and create great neighbourhoods, but also benefits the wider community and provides an income source to the Council's General Fund via the New Homes Bonus and Council Tax receipts.

Elaine Oliver
Empty Homes Officer

Contact for enquires:
Democratic Services (Committees)
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Exeter
City Council

Empty Homes Strategy

2019 - 2022

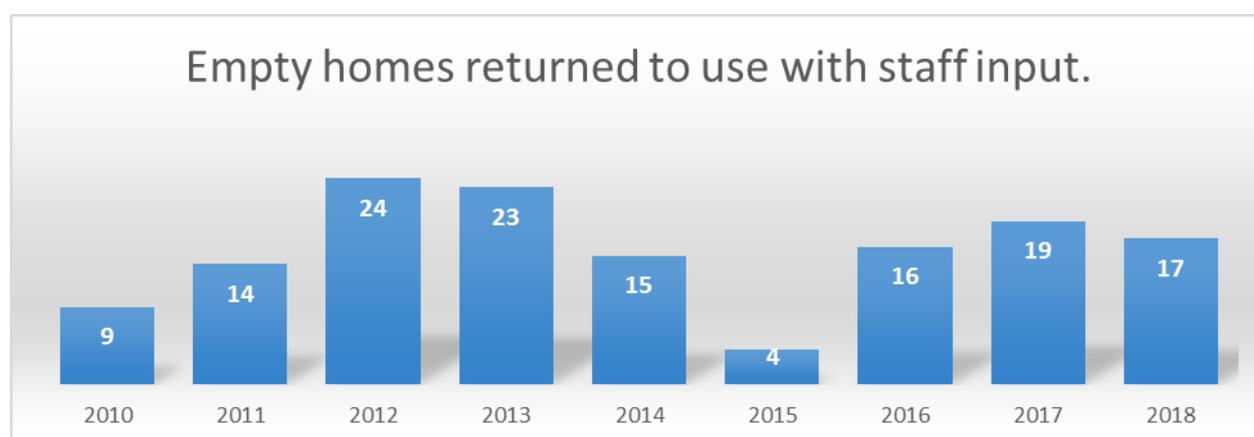


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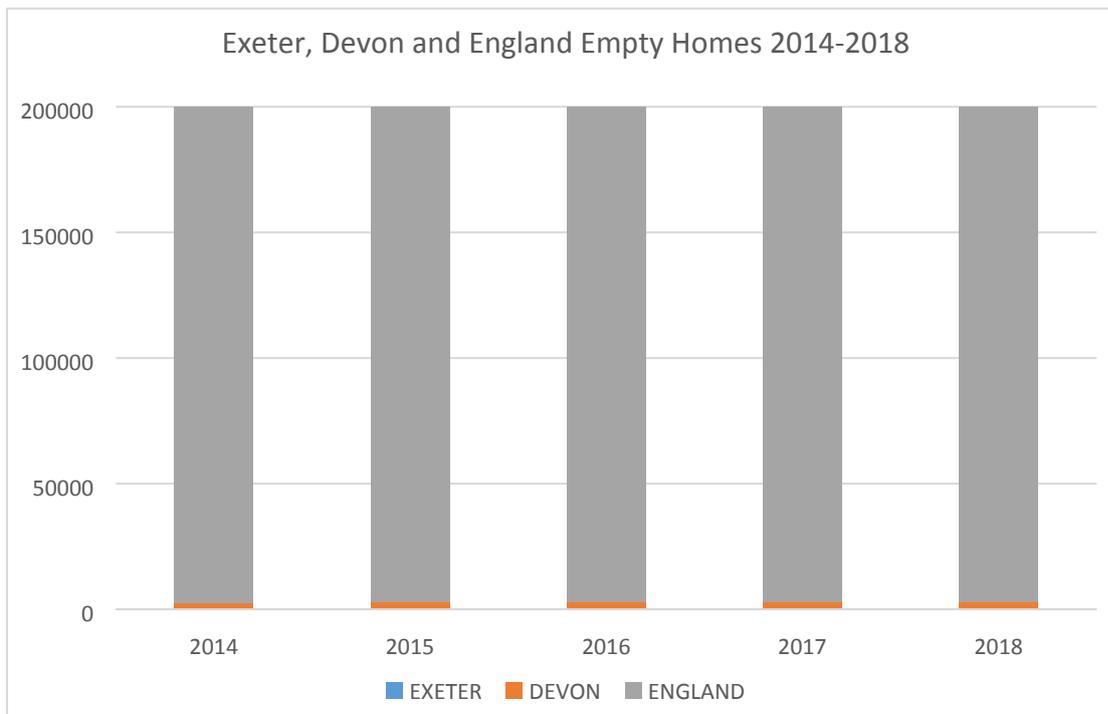
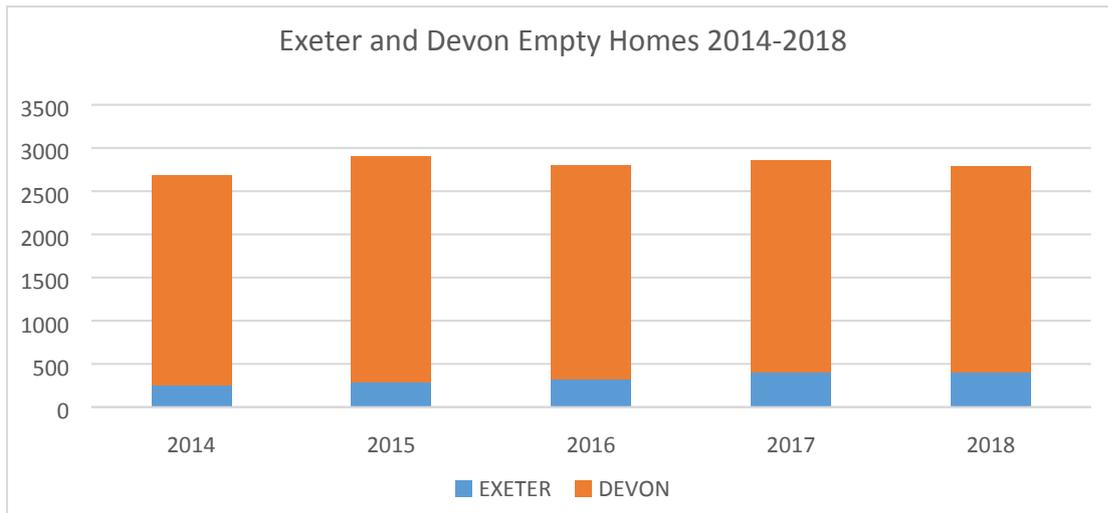
1. Introduction

- 1.1 Nationally a shortage of housing may give rise to increased homelessness and difficulty for some in accessing affordable accommodation. Where property lies empty this can impact the lives of people in the neighbourhood and can be a magnet for anti-social behaviour. Bringing empty homes back into use will help improve the quality of housing and neighbourhoods and help to provide more affordable homes.
- 1.2 This revised Empty Homes Strategy builds on the last strategy (2014-2017) and sets out how the council will continue its work to reduce the number of empty homes in Exeter from 2019 until 2022.
- 1.3 Since commencing this work in 2010 the Council has supported owners to return over 140 empty homes back into use.



- 1.4 This updated strategy takes into account current demographic data, stakeholders' views on our empty property work and recent legislative changes.
- 1.5 Since the last Empty Homes Strategy 2014 – 2017, the number of long term empty homes in Exeter has increased, a trend which has been reflected nationally in the 2017? 2018 figures for England.

	2014	2015	2016	2017	2018
EXETER	258	292	326	403	400
DEVON	2429	2610	2471	2448	2384
ENGLAND	205,821	203,596	200,145	205,293	216,186



Source: council tax base (CTB) Table 615

- 1.6 The annual council tax reporting form (CTB1) completed, in October 2017, calculated the number of long term empty homes in Exeter was 430. When taken as a proportion this represents 0.76% homes in Exeter being classed as long term empty. This is below the average for England which is 0.82%.

2. About Empty Homes

- 2.1 The Ministry of Housing, Communities & Local Government (MHCLG) describes problematic empty homes as dwellings that are inactive in the housing market and have been empty for more than 6 months. There are broadly two main types of empty homes: transactional and long-term empty.
- 2.2 Transactional empty homes are generally empty for up to six months, usually due to a change in tenant or ownership and are part of the normal cycle of people moving house. The vast majority of these empty homes do not require any involvement from the council to bring them back into use.
- 2.3 In some instances, a property may be empty or appear empty, but is not classed as empty. A property does not have to be used all the time to be classed as occupied. For example, if it is:
- A second home or a holiday home;
 - A property which is part of a wider regeneration programme and could be in the process of being developed or marked for demolition;
 - A property which has pending planning permission, could be waiting refurbishment or could be waiting for new occupants to move in;
 - A property which appears empty due to an overgrown garden or through lack of maintenance or repair but which is in fact occupied;
 - A property where a for sale/to-let board or where contractors equipment is evident could demonstrate that a property is in the process of being brought back into use;
 - One where the owner is living elsewhere to provide or receive personal care as a result of illness, infirmity or disablement.
- 2.4 Long term empty homes are properties that are empty for more than 6 months. These are identified through Council Tax records. Properties that have been unoccupied and substantially unfurnished for over two years are classed as long-term empty dwellings and attract a premium increasing the amount of council tax payable on the property.
- 2.5 Homes that have been empty for more than six months usually have an underlying problem and when homes have been empty for more than two years, it is likely that, without intervention, they will stay empty and decline. Long term empty homes can become run down, fall into disrepair, have overgrown gardens and blight the surrounding homes and neighbourhood. They can also become a hub for crime and may attract vandalism, anti-social behaviour, as well as becoming a target for arson. Neighbouring occupants may be particularly dissatisfied and may find their house value has diminished or may be difficult to let or sell.
- 2.6 There are many reasons for homes being left empty, some are easily categorised, and other circumstances are more complex with owners having their own individual reasons for keeping their property empty.
- 2.7 Long-term empty homes can fall into a state of disrepair and become dangerous as well as having a negative environmental and community impact. A coordinated and sustainable approach can deliver an increase in housing supply, improve standards and reduce the number of empty homes. Returning an empty property to use is usually a significantly more cost effective option than redeveloping. This strategy sets out Exeter City Council's commitment to bringing empty homes back in use by adopting a proactive approach to supporting owners to help return their property to use.

- 2.8 There are a number of challenges associated with the task of returning empty homes back into use:
- a) **Ownership disputes** can make it difficult or impossible to establish who the owner is. Court proceedings and divorce settlements can also delay the occupation of a property.
 - b) **Personal owner circumstances** may prevent them from being able to bring a property back into use. For example, they may not have the funds or capacity to renovate or sell a property.
 - c) **Disappearance of owners** can make it time consuming and expensive for the council to trace owners. Even after finding the individual(s) concerned, they may be unwilling to engage with the process.
 - d) **Maintaining property security** to ensure empty homes don't fall victim to acts of vandalism, arson or squatting due to their often vulnerable condition.
 - e) **Intentional empty homes** are kept empty either for no specific reason, or for unreasonable purposes by the owners who simply do not have any intention to occupy the property.
 - f) **Over shop homes** often used for storage and classed as the owner as part of the business but not used as such. Often there is no suitable access for separate living accommodation.
 - g) **Investment portfolios** for individuals or companies seeking to make money on a rising market or as part of a pension.
 - h) **Housing for older people** such as retirement villages and those with age restrictions, due to their nature, have fewer potential buyers and may remain empty for longer depending on market conditions.

3. Policy Context

- 3.1. There is no national empty homes strategy and there has been no specific funding from central government since the Empty Homes Community Grants Programme 2012-2015 at which time the Government said that the £216 million of funding provided was intended to "provide a push in the right direction" and that there were no plans to provide additional funding.
- 3.2 Council Tax Premium – In tackling the issue of empty homes, local authorities have to make best use of the council tax long-term empty premium. Since 2013, local authorities in England have had the power to charge a council tax premium of up to 50% on properties that have been unoccupied and substantially unfurnished for two years or more. This premium is in addition to the usual council tax charge that applies to the property. The Rating (Property in Common Occupation) and Council Tax (Empty Dwellings) Act 2018 enacted on 1 November 2018 enables the following:
- From April 2019, increasing that premium up to a maximum of 100%.
 - From April 2020, where a property has been unoccupied and substantially unfurnished for 5 years or more, increasing the premium further up to a maximum of 200%

- From April 2021, where a property has been unoccupied and substantially unfurnished for 10 years or more, applying a premium up to a maximum of 300%
- 3.3 New Homes Bonus - Launched in April 2011, the New Homes Bonus (NHB) was introduced as an incentive for local authorities to encourage housing growth in their area and to reward additional housing supply. It is calculated annually and has become the measure for the national empty homes figures.
- 3.4 From the local policy context empty homes is highlighted in the Exeter City Council Housing Strategy 2016-2020 and links with the Exeter City Council Homelessness Strategy 2016-2021 with the aim of providing a joined up approach to delivering housing for the city.
- 3.5 With the number of people accessing the city there is an ever increasing demand on housing and the pressure to increase supply is considerable. Along with associated factors such as the economy the issues facing the local housing market include:
- A shortfall in homes being built;
 - House prices increasing;
 - Sales decreasing;
 - Affordability of both renting and buying;
 - In excess of 1,800 Exeter households registered with a social housing need on Devon Home Choice;
 - Reductions in Government grant to Housing Associations to bring forward new affordable housing;
 - Large developers are slowing down build programmes to control supply to the market;
 - Diminishing housing development opportunities due to developer preference for student accommodation.
- 3.6 Bringing empty homes back into use will contribute to the council's 2018-2022 Corporate Plan which sets out the key priorities for action which are:
- Promoting health and active lifestyles
 - Tackling congestion and accessibility
 - Building great neighbourhoods

4. Our Approach to Empty Homes

- 4.1 The Council will contribute to the prevention of term by responding to enquiries about empty homes from the public, undertaking social media campaigns, participating in local landlord events and forums, and through promotions on the council website.
- 4.2 The Council will take a pro-active and preventative approach to homes becoming empty over the long term by the early identification of empty homes and taking assertive action to try to locate owners and provide advice and support to owners to assist in getting homes back into use. This will include a range of advice and support including grant funding assistance where appropriate.
- 4.3 Agree actions will be monitored to ensure empty homes are brought back into use within appropriate timescales and where other interventions have failed enforcement action will be taken.

5. Empty Homes Tools

5.1 There are a range of tools available to support and encourage home owners to bring properties back into use. These are:

5.2 Value Added Tax (VAT) Arrangement

There is provision through the VAT system for an owner renovating a long term empty home and having the work undertaken by a contractor to pay reduced VAT. The Council can provide a letter to confirm a home has been long term empty.

5.3 Empty home loans

Exeter City Council provides funding for home improvement funds managed through a contract with Wessex Resolutions CIC. This is a consortium of 20 local authorities who pool funding to create a long term fund for home improvement loans with interest and investment profits creating the sustainable funding pipeline.

5.4 Empty home loans can be used whether the house is going to be sold or let and the Wessex Resolutions representative will discuss which loan solution is best suited to individual circumstances. Wessex Resolutions are able to provide low-cost loans to cover various types of work, such as:

- Disrepair or structural issues;
- Damp and mould growth;
- Electrical rewiring;
- Thermal upgrading such as windows;
- Boiler work and insulation;
- Improvements to kitchens or bathrooms.

5.5 Matchmaker scheme

The Council can help owners of empty homes to try and find potential buyers. The Empty Property Matchmaker Scheme brings together the owners of empty homes in Exeter and private individuals, investors and developers who want to purchase empty homes in the city.

5.6 This scheme helps owners in a number of ways because there are:

- No fees: free service for seller/buyer;
- Bypasses estate agent;
- Reduces cost to sellers as no need to renovate before selling;
- Reduces cost to buyer due to any disrepair;
- Simple process for seller/buyer;
- Choice to pursue offers or not.

5.7 To date four matchmaker requests have been made to the scheme.

5.8 Garden clearance scheme

This is a new scheme was introduced in 2018 in response to owners and landlords needing a reliable means of clearing gardens and provides access to chargeable Council services to assist homeowners with clearance plans as part of agreed action plans. Six home owners have accessed this scheme since it started.

5.9 Formal enforcement actions to tackle empty homes

Where informal advice, guidance and support has failed or if there is an imminent risk to public health and/or safety the council will consider enforcement options. The options available include, but are not limited to:

- **Enforced Sale** – Allows the council to force the sale of a property to recover debts owed to the council that are registered as a charge on the property.
- **Empty Dwelling Management Orders (EDMO)** – Enables the council to secure occupation and responsible management of some privately owned houses and flats that have been empty for two years or more, as well as being actively used for antisocial purposes.
- **Compulsory Purchase Orders (CPO)** - Enable the council to purchase and sell an empty property for the purpose of providing housing accommodation or facilities connected to housing accommodation

5.10 No formal enforcement action has yet been taken by the Council/

5.11 A summary of the range of enforcement powers that are available to the council are described in **Appendix A**. All enforcement action will be taken in accordance with the council's Enforcement Policy.

6. Delivering the Strategy

6.1 The strategic aim is to bring Exeter's empty homes back into use as lived in homes. There are 3 key objectives:

Objective 1: Bring empty homes back into use to increase the supply of quality, affordable housing in the city by:

- Using negotiation and enforcement action to bring long term empty or homes causing problems back into use;
- Working with Wessex Resolutions CIC to promote home loans to owners of empty homes to help with renovation, selling or letting;
- Develop a suite of innovative approaches to bring homes back into use, both as interim measures and longer term solutions such as a Deposit Guarantee scheme for owners of empty property or schemes where the Council or other registered social landlord manages property letting on behalf of a landlord

Objective 2: To continue to raise awareness and address issues relating to empty homes and to provide advice by:

- Fostering and maintaining relationships with owners of empty homes to inform them of the schemes available to help them bring their homes back into use;
- Improving the information available on the council's website;
- Promoting available services and prevent homes from becoming empty in the first place;
- Maintaining and enhancing effective working relationships with the private sector, registered social landlords and other stakeholders such as the Police and Fire Service.

Objective 3: Improve the quality of neighbourhoods by identifying and tackling the issues associated with empty homes by:

- Adopting both proactive and reactive approaches to identifying, prioritising and monitoring long term empty homes to ensure that no more than 1% of homes is empty and unused for more than six months
- 6.2 Our previous experience in bringing empty homes back into use has taught us that our strategy must contain a combination of incentives and sanctions to be successful. The key mechanisms for achieving our objectives will be to:
- Carry out regular audits to identify and prioritise empty homes, maintain records of empty homes and work to bring homes back into use through co-operation with the owners;
 - Advise and assist property owners who would like to let their property;
 - Ensure enforcement powers are fully utilised where co-operation with owners fails;
 - Redevelop empty homes acquired through enforcement;
 - Work in partnership across the council and external partners to coordinate action to bring empty homes back into use.
- 6.3 The leadership for the delivery of the strategy will be the Private Sector Housing Team integrated within Environmental Health and Licencing in 2018. The more integrated working will support or a wider range prevention and enforcement opportunities.
- 6.4 Key internal partners will include:
- Council Tax to Council Tax Billing and Collection
 - City Development
 - Finance
 - Legal
- 6.5 Key external partners will include:
- The Community Safety Partnership
 - Developers
 - Housing Associations
 - Registered Providers
 - Wessex Resolutions CIC.
- 6.6 Delivery of the strategy will be financed through existing resources. Where appropriate and available, bids for resources from the Government will be made.
- 6.7 The delivery of this strategy will be measured against the aims and objectives set out above and in the accompanying Action Plan throughout the strategy period. Internal monitoring of statistics will be used to measure input in to homes returned to use and the annual Council Tax statistical return will be used to monitor the number of empty homes in Exeter.

7. Action Plan

1. Bring empty homes back into use and increase the supply of quality and affordable housing in the city			
Action	Lead	Timescale	Outcome
Undertake a feasibility study of whether it is possible to develop or procure a Deposit Guarantee Scheme, Council Letting Scheme, Grant Funding Scheme or Lease and Repair Scheme for owners.	Empty Homes Officer. Environmental Health Licensing Manager.	September 2019.	Contribute to target of empty homes brought back into use: 2019 – 25; 2020 – 30; 2021 – 35; 2022 – 40.
Encourage take-up of the Empty Property Matchmaker Scheme.	Empty Homes Team	Ongoing.	Contribute to target of empty homes brought back into use per year.
Implement appropriate joint working practice and protocol with other council departments including: Council Tax to Council Tax Billing and Collection, City Development and Housing Needs.	Empty Homes Team.	December 2019.	Formal procedures in place.
To discuss with Council Tax to Council Tax Billing and Collection further measure that can be taken under The Rating (Property in Common Occupation) a Council Tax (Empty Dwellings) Act 2018 regarding properties that have been empty for over 5 and 10 years.	Environmental Health Licensing Manager	December 2019	Policy adopted.
Renew of Environmental Health Enforcement Policy to ensure tools for delivery with problematic empty homes.	Environmental Health Licensing Manager.	Under review.	Policy adopted.
Adopt an engagement and assistance approach with owners and escalate only if necessary to the use of formal powers.	Empty Homes Team.	Ongoing.	Contribute to the annual targets.
Review the use of planning conditions to avoid creating homes and neighbourhoods which remain vacant through the use of the Exeter City Council Local Plan and the Greater Exeter Strategic Plan (GESP).	Empty Homes Team. Senior Environment Technical Officer.	December 2020.	Formal procedures in place.
Review Empty Homes Strategy 2019 - 2022	Empty Homes Officer.	December 2022.	Revised strategy adopted.

2. To continue to raise awareness and address issues relating to empty homes and to provide advice			
Action	Lead	Timescale	Outcome
Develop a communication plan to ensure the Empty Homes Strategy is widely circulated and publicised.	Empty Homes Officer. Private Sector Housing Officer.	30 April 2019.	Increased number of residents and stakeholders aware of the strategy leading to increased uptake of empty homes schemes.
Foster and maintain relationships with owners of empty homes to inform them of the schemes available to help them bring their homes back into use.	Empty Homes Officer. Housing Development Assistant.	Ongoing.	Increased uptake of empty homes schemes.
Participate in landlord forums and landlord accreditation events to promote the various schemes available to bring empty homes back into use.	Empty Homes Officer. Private Sector Housing Officer.	Ongoing.	Increased uptake of empty homes schemes.
Develop, review and regularly maintain empty property pages on the council's website.	Empty Homes Officer.	Ongoing.	Improved traffic/feedback in relation to the content of the website.
Develop and maintain effective working relationships with the private sector, registered providers of housing and other stakeholders such as the Police and Fire Service.	Empty Homes Officer. Private Sector Housing Officer.	Ongoing.	Number of new cases of empty homes referred to the council by other.
Update reports on current empty homes situation and review action plans.	Empty Homes Officer. Principal Environmental Health Officer.	March 2020. March 2021. March 2022.	Report prepared for committee.
Multi agency meeting to discuss and risk assess empty homes.	Empty Homes Officer. Private Sector Housing Officer.	31 March 2019.	Meeting established with Terms of Reference.
Contribute to regional and national committees on empty homes policy and procedures.	Empty Homes Officer. Principal Environmental Health Officer.	As they occur.	Number of meetings attended and consultation responses made.
Promote and encourage the installation of energy efficiency measures in the retrofit of empty homes and advise of funding schemes available.	Empty Homes Officer. Housing Development Assistant.	Ongoing.	Take up of energy efficiency measures.

3. To improve the quality of neighbourhoods			
Action	Lead	Timescale	Outcome Measures
Adopt a proactive and reactive approach to identifying, prioritising and monitoring empty homes and ensure appropriate enforcement action is taken in relation to their condition where legislation permits.	Empty Homes Officer. Principal Environmental Health Officer.	Ongoing.	Formal procedures in place, including a risk assessment and prioritisation methods. Maintain and improve on <1% of housing as empty homes.
Establish procedures and systems to maintain an accurate database of empty homes in the city.	Empty Homes Officer. Housing Development Assistant.	31 October 2019.	Formal procedures in place.
Utilise council tax records and other sources to develop and maintain a database of homes that have remained empty for over 6 months.	Empty Homes Team.	Ongoing.	Formal procedures in place
Explore the use of GIS mapping of empty homes.	Empty Homes Officer. Environmental health Technical Officer.	31 March 2019	Trends in empty homes identified to enable effective targeting of resources.
Ensure 95% of non-secure empty homes to be secured against unauthorised entry within 48 hours of notice expiration.	Empty Homes Team. Environmental health Officer (Public Sector Housing). Principal Environmental Health Officer.	Ongoing.	Empty homes secured reducing risk of squatting, vandalism and other anti-social behaviour.
Seek innovative new ways to provide additional options for owners.	Empty Homes Officer. Principal Environmental Health Officer.	Ongoing.	Production of new options.
Development of individual action plans for all properties over two years empty.	Empty Homes Officer.	As properties become empty in excess of two years.	Plans developed.

Appendix A: Enforcement legislation summary

Problem	Legislation	Power granted
Dangerous or dilapidated buildings or structures	Building Act 1984 ss77 & 78	To require the owner to make the property safe (Section 77) or enable the Local Authority (not London) to take emergency action to make the building safe (Section 78).
	Building Act 1984 s79	To require the owner to repair ruinous or dilapidated buildings seriously detrimental to an area.
	Housing Act 2004 Part I	Under the Housing Health and Safety Rating System local authorities can evaluate the potential risks to health and safety arising from deficiencies within homes and take appropriate enforcement action.
Unsecured homes (where it poses the risk that it may be entered or suffer vandalism, arson or similar).	Building Act 1984, s78 Local Government (Miscellaneous Provisions) Act 1982, s29	To allow the Local Authority to fence off the property. To require the owner to take steps to secure a property or allow the Local Authority to board it up in an emergency.
Blocked or defective drainage or private sewers.	Local Government (Miscellaneous Provisions) Act 1976, s35	To require the owner to address obstructed private sewers.
	Building Act 1984, s59.	To require the owner to address blocked or defective drainage.
	Public Health Act 1961, s17.	To require the owner to address defective drainage or private sewers.

Problem	Legislation	Power granted
Vermin (where it is either present or there is a risk of attracting vermin that may detrimentally affect people's health).	Public Health Act 1961, s34	To require the owner to remove waste so that vermin is not attracted to the site, destroy any infestation and remove any accumulations prejudicial to health.
	Prevention of Damage by Pests Act, s4	
	Public Health Act 1936, s83.	
	Environmental Protection Act 1990, s80.	
	Building Act 1984, s76.	
Unightly land and property affecting the amenity of an area	Public Health Act 1936, s83	To require the owner to remove waste from the property (see above).
	Town and Country Planning Act 1990, s215.	To require the owner to take steps to address a property adversely affecting the amenity of an area through its disrepair.
	Building Act 1984, s76.	To require the owner to address unsightly land or the external appearance of a property.
	Anti-social Behavior, Crime and Policing Act 2014. Community Protection Notices	To prevent an owners persistent, continuing or unreasonable behaviour having a negative impact on the local community's quality of life
Recovery of debts against a property	Law of Property Act 1925, ss101 & 103	To apply for an order of sale of the property to recover council tax debts or debts secured as a legal charge after work in default carried out
Homes empty for over 2 years and causing nuisance in the community	Housing Act 2004 ss133- 183	To apply for an Empty Dwelling Management Order (EDMO) to enable the local authority to take over the management of eligible empty homes, to bring them back into use.
Long-term empty homes where no traceable owners, or where all efforts to return the property to use have been exhausted	Housing Act 1985 s17	To seek to acquire a property under a Compulsory Purchase Order (CPO)

Appendix B: Glossary of Terms

	Definition
Affordable Homes Programme	The HCA investment programme aiming to increase the supply of new affordable homes in England. The majority of the new programme will be made available as Affordable Rent with some for affordable home ownership, supported housing and in some circumstances, social rent.
Affordable Housing	Affordable housing includes social rented and intermediate housing, provided to specified eligible households whose needs are not met by the open market.
Affordable Rent	Social housing where rent is charged at up to 80% market rents. The tenancies can either be flexible tenancies or lifetime tenancies. Affordable Rent homes are not subject to the rent restructuring policy that applies to social rented housing.
MHCLG	The Ministry of Housing, Communities and Local Government- is the government department responsible for national housing policy
HCA	Homes and Communities Agency. The national housing and regeneration delivery agency for England
Flexible Tenancy	Fixed term tenancy for a minimum of 2 years with a built in review period
Housing Association	Independent, not-for-profit organisation providing affordable housing
Lifetime Tenancies	Either Secure (council) or Assured tenancies (registered provider).
Market Rent	This refers to private sector rent levels. The rent levels used in this document are sourced from the GLA Rents map and use Valuation Office Agency data. Registered Providers will calculate market rent based on the RICS guidance " <i>Market Rent: a guide for providers of Affordable Rented housing</i> "
Registered Provider	Government funded not-for-profit organisations that provide affordable housing. They include housing associations, trusts and cooperatives.
Social Housing providers	Provider of subsidised social housing below market rent, including the council and other registered providers such as housing associations.
Social Rent	Rents which are kept low through state subsidy, to approximately a third of market levels. The social housing sector is currently governed by a strictly defined system of rent control to ensure that rents are kept affordable.

Appendix C: Useful websites

Age UK:
www.ageuk.org.uk/

Association of Residential Letting Agents (ARLA)
www.arla.co.uk

Citizens Advice Bureau (Exeter):
www.exetercab.org.uk/

Department for Work and Pensions (DWP):
www.dwp.gov.uk

Devon & Somerset Fire and Rescue Service
www.dsfire.gov.uk

Devon County Council:
www.new.devon.gov.uk/

Exeter City Council:
www.Exeter.gov.uk

Empty Homes Network:
www.ehnetwork.org.uk

Empty Homes – national charity:
www.emptyhomes.com

Homes and Communities Agency:
www.gov.uk/government/organisations/homes-and-communities-agency

Joseph Rowntree Foundation:
www.jrf.org.uk

Ministry for Housing, Communities and Local Government:
www.gov.uk/government/organisations/ministry-of-housing-communities-and-local-government

Rethink Mental Illness:
www.rethink.org/

Shelter:
www.shelter.org.uk

Valuation Office Agency:
www.gov.uk/government/organisations/valuation-office-agency

Wessex Resolutions CIC:
www.wessexresolutions.org.uk/

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Introduction

At the end of 2018, Exeter City Council had 403 long term empty homes and approximately 1000 households registered on Devon Home Choice looking for accommodation in Exeter. When taken as a proportion this represents 0.76% homes in Exeter being classed as long term empty. This is below the average for England which is 0.82%.

Empty homes in the City lead to issues relating to anti-social behaviour, are unattractive and a waste of potential housing which could be better utilised. As a result of these issues the Council has identified a number of empty properties in the City. Data is provided to the Government on properties which are 'unoccupied and substantially unfurnished' for a period of longer than 6 months.

The Empty Homes Strategy's over-arching aim is to bring Exeter's empty homes back into use as lived in homes. An action plan contained within section 5 of the Strategy sets out 3 objectives:

Objective 1: Bring empty homes back into use to increase the supply of quality, affordable housing in the city

Objective 2: To continue to raise awareness and address issues relating to empty homes and to provide advice

Objective 3: Improve the quality of neighbourhoods by identifying and tackling the issues associated with empty homes.

The aims of dealing with empty homes in the City will be to reduce the overall number of empty properties, minimise the anti-social behaviour associated with empty homes and recover the costs of enforcement action where possible.

Exeter City Council has a range of tools and powers available including voluntary and enforcement options. These involve teams from across the council and some of the options will involve building effective partnerships with external organisations. These tools and powers will be further explored and developed and barriers to their use challenged.

Exeter City Council is committed to reducing the number of Empty Properties in order to deliver homes that are secure, affordable and healthy in a balanced and connected to great neighbourhoods that supports wellbeing and reduces social isolation.

Lead officer: Elaine Oliver, Empty Homes Officer

Service Manager: Simon Lane, Environmental Health and Licensing Manager

Stakeholders: Residents, Elected Members, Property Owners, Residents and Businesses

For each of the areas below, an assessment has been made on whether the policy has a **positive, negative or neutral impact**, and brief details of why this decision was made and notes of any mitigation are included. Where the impact is negative, a **high, medium or low assessment** is given. The assessment rates the impact of the policy based on the current situation (i.e. disregarding any actions planned to be carried out in future).

High impact – a significant potential impact, risk of exposure, history of complaints, no mitigating measures in place etc.

Medium impact –some potential impact exists, some mitigating measures are in place, poor evidence

Low impact – almost no relevancy to the process, e.g. an area that is very much legislation led and where the Council has very little discretion

	Neutral	Positive	Negative
Protected characteristic/ area of interest Race and ethnicity (including Gypsies and Travellers; migrant workers asylum seekers etc.)	There is no evidence to suggest that the strategy would have a potential impact on this characteristic.		
Disability (as defined by the Equality Act - a person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. This can include mental health conditions, long term illnesses such as cancer and HIV, cognitive issues, learning disabilities and sensory impairments)		The Empty Homes Strategy applies equally to all residents of Exeter irrespective of disability. Our strategy does not specifically look to bring empty homes back into occupation for the use of disabled persons. Whether a property is suitable for disabled persons or not depends on the type of property and individual requirements. Where the reason for the property being empty maybe	

		linked to the need for adaptations, owners will have access to information concerning the disabled facilities grant.	
Sex/Gender	There is no evidence to suggest that the strategy would have a potential impact on this characteristic.		
Gender reassignment	There is no evidence to suggest that the strategy would have a potential impact on this characteristic.		
Religion and belief (includes no belief, some philosophical beliefs such as Buddhism and sects within religions)	There is no evidence to suggest that the strategy would have a potential impact on this characteristic.		
Sexual orientation (including heterosexual, lesbian, gay, bisexual)	There is no evidence to suggest that the strategy would have a potential impact on this characteristic.		
Age (children and young people aged 0 – 24, adults aged 25 – 50, younger older people aged 51 – 75/80; older people 81+; frail older people; people living with age related conditions. The age categories are for illustration only as overriding consideration should be given to needs).		Empty properties negatively affect all age groups. Where owners of empty properties are elderly we will offer advice and assistance. Owners who are in care are not pursued via enforcement action, nor are properties under probate. Elderly people may be more sensitive to the fear of	

		<p>crime that empty properties are known to engender.</p> <p>Improvements stipulated by us consider hazards for the over 60s who are classed as a vulnerable age group. The hazards likely to affect both younger and older age groups are taken into consideration where opportunities arise for us to be involved in the improvement of empty homes.</p>	
Community relations		<p>We believe that the new strategy will have a positive impact on areas of deprivation as properties that are improved will result in additional accommodation, less Anti Social Behaviour and increased sale prices.</p>	
Human Rights	<p>There is no evidence to suggest that the strategy would have a potential impact on this characteristic.</p>		
<p><u>Actions identified as a result of the impact assessment (these should be SMART):</u></p>			
Action	Lead	By when	

1.	<p>Describe the piece of work you are assessing and the reason it is being carried out. Are you:</p> <ul style="list-style-type: none"> ○ Making a strategic budget proposal ○ Developing a new policy, strategy or project ○ Reviewing and revising a policy, strategy or project ○ Reviewing a function or a service ○ Restructuring a service. <p>Include any options appraisal and if you have a preferred option explain why.</p>
2.	<p>What are the timescales for completing the work? What committee deadlines do you have to meet?</p>
3.	<p>What are the aims and objectives of the work? How do these link to wider council or strategic objectives.</p>
4.	<p>Who will be the main beneficiaries of the piece of work and in what way? All people in Exeter? Council staff? A specific stakeholder group? A combination of these?</p>
5.	<p>What data do you have on how different groups would be affected by the work?</p>
6.	<p>What research studies or reports have been carried out in other areas of the country or nationally that provide information about the likely impact of your work on equality groups?</p>
7.	<p>What consultation has taken place or is planned with customers (individuals and groups) from equality groups?</p>
8.	<p>What does the consultation indicate about any differential positive or negative impact(s) of this piece of work?</p>
9.	<p>If there are gaps in your previous or planned consultation and research are there any experts/relevant groups that can be contacted to get further views or evidence on the issues? If so please explain who they are and how you will obtain their views.</p>
10.	<p>If you have indicated there is a negative impact on any group, is that impact Legal; Intended; of high or low impact?</p>
11.	<p>If you identified any negative impact that is of low significance, can you minimise or remove it? If so how?</p>
12.	<p>Could you improve the strategy/policy/project's positive impact and if so how?</p>
13.	<p>How do you intend to continue monitoring the impact of this strategy/policy/project?</p>
14.	<p>If there are gaps in your evidence base, do you need to carry out any further research about the likely impact of your work on equality groups?</p>

	There might be a time delay here as you will need to get the results of your consultation before you can continue working your way through the questions.
15.	As a result of this assessment and available evidence collected, including consultation, what if any changes do you need to make to the strategy/policy/project?
16.	Will the changes planned ensure that the negative impact is: Legal; Intended; of low impact?
17.	What monitoring/evaluation/review process have you set up to check the successful implementation of the strategy/policy/project?
18.	How will this monitoring/evaluation further assess the impact on the equality groups/ensure the strategy/policy/project is non-discriminatory?
19.	Please provide an action plan showing any recommendations that have arisen from the assessment and how you plan to take them forward. Are your actions SMART (specific, measurable, achievable, relevant and time-based).
20.	When will you next review this work and the impact assessment?

REPORT TO: SCRUTINY COMMITTEE – PEOPLE, EXECUTIVE, Council
DATE OF MEETING: 6th June 2019 and 11th June 2019
REPORT OF: Service Lead – Housing Tenancy Services
TITLE: Adoption of Hoarding in Council Properties Policy

Is this a key decision?

Yes

Is this an Executive or Council Function?

Executive

1. What is the report about?

This report sets out the draft policy in relation to Hoarding in council properties.

2. Recommendations:

That Members of Scrutiny Committee - People support and Executive recommends to Council to approve:

- 2.1** The adoption of the Hoarding in Council Properties Policy (set out in appendix a).

3. Reasons for the recommendation:

- 3.1** Hoarding is becoming more of a prevalent issue in both the social and private housing sector and presents a number of risks, these include:

- A number of fire risks such as the increased the risk of a fire in property as the materials hoarded are often highly flammable and can impede the Fire and Rescue Service particularly when the material blocks doors and windows
- it increases the risk of accident and harm to the tenant and any other households members
- it can compromise the health and safety of neighbours and the wider community. This is especially the case where the tenant occupies a flat and/or where the material hoarded encourages infestations of mice or insects
- it can lead to increased repairs and structural damage to properties (as tenants will often neglect the property, not report repairs or allow access to the property)
- it causes significant costs in terms of management and clearance/repairs to the property once vacated.

- 3.2** Hoarding can be a complex area of work and under the Equality Act 2010 people who hoard or clutter would be considered to have a protected characteristic and is a recognised mental illness.

- 3.3** Having a hoarding policy will give officers clear guidelines of how they are to approach this challenging area of work.

4. What are the resource implications including non financial resources

- 4.1** There are no resource implications as this would be part of tenancy management work carried out by the housing officers.

5. Section 151 Officer comments:

5.1 There are no financial implications for Council to consider.

6. What are the legal aspects?

The Policy makes clear that where the Council has not been successful in working with the tenant to effect the necessary changes in behaviour, the Housing Service will take appropriate enforcement action in connection with any breaches of the tenancy agreement. Ultimately this may result in the Tenant losing their home.

7. Monitoring Officers comments:

This report raises no issues for the Monitoring Officer.

8. Report Details:

8.1 Whilst carrying out regular property and tenancy inspections of our council properties Housing Officers have identified hoarding to various degrees in a number of properties. There are currently 48 live cases where we are still addressing the issue with the tenant. Of these 6 are assessed as having significant levels of hoarding where intense housing management is ongoing.

8.2 Many people collect items at some point or even throughout their lives. However, there are a percentage of people for whom collecting becomes an unmanageable pattern of behaviour. Hoarding disorder is a recognised mental health problem. It occurs where a person's pattern of collecting items becomes excessive and unmanageable, impacting on their daily life and social activities. Approximately 2 to 5 percent of the UK's adult population may be hoarders. Hoarding behaviour does not favour a particular gender, age, ethnic background, socio-economic status, educational/occupational history or tenure.

8.3 Compulsive hoarding occurs when:

- a person acquires items excessively
- they are unable to dispose of these items, which may have little meaning or value to others
- the items are stored chaotically and clutter rooms, so they cannot be used effectively for their intended purpose
- this impacts negatively on the person (physically and psychologically)

8.4 Hoarding can be exhibited by people who have other issues that might make them vulnerable, for example anxiety, depression or obsessive compulsive disorders, or it can follow on from a traumatic experience.

8.5 People who hoard can:

- show an unusual and strong emotional connection with material things
- have difficulty in organising or prioritising items
- experience anxiety or distress at getting rid of items

8.6 The impact of hoarding can create significant management problems and requires long term input and support in order to resolve effectively. It is best approached through multi-agency working because of the potential impact for the wider community and other public services. Action is needed to both

ensure the safety and wellbeing of the tenant and to secure the long term condition of the home.

Hoarding poses a number of risks as set out in 3.1 of this report.

- 8.7 Through our regular property visits and tenancy inspections the Council has been able to reduce the risk as we are aware of the properties where hoarding occurs and officers taking proactive steps to address. There is also an agreement with the fire service for their safeguarding officer to visit properties we identify as there being a risk and take steps to reduce these (additional smoke alarms for example).
- 8.8 Active intervention to enter a property and make safe is likely to be required where the hoarding includes food stuff, waste or animals to a degree that poses a statutory nuisance or health and safety risk. However, taking only an enforcement approach does not directly help the tenant; instead it is likely to exacerbate their anxiety and distress leading to continued and increased hoarding, a lack of trust and engagement with housing staff in the future. Ideally we would develop a person-centred approach that helps the tenant to identify and understand and change unhelpful patterns of thoughts and behaviour that's leads them to hoard. In a recent report the Chartered Institute of Housing believe this is likely have a long term beneficial impact for the tenant and help prevent or reduce hoarding in the future. Although this can be resource intensive it delivers benefits including costs by reducing the number of repairs, clearance costs and other additional work required when the property becomes empty.
- 8.9 As the housing provider the Council is the agency with the most significant investment in the property apart from the tenant and it is important that we play a key role of addressing serious hoarding in our properties. We will look to continue to develop our in house expertise for housing officers to address hoarding and raise awareness for all staff who come into contact with tenants in their homes including contractors. It may be that the complexities of a case require the use of specialists organisations when it comes to serious hoarding. The council currently uses a professional organisation in the most extreme cases along with other support agencies.
- 8.10 The Hoarding policy sets out how we use this policy in conjunction with other key polices such as the Anti-social Behaviour and Safeguarding Policy. A more detailed procedure and guidance will be provided for housing officers in order to equip them to tackle cases of hoarding.
- 8.11 This Policy has been written in line with good practice and current relevant legislation. Unless there any changes to such legislation beforehand, the Policy will be reviewed every three years.
- 8.12 This policy is supported by a procedure for officers which is attached to this report as appendix b. With the escalation process and management of hoarding issues we have avoided being overly prescriptive on when specific action is taken and refer more to the actions we can take. This is because different circumstances requiring us to be flexible in our approach. In making our decisions a lot would depend on the level of clutter, circumstances of the tenant and type of property (flat or house etc.).

If we were to escalate having to use legal actions to either remove the items or repossess the property this would require a court order and we are reliant on the courts to agree this sanction. As both the policy and procedure state hoarding at its extreme level is considered a mental health issue and

therefore the tenant has protected characteristics. This needs to have been taken into account when considering our approach. It is likely a judge would have expected us to have offered significant levels of support and even moved the tenant to another property to reduce the risk before taking any other action more punitive action.

9. How does the decision contribute to the Council's corporate plan?

9.1 The content of this report is consistent with the following corporate objective of providing high quality, value for money services, being a well-run council and building great neighbourhoods.

10. What risks are there and how can they be reduced?

10.1 It is essential that officers of the housing team have clear guidelines and an understanding of how to tackle issues of hoarding in our properties. The greater risks are listed in 3.2 of this report. The introduction of this policy will reduce the risks.

11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

Please refer to appendix C the Equality Impact Assessment.

12. Are there any other options?

12.1 It would be possible to rely on the anti-social behaviour policy to deal with matters relating to hoarding. However, this would not allow for a more flexible and solution based approach to effectively tackle hoarding. Also if possible this would allow tenants to remain in their home as long as they can adhere to the terms and conditions of the tenancy agreement.

Service Lead – Housing Tenancy Services

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

Contact for enquires:
Democratic Services (Committees)
Room 2.3
01392 265275

1. Introduction

This policy statement outlines Exeter City Council's (ECC), Housing Service approach to identifying and dealing with hoarding and clutter in Council properties.

A hoarding disorder is where someone acquires an excessive number of items and stores them in a chaotic manner, usually resulting in unmanageable amounts of clutter. The items can be of little or no monetary value.

Many people collect items at some point throughout their life, however, there is a percentage of people for whom collecting becomes an unmanageable pattern of behaviour. Hoarding is a recognised mental health problem and between 2-5% of the UK population can be classed as hoarders.

Hoarding is not the preserve of any particular group of people or tenure but collections are likely to grow as people age. People who hoard usually have some or potentially all of the following characteristics:

- An unusual and strong emotional connection to personal possessions/material things;
- Difficulty organising, prioritising or making a decision to discard an item;
- Experience anxiety and stress. Collecting items provides comfort and the individual can show symptoms from mild anxiety to panic attacks;
- Socially isolated;
- Exhibit self-neglect;
- Exhibit churning – moving items around or storing them elsewhere so it appears they have been removed.

Hoarding is considered a significant problem if:

- the amount of clutter interferes with everyday living – for example, the person is unable to use their kitchen or bathroom and cannot access rooms
- the clutter is causing significant distress or negatively affecting the quality of life of the person or their family – for example, they become upset if someone tries to clear the clutter and their relationship suffers

Failure to identify and address hoarding carries a number of risks:

- It increases the risk of fire in property as the material hoarded is often highly flammable and the likelihood of the fire spreading to adjoining properties;
- Fire and Rescue Services can be impeded by the amount of items and inherent increased risk to fire fighters;
- An increased risk of accident and harm to the tenant/household members;
- Neighbours can be compromised through an increased opportunity for infestations from mice, rats or insects;
- Increased repairs and structural damage as a hoarder is less likely to report or allow access to their home;
- Difficulty or inability of Council staff or contractors to carry out legislative safety checks and inspections;
- Significant management costs due to household clearance and the repair of empty homes;

- Cost of legal action if enforcement action has to be taken.

Hoarding disorders are challenging to resolve because many people who hoard frequently do not see it as a problem, or have little awareness of how it is affecting their life or the lives of others.

Many people may realise that they have a problem but are reluctant to seek help because they feel ashamed, humiliated or guilty.

For the reasons explained above, preventive measures must be put in place to reduce health and safety risks to the tenant and others as well as to reduce neglect and damage to the property. Where the Council has not been successful in working with the tenant to effect the necessary changes in behaviour, the Housing Service will take appropriate enforcement action in connection with any breaches of the tenancy agreement.

2. Scope

This policy sets out how the Housing Service will respond to issues that arise when properties are cluttered or are being used to hoard large amounts of possessions, including animals.

This policy covers the following points and should be read in conjunction with the related documents as stated below:

- a) Tenancy Management
- b) Health and Safety issues
- c) Safeguarding
- d) Tenancy and Property inspections
- e) Animal Hoarding
- f) Partnership Working
- g) Tenancy Enforcement

Related Documents

- a) Anti-Social Behaviour Policy
- b) Decant Policy
- c) Tenancy Agreement
- d) Safeguarding Policy

3. Tenancy Management

The Housing Service conducts visits to tenants and their households. Staff are trained in safeguarding and are required to identify any issues that arise when properties and/or gardens are becoming cluttered or are being used to hoard large amounts of possessions or animals using the Clutter Image Rating Scale and report them to the relevant Housing Officer.

It is important to identify cluttering early on so that the potential to develop into hoarding can be managed and the individual can be supported as appropriate.

In extreme cases, piles of clutter can become a health and safety risk and can result in trips, slips and falls. If the home is difficult to clean, living conditions can be unhygienic and can lead to rodent or insect infestations, blocked drains and other

problems that may also affect neighbouring properties. Staff will identify any risks to the tenant, their household, visitors or neighbouring properties and to take appropriate action in accordance with the severity of the risk.

Often the challenge will be that the hoarder does not recognise that the hoarding is actually an issue or that they are in fact hoarding or presenting a risk to themselves, the households or those that live in the block if the property is in a block.

Issues with hoarding/clutter can generate complaints of anti-social behaviour and these will be dealt in line with the Anti-social Behaviour Policy and Procedures. Complaints may include those relating to untidy gardens, unwelcoming odours from the property or infestation of vermin.

The Housing Service is likely to become aware of hoarding/clutter issues:-

- At the regular property inspections carried out by Housing Officers
- During routine planned maintenance works due to the property (gas servicing or property upgrades)
- When complaints of anti-social behaviour are received; for example, those concerning the presence of vermin or clutter in outside spaces
- When reports of welfare concerns from family members or neighbours are received.
- Contact or referral from external agencies

It is common that once any issues of hoarding have come to the Council's attention, the situation is likely to be severe resulting in breaches of the tenancy agreement. Housing Officers will raise awareness of any breaches with the tenant and will take appropriate action.

When an issue has been identified the Housing Officer will make contact with an appropriate support service and regularly visit the property and will put together an action plan to work with the tenant to reduce the hoarding issues and to address any health and safety concerns. We understand that it may be a slow process in reducing rubbish and clutter from the property.

Tenants are responsible for the behaviour of members of their household and are required to comply with the terms and conditions of the tenancy agreement.

4. Health & Safety

Hoarders can accumulate volumes of rubbish or clutter leading to unsafe and unhygienic conditions to the property which can pose a significant health and safety risk.

The accumulation of combustible material and increased likelihood of ignition significantly amplifies the risk to the tenant and neighbours, particularly in blocks of flats where escape routes can be compromised, more dwelling may be affected and fire-fighting is logistically more difficult.

It is generally not seen as good practice to completely clear the rubbish or clutter away from the property. This is due to the fact that it is unlikely to solve the problem. In addition, the clutter may often build up again. The Housing Officer will work with the tenant to resolve the issue but will not offer extra storage space as this is only a quick fix, costly and does not address the problem. We will only offer additional storage for a maximum of 28 days following possession action. However, as a

landlord we have a responsibility to ensure that our properties are safe to live in. If there is a detrimental health or safety risk, then any rubbish or clutter will be cleared to comply with legislative requirements.

In extreme cases of hoarding where a serious health and safety issue has been identified or where there is damage to the property, then it may be necessary for us to decant the tenant and their household to allow access to the accommodation. This will be dealt with in line with the Decant Policy. Any costs incurred due to neglect or wilful damage will be recharged to the tenant.

5. Safeguarding

Cases of hoarding where children are present in the household should be referred to Early Help or MASH depending on the severity of the situation.

Hoarding can be a manifestation of self-neglect and it is important that advice is sought from the Devon Adult Safeguarding Team as to whether a safeguarding referral should be made. This will be dependent on whether the individual has capacity to give consent and whether or not they have care and support needs.

In all cases advice can be sought from the Housing Safeguarding Leads as set out in the council's Safeguarding Policy.

6. Tenancy and Property Inspections

Housing Officers carry out tenancy and property inspections on all properties. During these visits they will identify if there is an issue with hoarding at the property or if access routes for emergency services are blocked. When such issues have been identified, the Officer will work with the tenant and involve relevant agencies to address the problem.

7. Animal Hoarding

Animal hoarding is more uncommon than Hoarding of collectables and other items. It is considered a problem if the owner:

- is not able to provide basic needs for the animals, such as food, shelter and veterinary care
- is allowing their animals to live in poor conditions – for example, overcrowding or severe lack of hygiene
- is not aware that the animals are having a negative effect on their personal health or the health of family members

The person hoarding will often not understand they are neglecting the animals and putting their own health and that of others at risk. They often have an emotional attachment to their pets, making it extremely difficult to give up any animals during treatment.

Where cases of animal hoarding have been identified, the Housing Service will involve the RSPCA and other agencies, as appropriate, for further advice and assistance to ensure that any welfare concerns are addressed.

8. Partnership Working

It is recognised that it may be necessary to involve a range of agencies to play a part in trying to reduce hoarding issues and ultimately to improve the quality of life for the tenant and their household. The Housing Service engages with an accredited De-Cluttering organisation to provide support to the tenant and provide expert advice on the best approach to deal effectively with the hoarding.

The Housing Service will work with a range of agencies such as adult and children's social services, community mental health teams, the Fire Service, Environmental Health Service and family members.

9. Tenancy Enforcement

There is a variety of tools and powers that can be used to address tenancy breaches. However, it is understood that there are no "one-size fits all" solutions. The Housing Service will liaise with experienced practitioners to achieve the best result in a given case taking into account our duty to equality and the fostering of relationships. Under the Equality Act 2010 people who hoard or clutter would be considered to have a protected characteristic and is a recognised mental illness. This does mean that with any potential legal action for possession the Housing Service will need to have ensured it has taken this into account in order to ensure a successful outcome.

Where there is a problem with gaining access to the property to fulfil our legal obligations or where it has been identified that there is a health and safety risk which could have a detrimental effect on others, we will take the necessary legal steps to obtain an injunction. Any costs incurred in doing this will be recharged to the tenant.

The tenant will also be recharged for any damage to the property caused by neglect or wilful damage. This will be dealt with in line with the terms and condition of the tenancy agreement.

10. Equality and Diversity

The Housing Service will tailor its services to meet the diverse needs of individuals. The aim will be to foster good relations with people when providing services to eliminate discrimination and to promote equality of opportunity. All action taken by us will be in accordance with the requirements of current legislation and the council's Equality and Diversity Policy.

11. Procedures and Review

In conjunction with this policy staff will be provided with an operational procedure on the appropriate action to take in order to tackle cases of hoarding which will include how to identify the early signs, the agencies to engage with in the most extreme cases and regular training.

This Policy has been written in line with good practice and current relevant legislation. Unless there any changes to such legislation beforehand, the Policy will be reviewed every three years.

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Hoarding

Hoarding can be described as collecting and being unable to discard excessive quantities of goods or objects. It is a recognised mental illness and has a protected characteristic under the Mental Health Act. Many people collect objects, but in some cases the problem can be so severe that it can become a health & safety concern for the resident or others.

You may have to liaise with Environmental Health where the hoarding is causing or is caused by people who are not our tenants, i.e. leaseholders, in privately rented or owner occupied housing.

Hoarding may apply to the properties themselves, private gardens or the communal areas of flats. A different approach will be required for each location. There is not a typical hoarding situation but the following should be followed in most cases:

- If the hoarding is at such an extent that the structure of the building is unsafe.
 - There is an imminent risk to life due to materials hoarded.
 - There is an imminent risk to others.
1. A hoarding issue can be brought to our attention through many different variants such as:
 - Tenancy visits
 - Repair visit/Gas service
 - Complaint from neighbours
 - External agency contact
 - Fire Service initiatives
 2. See also the clutter rating <http://clutter-image-ratings.pdf>
 3. Check the tenancy file (on CAPITA) to see if there are any previous reports of hoarding tendencies if we are not already aware of any being raised, and to see if there are any agencies involved with the tenant.
 4. Where the tenant is already engaging with a support service, make contact with and work alongside this existing arrangement.
 5. Where the tenant is not currently engaged, but appears willing to accept assistance, try to arrange floating support to work with them for a limited period. Floating support maybe offered even if other support measures are in place.
 6. Where support is offered and refused, it is important to note this on CAPITA as this may be crucial evidence later if legal action is required.
 7. Arrange a joint meeting of agencies if this hasn't already been done.
 8. Adding a warning marker to speak to the HO on CAPITA is a good way of keeping track of people who have a tendency to hoard if they should move property. It also advises people visiting the property that there is a recognised person with hoarding tendencies as this can often impact on repairs.

9. HO to set up a joint agency meeting with agencies which may be relevant to the case such as Adult Services, Environmental Health, Fire Service, Mental Health, to ensure the case is dealt with by the correct person(s) and to ensure that the individual receives the support they need.

Clearance

1. Where the tenant is willing to engage, it may be possible to help them to plan and manage their own clearance or engage with an organisation that can assist them.
2. To aid with clearance, you may need the assistance a specialist team. Each case will be assessed individually as to whether a referral is required.
3. There may be some cases where ECC will pay for the clearance of the property. In order for this to occur, the following criteria must be met:
 - The property causes a serious risk to life.
 - The individual does not have the capacity to make decisions or understand the decisions they need to make.
 - The individual does not have the capability to clear the items due to disability or impairment.
 - Apparent and assessed lack of financial resources.
4. If the property is causing a serious risk to life and the tenant has the capacity and capability then the cost for clearance will be recharged to them. This will have to be reviewed on a case by case basis in conjunction with the HOTL.

Note: Enforced removal of items is often considered to be a short-term solution as in some cases tenants whose properties are cleared go on to collect further items and the whole process needs to be repeated. This continuation of the hoarding could be a symptom of an untreated mental health condition.

For advice look at:

<https://www.nimh.nih.gov/health/topics/obsessive-compulsive-disorder-ocd/index.shtml>

<http://www.ocdaction.org.uk/>

<http://www.helpforhoarders.co.uk/>

For Animal Hoarding –see [HPM animals.docx](#)

Leaseholders (or their tenants) who are hoarders

Similar rules apply to leaseholders as tenants. If the leaseholder (or their tenant) is found to be hoarding then liaise with colleagues in Environmental Health. A joint operation with them might be the most appropriate way forward to deal with such issues.

Title of work being assessed: The adoption of the Hoarding in council Properties Policy

Introduction

This policy outlines Exeter City Council's (ECC) Housing Services approach identifying and dealing with hoarding and clutter in Council properties. The policy sets out why hoarding is considered a problem and what the risks are to the residents in and around the property where it is occurring and to ECC.

Within the policy it refers to tenancy management, health and safety, safeguarding, partnership working, tenancy enforcement and equality and diversity.

Lead officer: Lawrence Blake

Service Manager: Lawrence Blake

Stakeholders: Environmental Health, Policy Unit and Housing Assets Compliance team.

For each of the areas below, an assessment has been made on whether the policy has a **positive, negative or neutral impact**, and brief details of why this decision was made and notes of any mitigation are included. Where the impact is negative, a **high, medium or low assessment** is given. The assessment rates the impact of the policy based on the current situation (i.e. disregarding any actions planned to be carried out in future).

High impact – a significant potential impact, risk of exposure, history of complaints, no mitigating measures in place etc.

Medium impact –some potential impact exists, some mitigating measures are in place, poor evidence

Low impact – almost no relevancy to the process, e.g. an area that is very much legislation led and where the Council has very little discretion

	Neutral	Positive	Negative
Protected characteristic/ area of interest Race and ethnicity (including Gypsies and Travellers; migrant workers asylum seekers etc.)	Little or no impact as hoarding is not restricted to one particular ethnicity or tenure.		
Disability (as defined by the Equality Act - a person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. This can include mental health conditions, long term illnesses such as cancer and HIV, cognitive issues, learning disabilities and sensory impairments)		<p>By not dealing effectively with hoarding there is an increased risk of fire. It is possible that a person with a disability may have restricted mobility and as such could not exit a property or block of flats in the event of a fire. By effectively tackling hoarding the risk of fire is reduced and this would be a positive impact.</p> <p>There is also the impact of hoarding on other vulnerable residents possibly living in the same block as a hoarder. They would be subject to the same risks although the council has fitted individual fire doors to each unit within blocks to mitigate this risk.</p>	<p>If a tenant with a physical disability was the hoarder it is possible working with them towards the removal of the clutter may prove problematic. Officers would need to ensure reasonable adjustments were made.</p>
Sex/Gender	Little or no impact as hoarding is not a higher risk in one particular gender or sex.		

Gender reassignment	Little or no impact as hoarding is not a higher risk amongst people who have transitioned from one gender to another		
Religion and belief (includes no belief, some philosophical beliefs such as Buddhism and sects within religions)	Little or no impact as hoarding is not restricted to any particular religion or beliefs.		
Sexual orientation (including heterosexual, lesbian, gay, bisexual)	Little or no impact as hoarding is not restricted to any sexual orientation.		
Age (children and young people aged 0 – 24, adults aged 25 – 50, younger older people aged 51 – 75/80; older people 81+; frail older people; people living with age related conditions. The age categories are for illustration only as overriding consideration should be given to needs).		By not dealing effectively with hoarding there is an increased risk of fire. It is possible that an elderly persons may have reduced mobility and as such could not exit a property or block of flats in the event of a fire. By effectively tackling hoarding the risk of fire is reduced and this would be a positive impact.	When working with a more elderly tenant that is a hoarder the removal of clutter may prove problematic from a practical point of view (physically moving items out for example). Officers would need to ensure reasonable adjustments were made.
Community relations			Whilst a tenant that is a recognised hoarder maybe assessed as having mental health issues and be considered as having a protected characteristic ECC has a wider obligation to the

			community in particular tenants and leaseholder residing in the same block where there is an increased risk of a fire. This is mitigated by the fitting of fire doors to each flat, regular property inspections and working in partnership with hoarding specialist and adult social services to take positive steps to resolve the issue.
Human Rights			
<u>Actions identified as a result of the impact assessment (these should be SMART):</u>			
Action	Lead	By when	

	Equality Impact Assessment Report Questions checklist taken from the EQIA Toolkit – please note this is for reference purposes only. Not all questions will need to be answered in full.
1.	Describe the piece of work you are assessing and the reason it is being carried out. Are you: <ul style="list-style-type: none"> ○ Making a strategic budget proposal ○ Developing a new policy, strategy or project ○ Reviewing and revising a policy, strategy or project ○ Reviewing a function or a service ○ Restructuring a service. Include any options appraisal and if you have a preferred option explain why.
2.	What are the timescales for completing the work? What committee deadlines do you have to meet? June Scrutiny and Executive
3.	What are the aims and objectives of the work? How do these link to wider council or strategic objectives. The provision of high quality, value for money services, being a well-run council and building great neighbourhoods.

4.	Who will be the main beneficiaries of the piece of work and in what way? All people in Exeter? Council staff? A specific stakeholder group? A combination of these? The residents of Council homes and leaseholders and staff.
5.	What data do you have on how different groups would be affected by the work? We have visited all of our properties and have knowledge of where hoarding is currently occurring. We also have access to national statistics in relation to hoarding. Studies have indicated that hoarding behaviour does not favour a particular gender, age, ethnic background, socio-economic status, educational /occupational history or tenure.
6.	What research studies or reports have been carried out in other areas of the country or nationally that provide information about the likely impact of your work on equality groups?
7.	What consultation has taken place or is planned with customers (individuals and groups) from equality groups? The chartered institute of housing studies conclude that hoarding is not the preserve of any group of people.
8.	What does the consultation indicate about any differential positive or negative impact(s) of this piece of work?
9.	If there are gaps in your previous or planned consultation and research are there any experts/relevant groups that can be contacted to get further views or evidence on the issues? If so please explain who they are and how you will obtain their views.
10.	If you have indicated there is a negative impact on any group, is that impact Legal; Intended; of high or low impact? I The negative impact will be negated by the use of impact assessments and individual EQIA's on each case as action is taken
11.	If you identified any negative impact that is of low significance, can you minimise or remove it? If so how?
12.	Could you improve the strategy/policy/project's positive impact and if so how? The policy will have a positive impact ensuring a consistent and effective understanding of our policy in relation to hoarders.
13.	How do you intend to continue monitoring the impact of this strategy/policy/project? This will be carried out during the 3 yearly reviews of the policy.
14.	If there are gaps in your evidence base, do you need to carry out any further research about the likely impact of your work on equality

	groups?
	There might be a time delay here as you will need to get the results of your consultation before you can continue working your way through the questions.
15.	As a result of this assessment and available evidence collected, including consultation, what if any changes do you need to make to the strategy/policy/project?
16.	Will the changes planned ensure that the negative impact is: Legal; Intended; of low impact?
17.	What monitoring/evaluation/review process have you set up to check the successful implementation of the strategy/policy/project?
18.	How will this monitoring/evaluation further assess the impact on the equality groups/ensure the strategy/policy/project is non-discriminatory?
19.	Please provide an action plan showing any recommendations that have arisen from the assessment and how you plan to take them forward. Are your actions SMART (specific, measurable, achievable, relevant and time-based).
20.	When will you next review this work and the impact assessment? 3 years

REPORT TO LICENSING COMMITTEE

Date of Meeting: 28 May 2019
Executive Meeting: 11 June 2019
Council Meeting: 23 July 2019
Report of: Environmental Health and Licensing Manager

Title: Report outlining a Proposal to adopt an updated Animal Licensing Policy

Is this a Key Decision? No

* One that affects finances over £1m or significantly affects two or more wards. If this is a key decision then the item must be on the appropriate forward plan of key decisions.

Is this an Executive or Council Function?

1. What is the report about?

This report details, and seeks approval for, the changes that are being proposed to the Animal Licensing Policy. The Licensing Committee is constituted with formulating new statements of licensing policy and, if approved, will be put forward to Executive and Full Council for adoption.

2. Recommendations:

- 2.1 That the Committee approves the updated Animal Licensing Policy, so that it can be referred onto the Executive on 11th June 2019 and Full Council for adoption on 23rd July 2019.
- 2.2 That the Executive supports the changes to the Animal Licensing Policy.
- 2.2 That Council formally adopts the updated Animal Licensing Policy.

3. Reasons for the recommendation:

- 3.1 Members may be familiar with the previous Policy that was introduced, following approval by the Committee on 31 October 2017. This document was formulated in anticipation of the, then, forthcoming changes in animal welfare due be introduced by DEFRA and modelled on conditions based on industry best practice. The original policy is contained in Appendix B.
- 3.2 On 5 October 2018, the Council received a silver award from the RSPCA for its policies and procedures in regard to animal licensing and this is contained in Appendix C.
- 3.3 On 1 October 2018, however, DEFRA released Guidance associated with the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018. The Government's Press release is contained in Appendix D and the link to the Guidance for Members' reference is as follows:

<https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities>.

- 3.4 The Guidance presents the following changes to the existing Policy:

- Changes to the conditions for animal boarding (cats and dogs), dog breeding, riding establishment, dangerous wild animal and pet shop establishments.
- The addition of conditions for dog day care establishments and keeping animals for training or exhibition.
- The introduction of a more robust scoring and risk matrix for grading establishments and determining the length of licences (licences can now last from one to three years).
- The introduction of a minimum and higher standard for establishments to aspire to.

3.5 This proposed Policy contained in Appendix A sets out the general principles that the Council will follow in relation to the enforcement of animal welfare legislation. The policy also describes the types of animal licensing matters that are likely to occur and how the Council will deal with them. An Equalities Impact Assessment is contained in this report.

3.6 The primary purpose of the Regulations is to introduce a minimum standard to which all establishments must adhere to. With the exception of dangerous wild animals and keeping or training animals for exhibition, any establishment can attain a higher standard, provided they obtain all of the 'required higher standards' and 50% of the 'optional higher standards'.

3.7 Section 15 (pages 15 to 17) of the proposed Policy highlights how Council Officers are empowered to grade establishments and assess risk.

3.8 It is the expectation of Officers that all of the Council's currently licensed establishments will be graded under the new Regulations by 30 June 2019. It is fully appreciated that some establishments may wish to attain the higher standard and this may take some time for them to achieve this. Therefore, Officers shall be extending the invitation to those establishments for further inspections and re-grading to take place, at no extra cost, up to 31 December 2019.

3.9 Officers are asked to provide the following information to DEFRA on an annual basis by 31 May each year (for the period 1 April to 31 March):

- The number of licences in force for each licensable activity in its area on 1 April each year (essential).
- The average level of fees it has charged for licences it has granted or renewed for each licensable activity between 1 April and 31 March (essential).
- The average star rating given out for each establishment type or other pieces of information which could be useful for informing policy or the progress on implementation (optional).

4. What are the equality and diversity impacts of this decision?

An Equalities Impact Assessment is contained as part of the report.

5. What are the resource implications including non-financial resources:

5.1 The legislative changes and proposed changes to policy do not give rise to any additional resource implications or have any revenue impact.

5.2 There are no reductions, restructuring and/or redundancy implications as the key changes identified in this report do not give rise to any additional resource requirements as changes are to existing processes. However, in delivering to the changed requirements there may be some training implications for existing staff.

5.3 Any future costs in relation to the production of the policy will be met by income from fees.

6. Section 151 Officer comments:

- 6.1 The policy is self-financing and therefore creates no issues for the section 151 Officer to consider.

7. What are the legal aspects?

The Animal Welfare Act 2006 provides for the Secretary of State to make Regulations in accordance with section 13 of the Act. Regulation 14 of The Animal Welfare (Licensing of Activities Involving Animals (England) Regulations 2018 states that 'A local authority must have regard in the carrying out of its functions under these Regulations to such guidance as may be issued by the Secretary of State'. The Council's revised policy incorporates the Animals Activity Star Rating System as set out in the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 procedural guidance notes for Local Authorities (October 2018). The procedural guidance states at paragraphs 61 and 62:

'This guidance describes the risk-based system that must be used when issuing animal activities licences under the Regulations with the exception of "keeping or Training Animals for Exhibition" where all licences are issued for three years. This system should be used to determine both the length of the licence and the star rating to award. Local authorities in England are expected to follow it in full.

The purpose is to ensure consistency in implementation and operation of the licensing system by local authorities, and to ensure that consumers can be confident that the star rating applied to businesses is an accurate reflection of both their risk level and the animal welfare standards that they adopt.'

The procedural guidance states that the Animal Activity Star Rating System '...should be used every time a licence is granted or renewed.'

Accordingly, these provisions have been incorporated into the Council's Animal Licensing Policy.

8. Monitoring Officer Comments:

The Monitoring Officer has no comments in relation to this report.

9. Report details:

- 9.1 Members may be familiar with the previous Policy that was introduced, following approval by the Committee on 31 October 2017. This document was formulated in anticipation of the, then, forthcoming changes in animal welfare due to be introduced by DEFRA and modelled on conditions based on industry best practice. The original policy is contained in Appendix B.

- 9.2 On 5 October 2018, the Council received a silver award from the RSPCA for its policies and procedures in regard to animal licensing and this is contained in Appendix C.

- 9.3 On 1 October 2018, however, DEFRA released Guidance associated with the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018. The Government's Press release is contained in Appendix D and the link to the Guidance for Members' reference is as follows:

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- 9.4 The Guidance presents the following changes to the existing Policy:

- Changes to the conditions for animal boarding (cats and dogs), dog breeding, riding establishment, dangerous wild animal and pet shop establishments.

- The addition of conditions for dog day care establishments and keeping animals for training or exhibition.
- The introduction of a more robust scoring and risk matrix for grading establishments and determining the length of licences (licences can now last from one to three years).
- The introduction of a minimum and higher standard for establishments to aspire to.

9.5 This proposed Policy contained in Appendix A sets out the general principles that the Council will follow in relation to the enforcement of animal welfare legislation. The policy also describes the types of animal licensing matters that are likely to occur and how the Council will deal with them.

9.6 The primary purpose of the Regulations is to introduce a minimum standard to which all establishments must adhere to. With the exception of dangerous wild animals and keeping or training animals for exhibition, any establishment can attain a higher standard, provided they obtain all of the 'required higher standards' and 50% of the 'optional higher standards'.

9.7 Section 15 (pages 15 to 17) of the proposed Policy highlights how Council Officers are empowered to grade establishments and assess risk.

9.8 It is the expectation of Officers that all of the Council's currently licensed establishments will be graded under the new Regulations by 30 June 2019. It is fully appreciated that some establishments may wish to attain the higher standard and this may take some time for them to achieve this. Therefore, Officers shall be extending the invitation to those establishments for further inspections and re-grading to take place, at no extra cost, up to 31 December 2019.

9.9 Officers are asked to provide the following information to DEFRA on an annual basis by 31 May each year (for the period 1 April to 31 March):

- The number of licences in force for each licensable activity in its area on 1 April each year (essential).
- The average level of fees it has charged for licences it has granted or renewed for each licensable activity between 1 April and 31 March (essential).
- The average star rating given out for each establishment type or other pieces of information which could be useful for informing policy or the progress on implementation (optional).

10. How does the decision contribute to the Council's Corporate Plan?

The proposed Policy will contribute to improvements in animal welfare, help promote a healthy and safe city, and lend support to a robust, business friendly economy.

11. What risks are there and how can they be reduced?

11.1 The introduction of minimum standards for establishments can only be described as a positive step for members of the public and prospective consumers in particular looking to determine if an establishment is registered and legally compliant, or not. However, since there are different routes that establishments can pursue in which to achieve a higher standard, members of the public should still satisfy themselves that any prospective establishment suits their aims, needs and expectations. This advice has been, and will continue to be, relayed by Council Officers to members of the public that make direct enquiries about the reputation of establishments.

11.2 There is a risk (albeit slight) that some existing establishments may not wish to comply with the minimum standards, which disqualifies them from being renewed going forward. Whilst this reduces consumer choice within the district, and this is something we have no control over, as a Council, we do not wish to have any non-compliant establishments in our district. There is also the possibility that a number of premises may not wish to attain the higher

standards, which may present less choice at the upper end of the market. Where possible, Council Officers are trying to mitigate this by openly engaging with licence holders at the moment and allowing establishments up to 31 December 2019 to attain the higher standard without incurring additional inspection fees (as mentioned in Section 3.6 above).

12. What is the impact of the decision on health and wellbeing; safeguarding children, young people and adults with care and support needs, economy, safety and the environment?

Formulating a licensing policy that recognises the key aims of the council, responsible authorities and other stakeholders will make a positive impact on creating a vibrant city to live, work and visit.

13. What other options are there, and why have they been dismissed?

Whilst Members may choose to reject the proposed Policy, doing so will put the Council in a position where it is not legally compliant with the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018.

Environmental Health and Licensing Manager

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:

Draft Animal Licensing Policy

Contact for enquiries:

Democratic Services (Committees)

Room 2.3

01392 265115

Legislation:

- Animal Welfare Act 2006
- Animal Boarding Establishments Act 1963
- Pet Animals Act 1951 and Pet Animals Act 1951 (Amendment) Act 1983
- Riding Establishments Act 1964 and 1970
- Dangerous Wild Animals Act 1976
- Breeding of Dogs Act 1973 and 1991
- Breeding and Sale of Dogs (Welfare) Act 1999
- Zoo Licensing Act 1981
- The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018

Title of work being assessed: Proposed Amendment to Animal Licensing Policy

Introduction

The Licensing Committee report outlines a series of proposed changes to the Animal Licensing Policy originally agreed in October 2017 (Appendix B), in anticipation of forthcoming DEFRA Regulations and Guidance. We have since received that new Guidance on 1 October 2018 and, as a result, the Policy needs to be changed to ensure that the council is meeting its legal obligations.

Since the proposed Policy amendments are merely a reflection of new Government Regulations, the content, but the overall aim of the original Policy (namely how we will licence establishments) has not changed.

Lead officer: Simon Lane, Environmental Health and Licensing Manager

Service Manager: Simon Lane, Environmental Health and Licensing Manager

Stakeholders:

Residents (and Prospective Consumers), Elected Members, Visitors to the City, and Current Animal Establishment Licence Holders.

For each of the areas below, an assessment has been made on whether the policy has a **positive, negative or neutral impact**, and brief details of why this decision was made and notes of any mitigation are included. Where the impact is negative, a **high, medium or low assessment** is given. The assessment rates the impact of the policy based on the current situation (i.e. disregarding any actions planned to be carried out in future).

High impact – a significant potential impact, risk of exposure, history of complaints, no mitigating measures in place etc.

Medium impact –some potential impact exists, some mitigating measures are in place, poor evidence

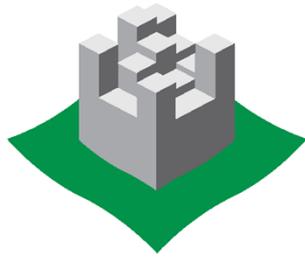
Low impact – almost no relevancy to the process, e.g. an area that is very much legislation led and where the Council has very little discretion

	Neutral	Positive	Negative
Protected characteristic/ area of interest Race and ethnicity (including Gypsies and Travellers; migrant workers asylum seekers etc.)	There is no evidence to suggest that the proposed policy amendment would have a potential impact on this characteristic.		
Disability (as defined by the Equality Act - a person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities)	There is no evidence to suggest that the proposed policy amendment would have a potential impact on this characteristic.		
Sex/Gender	There is no evidence to suggest that the proposed policy amendment would have a potential impact on this characteristic.		
Gender reassignment	There is no evidence to suggest that the proposed policy amendment would have a potential impact on this characteristic		
Religion and belief	There is no evidence to suggest that the proposed policy amendment would have a potential impact on this characteristic.		
Sexual orientation (including heterosexual, lesbian, gay, bisexual)	There is no evidence to suggest that the proposed policy amendment would have a potential impact on		

	this characteristic.		
Age (children and young people aged 0 – 24, adults aged 25 – 50, younger older people aged 51 – 75/80; older people 81+. The age categories are for illustration only as overriding consideration should be given to needs).	There is no evidence to suggest that the proposed policy amendment would have a potential impact on this characteristic.		
Community relations	There is no evidence to suggest that the proposed policy amendment would have a potential impact on this characteristic.		
Human Rights	There is no evidence to suggest that the proposed policy amendment would have a potential impact on this characteristic.		
Actions identified as a result of the impact assessment	N/A		
Action	Lead	By when	

Equality Impact Assessment Report Questions checklist	
1.	Describe the piece of work you are assessing and the reason it is being carried out. Are you: <ul style="list-style-type: none"> ○ Making a strategic budget proposal ○ Developing a new policy, strategy or project ○ Reviewing and revising a policy, strategy or project ○ Reviewing a function or a service ○ Restructuring a service. Include any options appraisal and if you have a preferred option explain why.
2.	What are the timescales for completing the work? What committee deadlines do you have to meet?
3.	What are the aims and objectives of the work? How do these link to wider council or strategic objectives.
4.	Who will be the main beneficiaries of the piece of work and in what way? All people in Exeter? Council staff? A specific stakeholder group? A combination of these?
5.	What data do you have on how different groups would be affected by the work?
6.	What research studies or reports have been carried out in other areas of the country or nationally that provide information about the likely impact of your work on equality groups?
7.	What consultation has taken place or is planned with customers (individuals and groups) from equality groups?
8.	What does the consultation indicate about any differential positive or negative impact(s) of this piece of work?
9.	If there are gaps in your previous or planned consultation and research are there any experts/relevant groups that can be contacted to get further views or evidence on the issues? If so please explain who they are and how you will obtain their views.
10.	If you have indicated there is a negative impact on any group, is that impact Legal; Intended; of high or low impact?
11.	If you identified any negative impact that is of low significance, can you minimise or remove it? If so how?
12.	Could you improve the strategy/policy/project's positive impact and if so how?

13.	How do you intend to continue monitoring the impact of this strategy/policy/project?
14.	If there are gaps in your evidence base, do you need to carry out any further research about the likely impact of your work on equality groups?
	There might be a time delay here as you will need to get the results of your consultation before you can continue working your way through the questions.
15.	As a result of this assessment and available evidence collected, including consultation, what if any changes do you need to make to the strategy/policy/project?
16.	Will the changes planned ensure that the negative impact is: Legal; Intended; of low impact?
17.	What monitoring/evaluation/review process have you set up to check the successful implementation of the strategy/policy/project?
18.	How will this monitoring/evaluation further assess the impact on the equality groups/ensure the strategy/policy/project is non-discriminatory?
19.	Please provide an action plan showing any recommendations that have arisen from the assessment and how you plan to take them forward. Are your actions SMART (specific, measurable, achievable, relevant and time-based).
20.	When will you next review this work and the impact assessment?



Exeter
City Council

Animal Welfare Act 2006
Animal Boarding Establishments Act 1963
Pet Animals Act 1951 and Pet Animals Act 1951 (Amendment)
Act 1983
Riding Establishments Act 1964 and 1970
Dangerous Wild Animals Act 1976
Breeding of Dogs Act 1973 and 1991
Breeding and Sale of Dogs (Welfare) Act 1999
Zoo Licensing Act 1981
The Animal Welfare (Licensing of Activities Involving Animals)
(England) Regulations 2018

Animal Licensing Policy (May 2019)

Environmental Health & Licensing Manager
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Issue Date: TBC

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Section 1 – Purpose

- 1.1. Exeter City Council (the Council) has statutory responsibilities for the licensing of a number of activities relating to the welfare of animals under a number of different Acts of Parliament. This legislation is aimed at protecting animals and makes it an offence for any person to possess, own, or keep animals in order to carry out certain businesses, or have possession of certain animals within Exeter, without first being licensed by the Council.

Section 2 – Scope of Policy

- 2.1 This policy sets out the general principles that the Council will follow in relation to the enforcement of animal welfare legislation. The Policy describes the types of animal licensing matters that are likely to occur and how the Council will deal with them.
- 2.2 This Policy and the conditions included represent guidance on details of the service provided and the general principles that the Council follows in relation to the enforcement of animal licensing legislation and the discretionary functions it undertakes.
- 2.3 The Council will also have regard to any statutory guidance issued in relation to any of the primary animal licensing Acts and associated Regulations.
- 2.3 Animal licensing related matters included within the scope of this policy are the licensing regulation and enforcement of licence conditions in respect of:
- Animal boarding establishment licences
 - Dog day care establishment licences
 - Dog breeding establishment licences
 - Horse riding establishment licences
 - Dangerous wild animal licences
 - Pet shop licences
 - Keeping animals for training or exhibition licences
- 2.4 The above licences are regulated by the Council under the following Acts and associated Regulations:
- Animal Welfare Act 2006
 - Animal Boarding Establishments Act 1963
 - Pet Animals Act 1951 and Pet Animals Act 1951 (Amendment) Act 1983
 - Riding Establishments Act 1964 and 1970
 - Dangerous Wild Animals Act 1976
 - Breeding of Dogs Act 1973 and 1991
 - Breeding and Sale of Dogs (Welfare) Act 1999
 - Zoo Licensing Act 1981
 - The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018

Section 3 – Animal Welfare Act

- 3.1 The Animal Welfare Act 2006 (“the Act”) consolidated and updated a range of previous legislation to promote the welfare of animals. This Act is the primary piece of legislation controlling animal

welfare in England and Wales and established set welfare standards that must be maintained by all people who are responsible for an animal. The Act also places responsibilities on to numerous enforcement agencies, including this Council.

- 3.2 The Act introduces a 'duty of care' on any person that is responsible for an animal to ensure that the needs of that animal are met. A person does not have to be the owner of the animal for the 'duty of care' to apply.
- 3.3 The Act creates an offence of failing to provide for the needs of an animal in a persons care and increases the penalties for animal abuse allowing the courts to disqualify a person from being in charge of animals. Any person disqualified under the Act will also be disqualified from holding a licence under any of the primary licensing Acts.
- 3.4 The Act permits the Department for the Environment, Food and Rural Affairs (DEFRA) to pass regulations that may repeal or amend any of the primary licensing Acts or create new forms of licences. This policy shall be shall be reviewed and updated as soon as possible after DEFRA have issued such Regulations.
- 3.5 Section 9 of the Animal Welfare Act 2006 creates five overarching principles of animal welfare. The Act refers to these as the 'five needs' of all animals. It is the duty of any person responsible for an animal to ensure that each of these five needs are met.
- 3.6 The 'five needs' are:
 - The need for a suitable environment;
 - The need for a suitable diet;
 - The need to be able to exhibit normal behaviour patterns;
 - Any need to be housed with, or apart from, other animals; and
 - The need to be protected from pain, suffering, injury and disease.

Section 4 – Aims of the Policy

- 4.1. This Policy will ensure that the Council carries out its animal licensing responsibilities in a fair, equitable and consistent manner.
- 4.2 It will help ensure that the public, councillors and those engaged in animal licensing activities understand what the law requires and how the Council will approach its enforcement duties.

Section 5 – Enforcement of the Policy

- 5.1 The Council will seek to ensure compliance with the legislation and will carry out its duty in an appropriate manner according to the following principles:
 - seek to achieve compliance in a fair, consistent, proportional, transparent and targeted manner;
 - seek to assist businesses and others in meeting their legal obligations through education and advice, and aim to be clear, open and helpful in its approach to enforcement;
 - focus on prevention rather than cure;
 - seek to target enforcement resources at areas of highest risk, including non-compliant businesses and individuals;
 - take firm action against those who knowingly contravene the law or act irresponsibly;

- where appropriate work jointly with other regulatory or enforcement agencies to solve problems. Such bodies include the Police, RSPCA and Trading Standards.

5.2 Enforcement will be carried out in a firm and fair way. There are four principles that support this:

- (a) **Proportionality** – this means relating enforcement activity to risk. When the law requires that risks should be controlled so far as is reasonably practicable the cost of the remedy as well as the degree of risk will be taken into account. In some cases there are specific requirements in the law to take account of the cost of the remedy.
- (b) **Consistency** – this does not mean uniformity of approach but rather that a similar approach is taken in similar circumstances to achieve similar ends. Officers will take account of many variables including; the scale of impact, the attitude and actions of management and the history of previous incidents or breaches. Decisions on enforcement action are a matter of professional judgment. Arrangements to deliver consistency are in place including supervised quality monitoring visits, agreed protocols between the district councils throughout Devon and arrangements for auditing of activity by officers from other authorities in Devon.
- (c) **Transparency** – this is important to maintain public confidence in the Council’s ability to regulate. It means helping those regulated, and others, to understand what is expected of them and what they should expect from the Council. It also means making it clear why the Council intends to, or has taken, enforcement action. The Council will clearly distinguish between legal requirements and advice or guidance about what is desirable but not compulsory. A person having a legal duty will be advised of the rights of officers and the level of service that can be expected. All information and advice issued will be in plain language and the Council will provide information in a format that is available to the recipient.
- (d) **Targeted**: this means making sure that inspections or actions are directed primarily to those activities which give rise to the most serious risks or where hazards are least well controlled. Routine inspections of businesses are prioritised according to an assessment of the risk they pose. The Council’s policies provide a framework for assessing priority in non-planned areas of activity such as setting response times to complaints.

5.3 Appendix C of the Environment Enforcement Policy provides more specific information on the Council’s approach to enforcement of licensing legislation. A link to this document is provided below:

<https://exeter.gov.uk/council-and-democracy/council-information/strategies-policies-and-plans/environmental-health-and-licensing/>

Section 6 – What Will the Council Do?

- 6.1 The primary licensing Acts and associated Regulations set out the individual application requirements and standards that the Council must be satisfied of before it can grant a licence. Each of the primary Licensing Acts permits the Council to impose conditions on each licence it grants.
- 6.2 The purpose of requiring a licence is primarily to ensure the welfare of the animals. When considering applications and in undertaking enforcement duties the Council will have regard to its own Animal Licensing Objectives set out in this Policy.
- 6.3 The Council will inspect premises in accordance with legislative requirements, veterinary advice and any statutory codes of practice before issuing or renewing a licence.

- 6.4 Where appropriate, inspections will be carried out with a qualified vet. Each licence has conditions attached to it and should be renewed in accordance with legislative requirements. Where inspections identify areas of concern which cannot be addressed by the licence conditions, officers will consider the use of the Animal Welfare Act 2006 and/or liaise with other organisations such as the RSPCA.
- 6.5 The Council will investigate reports and intelligence relating to unlicensed establishments and/or breaches of conditions, respond to any issues, and when necessary take enforcement action. All enforcement action will be taken in accordance with the Departmental Enforcement Policy.

Section 7 – Policy Application

- 7.1 When carrying out its functions under the primary licensing Acts the Council will seek to promote the following objectives:
- Animal Welfare (the five needs)
 - Public safety
 - Integration with other relevant strategies and legal requirements
 - Positive relations with licence holders and proportionate regulation
- 7.2 In addition to the danger to the welfare of animals by unlicensed or irresponsible animal owners, there is also a danger that may arise to members of the public. For instance, the effect of diseases affecting animals, or harmful bacteria stemming from poor hygiene could spread and affect other members of the public and their animals. Additionally licence holders that permit members of the public onto their premises have a duty to ensure that they do not put them at risk of illness or injury. Public safety will therefore be a paramount consideration by the Council at all times.
- 7.3 There are a number of different areas that may affect or be affected by licence holders or potential licence holders under the primary licensing Acts and where necessary these will be considered by the Council in carrying out its functions under the Animal Welfare Act 2006.
- 7.4 In addition to being licensed to carry out certain activities a licence holder and their premises may need to comply with other legislation such as planning and building regulations. Where the appropriate permissions or consents are not in place, or where they are being breached, the Council may take enforcement action which could lead the closure of such premises. The subsequent effect on the welfare of the animal(s) could be damaging.
- 7.5 Therefore, the Council will not grant a licence where the appropriate planning permissions or building control consents are not in place or may revoke a licence where such legislation, regulation or conditions are breached.
- 7.6 Under Section 17 of the Crime and Disorder Act 1998, local authorities must have regard to the likely effect of the exercise of their functions on, and do all that they can to prevent, crime and disorder in their area. The Council may therefore consider the implication of an application or existing licence in the context of local crime and disorder in the area.
- 7.7 This Policy should be read in conjunction with, and without prejudice to, other existing National and European Union legislation, such as the Human Rights Act 1998 and the Equality Act 2010.
- 7.8 Each licence type has its own application process and requirements that the Council need to take into consideration before granting a licence. Details on how to apply for a licence are contained in the relevant appendices attached to this Policy.

- 7.9 Each of the primary licensing Acts states clearly the criteria which the Council must be satisfied of before any licence is granted. Where the relevant Licensing Officer is not satisfied that the relevant legal requirements are met, or where an Environmental Health Officer of the Council or Veterinary Surgeon has raised concerns that the legal requirements or standards are not met, or unlikely to be met, the applicant for the licence will be notified. The applicant will have the opportunity to address these matters in the hope of satisfying the relevant criteria.
- 7.10 If the relevant Licensing Officer feels that an application should be refused, they will submit a report to a Licensing Sub-Committee to determine the matter.
- 7.11 Each of the primary licensing Acts allows the Council to attach conditions to the licences it grants.
- 7.12 Within the relevant appendix for each licence type are standard conditions which will ordinarily be imposed on that licence type. These conditions are based on the relevant national standards under the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018. However these conditions may be varied by the Council to suit the individual merits of an application.

Section 8 – Animal Boarding Establishments

- 8.1 Anyone boarding cats or dogs for financial gain must be licensed by the Council under the provisions of the Animal Boarding Establishments Act 1963. Officers inspect these premises to ensure compliance with licence conditions and, in particular, that the animals are in satisfactory accommodation and are properly cared for, as per Appendix A.
- 8.2 Establishments where the boarding of animals is being carried on as a business are subject to the 1963 Act, which requires such premises to be licensed by the local authority. For the purpose of this Act, the keeping of such establishments is defined as the carrying on at any premises, including a private dwelling, of a business of providing accommodation for other people's cats and dogs. Boarding dogs at another person's home may require a licence, if payment is received and this occurs regularly, as do day care facilities, whether in a persons home or purpose built unit.
- 8.3 DEFRA has stated that boarding of cats (where the cats are kept in purpose built cattery units and not in the domestic home) can be licensed. However, the home boarding of cats within a domestic setting is not permitted.
- 8.4 The licence is granted at the discretion of the local authority which may take into account the suitability of the establishment.
- 8.5 An application for a licence must be made to the Council on its application form, which is available from the Council's website:
- <https://exeter.gov.uk/licensing/animal-licences/boarding-home-boarding-and-daycare/apply-for-a-licence-to-operate-an-animal-boarding-establishment/>.
- 8.6 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.
- 8.7 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the Vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 8.8 Before granting a licence the Council must be satisfied that an establishment is compliant with its obligations under Appendix A.

- 8.9 If the Council are satisfied that the requirements of the Animal Boarding Establishments Act 1963 are met, and there are no other concerns about the welfare of animals or the objectives of this policy being undermined, the licence will be granted.
- 8.10 The Council may attach any condition to the licence that it feels are necessary and expedient for securing the objectives above.
- 8.11 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence, it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 8.12 If a licence holder is not complying with their licence conditions, the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Animal Boarding Establishments Act 1963 and the Animal Welfare Act 2006.
- 8.13 The Council has adopted DEFRA's Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 Guidance on providing boarding for cats, home boarding for dogs and boarding in kennels for dogs (November 2018).

Section 9 – Dog Day Care Establishments

- 9.1 Activities that fulfil one or more of the following criteria are subject to licensing–
- Businesses which provide accommodation for other people's cats and dogs, where the provision of that accommodation is part or solely the activity of the business.
 - Businesses which arrange for the provision of accommodation for other people's cat and dogs, for example, businesses which connect pet owners with people willing to look after their animals for no fee (just minor expenses). The accommodation provided in these circumstances must meet the required conditions and it is the responsibility of the business to ensure that this is the case. The local authority needs to be satisfied that the conditions are met in all of the accommodation provided. The business must provide (and keep updated) a list of their associated premises.
 - Businesses which provide daytime accommodation for dogs away from the dogs normal place of residence and do not keep them overnight.
- 9.2 Activities that fulfil one or more of the following criteria are not subject to licensing–
- Businesses where accommodation is provided for other people's cats and dogs, but where the provision of that accommodation is not the purpose of that business, for example, veterinary practices where the accommodation provided is part of the treatment of the animal.
 - Businesses that look after the dog within its normal place of residence (i.e. dog sitters, dog walkers).
 - Businesses that look after dogs in a home environment (these businesses should be licensed under home boarding).
- 9.3 An application for a Dog Day Care Establishment licence must be made to the Council on its application form, which is available from the Council's website:

<https://exeter.gov.uk/licensing/animal-licences/>.

- 9.4 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.
- 9.5 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 9.6 Before granting a licence the Council must be satisfied that the establishment is compliant with their obligations under Appendix B.
- 9.7 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence, it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 9.8 If a licence holder is not complying with their licence conditions, the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Breeding and Sales of Dogs (Welfare) Act 1999 and the Animal Welfare Act 2006.
- 9.9 The Council has adopted DEFRA's Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 Guidance on dog breeding and these conditions will be applied to each dog breeding licence issued.

Section 10 – Dog Breeding Establishments

- 10.1 These activities are controlled by the Breeding and Sales of Dogs (Welfare) Act 1999, which amended and extended the provisions of the Breeding of Dogs Act 1973.
- 10.2 A person keeps a breeding establishment for dogs if, at any premises, he or she carries on the business of breeding dogs for sale, whether or not the breeding is done by him or her.
- 10.3 Any person who keeps an establishment for the breeding of dogs commits an offence if they do so without the requisite licence from the Council.
- 10.4 The Breeding of Dogs Act 1973 (as amended), in conjunction with the Breeding of Dogs Act 1991 (as amended) and the Breeding and Sale of Dogs (Welfare) Act 1999 (as amended), governs the activities of dog breeders.
- 10.5 A person will not be treated as running a breeding establishment if they sell the offspring of any bitch kept by them at their premises, provided that the number of litters sold by them does not, when taken with any other litter produced by a bitch kept by that person, a relative of that person or at the same premises, exceed more than three in any one year.
- 10.6 Breeding records must be kept to ensure that these requirements are adhered to. Puppies that are produced at licensed breeding establishments can only be sold at those premises or a licensed pet shop.
- 10.7 Presently only the breeding of dogs requires a licence and not any other animal. However the breeding of any animal for sale may result in the breeder falling within the definition of a pet shop.
- 10.8 An application for a Dog Breeding Establishment licence must be made to the Council on its application form, which is available from the Council's website:

<https://exeter.gov.uk/licensing/animal-licences/dog-breeding-establishments/apply-for-a-dog-breeding-establishment-licence/>.

- 10.9 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.
- 10.10 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the Vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 10.11 Before granting a licence the Council must be satisfied that the establishment is compliant with their obligations under Appendix C.
- 10.12 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence, it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 10.13 If a licence holder is not complying with their licence conditions, the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Breeding and Sales of Dogs (Welfare) Act 1999 and the Animal Welfare Act 2006.
- 10.14 The Council has adopted DEFRA's Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 Guidance on dog breeding and these conditions will be applied to each dog breeding licence issued.

Section 11 – Riding Establishments

- 11.1 The Council licenses all riding schools under the provisions of the Riding Establishments Act 1964 and 1970 in order to ensure the suitability of the person in charge to undertake such a business.
- 11.2 The Act defines the keeping of a riding establishment as *“the carrying on of a business of keeping horses for either the purpose of their being let out on hire for riding and/or the purpose of their being used in providing, in return for payment, instruction in riding”*.
- 11.3 The licence is granted at the discretion of the local authority which may take into account the suitability of the accommodation and whether the animals are well fed, exercised and protected from disease and fire.
- 11.4 An application for a licence must be made to the Council on its application form, which is available from the Council's website:

<https://exeter.gov.uk/licensing/animal-licences/riding-establishments/apply-for-a-licence-to-operate-a-riding-establishment/>.
- 11.5 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.

- 11.6 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 11.7 Additionally the Council will ensure that all employees and workers at the premises are adequately trained in all appropriate aspects of animal welfare. Suitably qualified vets are appointed to inspect all animals used in the business to ensure that the horses are fit and healthy and suitable for use and are adequately cared for.
- 11.8 The vet will also ensure that the tack, riding equipment and stalls used for the stabling of animals is fit for purpose, safe and the stalls for horses are a suitable size.
- 11.9 In determining whether to grant a licence for a riding establishment, the Council shall consider whether the establishment is compliant with the Appendix D of this Policy.
- 11.10 With the exception of those detailed below, any riding establishment that does not sufficiently meet the Council's licensing conditions will not be granted a licence.
- 11.11 Where the Licensing Authority is not satisfied that the establishment complies with the relevant legislation and conditions at a riding establishment, it may refuse the licence application.
- 11.12 The applicant will be informed in writing of the reasons for the refusal and of their right to appeal the decision to the Magistrates Court. Any decision to refuse a licence will be evidence-based and fully documented.
- 11.13 The Licensing Authority may use a Temporary Licence where it is satisfied that it would not be justified in issuing a full licence. A Temporary Licence lasts for 3 months from the date at which they are granted. The 3 month period can be extended to 6 months, but cannot be used for more than 6 months in any one year.
- 11.14 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence, it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 11.15 If a licence holder is not complying with their licence conditions the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Pet Animals Act 1951 (as amended) and the Animal Welfare Act 2006.

Section 12 – Dangerous Wild Animals

- 12.1 Anyone who keeps an animal scheduled as a dangerous wild animal must be licensed under the Dangerous Wild Animals Act 1976.
- 12.2 The Dangerous Wild Animals Act (DWA) of 1976 aims to ensure that where private individuals keep dangerous wild animals they do so in circumstances which create no risk to the public and, to a lesser extent, safeguard the welfare of the animals.
- 12.2 When applications for a licence are received, the Council seeks the appropriate advice of veterinary and/or other professionals to ensure that any special needs of the animal are fulfilled and the applicant is a suitable person to hold such a licence. The Council must also be satisfied that it would not be contrary to public interest on the grounds of safety or nuisance. Special needs

in this context mean the suitability of accommodation, heating, lighting and appropriate foodstuffs for the species identified in the application.

- 12.4 An application for a Dangerous Wild Animal licence must be made to the Council on its application form, which is available on the Council's website:

<https://exeter.gov.uk/licensing/animal-licences/dangerous-wild-animals/apply-for-a-dangerous-wild-animal-licence/>.

- 12.5 At the time of making the application, the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.

- 12.6 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the Vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.

- 12.7 Before granting a licence the Council must be satisfied that the establishment is compliant with Appendix E of this Policy.

- 12.8 The licensing procedure does not apply to animals kept in:

- A zoo within the meaning of the Zoo Licensing Act 1981;
- A circus;
- Pet shops; and
- Places which are designated establishments under the Animal (Scientific Procedures) Act 1986.

- 12.9 A person is held to be the keeper of the animal if they have it in their possession. The assumption of possession continues even if the animal escapes or it is being transported. This removes the need for carriers or veterinary surgeons to be licensed.

- 12.10 Any licence granted will expire on December 31 of the year in which it is granted.

- 12.11 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence, it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.

- 12.12 If a licence holder is not complying with their licence conditions the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Dangerous Wild Animals Act 1976 (as amended) and the Animal Welfare Act 2006.

Section 13 – Pet Shops

- 13.1 Under the Pet Animals Act 1951 (as amended), a licence is required where any person keeps animals at a premises for the purpose of being sold as pets. A licence is required even if the premises are not open to members of the public.

- 13.2 The Pet Animals Act 1951 (as amended) forbids the sale of animals as pets in any part of a street or public place or at a stall or barrow in a market.

- 13.3 The Pet Animals Act 1951 (as amended) exempts persons who sell the offspring of animal they own as a pet from requiring a licence as well as those who breed from a pedigree animal kept by them. However these exemptions are strict and with certain conditions. The onus is on any person who believes they are exempt from holding a licence to check this with the Licensing Team
- 13.4 Categories of Animals which a Pet Shop may be Licensed to Keep:
- Dogs and Cats (puppies and kittens).
 - Smaller domesticated mammals e.g. rabbits, cavies, gerbils, hamsters, rats, mice.
 - Larger domesticated mammals, e.g. goats, pot-bellied pigs.
 - Primates, e.g. marmosets.
 - Other mammals.
 - Parrots, parakeets and macaws.
 - Other birds
 - Reptiles
 - Amphibians
 - Fish
 - Other Species
- 13.5 An application for a Pet Shop licence must be made to the Council on its application form, which is available on the Council's website:
- <https://exeter.gov.uk/licensing/animal-licences/pet-shops/apply-for-a-licence-to-keep-a-pet-shop/>.
- 13.6 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.
- 13.7 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 13.8 Before granting a licence the Council must be satisfied that the establishment is compliant with Appendix F.
- 13.9 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence, it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 13.10 If a licence holder is not complying with their licence conditions, the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Pet Animals Act 1951 (as amended) and the Animal Welfare Act 2006.
- 13.11 The Council has adopted DEFRA's Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 Guidance for pet shops and these conditions will be applied to each pet shop licence issued.
- 13.12 The Council takes the view that Primates are not suitable companion animals as their welfare needs are unlikely to be met in a domestic environment. The Council's position is therefore to recommend refusal of any applications for licences to keep or sell primates.

Section 14 – Keeping or Training Animals For Exhibition

- 14.1 Activities that fulfil one or more of the following criteria are subject to licensing–
- Businesses which keep animals for exhibition, either for entertainment or educational purposes. This includes mobile animal exhibits that visit schools, weddings, private parties, fairs and other events where an audience is present.
 - Pony parties where the ponies are not ridden.
 - Businesses which keep animals for exhibition via electronic media, for example, animals used in films or TV.
 - Businesses which train animals for exhibition, either to an audience or via electronic media.
 - Exhibiting domestic animals in a circus.
 - Any business based outside of England that brings in an animal for exhibition. These businesses must apply to the first authority in which they will be performing or where the animals are to be kept for the duration of their stay.
- 14.2 Activities that fulfil one or more of the following criteria are not subject to licensing–
- Agents who organise for the exhibition of animals, but do not own them or train them themselves and thus have limited or no contact with the animals. Agents who arrange for the supply of animals for an exhibit should ensure all keepers and trainers are licensed and comply with the Regulations.
 - Animal shows where animals are exhibited (e.g. Crufts, animal trade shows). If individual participants are in the business of exhibiting animals and receive a fee for doing so, they will need to have a licence, but the show itself does not require a licence as it is not responsible for the animals exhibited.
 - Training or exhibiting animals for military or police purposes (i.e. training police dogs, demonstrations of police/military dogs at fairs).
 - Registered charities that exhibit animals as part of their charitable work, unless such registered charities are in practice running this element of their operations as a commercial activity.
 - Training or exhibiting animals for sporting purposes, for example, horse racing and greyhound racing.
 - Exhibiting wild animals within a licensed circus.
 - Licensed zoos.
- 14.3 An application for a licence must be made to the Council on its application form, which is available on the Council's website (<https://exeter.gov.uk/licensing/animal-licences/>).
- 14.4 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection (with a vet, if applicable).
- 14.5 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the vet (if applicable) to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 14.6 Before granting a licence the Council must be satisfied that the establishment is compliant with Appendix F.
- 14.7 Any licence granted will expire on December 31 of the year in which it is granted.
- 14.8 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence, it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 14.9 If a licence holder is not complying with their licence conditions, the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Pet Animals Act 1951 (as amended) and the Animal Welfare Act 2006.

14.10 The Council has adopted DEFRA's Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 Guidance for keeping or training animals for exhibition and these conditions will be applied to each pet shop licence issued.

Section 15 – Length of Licence and Grading

15.1 With the exception of Dangerous Wild Animals and Keeping or Training Animals For Exhibition, a risk-based system must be used when issuing licences. According to DEFRA's Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 Guidance, this is to ensure uniformity among licensing authorities and *“that consumers can be confident that the star rating applied to businesses is an accurate reflection of both their risk level and the animal welfare standards that they adopt”*.

15.2 DEFRA's scoring matrix is as follows:

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

15.3 Businesses must be given a star rating, ranging from 1 star to 5 stars, based on this model, and the results of their inspection. This star rating will be listed on the licence by the issuing local authority officer. The system incorporates safeguards to ensure fairness to businesses. This includes an appeal procedure and a mechanism for requesting a re-inspection for the purposes of re-rating when improvements have been made (below).

15.4 In order to use this model to calculate the length of the licence and associated star rating, it is necessary to address the following questions, based on the inspection and on records of past compliance:

- Does the business meet the minimum standards?
- Does the business meet the higher standards?
- Is the business low or higher risk?

15.5 If an existing business has a number of minor failings with regards to the minimum standards laid down in the schedules and the guidance, they will receive a risk rating score of 1 star. These minor failings should be predominantly administrative or if they are in relation to standards, they

must not compromise the welfare of the animals. If animal welfare is being compromised, a licence will not be granted/renewed or, if already in place, will be suspended or revoked.

15.6 Appendices A, B, C, D and F highlight the minimum standards expected of licence-holders. However, in order to be considered Higher Standard, applicants and current license holders are required to undertake all of the Required Higher Standards and 50% of the Optional Higher Standards. License holders have a degree of freedom to choose what Optional Higher Standards they choose to adopt.

15.7 DEFRA's risk scoring table is as follows:

	Low (Score1)	High (Score 2)	Score
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 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.	
Compliance History – re-inspection	No re-inspection necessary (apart from standard unannounced inspection) before next planned licence inspection / renewal	Re-inspection necessary to ensure compliance.	

	Low (Score1)	High (Score 2)	Score
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 demonstrated implementation.	Little environmental enrichment present, inconsistently used and its importance not understood or really valued.	
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.	
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.	

	Low (Score 1)	High (Score 2)	Score
Appreciation of hazards / risks – dealing with issues	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.	
Welfare management procedures – written procedures	Written procedures / policies clearly documented, implemented and reviewed appropriately.	Limited written procedures / policies. 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.	
Total			
Score of 17 or less = Low risk			
Score of 18 or more = Higher risk.			
Risk Rating			

- 15.8 The risk assessment is not meant to reconsider specific issues taken into account in assessment of compliance with the minimum or higher standards. It does, however, require an assessment on the likelihood of satisfactory compliance being maintained in the future.
- 15.9 Any business that is certified by a UKAS-accredited body and has three or more years of compliance history with this body will be considered low risk and receive the higher star ratings (unless there is significant evidence of poor animal welfare or non-compliance) as the welfare and risk management systems have been reviewed by an accredited third party.
- 15.10 New businesses that do not have three years of compliance history with a local authority or a UKAS-accredited body will automatically be considered high risk as they have no operational history.
- 15.11 Where there is any uncertainty, if a business cannot provide satisfactory evidence that it is low risk in a given category, it will be scored as high risk.

- 15.12 A score of 17 or less is required for the business to be classed as low risk and a score of 18 or more means that the business will be classed as higher risk.
- 15.13 To ensure fairness to businesses, the Council must have an appeal procedure in place for businesses to dispute the star rating given in respect of their business. The appeal procedure is relevant where the business wishes to dispute the star rating given as not reflecting the animal welfare standards and risk level of their business at the time of the inspection.
- 15.14 If a business wishes to appeal the star rating given by the 'inspecting officer' on behalf of the local authority, the appeal should be made in writing (including by email) to the Council.
- 15.15 A business disputing a rating should be encouraged to discuss this informally first with the 'inspecting officer' so that there is an opportunity to help explain to the business how the rating was worked out, as this may help resolve the matter without the business having to lodge an appeal. Any such discussions do not form part of the formal appeal process and do not change the deadline within which an appeal must be lodged. This should be made clear to the business so that they may lodge an appeal, and may subsequently withdraw it, if they wish.
- 15.16 Businesses have 21 days (including weekends and bank holidays) following the issue of their licence in which to appeal the star rating.
- 15.17 The appeal will be determined either by the Principal Licensing Officer, or by a designated deputy, or by the equivalent in another authority. No officer involved in the production of the rating, or in the inspection on which the rating is based should consider the appeal.
- 15.18 The Council then has 21 days (including weekends and bank holidays) from the date they receive the appeal to consider the appeal, within which time they must issue a decision to the business.
- 15.18 The council will determine the outcome of an appeal by considering the paperwork associated with the inspection and the past record of the business. In some circumstances, a further visit to the establishment may be required. The appeal process should be transparent. The costs of any additional inspections related to the appeal will be borne by the applicant unless it results in a higher rating being awarded. This will depend on the nature of the dispute and whether a decision can or cannot be made on the basis of the paperwork.
- 15.19 If the business disagrees with the outcome of the appeal, they can challenge the local authority's decision by means of judicial review. The business also has recourse to the local authority complaints procedure (including taking the matter to the Local Government Ombudsman where appropriate) if they consider that a council service has not been properly delivered.
- 15.20 To ensure fairness to businesses, the Council must have a procedure in place for undertaking re-inspections at the request of the business for re-assessing their star rating.
- 15.21 The re-inspection mechanism applies in cases where businesses with ratings of '1' to '4' have accepted their rating and have subsequently made the necessary improvements to address non-compliances identified during the local authority's previous inspection. Businesses should be aware that re-inspection for re-rating purposes could lead to a lower rating being awarded rather than an increase in rating.
- 15.22 Re-inspection falls under full cost recovery, and so the business will be required to pay for the costs of the inspection.
- 15.23 The re-inspection should be carried out within three months of receipt of the request. Where an inspection does not occur within the three months, the business can raise the issue with the head of the licensing department within the local authority. If the matter cannot be resolved, the business has recourse to the Council's complaints procedure.
- 15.24 There is no limit to the number of re-inspection visits a business can request, however, there will be a fee for each visit charged at full cost recovery.

- 15.25 The request should be made in writing (including by email) and should outline the case for a re-inspection, i.e. it should indicate the actions that have been taken by the business to improve the level of compliance or welfare since the inspection and, where appropriate, should include supporting evidence. The supporting case should refer to those actions that the Council informed the business would need to be made in order to achieve a higher rating.
- 15.26 If the case made by the business is not substantiated or insufficient evidence is provided, the Council can refuse to undertake a re-inspection on that basis.

Section 17 – Fees and Charges

- 16.1 The Environmental Health and Licensing Manager will arrange for the setting of Animal Welfare Licensing fees through the Council and will annually review the fee structure.

Section 18 – General

- 17.1 This policy will be the subject of periodic monitoring and review and will be applied in a manner which is consistent with the Council's equalities and diversity policies. The statement must also be reviewed from time to time and any amended parts re-consulted upon, where necessary.
- 17.2 Any comments relating to this policy statement please should be submitted to the Licensing Authority via e-mail or letter to the following contact:

Licensing Team
Civic Centre
Paris Street
Exeter
EX1 1RQ

licensing.team@exeter.gov.uk

Appendix A – Conditions for Animal Boarding Establishment Licencing

CAT BOARDING CONDITIONS:

SCHEDULE A – GENERAL CONDITIONS:

A1. LICENCE DISPLAY:

- 1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity. 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.

A2. RECORD KEEPING:

- 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.
- 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.

A3. STAFFING:

- 3.1 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.

Under the Required Higher Standard, staffing levels should be up to 1 full-time equivalent attendant per 20 cats or higher.

- 3.2 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.
- 3.3 Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.

Under the Optional Higher Standard, a member of staff with an OFQUAL Level 3 qualification must be present during the working day.

- 3.4 The licence holder must provide and ensure the implementation of a written training policy for all staff.

A4. ACCOMODATION:

- 4.1 The number of animals kept on any premises at any time must not exceed the maximum that is reasonable taking into account the facilities and staffing.
- 4.2 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained, as follows:

- (a) Timber, if used, must be of good quality, well-kept and any damaged areas sealed or over clad. Wood must be smooth and treated and properly maintained to render it impervious.
- (b) Interior surfaces, including floors, must be smooth, impervious and able to be disinfected, where appropriate. Floors must have a non-slip, solid surface. Junctions between sections must be coved or sealed.
- (c) There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a cat.
- (d) Windows must be escape-proof.
- (e) Doors must be strong enough to resist scratching and must be capable of being effectively secured.
- (f) Access doors must not be propped open.
- (g) All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape-proof structure.
- (h) External doors/gates must be lockable and staff must have easy access to keys in case of emergency.
- (i) Gaps or apertures must be small enough to prevent a cat's head passing through, or entrapment of any limb or body parts.
- (j) Unit doors should open inwards to protect the health and safety of attending staff. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.
- (k) Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
- (l) Where cats have access to mesh, the diameter of the wire must not be less than 1.6 mm (16 gauge welded mesh). Mesh size must not exceed 25 mm in one direction and should be positioned on the inside of the framework of runs to prevent damage of uprights by cats scratching any woodwork.
- (m) Any drainage required must be effective to ensure there is no standing or pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off. Waste water must not run off into adjacent pens/cat units.
- (n) Units must open onto secure corridors or other secure areas so that cats are not able to escape from the premises.
- (o) Units should be designed so cats can exercise and be handled within the unit.

Under the Required Higher Standard, cats must be provided with a design and layout that provides them with choice which can be achieved by, for example, inclusion of raised platforms.

- 4.3 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to their behavioural needs; its situation, space, air quality, cleanliness and temperature; the water quality (where relevant); noise levels; light levels; and ventilation, as follows:

- (a) Cats must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in the sleeping area must aim to keep the temperature in some part of the sleeping area between 15°C and 26°C and never below the absolute minimum of 10°C.
- (b) Additional heat may be in the form of a heated bed/pad, but these must not be the main source of heat for the cats. The cat must be able to remove itself from the source of heat.
- (c) Cats must be monitored to check if they are too hot or too cold. If an individual cat is showing signs of heat or cold intolerance steps must be taken to ensure the welfare of the cat.
- (d) Cats must not be exposed to excessive or continuous noise (such as dogs barking).
- (e) Cats must not be exposed to draughts.
- (f) Ventilation must be provided in interior areas to avoid excess humidity.

Under the Required Higher Standard, the temperature in the sleeping environment must be above 18°C.

Under the Optional Higher Standard, ventilation must be a managed, fixed or portable air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.

- 4.4 Staff must ensure that the animals are kept clean and comfortable and, where appropriate for the species, a toileting area and opportunities for toileting must be provided. In the case of cats, a litter tray must be provided and scented litter must not be used.
- 4.5 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, as follows:
- (a) Units must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.
 - (b) Each occupied unit must be cleaned daily at a minimum.
 - (c) Units must be disinfected between new occupants and when necessary.
 - (d) Effective spot cleaning is permissible.

A5. DIET:

- 5.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency and, any new feeds must be introduced gradually to allow the animals to adjust to them, as follows:
- (a) For adult cats at least two meals a day must be offered at a minimum of 8 hours apart, as appropriate to the individual's requirements.
 - (b) Dietary requirements, agreed with the owner, must be followed. If there are concerns about an individual cat's diet, veterinary advice must be sought.
 - (c) One feeding and one water bowl must be provided for each cat. These must be separate receptacles.
 - (d) Food and water must be sited away from the litter tray (min 60 cm) and away from each other.
- 5.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed, as follows:
- (a) Cats must not remain inappetent (without appetite) for longer than 48 hours without seeking veterinary advice. If the cat has any known health problems or if there are specific concerns veterinary advice must be sought earlier
 - (b) Water intake must be checked and veterinary advice sought if a cat is not drinking or is drinking excessively.
 - (c) The general condition of the cats must be observed and cats displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.
- 5.3 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.
- 5.4 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it. In this case, one water bowl must be provided per cat.
- 5.5 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.

A6. BEHAVIOUR AND INTERACTION:

- 6.1 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 and, where artificial lighting is used, this must be within a range of 10 to 12 hours daily. Lights must be turned off to provide a period of darkness overnight.
- 6.2 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. Where cats from the same household share a unit there must be multiples of all resources (food, water bowls, litter trays and sleeping areas), equal or greater than the number of cats in the unit.
- 6.3 The animals must not be left unattended in any situation or for any period likely to cause them distress. All cats must be observed regularly throughout the day. The licence holder or responsible

person must visit the cats at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800, until 1800m) and as often as necessary for the individual health, safety and welfare of each cat.

Under the Required Higher Standard, all individual cats must be inspected at least one at an appropriate interval during the out of hours period (18:00 to 08:00 hours).

- 6.4 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments. Provision will include opportunities to scratch, play and exhibit predatory behaviour provided by toys, puzzle feeders, scratching posts and hiding places.

Under the Optional Higher Standard, provision must include a choice of hiding places and different levels/shelves.

- 6.5 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.
- 6.6 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a veterinarian if adverse or abnormal behaviour is detected.

Under the Optional Higher Standard, behavioural observations must be recorded daily.

- 6.7 Even though it is unlikely cats will be trained during their stay in a boarding cattery, where used, training methods or equipment must not cause pain, suffering or injury.
- 6.8 All immature animals must be given suitable and adequate opportunities to learn how to interact with people, their own species and other animals where such interaction benefits their welfare; and become habituated to noises, objects and activities in their environment
- 6.9 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, as follows:
- (a) Cats must always be handled humanely and appropriately to suit the requirements of the individual cat and to minimise stress and distress, such as anxiety, fear, frustration and pain. Cats must never be punished so that they are frightened or exhibit aversive behaviour.
 - (b) People must have the competence to handle cats correctly and be able to identify cats that are anxious or fearful about contact.
 - (c) Scruffing of cats (picking up a cat by the scruff of its neck) must not be done except as an absolute last resort.
- 6.10 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. Cats from different households must never share a unit. Where cats from the same household share a unit, the owner's written authorisation must be obtained and cats must be monitored. Consent from the owner must also include authority for separating cats, should problems arise.

Under the Required Higher Standard, where more than one cat shares a unit, behavioural observations (focussing on any signs of stress or aggression) should be recorded on a daily basis.

- 6.11 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

A7. WELFARE:

- 7.1 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 carcasses);
- (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

7.2 All people responsible for the care of the animals must be made fully aware of these procedures.

7.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.

Under the Optional Higher Standard, designated on site isolation facilities must be available and follow the same size and facility requirements as a normal cattery unit.

7.4 All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.

7.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.

7.6 Sick or injured animals must receive prompt attention from a veterinarian and, when a cat is suspected of being ill or injured a veterinarian must be contacted for advice immediately and any instructions for treatment recorded. Further advice must be sought if there is ongoing concern. The owner of the animal or nominated person must also be contacted.

7.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.

7.8 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.

7.9 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.

7.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.

7.11 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.

7.12 No person may euthanase an animal except a veterinarian or a person who has been authorised by a veterinarian.

7.13 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. Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian.

A8. TRANSPORTATION:

- 8.1 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, as follows:
- (a) Cats must always be transported (either within the cattery or to and in a vehicle) in a suitable, strong cat carrier.
 - (b) The licence holder must demonstrate that a suitable vehicle is available to transport cats, or if a vehicle is not provided, a contingency plan in place for emergency transport. If more than one cat is being transported there must be suitable disease control such as sneeze barriers between carriers.
 - (c) Leaving cats in vehicles must be minimalised and cats must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal. Consideration must be given on whether it is necessary to transport animals when the temperature poses risk to an individual.
 - (d) All vehicles and equipment must be regularly cleaned and disinfected.

A9. FIRE AND OTHER EMERGENCIES:

- 9.1 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.
- 9.2 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.
- 9.3 External doors and gates must be lockable.
- 9.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance (30 minutes) of the premises and available to attend in an emergency.

Under the Required Higher Standard, a competent person must be on site at all times.

SCHEDULE B – SPECIFIC CONDITIONS:

C1. RECORD KEEPING:

- 1.1 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;
 - (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 of a local contact in an emergency;
 - (h) the name and contact details of each 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; and
 - (m) details of any medical treatment each cat is receiving.

C2. ENVIRONMENT:

- 2.1 Cats within the premises to which the licence relates must be prevented from coming into direct contact with other animals from outside the premises. Sneeze barriers must be in place on the end walls of the exercise run, and at each end of the cattery block to prevent contact with animals from outside.
- 2.2 There must be a safe, secure, waterproof roof over the entire cat unit.
- 2.3 A cat unit may only be shared by cats from the same household.
- 2.5 Communal exercise areas are not permitted.
- 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 synopsis of the cat or cats must be outside of each unit or kept in an easy to locate manner. This must include the name of the cat, the age, sex and any relevant medical, behavioural or dietary information.
- 2.6 Each cat unit must provide the cat with sufficient space to walk; turn around; stand on its hind legs; hold its tail erect; climb; rest on the elevated area; and lie down fully stretched out without touching another cat or its walls.
- 2.7 The minimum size of sleeping a full-height walk-in unit should be as follows:

Existing buildings, floor area and dimensions of full height walk-in sleeping accommodation			
	Minimum area:	Smallest dimension must be a minimum of:	Minimum height:
One cat*	0.85m ²	0.9m (e.g. 0.9m x 0.95m)	1.8m
Up to two cats	1.5m ²	1.2m (e.g. 1.2m x 1.25m)	1.8m
Up to four cats	1.9m ²	1.92m (e.g. 1.2m x 1.6m)	1.8m

**For new builds, the 'one cat' size option has been removed.*

- 2.8 The minimum size of penthouse sleeping accommodation should be as follows:

Existing buildings, floor area and dimensions of penthouse sleeping accommodation			
	Minimum area:	Smallest dimension must be a minimum of:	Minimum height:
One cat*	0.85m ²	0.9m (e.g. 0.9m x 0.95m)	1m
Up to two cats	1.2m ²	0.9m (e.g. 0.9m x 1.2m)	1m
Up to four cats	1.7m ²	0.9m (e.g. 1.2m x 1.6m)	1m

**For new builds, the 'one cat' size option has been removed.*

- 2.9 The size of the exercise run for a full height walk-in unit and penthouse style unit should be as follows:

Existing buildings, floor area and dimensions of full height and penthouse exercise runs			
	Minimum area:	Smallest dimension must be a minimum of:	Minimum height:
One cat	1.65m ²	0.9m (e.g. 0.9m x 1.85m)	1.8m
Up to two cats	2.2m ²	1.2m (e.g. 1.2m x 2.35m)	1.8m
Up to four cats	2.8m ²	1.2m (e.g. 1.2m x 2.35m)	1.8m

Under the Required Higher Standard, units must be 1.5 times the minimum areas stated (the calculation of the total area available can include raised areas).

- 2.10 Each cat unit must have sufficient space for each cat to sit, rest, eat and drink away from the area where it urinates and defecates.
- 2.11 Cats must have constant access to their sleeping area.
- 2.12 A litter tray must be provided at all times in each cat unit. A safe, absorbent and unscented litter material must be provided and litter trays must be regularly cleaned and disinfected.
- 2.13 Each cat unit must include an elevated area.

Under the Required Higher Standard, 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.

- 2.14 Adjoining cat units must have solid barriers covering the full height and full width of the adjoining wall.

Under the Required Higher Standard, there must be completely opaque barriers, rather than translucent, up to 600mm and behind any shelves.

- 2.15 Any gaps between cat units must be a minimum of 0.6m wide.
- 2.16 Any cat taken out of a cat unit must be secured in a suitable carrier
- 2.17 The sleeping area must form part of the cat unit and be free from draughts.

C3. 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.
- 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.
- 3.3 All cats must be provided with toys or feeding enrichment (or both) unless 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.

C4. HEALTH:

- 6.1 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.
- 6.2 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.

Under the Required Higher Standard, where applicable, there must be a completely separate unit for any other activities such as rescue or breeding.

- 6.3 All equipment must be cleaned and disinfected before a cat is first introduced into a cat unit.
- 6.4 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered must be implemented.
- 6.5 A holding cat unit (a cat unit, separate from any other cat unit, in which a cat may be housed temporarily) 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.

DOG (KENNEL) BOARDING CONDITIONS:

SCHEDULE A – GENERAL CONDITIONS:

A1. LICENCE DISPLAY:

- 1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity. 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.

A2. RECORD KEEPING:

- 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. Where any such records are stored in electronic form, they must be able to be readily 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.

A3. STAFFING:

- 3.1 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.

Under the Required Higher Standard, staffing levels will be up to 1 full-time equivalent attendant per 15 dogs kept.

- 3.2 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.
- 3.3 Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.

Under the Optional Higher Standard, a member of staff with a relevant OFQUAL regulated Level 3 qualification must be present during the working day.

- 3.4 The licence holder must provide and ensure the implementation of a written training policy for all staff.

A4. ACCOMODATION:

- 4.1 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.
- 4.2 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained, as follows:
 - (a) Timber, if used, must be of good quality, well-kept and any damaged areas sealed or over clad. Wood must be smooth and treated and properly maintained to render it impervious.
 - (b) Interior surfaces, including floors, must be smooth, impervious and able to be disinfected, where appropriate. Floors must have a non-slip, solid surface. Junctions between sections must be coved or sealed.
 - (c) There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog.

- (d) Windows must be escape-proof.
- (e) Doors must be strong enough to resist impact, scratching and chewing, and must be capable of being effectively secured. Large apertures to unlock a door must be avoided.
- (f) Access doors must not be propped open.
- (g) All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure. Where metal bars and/or mesh and/or frames are used, they must be of suitable gauge (minimum 2mm diameter, approximately British Standard 14 gauge) with spacing adequate to prevent dogs escaping or becoming entrapped.
- (h) Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. To protect against entrapment any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate.
- (i) Unit doors should open inwards to protect the health and safety of attending staff. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.
- (j) Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
- (k) Drainage must be effective to ensure there is no standing or pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off. Waste water must not run off into adjacent pens/dog units.
- (l) Drainage channels should be provided so that urine is not allowed to pass over walk areas in corridors and communal access areas. There must be no access to the drainage channels by the dogs housed in the dog units. Alternative means of removing excess liquid are permissible.
- (m) Any drain covers in areas where dogs have access must be designed and located to prevent toes/claws from being caught.
- (n) For kennels where there are facing dog units accessed by an indoor corridor, the corridor must be at least 1.2 m wide. If this is not feasible, demonstrable measures must be in place to protect the safety of staff e.g. routes taken to remove dogs from kennel units and where dogs are placed within the establishment.
- (o) Kennels and runs must open onto secure corridors or other secure areas so that dogs are not able to escape from the premises. These corridors/areas must not be used as an exercise area.
- (p) Each unit should have minimum headroom height of 1.8m and be designed to allow staff to access dogs and clean all parts of the unit safely. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.
- (q) Exercise areas for common use must be suitably drained. Surface pooling of water must not occur and land drainage must be provided where necessary if normal site drainage is inadequate.
- (r) Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.

Under the Required Higher Standard, dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities must be provided. This can be achieved by, for example, inclusion of raised platforms.

4.3 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to their behavioural needs; its situation, space, air quality, cleanliness and temperature; the water quality (where relevant); noise levels; light levels; and ventilation, as follows:

- (a) 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.
- (b) 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.
- (c) A dog must be able to remove itself from a direct source of heat.
- (d) Dogs, particularly puppies, may be adversely affected by the sound of other barking dogs. Dogs under seven months of age must be located in the quietest part of the kennel establishment.
- (e) Dogs must not be exposed to draughts.
- (f) Ventilation must be provided to all interior areas to avoid excess humidity.
- (g) Excessive noise must be avoided.

Under the Optional Higher Standard, ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.

Under the Optional Higher Standard, a noise management plan must be in place e.g. physical barriers, sound absorbing build structure, positive reinforcement training to keep barking down, kennel design to prevent noise generation with demonstration of effectiveness.

4.4 Staff must ensure that the animals are kept clean and comfortable and, where appropriate, a toileting area and opportunities for toileting must be provided.

4.5 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, as follows:

- (a) Kennels, including outside runs, must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.
- (b) Kennels must be disinfected at least once a week and at occupancy change.
- (c) Faeces must be removed from all areas as often as necessary and in any case a minimum of twice a day.

A5. DIET:

5.1 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, as follows:

- (a) 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.
- (b) The diet must be in agreement with the dog's owner and if there are concerns about an individual dog's diet, the owners must be told and veterinary advice sought.

5.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed, as follows:

- (a) Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours and if there are concerns, veterinary advice must be sought.
- (b) Water intake must be checked and veterinary advice sought if dog is not drinking or is drinking excessively.
- (c) Dogs displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.
- (d) Veterinary advice must be followed if feeding debilitated, underweight or ill dogs, or those with specific dietary requirements.

5.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

5.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

5.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

5.6 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.

A6. BEHAVIOUR AND INTERACTION:

6.1 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.

- 6.2 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.
- 6.3 The animals must not be left unattended in any situation or for any period likely to cause them distress. All dogs must be observed regularly throughout the day. The licence holder or responsible person must visit the dogs at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800, until 1800), or as necessary for the individual health, safety and welfare of each dog.

Under the Required Higher Standard, all individual dogs must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).

- 6.4 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.
- 6.5 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.

Under the Required Higher Standard, there must a clear plan setting out two walks per dog each day for a minimum of 20 minutes each or two sessions of access to a secure open area away from the kennel unit.

- 6.6 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
- 6.7 Where used, training methods or equipment must not cause pain, suffering or injury.
- 6.8 All immature animals must be given suitable and adequate opportunities to learn how to interact with people, their own species and other animals where such interaction benefits their welfare; and become habituated to noises, objects and activities in their environment.
- 6.9 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, as follows:
- (a) 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 that they are frightened or exhibit aversive behaviour.
 - (b) People must have the competence to handle dogs correctly. A protocol 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, and those dogs that are anxious or fearful.
 - (c) A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site.
- 6.10 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 may share a kennel unit. Where dogs share a unit, the owner's written authorisation must be obtained and dogs must be monitored. Consent from the owner must also include authority for separating dogs, should problems arise.
- 6.11 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

A7. WELFARE:

- 7.1 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 carcasses);
- (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

- 7.2 All people responsible for the care of the animals must be made fully aware of these procedures.
- 7.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.
- 7.4 All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.
- 7.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.
- 7.6 Sick or injured animals must receive prompt attention from a veterinarian and, when a cat is suspected of being ill or injured a veterinarian must be contacted for advice immediately and any instructions for treatment recorded. Further advice must be sought if there is ongoing concern. The owner of the animal or nominated person must also be contacted.
- 7.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.
- 7.8 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.
- 7.9 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.
- 7.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.
- 7.11 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.
- 7.12 No person may euthanase an animal except a veterinarian or a person who has been authorised by a veterinarian.
- 7.13 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. Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian.

A8. TRANSPORTATION:

- 8.1 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, as follows:

- (a) The licence holder must demonstrate that a suitable vehicle is available to transport dogs or, where a vehicle is not provided, a contingency plan in place for emergency transport.
- (b) Transport must be in accordance with existing legal requirements.
- (c) Dogs must be suitably restrained using a dog crate, dog guard or transport harness. Dog crates must be of adequate size, designed to provide good ventilation and firmly secured, out of direct sunlight and away from heating vents.
- (d) Vehicles must be cleaned and disinfected after each collection/delivery.
- (e) Leaving dogs in vehicles must be minimalised and dogs must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal.
- (f) If transporting dogs by road, sufficient breaks must be offered for water and the chance to go to the toilet.

A9. FIRE AND OTHER EMERGENCIES:

- 9.1 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.
- 9.2 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.
- 9.3 External doors and gates must be lockable.
- 9.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance (30 minutes) of the premises and available to attend in an emergency.

Under the Required Higher Standard, a competent person must be on site at all times.

SCHEDULE B – SPECIFIC CONDITIONS:

B1. RECORD KEEPING:

- 1.1 A register must be kept of all the dogs at the premises which must include—
 - (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) 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 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; and
 - (l) details of any medical treatment each dog is receiving.
- 1.2 When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

B2. ENVIRONMENT:

- 2.1 Dogs within the premises to which the licence relates must be prevented from coming into contact with other animals from outside the premises.
- 2.2 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
 - (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; and
 - (d) if built after October 2018, the date on the new Regulations come into force, have a floor area of at least 1.9m².*

**Note: this only applies to new-builds and extensions. It does not apply to kennels rebuilding on an existing footprint. It is expected that many new boarding establishments will be significantly larger than the minimum sizes currently provided.*

Under the Required Higher Standard, the sleeping area must be at least 2.85m².

- 2.3 Each dog must have constant access to its sleeping area.
- 2.4 Each dog must have a clean, comfortable and warm area within its sleeping area where it can rest and sleep.
- 2.5 Each exercise run must have a single, safe, secure, waterproof roof over a minimum of half its total area.
- 2.6 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.
- 2.7 Only dogs from the same household may share a kennel unit.

B3. MONITORING OF BEHAVIOUR AND TRAINING:

- 3.1 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.
- 3.2 All dogs must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.

Under the Required Higher Standard, there must be a documented daily enrichment plan setting out two or more sessions per day.

- 3.3 All toys and other enrichment items must be checked daily to ensure they remain safe and must be cleaned and disinfected at least weekly.
- 3.4 Each dog must be exercised at least once daily away from its kennel unit as appropriate for its age and health.
- 3.5 Any dog, which on the advice of a veterinarian, cannot be exercised must be provided with alternative forms of mental stimulation.
- 3.6 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.

B4. HEALTH:

- 4.1 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.

Under the Required Higher Standard, there must be separate buildings used for different activities with separate staff and separate equipment.

- 4.2 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered must be implemented.
- 4.3 A holding kennel unit (a kennel unit, separate from any other kennel unit, in which a dog may be housed temporarily) 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.

DOG (HOME) BOARDING CONDITIONS:

SCHEDULE A – GENERAL CONDITIONS:

A1. LICENCE DISPLAY:

- 1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity. 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.

A2. RECORD KEEPING:

- 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. Where any such records are stored in electronic form, they must be able to be readily 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.

A3. STAFFING:

- 3.1 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.
- 3.2 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.
- 3.3 Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.

Under the Optional Higher Standard, a person responsible for the care of the dogs with a relevant OFQUAL regulated Level 3 qualification must be present during the working day.

- 3.4 The licence holder must provide and ensure the implementation of a written training policy for all staff.

A4. ACCOMODATION:

- 4.1 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.

- 4.2 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained, as follows:
- (a) The home must be well maintained and in good repair. There must not be any sharp edges, projections, rough edges or other hazards, such as chemicals and loose cables, which may present risk of injury to a dog.
 - (b) No standing water from cleaning or urine is acceptable. Drainage must be permanently unblocked, with liquids able to run off into drains immediately.
 - (c) Any drain covers in areas where dogs have access must be secure and designed and located to prevent toes/claws from being caught.
 - (d) Doors and windows to the outside must be escape proof, securable, strong enough to resist impact and scratching, and to prevent injury. External doors/gates must be lockable. Those involved in the care of the dogs must have easy access to keys and/or any key code in case of emergency.
 - (e) All outdoor fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure. Where dogs have access to mesh, the diameter of the wire must not be less than 2mm (British Standard 14 gauge welded mesh). Mesh size must not exceed 50mm x 75mm.
 - (f) Timber, if used, must be of good quality, well maintained and any damaged areas sealed or over-clad. Wood must be smooth and treated to render it impervious.
 - (g) Each designated room must have a securable, full height door for access and security (this can include doors made of safety glass). Internal doors should open inwards in order to protect the health and safety of attending people and reduce the risk of escape. Where this is not feasible there must be a procedure in place to demonstrate safety. Where appropriate, doors to designated rooms must be kept shut at night. Each designated dog room must have a secure latch or other secure closing device.
 - (h) All interior surfaces to which dogs have access must be maintained in good order and repair. Wherever possible, interior surfaces must be smooth, impervious and able to be cleaned. They must be kept suitably clean. Floors must be non-hazardous for dogs to walk on, in particular to avoid slipping.
 - (i) Any electrical sockets and appliances in the dog designated rooms and where the dogs have access to must be secure and protected against damage.
- 4.3 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to their behavioural needs; its situation, space, air quality, cleanliness and temperature; the water quality (where relevant); noise levels; light levels; and ventilation, as follows:
- (a) Dogs must not be restricted to areas when climatic conditions may cause them distress. Temperature regulation must aim to keep the ambient temperature above an absolute minimum of 10°C and below a maximum of 26°C.
 - (b) Dogs must be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance steps must be taken to ensure the welfare of the dog. A dog must be able to remove itself from a direct source of heat.
 - (c) Ventilation must be provided to all interior areas to avoid excess humidity.
 - (d) Heaters must not be sited in a manner or location where they present a risk of burning or electric shock / electrocution to dogs or humans, or a risk of fire. Open fires/wood burners must have adequate protection/guards in place.
 - (e) Excessive noise must be avoided.
 - (f) Dogs must not be exposed to draughts.
- 4.4 Staff must ensure that the animals are kept clean and comfortable and, where appropriate, a toileting area and opportunities for toileting must be provided.
- 4.5 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.

A5. DIET:

- 5.1 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.
- 5.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed, as follows:
- (a) Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours and if there are concerns, veterinary advice must be sought.
 - (b) Water intake must be checked and veterinary advice sought if dog is not drinking or is drinking excessively.
 - (c) Dogs displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.
 - (d) Veterinary advice must be followed if feeding debilitated, underweight or ill dogs, or those with specific dietary requirements.
- 5.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.
- 5.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.
- 5.5 Constant access to fresh, clean, drinking water must be provided in a suitable receptacle for the species that requires it.
- 5.6 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.

A6. BEHAVIOUR AND INTERACTION:

- 6.1 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.
- 6.2 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.
- 6.3 The animals must not be left unattended in any situation or for any period likely to cause them distress. Dogs must have human company. Dogs 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.

Under the Required Higher Standard, there must be a designated other person or member of staff who can cover any emergency or absence of leave so that the dogs are never left alone.

- 6.4 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.
- 6.5 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.

Under the Required Higher Standard, there must be a clear plan setting out two walks 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.

Under the Optional Higher Standard, any outside space will have two secure physical barriers between any dog and any entrance/exit.

- 6.6 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a veterinarian if adverse or abnormal behaviour is detected.

- 6.7 Where used, training methods or equipment must not cause pain, suffering or injury.
- 6.8 All immature animals must be given suitable and adequate opportunities to learn how to interact with people, their own species and other animals where such interaction benefits their welfare; and become habituated to noises, objects and activities in their environment.
- 6.9 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, as follows:
- (a) 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 that they are frightened or exhibit aversive behaviour.
 - (b) Those involved in home boarding, including all family members over the age of 16, must have the competence to handle dogs correctly and be able to identify dogs that are anxious or fearful about contact. They must also have the ability to recognise and act upon undesirable behaviours
- 6.10 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.
- 6.11 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

A7. WELFARE:

- 7.1 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 carcasses);
 - (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.
- 7.2 All people responsible for the care of the animals must be made fully aware of these procedures.
- 7.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.
- 7.4 All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.
- 7.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.
- 7.6 Sick or injured animals must receive prompt attention from a veterinarian and, when a cat is suspected of being ill or injured a veterinarian must be contacted for advice immediately and any instructions for treatment recorded. Further advice must be sought if there is ongoing concern. The owner of the animal or nominated person must also be contacted.
- 7.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.
- 7.8 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.

- 7.9 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.
- 7.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.
- 7.11 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.
- 7.12 No person may euthanase an animal except a veterinarian or a person who has been authorised by a veterinarian.
- 7.13 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. Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian.

A8. TRANSPORTATION:

- 8.1 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, as follows:
 - (a) Transport must be in accordance with existing legal requirements.
 - (b) Dogs must be suitably restrained using a dog crate, dog guard or transport harness. Dog crates must be of adequate size, designed to provide good ventilation and firmly secured, out of direct sunlight and away from heating vents.
 - (c) Vehicles must be regularly cleaned and disinfected.
 - (d) Leaving dogs in vehicles must be minimalised and dogs must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal.
 - (e) If transporting dogs by road, sufficient breaks must be offered for water and the chance to go to the toilet.
 - (f) Where the business uses vehicles to collect and return dogs, the dogs must be collected from and returned to houses on a lead to minimise the risk of any dog escaping.

A9. FIRE AND OTHER EMERGENCIES:

- 9.1 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.
- 9.2 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.
- 9.3 External doors and gates must be lockable.
- 9.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance (30 minutes) of the premises and available to attend in an emergency.

SCHEDULE B – SPECIFIC CONDITIONS:

B1. RECORD KEEPING:

- 1.1 A register must be kept of all the dogs at the premises which must include—
- (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) 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 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; and
 - (l) details of any medical treatment each dog is receiving.
12. When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

B2. HOME:

- 2.1 Dogs must be accommodated within the home as follows:
- (a) There must be no use of external construction of buildings, cages or runs for the home boarding of dogs.
 - (b) In a home environment, the accommodation provided covers two areas;
 - Indoor: There must be sufficient space available to provide an individual sleeping area for each dog with the ability to keep each dog in a physically separate room if required. This also allows each dog the choice of somewhere to go.
 - Outdoor: There must be direct access to a suitable and secure hazard free external area/garden. The area / garden must only be for use by the licence holder (not shared with other properties).
 - (c) The home must include its own entrance.
- 2.2 The home must include—
- (a) direct access to a private, non-communal, secure and hazard-free external area; and
 - (b) a secure physical barriers between any dog and any entrance to or exit from it.

B3. ENVIRONMENT:

- 3.1 Dogs from different households may only be boarded at the same time with the written consent of every owner.
- 3.2 Each dog must be provided with its own designated room, where it can be kept separate from other dogs.
- 3.3 Each dog must have a clean, comfortable and warm area within its designated room where it can rest and sleep.
- 3.4 Each designated room must have a secure window to the outside that can be opened and closed as necessary.
- 3.5 A dog must not be confined in a crate for longer than three hours in any 24-hour period.
- 3.6 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.

- 3.7 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.
- 3.8 Each dog must be fed separately in its designated room unless its owner has given written consent to the contrary.

B4. MONITORING OF BEHAVIOUR AND TRAINING:

- 4.1 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.
- 4.2 Each dog must be exercised at least once daily as appropriate for its age and health.

Under the Required Higher Standard, 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.

- 4.3 Dogs which on the advice of a veterinarian cannot be exercised must be provided with alternative forms of mental stimulation.
- 4.4 Written consent must be obtained from the owner or owners (as the case may be) to keep dogs together in a designated room.
- 4.5 Unneutered bitches must be prevented from mating.
- 4.6 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.

B5. HEALTH:

- 5.1 Before a dog is admitted for boarding, all equipment to be used by or in relation to that dog must be cleaned and disinfected.
- 5.2 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered with must be implemented.

Appendix C – Dog Day Care Establishment Licencing

SCHEDULE A – GENERAL CONDITIONS:

A1. LICENCE DISPLAY:

- 1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity. 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.

A2. RECORD KEEPING:

- 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. Where any such records are stored in electronic form, they must be able to be readily 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.

A3. STAFFING:

- 3.1 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. As a guide, a ratio of staff to dogs in established businesses must not normally exceed 1:10.

Under the Optional Higher Standard, staffing levels will be up to 1 full-time equivalent attendant per 8 dogs kept.

- 3.2 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.
- 3.3 Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.

Under the Optional Higher Standard, a member of staff with a relevant accredited Level 3 qualification must be present during the working day.

- 3.4 The licence holder must provide and ensure the implementation of a written training policy for all staff.

A4. ACCOMODATION:

- 4.1 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.
- 4.2 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.

4.3 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in good repair and well maintained, as follows:

- (a) The interior and exterior of the buildings must be maintained in good repair. Outer paths, gardens, exercise areas and general surroundings must be kept in a good, clean, presentable condition.
- (b) There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog. Timber, if used, must be of good quality, well-kept and any damaged areas sealed or over-clad. Exposed wood must be smooth and treated and properly maintained to render it impervious. All structural exterior wood i.e. fence posts must be properly treated against wood rot, e.g. tanalised. Only non-toxic products may be used.
- (c) Interior surfaces, including floors, must be smooth, impervious and able to be cleaned and disinfected, where appropriate. Floors must have a non-slip, solid surface.
- (d) There must be at least two secure physical barriers (door or gates etc.) between a dog and any entrance or exit to the property to the outer curtilage to avoid escape.
- (e) Fencing must be secure and safe.
- (f) Windows must be escape proof.
- (g) All doors must be strong enough to resist impact, scratching and chewing, and must be capable of being effectively secured.
- (h) Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. Where dogs have access to mesh, the diameter of the wire must not be less than 2.0 mm (British Standard 14 gauge welded mesh). Mesh size must not exceed 50mm x 75mm. Exercise areas for common use must be suitably drained. Surface ponding of water must not occur and land drainage must be provided where necessary if normal site drainage is inadequate.
- (i) Where artificial turf is used in outside areas, it must be maintained in good repair to avoid ingestion hazards.
- (j) Drainage must be effective to ensure there is no standing or pooling of liquids.

Under the Required Higher Standard, dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities should be provided. This can be achieved by, for example, inclusion of raised platforms.

4.4 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to their behavioural needs; its situation, space, air quality, cleanliness and temperature; the water quality (where relevant); noise levels; light levels; and ventilation, as follows:

- (a) Dogs must not be restricted to areas when climatic conditions may cause them distress. Insulation and temperature regulation in the day care environment must aim to keep the ambient temperature in the dog sleeping accommodation above an absolute minimum of 10°C and below a maximum of 26°C.
- (b) 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.
- (c) A dog must be able to remove itself from a direct source of heat.
- (d) Heaters must not be sited in a manner or location where they present a risk of burning or electric shock/electrocution to dogs or humans, or a risk of fire.
- (e) Adequate ventilation must be provided to all interior areas without the creation of excessive, localised draughts, and to avoid excess humidity.
- (f) Dogs must not be exposed to excessive noise.
- (g) The sleeping/rest area must provide the dog with at least twice the area required for the dog to lie flat.
- (h) If crates are used, a dog must not be secured in a crate for longer than one hour in any 8-hour period and must not be crated unless a crate forms part of the normal routine for the dog and the dog's owner has consented to the use of it.

Under the Optional Higher Standard, ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.

- 4.5 Staff must ensure that the animals are kept clean and comfortable and, where appropriate, a toileting area and opportunities for toileting must be provided.

A5. DIET:

- 5.1 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. If dogs require feeding during the day, they must be fed in accordance with the individual dog's needs and their dietary requirement must be discussed and agreed with the owner.

- 5.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed, as follows:

- (a) Water intake must be checked and the owner alerted if dog is not drinking or is drinking excessively.
- (b) Veterinary advice must be followed if feeding debilitated, underweight or ill dogs, or those with specific dietary requirements.

- 5.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination, as follows:

- (a) Dry feed must not be left out for more than 24 hours. When wet feed is fed it must be removed before the next feeding time.
- (b) Refrigeration facilities for feed storage must be provided.
- (c) Feed must be stored away from risk of vermin and in appropriately cool and dry places.

- 5.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

- 5.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that require it.

- 5.6 Where feed is prepared at the premises, there must be hygienic facilities for its preparation including a working surface, hot and cold running water and storage.

A6. BEHAVIOUR AND INTERACTION:

- 6.1 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.

- 6.2 All resources must be provided in such a way (for example, as regards frequency, location, access points) that minimises competitive behaviour or the dominance of individual animals.

- 6.3 The animals must not be left unattended in any situation or for any period likely to cause them distress.

- 6.4 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

- 6.5 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, as follows:

- (a) Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.

- (b) Informed written consent from owners must be obtained to enable a dog to be walked outside the facility. Dogs must only be walked off the lead with written consent from the owners. No more than six dogs must be walked at the same time.
- (c) Dogs must be monitored whilst in outdoor exercise areas. Outdoor exercise areas must be safe and free from hazards which may cause injury.
- (d) Faeces must be picked up to prevent parasites from being established. Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards.
- (e) Outside areas must be suitably drained. Surface ponding of water must not occur; land drainage must be provided if normal site drainage is inadequate.
- (f) Dogs must not have direct access to bins.
- (g) Dogs must be prevented from having unsupervised access to ponds, pools, wells and any other features that might pose a risk.

Under the Required Higher Standard, there must be a clear plan setting out two walks per dog each day for a minimum of 20 minutes each or two sessions of access to a secure open area away from the kennel unit. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.

- 6.6 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 unusual behaviour is detected.
- 6.7 Where used, training methods or equipment must not cause pain, suffering, injury or fear.
- 6.8 All immature animals must be given suitable and adequate opportunities to learn how to interact with people, their own species and other animals where such interaction benefits their welfare; and become habituated to noises, objects and activities in their environment.
- 6.9 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.
- 6.10 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare. Dogs must receive daily beneficial human interactions appropriate to the individual dog.

Under the Optional Higher Standard, dogs must receive beneficial human interactions throughout the day and these must be documented.

A7. WELFARE:

- 7.1 Written procedures must—
 - (a) 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 carcasses);
 - (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.
- 7.2 All people responsible for the care of the animals must be made fully aware of these procedures.
- 7.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.
- 7.4 All reasonable precautions must be taken to prevent and control the spread among animals and people of infectious disease, pathogens and parasites.

- 7.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.
- 7.6 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.
- 7.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.
- 7.8 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.
- 7.9 Prescribed medicines must be stored safely and securely in a locked cupboard, at the correct temperature, and used in accordance with the instructions of the veterinarian.
- 7.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian
- 7.11 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.
- 7.12 No person may euthanase an animal except a veterinarian. Only a veterinarian may euthanase a dog.
- 7.13 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. Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian must be sought and followed.

A8. TRANSPORTATION:

- 8.1 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, as follows:
 - (a) The licence holder must demonstrate that a suitable vehicle is available to transport dogs or, where a vehicle is not provided, a contingency plan in place for emergency transport.
 - (b) Dogs must be suitably restrained using a dog crate, dog guard or transport harness. Dog crates must be of adequate size, designed to provide good ventilation and firmly secured.
 - (c) Where the business uses vehicles to collect and return dogs, the dogs must be collected from and returned to houses on a lead to minimise the risk of any dog escaping.
 - (d) If transporting dogs by road, sufficient breaks must be offered for water and the chance to go to the toilet. Journeys must be planned to minimise the time dogs spend in the vehicle.
 - (e) 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. Vehicles must be regularly cleaned and disinfected.
- 8.2 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.

A9. FIRE AND OTHER EMERGENCIES:

- 9.1 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.

- 9.2 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.
- 9.3 External doors and gates must be lockable.
- 9.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance (30 minutes) of the premises and available to attend in an emergency.

SCHEDULE B – SPECIFIC CONDITIONS:

B1. RECORD KEEPING:

- 1.1 A register must be kept of all the dogs at the premises which must include—
- (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) 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 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; and
 - (l) details of any medical treatment each dog is receiving.
- 1.2 When outside the premises, each dog must wear an identity tag which includes the licence holder's name and contact details.

B2. ENVIRONMENT:

- 2.1 Each dog must be provided with—
- (a) a clean, comfortable and warm area where it can rest and sleep, and
 - (b) another secure area in which water is provided and in which there is shelter.
- 2.2 Each dog must have access to areas where it can—
- (a) interact safely with other dogs, toys and people, and
 - (b) urinate and defecate.
- 2.3 There must be an area where any dog can avoid seeing other dogs and people if it so chooses.

B3. DIET:

- 3.1 Any dog that requires specific feed due to a medical condition must be fed in isolation. Dogs must be fed in accordance with the individual dog's needs and with written consent from the owner.

B4. MONITORING OF BEHAVIOUR AND TRAINING:

- 4.1 All dogs must be screened before being admitted to the premises to ensure that they are not afraid, anxious or stressed in the presence of other dogs or people and do not pose a danger to other dogs or staff.
- 4.2 Any equipment used that is likely to be in contact with the dogs or any toys provided must not pose a risk of pain, suffering, disease or distress to the dog and must be correctly used.
- 4.3 Unneutered bitches must be prevented from mating
- 4.4 Dogs which need to be isolated from other dogs must be provided with alternative forms of mental stimulation.

B5. HEALTH:

- 5.1 The dogs must be supervised at all times.
- 5.2 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.
- 5.3 Any journeys in a vehicle must be planned to minimise the time dogs spend in the vehicle.

Appendix C – Conditions for Dog Breeding Establishment Licence

SCHEDULE A – GENERAL CONDITIONS:

A1. LICENCE DISPLAY:

- 1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity. 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.

A2. RECORD KEEPING:

- 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.
- 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.

A3. STAFFING:

- 3.1 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. As a guide, the ratio of staff to dogs in established businesses will be around 1:20.

Under the Required Higher Standard, staffing levels will be 1 full-time equivalent attendant per 10 adult dogs kept.

- 3.2 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.
- 3.3 Training must be a minimum of an OFQUAL regulated level 2 qualification in a relevant subject, or clear evidence of knowledge and experience.

Under the Optional Higher Standard, where there are staff employed at least one must have an OFQUAL regulated Level 3 qualification in a relevant subject and must be present during the working day.

Under the Optional Higher Standard, a suitably qualified behaviour expert must be appointed in relation to the licensable activity and active engagement recorded.

- 3.4 The licence holder must provide and ensure the implementation of a written training policy for all staff.

A4. ACCOMODATION:

- 4.1 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.

- 4.2 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.
- 4.3 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained, as follows:

Kennel Environment:

- (a) Timber must be of good quality, well-kept and any damaged areas sealed or over clad. Wood must be smooth and treated and properly maintained to render it impervious.
- (b) Interior surfaces, including floors, must be smooth, impervious and able to be disinfected, where appropriate. Floors must have a non-slip, solid surface. Junctions between sections must be coved or sealed.
- (c) There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog.
- (d) Windows must be escape-proof.
- (e) Doors must be strong enough to resist impact, scratching and chewing, and must be capable of being effectively secured. Large apertures to unlock a door must be avoided.
- (f) Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. To protect against entrapment any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate.
- (g) Unit doors must open inwards to protect the health and safety of attending staff. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.
- (h) Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
- (i) Access doors must not be propped open.
- (j) All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure. Where metal bars and/or mesh and/or frames are used, they must be of suitable gauge (minimum 2mm diameter, approximately British Standard 14 gauge) with spacing adequate to prevent dogs escaping or becoming entrapped.
- (k) Drainage must be effective to ensure there is no standing or pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off. Waste water must not run off into adjacent pens/dog units.
- (l) Drainage channels must be provided so that urine is not allowed to pass over walk areas in corridors and communal access areas or there must be an alternative means of removing excess liquid in place. There must be no access to the drainage channels by the dogs housed in the dog units.
- (m) Any drain covers in areas where dogs have access must be designed and located to prevent toes/claws from being caught.
- (n) For kennels where there are facing dog units accessed by an indoor corridor, the corridor must be at least 1.2 m wide. If this is not feasible, demonstrable measures must be in place to protect the safety of staff e.g. routes taken to remove dogs from kennel units and where dogs are placed within the establishment.
- (o) Kennels and runs must open onto secure corridors or other secure areas so that dogs are not able to escape from the premises. These corridors/areas must not be used as an exercise area.
- (p) Each unit must have minimum headroom height of 2m and be designed to allow staff to access dogs and clean all parts of the unit safely. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of staff.
- (q) Where new kennels are built, they must be built in compliance with good building practice, on a concrete base with a damp proof membrane.

Home Environment:

- (a) The home must be well maintained and in good repair. There must not be any sharp edges, projections, rough edges or other hazards, such as chemicals and loose cables, which may present risk of injury to a dog. No standing water from cleaning or urine is acceptable.
- (b) Doors to the outside must be escape proof, securable, strong enough to resist impact and scratching, and to prevent injury. External doors/gates must be lockable. Those involved in the

care of the dogs and residents must have easy access to keys and/or any key code in case of emergency. Doors must have secure latches or other secure closing devices.

- (c) All outdoor fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure. Where dogs have access to mesh, the diameter of the wire must not be less than 2mm (British Standard 14 gauge welded mesh). Mesh size must not exceed 50mm in any direction.
- (d) Each room used for the activity must have a securable, full height door for access and security. Internal doors must open inwards in order to protect the health and safety of attending people and reduce the risk of escape. Where this is not feasible there must be a documented procedure in place to demonstrate the safety of the licensee/attending people. Where appropriate, doors to rooms must be kept shut at night. Each dog room must have a secure latch or other secure closing device.
- (e) All interior surfaces to which dogs have access must be maintained in good order and repair. Wherever possible, interior surfaces must be smooth, impervious and able to be cleaned, with no gaps or protrusions on which claws can be caught. All floors must be suitably clean. Floors must be non-hazardous for dogs to walk on, in particular to avoid slipping.
- (f) Any electrical sockets and appliances in the dog room must be secure and protected against damage.

Under the Required Higher Standard, dogs must be provided with a design and layout that provides them with choice beyond minimum enrichment requirements. This can be achieved by, for example, inclusion of raised platforms or more than one room.

4.4 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to their behavioural needs; its situation, space, air quality, cleanliness and temperature; the water quality (where relevant); noise levels; light levels; ventilation, as follows:

- (a) 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 ambient temperature in the dog sleeping accommodation above an absolute minimum of 10°C and below a maximum of 26°C.
- (b) Additional local heating must be provided within the whelping enclosure for the first 10 days after birth.
- (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.
- (d) A dog must be able to remove itself from a direct source of heat or light.
- (e) Dogs must have exposure to natural light for at least parts of the day.
- (f) Ventilation must be provided to all interior areas to avoid excess humidity.

Under the Optional Higher Standard, ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.

Under the Optional Higher Standard, a noise management plan must be in place e.g. physical barriers, sound absorbing materials, positive reinforcement training to keep barking down, kennel design to prevent noise generation with demonstration of effectiveness.

4.5 Staff must ensure that the animals are kept clean and comfortable and, where appropriate, a toileting area and opportunities for toileting must be provided.

4.6 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, as follows:

- (a) Kennels, including outside runs, must be inspected daily and kept in a clean condition, in accordance with the documented cleaning and disinfection procedure.
- (b) Kennels must be disinfected at least once a week and at occupancy change.
- (c) Faeces must be removed from all areas a minimum of twice a day.

A5. DIET:

- 5.1 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, as follows:
- (a) 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.
 - (b) A plan/record of the type, quantity, frequency of food each dog receives must be kept.
 - (c) During pregnancy and lactation, each bitch must have sufficient appropriate food to satisfy the demands being made upon her.
 - (d) The licence holder must be able to show how the diet of pregnant bitches is managed, and have an appropriate procedure in place for doing so.
 - (e) During lactation the bitch must be closely monitored for signs of complications (e.g. eclampsia, mastitis). The feeding level required for the bitch after weaning will depend upon her body condition.
 - (f) Where a proprietary food source is used the manufacturer's guide must be followed. Veterinary advice must be sought if in doubt.
 - (g) If there are concerns about an individual dog's diet, veterinary advice must be sought.
 - (h) All breeders must have a plan for weaning puppies. They must ensure that each puppy starts weaning as soon as it is capable of ingesting feed on its own and provide each puppy with feed appropriate for its stage of development; and ensure that each puppy ingests the correct share of the feed provided. Puppies at weaning must initially be offered food four to five times a day. The initial diet may be liquid progressing to solid food over the ensuing period; the transitional feeding schedule must also be provided showing the day by day ratio if weaning puppies on to a different food.

Under the Required Higher Standard, dogs must be fed twice a day with a feeding plan for each dog balancing feeding with food enrichment such as use of scatter feeders. Inspector must see the enrichment tools and plan for each dog.

Under the Required Higher Standard, a minimum of a weeks supply of the puppies' current diet must be included when they go to their new home.

- 5.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed, as follows:
- (a) Dogs must not remain inappetent (without appetite) for longer than 24 hours without seeking veterinary advice. If there are specific concerns veterinary advice must be sought earlier.
 - (b) The general condition of the dogs must be observed and dogs displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary.
 - (c) Weekly records of weight and Body Condition Scoring (BCS) must be kept to ensure the health of puppies and to allow any issues to be tracked.
 - (d) The weight and BCS of adult dogs must be monitored to ensure they are healthy and any issues tracked.
- 5.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination. Food must not be left out for more than 24 hours; refrigeration facilities for food storage must be provided; and food must be stored away from risk of vermin and in appropriately cool and dry places.
- 5.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.
- 5.5 Constant access to fresh, clean, drinking water must be provided in a suitable receptacle for the species that requires it.
- 5.6 Where feed is prepared on the premises used for the licensable activity, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

A6. BEHAVIOUR AND INTERACTION:

6.1 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, as follows:

- (a) Where practicable this must be natural light, but artificial light must be available.
- (b) Where artificial lighting is used, this must be within a range of 10 to 12 hours daily.
- (c) Lights must be turned off to provide a period of darkness overnight.

6.2 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.

6.2 The animals must not be left unattended in any situation or for any period likely to cause them distress. All dogs must be observed regularly throughout the day. The licence holder or responsible person must visit the dogs at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 0800 hours until 1800 hours), or as necessary for the individual health, safety and welfare of each dog.

Under the Required Higher Standard, all individual dogs must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800 to 0800 hours).

6.3 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

6.4 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, as follows:

- (a) Opportunities to exercise must involve at least one walk per day or access to a secure open space. Consideration must be given to life stage, physical and mental health and breed when planning daily exercise.
- (b) Dogs must be monitored whilst in outdoor exercise areas.
- (c) Puppies cannot be walked so will require at least four opportunities to engage in play and human interaction during the day.
- (d) Dogs which cannot be exercised for veterinary reasons must be provided with alternative forms of mental stimulation.

Under the Required Higher Standard, there must a clear plan setting out two walks per dog each working day for a minimum of 20 minutes each or two sessions of access to a secure open area. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons.

6.5 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.

6.6 Where used, training methods or equipment must not cause pain, suffering or injury.

6.7 All immature animals must be given suitable and adequate opportunities to learn how to interact with people, their own species and other animals where such interaction benefits their welfare; and become habituated to noises, objects and activities in their environment.

6.8 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.

6.9 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

A7. WELFARE:

- 7.1 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 carcasses);
 - (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.
- 7.2 All people responsible for the care of the animals must be made fully aware of these procedures.
- 7.3 Appropriate isolation, in self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.
- 7.4 All reasonable precautions must be taken to prevent and control the spread among animals and people of infectious diseases and parasites.
- 7.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.
- 7.6 Sick or injured animals must receive prompt attention from a veterinarian and the advice of that veterinarian must be followed. People caring for the dogs must be familiar with the signs of pain and stress that are displayed by animals and, when a dog is suspected of being ill or injured, a veterinarian must be contacted for advice immediately and any instructions for treatment recorded.
- 7.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.
- 7.8 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.
- 7.9 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.
- 7.10 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.
- 7.11 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.
- 7.12 No person may euthanase an animal except a veterinarian or a person who has been authorised by a veterinarian as competent for such purpose.
- 7.13 All animals must be checked at least once daily and more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be checked more frequently. Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian must be sought and followed.

A8. TRANSPORTATION:

- 8.1 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, as follows:
- (a) Any animals received or delivered must be transported according to the regulations laid down in current legislation.
 - (b) The licence holder must demonstrate that a suitable vehicle is available to transport dogs. It does not have to be owned by the licence holder. Dogs must be suitably restrained using a dog crate or dog guard. Dog crates need to be of adequate size, designed to provide good ventilation and firmly secured.
 - (c) Vehicles must be cleaned and disinfected after each collection / delivery of any new dogs.
 - (d) Leaving dogs in vehicles must be minimalised and dogs must never be left unattended in a car or other vehicle where the temperature may pose a risk to the animal. Consideration must be given to whether it is necessary to transport animals when the temperature poses a risk.
 - (e) If transporting dogs by road, sufficient breaks must be offered for water and the chance to go to the toilet.
 - (f) Injured, diseased or ill dogs must not be transported unless they are being taken to a veterinarian for treatment. In these situations, there should be barriers between carriers to reduce the transmission of disease and the vehicle and equipment should be appropriately disinfected following transportation.
- 8.2 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.

A9. FIRE AND OTHER EMERGENCIES:

- 9.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all staff 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.
- 9.2 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.
- 9.3 External doors and gates must be lockable.
- 9.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance (30 minutes) of the premises and available to attend in an emergency.

Under the Optional Higher Standard, a competent person must be on site at all times.

SCHEDULE B – SPECIFIC CONDITIONS:

B1. ADVERTISEMENTS AND SALES:

- 1.1 The licence holder must not advertise or offer for sale a dog—
- (a) which was not bred by the licence holder;
 - (b) except from the premises where it was born and reared under the licence;
 - (c) otherwise than to—
 - (i) a person who holds a licence for the activity described in paragraph 2 of Schedule 1; or
 - (ii) a keeper of a pet shop in Wales who is licensed under the Pet Animals Act 1951 to keep the shop,
 knowing or believing that the person who buys it intends to sell it or intends it to be sold by any other person.
- 1.2 Any advertisement for the sale of a dog must—
- (a) include the number of the licence holder's licence,

- (b) specify the local authority that issued the licence,
- (c) include a recognisable photograph of the dog being advertised, and
- (d) display the age of the dog being advertised.

- 1.3 The licence holder and all staff must ensure that any equipment and accessories being sold with a dog are suitable for it.
- 1.4 The licence holder and all staff must ensure that the purchaser is informed of the age, sex and veterinary record of the dog being sold.
- 1.5 No puppy aged under 8 weeks may be sold or permanently separated from its biological mother.
- 1.6 A puppy may only be shown to a prospective purchaser if it is together with its biological mother.
- 1.7 Clauses 1.5 and 1.6 above do not apply if separation of the puppy from its biological mother is necessary for the health or welfare of the puppy, other puppies from the same litter or its biological mother.

Under the Required Higher Standard, the breeder will ensure all breeding stock or puppies are recorded in the UK with a registration organisation which must make available record of parent or lineage including coefficient of inbreeding and record of health screening test results.

Under the Optional Higher Standard, the breeder must give all details of the sire to the buyer including date of birth, microchip number, registration body if applicable and details of any inherited diseases to which the father's breed is prone and any screening tests or surgery to amend confirmation the father received.

Under the Optional Higher Standard, the breeder must give all details of the bitch to the buyer including date of birth, microchip number, registration body if applicable and details of any inherited diseases to which the bitch's breed is prone and any screening tests or surgery to amend conformation that the bitch received.

B2. ENVIRONMENT:

- 2.1 Each dog must have access to a sleeping area which is free from draughts and an exercise area.
- 2.2 Each dog must be provided with sufficient space to—
 - (a) stand on its hind legs;
 - (b) lie down fully stretched out;
 - (c) wag its tail;
 - (d) walk; and
 - (e) turn around;
 without touching another dog or the walls of the sleeping area.
- 2.3 The minimum kennel size must be as below. This must be increased in relation to size, and number of dogs. The minimum area is per non-whelping adult dog with each additional dog requiring the additional space listed per animal:

	Minimum Area (m ²)	Additional Area per Additional Dog (m ²)
Dogs Less than 5kg	4m ²	0.5m ²
Dogs between 5kg and 10kg	4m ²	1m ²
Dogs between 10kg an 15kg	4m ²	1.5m ²
Dogs between 15kg and 20kg	4m ²	2m ²
Dogs over 20kg	8m ²	4m ²
Dogs over 30kg	These sizes must be scaled up accordingly and be proportionate	

- 2.4 The exercise area (a secure area where dogs may exercise and play) must not be used as a sleeping area.
- 2.5 Part or all of the exercise area must be outdoors.
- 2.6 There must be a separate whelping area for each breeding bitch to whelp in which contains a suitable bed for whelping.
- 2.7 Each whelping area must be maintained at an appropriate temperature (between and including 26°C and 28°C) and include an area which allows the breeding bitch to move away from heat spots.
- 2.8 Each dog must be provided with constant access to a sleeping area.
- 2.9 A separate bed must be provided for each adult dog.
- 2.10 No puppy aged under eight weeks may be transported without its biological mother except—
 - (a) if a veterinarian agrees for health or welfare reasons that it may be so transported; or
 - (b) in an emergency.
- 2.11 No breeding bitch may be transported later than 54 days after the date of successful mating except to a veterinarian.
- 2.12 No breeding bitch may be transported earlier than 48 hours after whelping except to a veterinarian where it is not otherwise practicable or appropriate for that person to attend to the bitch.
- 2.13 Each dog's sleeping area must be clean, comfortable, warm and free from draughts.

B3. DIET:

- 3.1 Staff must—
 - (a) ensure that each puppy starts weaning as soon as it is capable of ingesting feed on its own,
 - (b) provide each breeding bitch with feed appropriate to its needs,
 - (c) provide each puppy with feed appropriate for its stage of development, and
 - (d) ensure that each puppy ingests the correct share of the feed provided.

B4. MONITORING OF BEHAVIOUR AND TRAINING:

- 4.1 The licence holder must implement and be able to demonstrate use of a documented socialisation and habituation programme for the puppies.
- 4.2 Each dog must be provided with toys or feeding enrichment (or both) unless advice from a veterinarian suggests otherwise.
- 4.3 Except in the circumstances in Clause 4.4 below, all adult dogs must be exercised at least twice daily away from their sleeping area.
- 4.4 Where a veterinarian has advised against exercising a dog, the dog must be provided with alternative forms of mental stimulation.
- 4.5 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.

B5. ANIMAL HANDLING AND INTERACTION:

- 5.1 Each adult dog must be provided with opportunities for social contact with other dogs where such contact benefits the dogs' welfare.
- 5.2 Each adult dog must be given suitable and adequate opportunities to become habituated to handling by people.

- 5.3 Procedures must be in place for dealing with dogs that show abnormal behaviour.
- 5.4 There must be an area within each sleeping area in which dogs can avoid seeing people and other dogs outside the sleeping area if they so choose.

B6. HEALTH:

- 6.1 All dogs for sale must be in good health.
- 6.2 Any dog with a condition which is likely to affect materially its quality of life must not be moved, transferred or offered for sale but may be moved to an isolation facility or veterinary care facility if required until it has recovered.
- 6.3 The licence holder must ensure that no bitch—
- (a) is mated if aged less than 12 months;
 - (b) gives birth to more than one litter of puppies in a 12 month period;
 - (c) gives birth to more than six litters of puppies in total;
 - (d) is mated if she has had two litters delivered by caesarean section.

Under the Required Higher Standard, all bitches must be at least 18 months old before they are used for mating.

Under the Required Higher Standard, a bitch must not be mated if she is 8 years of age or older.

Under the Required Higher Standard, a bitch must not give birth to more than four litters of puppies in total.

Under the Required Higher Standard, a bitch must not be bred from if they have had one caesarean.

- 6.4 The licence holder must ensure that each puppy is microchipped and registered to the licence holder before it is sold.

Under the Optional Higher Standard, the licence holder must ensure that the microchipping database is amended with the puppy buyer's details.

- 6.5 No dog may be kept for breeding if it can reasonably be expected, on the basis of its genotype, phenotype or state of health that breeding from it could have a detrimental effect on its health or welfare or the health or welfare of its offspring.

Under the Required Higher Standard, licence holders must test all breeding stock for hereditary disease using the accepted and scientifically validated health screening schemes relevant to their breed or type, and must carefully evaluate any test results as well as follow any breeding advice issued under each scheme, prior to breeding. No mating must take place if the test results indicate that it would be inadvisable in the sense that it is likely to produce health or welfare problems in the offspring and/or it is inadvisable in the context of a relevant breeding strategy.

Under the Required Higher Standard, surgery to correct exaggerated conformation must be reported to the appropriate organisation.

Under the Optional Higher Standard, no bitch will be intentionally mated when the coefficient of inbreeding of the puppies would exceed the breed average or 12.5% if no breed average exists as measured from a minimum five generation pedigree.

- 6.6 The health, safety and welfare of each dog must be checked at the start and end of every day and at least every four hours during the daytime.

- 6.7 Breeding bitches must be adequately supervised during whelping and the licence holder must keep a record of—
- (a) the date and time of birth of each puppy,
 - (b) each puppy's sex, colour and weight,
 - (c) placentae passed,
 - (d) the number of puppies in the litter, and
 - (e) any other significant events.

Under the Required Higher Standard, the puppy must be checked by a veterinarian before sale with proof of such held and available to the puppy buyer.

- 6.8 The licence holder must keep a record of each puppy sale including—
- (a) the microchip number of the puppy,
 - (b) the date of the sale, and
 - (c) the age of the puppy on that date.

Under the Required Higher Standard, a puppy contract must be used, which must include undertakings and warranties around health, vaccinations and socialisation carried out by the seller prior to sale, and also make clear the responsibilities of the buyer relative to the dog. This must then give both parties confidence that a transaction has taken place in good faith.

- 6.9 The licence holder must keep a record of the following in relation to each breeding dog—
- (a) its name,
 - (b) its sex,
 - (c) its microchip and database details,
 - (d) its date of birth,
 - (e) the postal address where it normally resides,
 - (f) its breed or type,
 - (g) its description,
 - (h) date or dates of any matings, whether or not successful,
 - (i) details of its biological mother and biological father,
 - (j) details of any veterinary treatment it has received, and
 - (k) the date and cause of its death (where applicable).

- 6.10 In addition to the matters mentioned in Clause 6.7 above, the licence holder must keep a record of the following in relation to each breeding bitch—
- (a) the number of matings,
 - (b) its age at the time of each mating,
 - (c) the number of its litters,
 - (d) the date or dates on which it has given birth, and
 - (e) the number of caesarean sections it has had, if any.

6.11 Unless the licence holder keeps the dog as a pet, the licence holder must make arrangements for any dog no longer required for breeding to be appropriately rehomed.

6.12 A preventative healthcare plan agreed with the veterinarian with whom the licence holder has registered must be implemented.

6.13 The licence holder must keep a record of any preventative or curative healthcare (or both) given to each dog.

6.14 Where any other activity involving animals is undertaken on the premises, it must be kept entirely separate from the area where the activity of breeding dogs takes place.

Appendix D – Conditions for Riding Establishment Licence

SCHEDULE A – GENERAL CONDITIONS:

A1. LICENCE DISPLAY:

- 1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity. 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.
- 1.2 The following must be clearly and prominently displayed at the premises—
 - (a) The full name, postal address (including postcode) and telephone number of the licence holder or other person with management responsibilities in respect of the activity.
 - (b) Instructions as to the action to be taken in the event of a fire or other emergency.

A2. RECORD KEEPING:

- 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.
- 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.
- 2.3 Written procedures must—
 - (a) be in place and implemented covering—
 - (i) feeding regimes,
 - (ii) cleaning regimes,
 - (iii) transportation,
 - (iv) the prevention 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 carcasses);
 - (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.
- 2.4 All people responsible for the care of the animals must be made fully aware of these procedures.

A3. STAFFING:

- 3.1 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.
- 3.2 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.
- 3.3 The licence holder must—
 - (a) hold an appropriate formal qualification, or have sufficient demonstrable experience, in the management of horses.
 - (b) hold a valid certificate of public liability insurance which—
 - insures the licence holder against liability for any injury sustained by, and the death of, any client; and

- insures any client against liability for any injury sustained by, and the death of, any other person, caused by or arising out of the hire of the horse.
- The certificate must be clearly and prominently displayed at the premises.

3.4 The licence holder must provide and ensure the implementation of a written training policy for all staff which must be reviewed, and updated, on an annual basis.

A5. ENVIRONMENT:

5.1 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.

5.2 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

5.3 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained, as follows:

- (a) All the animals must be easily accessible to staff for inspection.
- (b) As a minimum, in stables, each horse should have sufficient room to lie down, readily rise and turn around in comfort. Roofs should be high enough to provide adequate ventilation including good air circulation. There should be a minimum clear space to the eaves of 60-90cm (2-3ft) above the ears of the horse in its normal standing position. All passageways should be sufficiently wide to enable horses to be led safely past other horses.
- (c) Where stalls are used (i.e. an individual compartment enclosed on three sides), stall positioning and dimensions must allow room for the horse to lie down but not turn around and have sufficient space behind the stall for the horse to be able to back out with ease. Stalls must have adequate bedding and a non-slip floor.
- (d) Timber must be of good quality, well-kept and any damaged areas sealed or over clad. Wood must be smooth and treated and properly maintained to render it impervious.
- (e) Interior surfaces, including floors, should be even, impervious and able to be disinfected, where appropriate. Floors must have a non-slip, solid surface.
- (f) There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a horse.
- (g) Doors must be strong enough to resist impact and must be capable of being effectively secured. Doors should be a suitable width for the occupying horse and must be bolted top and bottom. The height of the door must allow the horse to look out with the head comfortably over the door unless it can be shown that there is a valid reason to not allow heads out. Doors must allow safe access/egress for horse and handler. Doors should open outwards or through slide mechanism.
- (h) Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
- (i) Gaps or apertures must be small enough to prevent a horse's head passing through, or entrapment of any limb or body parts.
- (j) Windows and fittings must be safety glass/ mesh protected with no obtrusive fittings and encourage air flow.
- (k) Drainage must be effective to ensure there is no standing or pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off. Waste water must not run off into adjacent stables.
- (l) Stables must open onto secure areas so that horses are not able to escape from the premises. Fields must be safe and securely fenced (ideally using post and rail, at least 1.25m (4ft) high, plain taut wire, well maintained hedging or electric fencing with gates). Where plain wire is used, measures should be taken to ensure it is sufficiently visible to the horse.
- (m) For establishments that carry out instruction in riding on site, there must be a safe riding area (e.g. an arena or a field) suitable for the activity for which it is being used, which must have clear access for the licensed premises, with well-maintained access and egress and protection from horses escaping onto public land. A safe suitable area must be provided to carry out rider assessments. The riding surface must be well maintained and there must be management systems to maintain the surface and control levels of dust.

- (n) Fields must be free from dangerous objects and poisonous plants and weeds otherwise horses must be fenced away where this is not possible.
- (o) There must be a suitable annual pasture management plan for fields.
- (p) Accommodation must be regularly inspected for damage and potential injury or escape points and the results of these inspections recorded. Damaged accommodation must be repaired or replaced immediately.
- (q) Pony lines and tie up areas must be well maintained.

Under the Optional Higher Standard, horses will not be in reach of each other to bite and there will be room to work around them. Horses will be in view of each other, unless kept singly for management reasons, such as isolation or stallion management purposes.

5.4 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to their behavioural needs; its situation, space, air quality, cleanliness and temperature; the water quality (where relevant); noise levels; light levels; and ventilation, as follows:

- (a) Horses must be monitored to check if they are too hot or too cold. The licence holder must be able to demonstrate the steps taken if a horse is showing signs of heat or cold intolerance, such as providing rugs for horses.
- (b) Horses must have access to shelter in the form of purpose built or natural cover, when kept in fields. With a purpose built shelter, the entrance must be wide enough to offer access/egress of minimum of two horses to minimise risk of injury.
- (c) Where working horses are stall kept they must spend a significant part of their day out of the stall. Stall kept horses must be fastened so that they can access food and water and lie down in comfort.
- (d) Bedding materials should have minimal dust and must be of sufficient depth to encourage horses to lie down.
- (e) Where rubber floor matting is used in stables it must be regularly cleaned and there must be a small amount of bedding material.
- (f) Sleeping areas need to be dry, draught-free, well ventilated and clean as well as large enough to allow all the animals housed to rest together fully outstretched, turn around unimpeded and move around comfortably.
- (g) Animals held outdoors must have suitable protection from adverse weather conditions.
- (h) When stabled or stalled each horse must have access to its own water at all times.
- (i) Where horses are being fed together, care must be taken to ensure that all horses are receiving sufficient food.
- (j) When field kept attention must be paid to any monopolisation of resources such as hay and water to prevent any individual horse not getting access. There should be one feeding site per horse plus an extra one.

Under the Required Higher Standard, there must be an option for a permanent individual turn out paddock/pen to allow horses their own area for grazing/turnout if required owing to ill-health or domination by other horses.

5.5 Cleaning and toileting should be carried out as follows:

- (a) Stables must be cleaned on a regular basis, with faeces cleared daily.
- (b) All horses in work must benefit from regular routine grooming and must be groomed prior to tacking up.
- (c) All horses must be checked daily.
- (d) All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.
- (e) Dung management must be a central part of pasture management to ensure an effective parasite control programme and to enhance grass recovery.
- (f) 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.

- (g) 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.

5.6 Lighting must be as follows:

- (a) Whilst, where practicable, natural light should be available, artificial light must be available.
- (b) Artificial lights must be turned off to provide a period of darkness overnight.

Under the Optional Higher Standard, there must be a separate secure, clean and well-lit veterinary inspection area that enables safe access to allow inspection of a horse.

5.7 Transport and handling should be as follows:

- (a) Any animals received or consigned must be transported according to the regulations laid down in current legislation.
- (b) Leaving horses in vehicles must be minimalised and animals must never be left unattended in a vehicle where doing so may pose a risk to the horse.

A6. DIET:

6.1 A suitable diet must comprise the following:

- (a) The animals must be provided with a suitable diet, in terms of quality, quantity and frequency that reflects their needs. Any new feeds must be introduced gradually to allow the animals to adjust to them. A plan/record of the type, quantity, frequency of food each horse receives must be kept.
- (b) At all times when any horses are kept at grass, adequate pasture, shelter and clean water must be available for them.
- (c) Supplementary feed and nutrients must be provided to any horse when appropriate.
- (d) Each horse must be fed a balanced diet of a quantity and at a frequency suitable for its age, health and workload to enable it to maintain an appropriate physical condition.

Under the Optional Higher Standard, independent specialist nutritional advice must be sought as appropriate for individual horses and documented alongside the weekly body condition scoring. Records must evidence individual health plans and monitoring for horses in connection with dietary requirements. There must be legible and up to date feed chart on display that informs correct feeding amounts for individual horses.

- (e) Feed and drinking water provided to the animals must be unspoilt and free from contamination.
- (f) Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.
- (g) Constant access to fresh, clean drinking water must be provided in a suitable receptacle for those requiring it.
- (h) 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.

Under the Optional Higher Standard, there must be separate well lit, lockable, purpose-built feed room with water available and additional storage for supplements.

6.2 Monitoring of that diet should be carried out as follows:

- (a) Horses must not remain inappetent (without appetite) for longer than 6 hours without seeking veterinary advice. If there are specific concerns in relation to diet or inappetency, veterinary advice must be sought earlier.
- (b) The body condition of every horse must be monitored on a regular basis.
- (c) Horses displaying significant weight loss/gain must be evaluated by a veterinarian and treated as necessary. Veterinary advice must be followed if feeding debilitated, underweight or ill horses, or those with specific dietary requirements. The premises must have the ability, where appropriate,

to isolate the individual animal to ascertain whether it is eating or not if it is in a group management situation.

A7. MONITORING BEHAVIOUR AND TRAINING:

7.1 Monitoring of enrichment and exercise must be as follows:

- (a) A documented system of recording observation for illness, injury or behavioural problems must be maintained.
- (b) Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.
- (c) 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.
- (d) 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.

Under the Required Higher Standard, horses must be inspected at least once during the out of hours period (e.g. 1800-0800).

Under the Required Higher Standard, all horses must have a structured management and care programme to include their exercise needs with suitable alternatives for those unable to exercise, such as additional grooming, physiotherapy etc.

- (e) Where used, training methods or equipment must not cause pain, suffering or injury.
- (f) All immature animals must be given suitable and adequate opportunities to—
 - learn how to interact with people, their own species and other animals where such interaction benefits their welfare; and
 - become habituated to noises, objects and activities in their environment.

A8. HEALTH:

8.1 All people responsible for the care of the horses must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease, as follows:

- (a) Horses must always be handled humanely and appropriately to suit the requirements of the individual horse and to minimise fear, stress, pain and distress. Horses must never be punished so that they are frightened or exhibit aversive behaviour.
- (b) Training equipment must only be used by competent people.
- (c) Horses at grass must be inspected at least once a day, or as often as necessary for the individual health and welfare of each horse, and stabled or group housed horses must be inspected at least twice a day.
- (d) Horses 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:
 - Horses are usually best kept in social groups. If, for any reason a horse must be separated from the social group, it must be ensured it still has sight of other horses if possible.
 - A policy must be in place for monitoring the introduction of new horses to existing groups, to avoid stress to either new or resident animals.
- (e) The horses must be maintained in good health and must be in all respects physically fit, as follows:
 - All horses must have a structured management and care programme including foot care, worming and veterinary care. This must be set out on an annual calendar or diary.
 - Saddles and tack must be checked regularly for safety and for correct fit for the horse. Saddles should also be checked more often with young horses and when horses gain/lose weight or undergo muscle development changes.
 - All horses must have a dental check at least once a year by a veterinarian or someone qualified by the British Association of Equine Dental Technicians.

- 8.2 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 person must be readily available to all staff on the premises used for the licensable activity.
- 8.3 All animals must be checked at least once daily and more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be checked more frequently. 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.
- 8.4 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals, as follows:
- (a) Adequate isolation facilities for animals with infectious diseases must be provided. This may be on site or at another location, such as a local veterinary practice.
 - (b) The licence holder must have a biosecurity plan agreed with a veterinarian, which must include the ability to isolate a horse for up to 21 days.
 - (c) Where an infectious disease is present in the premises, appropriate infection prevention and control measures, and people trained in these, must be implemented in accordance with the advice of the attending veterinarian. This includes use of protective clothing and footwear changed between enclosures; cleansing and disinfection of materials in contact with the affected group of animals; washing of hands; separate use and storage of equipment and segregation of waste.
 - (d) There must be a Control of Substances Hazardous to Health assessment for management of infectious diseases including coverage for zoonoses and use of Process Operation Management Systems.
 - (e) Members of the public must not be given access to or handle sick animals.
- 8.5 All reasonable precautions must be taken to prevent and control the spread among animals and people of infectious disease, pathogens and parasites, as follows:
- (a) There must be a preventative healthcare plan (including effective grassland management and use of current anthelmintics alongside faecal egg counts where necessary) in place agreed with the appointed veterinarian or appointed veterinary practitioner.
- Under the Required Higher Standard, each horse will have its own specific care plan detailing age and any health related conditions.*
- (b) Procedures must be in place, and understood by all staff, to prevent the introduction of infectious disease and spread from any infected animals.
 - (c) If there is evidence of external parasites (fleas, ticks, lice, mites) the horse must be treated according to best practice and using a product authorised for use by the Veterinary Medicines Directorate where necessary. Records of such treatment must be kept.
- 8.6 Sick or injured animals must receive prompt attention from a veterinarian and the advice of that veterinarian or, in the case of fish, that competent person must be followed. When a competent person suspects a horse of being ill or injured, a veterinarian must be contacted for advice immediately and any instructions for treatment recorded. Minor ailments can be dealt with by a competent person.
- 8.7 Where necessary, animals must receive preventative treatment by an appropriately competent person, as follows:
- (a) Homoeopathic vaccination is not an acceptable form of preventative treatment.
 - (b) Vaccinations must only be administered by a veterinarian.
 - (c) Routine and documented treatment must be in place for internal and external parasites.
 - (d) Consideration must be given to biosecurity and horse travel movements in determining a vaccination plan.

8.8 In terms of necessary treatment, the following must be adhered to:

- (a) 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) Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.
- (c) 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 in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.

A9. FIRE AND OTHER EMERGENCIES:

- 9.1 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.
- 9.2 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.
- 9.3 External doors and gates must be lockable.
- 9.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance (30 minutes) of the premises and available to attend in an emergency.

Under the Optional Higher Standard, a competent person must be on site at all times.

SCHEDULE B – HIRING OUT HORSES:

B1. SUPERVISION:

- 1.1 The activity must not at any time be left in the charge of a person aged under 18 years.
- 1.2 No horse may be hired out except under the supervision of a person aged 16 years or more, unless the licence holder is satisfied that the person hiring the horse is competent to ride without supervision.

B2. HEALTH:

- 2.1 A daily record of the workload of each horse must be maintained and available for inspection at any reasonable time.

Under the Required Higher Standard, records must evidence individual monitoring and training plans for horses in connection with individual training needs to complement their use within a riding school. This must be accompanied with evidence of regular and effective checks with saddler for comfort and fit.

- 2.2 Each horse must be suitable for the purpose for which it is kept and must not be hired out if, due to its condition, its use would be likely to cause it to suffer.
- 2.3 Any horse found on inspection to be in need of veterinary attention must not be returned to work until the licence holder has, at the licence holder's expense, obtained from and lodged with the local authority a veterinary certificate which confirms that the horse is fit for work.
- 2.4 Each horse's hooves should be trimmed as often as is necessary to maintain the health, good shape and soundness of its feet and its shoes should be properly fitted and in good condition.

- 2.5 An area suitable for the inspection of horses by a veterinarian must be provided.
- 2.6 The following must not be hired out—
- A horse aged under three years;
 - A mare heavy with foal;
 - A mare whose foal has not yet been weaned.
- 2.7 The licence holder must keep a register of all horses kept for the licensable activity on the premises and each horse's valid passport showing its unique equine life number and microchip number (if any).
- 2.8 A horse found on inspection of the premises by an authorised officer to be in need of veterinary attention shall not be returned to work until the holder of the licence has obtained at his own expense and has lodged with the Council a veterinary certificate that the horse is fit for work.
- 2.9 Before any horse or pony is taken into work, the establishment shall lodge with the Council a veterinary declaration that the animal was found to be sound and suitable for use.

B3. EQUIPMENT:

- 3.1 All equipment provided to clients must be in good and safe condition and available for inspection at any reasonable time, as follows:
- (a) Riders must use the correct Personal Protective Equipment for the activity e.g. hats, riding boots, gloves and body protectors as required. Riding hats must meet current safety standards and be worn at all times when mounted and any hats provided must be stored, clean and fit for purpose with clearly documented records of regular safety checks.
 - (b) Saddlery and associated equipment must be in a good state of repair and checked for safety.
 - (c) Jumps and equipment used in riding lessons must be fit for purpose and checked before each use for safety.
 - (d) Rider registration forms must be completed that are regularly updated and include emergency contact details and client health conditions.

Under the Required Higher Standard, initial assessments must be undertaken for new riders and details of assessment recorded.

Under the Required Higher Standard, documented risk assessment must be available for all such equipment, for example horse clippers, horse walker, yard blowers, arena levelling equipment and any additional therapy based machines or equipment.

Under the Required Higher Standard, documented risk assessment must be available for activities, including PPE requirements that include appropriateness of PPE relative to differing tasks and situations.

Appendix E – Conditions for Dangerous Wild Animals Licence

SCHEDULE A – GENERAL CONDITIONS:

- A1. These Standard Conditions will apply to all licences unless disapplied or varied by the Council.
- A2. The granting of a licence for a Dangerous Wild Animal shall not be deemed to convey any approval or consent which may be required under any enactment by law, order or regulation other than the Dangerous Wild Animals Act 1976 (as amended).
- A3. While any animals are being kept under the authority of this licence;
- (a) The animal shall be kept by no person other than the person specified in the licence;
 - (b) The animal shall normally be held at such premises as specified in the licence;
 - (c) The animal shall not be moved from those premises except for veterinary treatment or with the written consent of the Council;
 - (d) The licence holder shall hold a current insurance policy which insures him/her, and any other person entitled to keep the animal under the authority of this licence, against liability for any damage which may be caused by the animal, the terms of such policy being satisfactory in the opinion of the Council;
 - (e) The public liability insurance required in (iv) above shall provide cover to a minimum of ten million pounds. This figure may be reduced according to the number and species of animals, however, a minimum cover of £10,000,000 is required unless stated otherwise on the licence.
- A4. The species and number of animals of each species which may be kept under the authority of this licence shall be restricted to those specified in the Schedule of Animals attached to the licence.
- A5. The licence holder shall, at all reasonable times, make available the licence to any person entitled to keep any animal under the authority of the licence.
- A6. Any change in species, or increase in numbers of a species, will only be permitted if written consent of the Council is first obtained and the Schedule of Animals attached to the licence is amended by the Council.

SCHEDULE B – SPECIAL CONDITIONS:

- B1. Given the unique nature of these establishments, the Council may impose specific special conditions relating to the individual premises and/or person based on the species and number of each species kept.
- B2. These conditions would be imposed in consultation with a specialist veterinary surgeon, or other recognised expert, and attached to the licence as a Schedule of Special Conditions.

Appendix F – Conditions for Pet Shop Licence

SCHEDULE A - GENERAL CONDITIONS:

A1. LICENCE DISPLAY:

- 1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity. 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.

A2. RECORD KEEPING:

- 2.1 The licence holder must ensure that, at any time, all the record that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible or legible form or, where any such records are stored in electronic form, in a form which they can be 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 started.

A3. STAFFING:

- 3.1 Sufficient numbers of people who are 'competent' for the purpose must be available to provide a level of care that ensures the welfare needs of all the animals are met.
- 3.3 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 for and to recognise the signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour.
- 3.4 Animals must be handled and/or cared for by staff who possess the appropriate ability, knowledge and professional competence. This can be demonstrated by holding, or being registered for, an OFQUAL regulated Level 2 qualification that is appropriate to the species kept (individuals undertaking this must have suitably progressed in 12 months and completed the qualification within two years); by having undertaken relevant industry recognised training or an in-store training programme; or based on experience.

Under the Optional Higher Standard, there must be a permanent, full-time staff with OFQUAL regulated Level 3 qualification appropriate to the species kept.

- 3.5 The licence holder must provide and ensure the implementation of a written training policy for all staff which must be reviewed, and updated, on an annual basis.

A4. ACCOMMODATION:

- 4.1 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. In the case of pet shops, the licence conditions must state the number for each species, or species group, that may be kept on the premises (except for fish). Undeclared breaches of these numbers can invalidate the licence, especially if not reflected in increasing staff levels.
- 4.2 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained, as follows:

- (a) Housing must be secure in order to prevent injuries and risk of disease transmission;
- (b) Accommodation must be regularly inspected for damage and potential injury or escape point and, in such cases, be repaired or replaced immediately;
- (c) Hazards must be minimised in accommodation, with no projections or rough ledges liable to cause injury, or electrical cables within reach of any animal that might chew or damage them;
- (d) All licence holders must be able to demonstrate that both environmental and biosecurity risks have been considered in the enclosure selection and use; and
- (e) Drainage in enclosures, activity area, passageways and preparation areas must be adequate to reduce the risk of pathogens associated with standing water.

4.3 Animals must be kept at all times in an environment suitable to their species and condition with respect to their behavioural needs; its situation, space, air quality, cleanliness and temperature; water quality (where relevant); noise levels; light levels; ventilation, as follows:

- (a) Animals must be able to move around, freely climb, fly, swim or jump where appropriate and exhibit normal behaviour in their environment.
- (b) Accommodation must provide shelter from adverse environmental conditions and predators.
- (c) Enclosure sizes must be appropriate to the species, adjusting according to its size as the animal grows and, where animals are kept communally, any change in group dynamics may require separation or larger enclosures.
- (d) Whilst offered for sale, the business is considered a short-term transitional holding facility and this transitional period is considered no more than three months after the date of arrival.
- (e) For businesses selling animals exclusively to other businesses, those receiving businesses must provide evidence to demonstrate that welfare is being met with to cage sizes and stocking densities outlined in these standards.

Under the Required Higher Standard, businesses selling animals exclusively to other businesses must meet the cage sizes and stocking densities as stipulated in the species minimum standards.

- In terms of behavioural needs, where appropriate, animals must have separate areas for hiding, sleeping, toileting and exercising. Sleeping areas must be dry, draught-free, well ventilated and clean, as well as large enough to allow all the animals housed to rest together fully outstretched where appropriate and turn around unimpeded. Any substrate used must be appropriate to the species concerned.
- In regard to situation, space, air quality, cleanliness and temperature, license holders must ensure that environmental conditions such as temperature, relative humidity, ventilation, lighting conditions are always carefully controlled, within the appropriate range, and monitored as appropriate, with deviations recorded. Staff must also be able to outline remedial action taken when parameters deviate and over-exposure to direct sunlight must be avoided. Animals held or displayed outdoors must always have access to suitable protection from adverse weather conditions and must not be exposed to draughts.
- In regard to water quality, for species where water quality forms an integral part of life support, or where poor water quality has welfare implications, appropriate water testing and recording must be undertaken. The frequency of such must be appropriate to the system, but weekly records must be compiled as a minimum and detail any remedial action undertaken.
- In terms of noise levels, noise and vibration must be maintained at levels appropriate to the species, and enclosures must be situated remotely from sources likely to cause stress and disturbance.
- In regard to light levels, light must be provided in a suitable natural cycle for the species and, where natural light is insufficient, suitable artificial lighting must be used.
- In respect of ventilation, ventilation and humidity must be provided to all interior areas and must be appropriate to the species and have no detrimental effect on temperature and humidity.

- 4.4 Staff must ensure that the animals are kept clean and comfortable and, where appropriate, a toileting area and opportunities for toileting must be provided.
- 4.5 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, as follows:
- (a) Accommodation must be cleaned and disinfected with products effective against likely pathogens and must be non-toxic to the species housed, with appropriately timed separation between the disinfected and (re)introduction of livestock observed.
 - (b) Soiled bedding must be removed in a timely fashion and immediately replaced.
 - (c) Empty enclosures must be fully cleaned, disinfected and allowed to dry when vacated and before new stock arrives. Substrate must be replaced as appropriate and enclosure fixtures and fittings must be adequately disinfected.
 - (d) Enclosures must be spot-cleaned at least daily and as necessary, unless this has negative effects on the welfare of the animals.

A5. DIET:

- 5.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency and any new feeds must be introduced gradually to allow the animals to adjust to them, as follows:
- (a) The quantity, frequency, delivery and type of food must be determined by what is appropriate for the species, the individual's behaviour and nutritional needs. Staff must have knowledge of the requirements for all the species for which they are responsible. The purchaser must be advised to initially continue feeding the diet given by the licence holder.
 - (b) Food supplements must be appropriately provided, if necessary, at the correct dosage for the individual species.
 - (c) Fresh foods must be refrigerated where appropriate.
 - (d) Live food intended for use must be housed in suitable escape proof containers.
 - (e) The feeding of live vertebrate prey should only be carried out in exceptional circumstances, be on an individual animal basis and be supported by a written justification, weighing up the welfare of predator and prey.
- 5.2 Feed and, where appropriate, water intake must be monitored and any problems recorded and addressed. Significant weight loss or gain must be assessed by a competent person and, in the case of small mammals, guinea pigs, rabbits and bird, a veterinarian must be consulted if there is no improvement in food intake within 12 hours following remedial action.
- 5.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination. Spoilt perishable foodstuff must be removed as soon as noted and within 24 hours of being supplied. Refrigeration facilities for feed storage must be provided and high risk feeds (such as raw meat, fish or dairy products) and the remains of opened tins or pouches must be stored in covered, non-metal, leak-proof containers in the fridge.
- 5.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.
- 5.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

A6. BEHAVIOUR AND INTERACTION:

- 6.1 All the animals must be easily accessible to staff and for inspection and there must be sufficient light for the staff to work effectively and observe the animals, as follows:
- (a) In order to avoid exposure to direct sunlight, inappropriate heat levels or stressful stimuli, animals must not be placed on display in windows or external aspects.
 - (b) Enclosures must allow for daily visual inspection, with minimal disturbance to the animal, unless increased frequency is required for the species.
 - (c) Consideration must be given to the specific requirements of nocturnal species.

- 6.2 All resources must be provided in a way that minimises competitive behaviour or the dominance of individual animals.
- 6.3 The animals must not be left unattended in any situation, or for any period, likely to cause them distress.
- 6.4 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments. Environmental enrichment accessories (which must be disposable or disinfected between animals) which stimulate natural behaviour must be provided, as appropriate to the species maintained.
- 6.5 For those species whose welfare depends partly on exercise, opportunities to exercise which benefit the animal's physical and mental health must be provided, unless advice from a veterinarian suggests otherwise.
- 6.6 The animal's behaviour and changes in 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.
- 6.7 Where used, training methods or equipment must not cause pain, suffering or injury and must be based on the principles of positive reinforcement.
- 6.8 All immature animals must be given suitable and adequate opportunities to learn how to interact with people, their own species and other animals where such interaction benefits their welfare; and become habituated to noises, objects and activities in their environment.
- 6.9 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.
- 6.10 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

A7. WELFARE:

- 7.1 Written conditions must:
 - (a) be in place and implemented covering –
 - i) feeding regimes;
 - ii) cleaning regimes;
 - iii) transportation;
 - iv) the prevention, and control of the spread of, disease;
 - v) monitoring and ensuring the health and welfare of all the animals;
 - vi) with the death or escape o an animal (including the storage of carcasses).
 - (b) be in place covering the care of the animals following the suspension off revocation of the licence or during and following an emergency.
- 7.2 All people responsible for the care of the animals must be made fully aware of these procedures.
- 7.3 Appropriate isolation, in self-contained facilities, must be available for the care of sick, injured, or potentially infectious animals.
- 7.4 All reasonable precautions must be taken to prevent and control the spread among animals and people of infectious diseases and parasites.
- 7.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.
- 7.6 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. Any sick or injured animal must receive appropriate care and treatment (including euthanasia) without delay and this may only be carried out by appropriately competent staff or veterinarians.

- 7.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.
- 7.8 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.
- 7.9 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.
- 7.10 Medicines other than prescribed medicines must be stored, used and disposed of, in accordance with the instructions of the manufacturer or veterinarian.
- 7.11 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.
- 7.12 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 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.
- 7.13 All animals must be checked at least once daily and more regularly, as necessary, to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be checked more frequently. 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, an appropriately competent person) must be sought and followed.

A8. TRANSPORTATION:

- 8.1 The animals must be transported and handled in a manner that protects them from pain, suffering, injury and disease, as follows:
 - (a) Any animals received or consigned must be transported according to the regulations set down in current legislation.
 - (b) Predators and prey must not be kept within sight, sound or smell during transport.
 - (c) Vehicles must be cleaned and disinfected after each collection/delivery.
 - (d) Animals must be transported in suitable containers and must not be mixed with different species or unfamiliar animals. Where a number of animals are mixed in the same container, then it must be of an appropriate size to prevent overcrowding.
 - (e) Animals must not be left in vehicles for unreasonable period of time or be left unattended in a car or other vehicle when the temperature may pose a risk to the animal.
 - (f) Injured, diseased or ill animals must not be transported unless being taken to a veterinarian, quarantine or isolation facility. In such cases, there must be barriers between containers to reduce disease transmission, where applicable, and the vehicle and equipment must be appropriately disinfected following transportation.

A9. FIRE AND OTHER EMERGENCIES:

- 9.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all of 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 breakdowns of essential heating, ventilation, and aeration or filtration systems, or other emergencies.

- 9.2 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 the police.
- 9.3 External doors and gates must be lockable.
- 9.4 A designated key-holder with access to all animal areas must, at all time, be within reasonable travel distance (30 minutes) of the premises and available to attend in an emergency. In a non-domestic setting, an emergency contact name and number must be displayed outside the premises.
- 9.5 When pet shops are sited within other premises, the licensee or key holders must have access at all times to the premises containing the animals.
- 9.6 A list of key holders must be logged with the local police and local authority.
- 9.7 In the interests of animal welfare, the following notice must be displayed prominently at the front of the premises: "In case of an emergency dial 999".
- 9.8 All electrical installations and appliances must be maintained in a safe condition.

SCHEDULE B – SELLING ANIMALS AS PETS:

B1. RECORDS AND ADVERTISEMENTS:

- 1.1 A register must be maintained for all the animals, or in the case of fish, all the groups of fish, on the premises and held where they are kept for sale, which must include–
 - (a) The full name of the supplier of the animal;
 - (b) The animal's sex (where known);
 - (c) (Except in the case of fish) the animal's age (where known);
 - (d) Details of any veterinary treatment (where known);
 - (e) The date of birth of the animal or, if the animal was acquired by the licence holder the date of its acquisition;
 - (f) The date of sale of the animal by the licence holder; and
 - (g) The date of the animal's death (if applicable).
- 1.2 Where an animal is undergoing any medical treatment–
 - (a) This fact must be clearly indicated (in writing next to it or (where appropriate) by labelling it accordingly;
 - (b) It must not be sold.
- 1.3 Any advertisement for the same of an animal must–
 - (a) Include the licence holder's licence number;
 - (b) Specify the local authority that issued the licence;
 - (c) Include a recognisable photograph of the animal being advertised;
 - (d) (Except in the case of fish) display the age of the animal being advertised;
 - (e) State the country of residence of the animal from which it is being sold;
 - (f) State the country of origin of the animal.

B2. ACCOMODATION:

- 2.1 Animals must be kept in housing which minimises stress from other animals and the public.
- 2.2 Where members of the public can view, or come into contact with, the animals, signage must be in place to deter disturbance of the animals.
- 2.3 Dangerous wild animals, as defined under the Dangerous Wild Animals Act (1976), if any, must be kept in enclosures that are secure and lockable and appropriate for the species.

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

B3. WELFARE:

- 3.1 All animals for sale must be in good health and be allowed to acclimatise before being offered for sale. However, where animals are obtained for sale to a specific client, it may be acceptable for the animal to be sold immediately.

Under the Required Higher Standard, a documented health checklist should be completed daily and must cover physical, psychological and behavioural issues and any abnormality recorded.

- 3.2 Any animal with a condition that is likely to affect materially its quality of life must not be moved, transferred or offered for sale but may be moved to an isolation facility or veterinary care facility if required until the animal has recovered.
- 3.3 When arranging for the receipt of animals, the licence holder must make reasonable efforts to ensure that they will be transported in a suitable manner.
- 3.4 Animals must be transported or handed to purchasers in suitable containers for the species and expected duration of the journey.

B4. SALE OF ANIMALS:

- 4.1 The licence holder and all staff must ensure that any equipment and accessories being sold with an animal are suitable for that animal.
- 4.2 The licence holder and all staff must ensure that the prospective owner is provided with information on the appropriate care of the animal include in relation to feeding; housing; handling; husbandry; the life expectancy of its species; the provision of suitable accessories; and veterinary care, as follows:
- (a) In the case of dogs, this must include advice on updating microchip registration, vaccinations, socialisation and neutering; a transitional feeding schedule must also be provided (showing the day by day ratio) if changing puppies to a different food; and a puppy contract and information pack must be provided at the point of sale.
 - (b) In the case of cats, this must include advice on vaccinations, socialisation and neutering; and transitional feeding schedules must also be provided (showing the day by day ratio) if changing kittens to a different food.
 - (c) In the case of rabbits, where sold singly the licence holder and/or staff must ask if the purchaser owns a suitable conspecific and, if not, encourage them to buy one, or check that they have a care plan in place for a single housed rabbit; and advice must also be given on vaccinations and reproductive healthcare.
 - (d) In the case of ferrets, this must include advice on vaccinations, socialisation and reproductive management.
 - (e) In the case of reptiles, advice must be given on environmental conditions.
- 4.3 Appropriate reference materials on the care of all animals for sale must be on display and provided to the prospective owner, free of charge.
- 4.4 The licence holder and all staff must have been suitably trained to advise prospective owners about the animals being sold.
- 4.5 The licence holder and sales staff must ensure that the purchaser is informed of the country of origin of the animal and the species, and where known, the age, sex, and veterinary record of that animal.
- 4.6 The purchase, or sale, by or on behalf of the licence holder of any of the following is prohibited–
- (a) Unweaned animals;
 - (b) Mammals weaned at an age which they should not have been weaned;

- (c) Non-mammals that are incapable of feeding themselves;
- (d) Puppies, cats, ferrets or rabbits aged under 8 weeks.

4.6 The sale of a dog must be completed in the presence of the purchaser on the premises.

SCHEDULE C – DOGS:

C1. STAFFING:

- 1.1 There must be adequate staffing to feed and socialise puppies every 4-5 hours and a minimum of 4 times over a 16-hour period.
- 1.2 Dogs must not be left for long periods without being assessed. They must be checked every 4 hours during the working day and at least once during the overnight period and outside of normal working hours.

Under the Required Higher Standard, there must be adequate staffing to undertake more regular/frequent checks than required by the minimum standard.

C2. ENVIRONMENT:

- 2.1 Risk of injury, illness and escape are to be prevented, as follows:
 - (a) Partitions between kennels and individual exercise areas must be of solid construction sufficiently high to prevent nose-to-nose contact.
 - (b) Kennel doors must be strong enough to resist impact chewing or other secure areas (these must not be used as an exercise area). All windows must be escape proof.
 - (c) Timber must be of good quality, well-kept and any damaged areas sealed or over clad. Wood must be smooth and treated and properly maintained to render it impervious.
 - (d) Floors must have a non-slip, solid surface.
 - (e) Large apertures to unlock a door must be avoided, to prevent a dog's head passing through or the entrapment of limbs or body parts. Therefore, such gaps must prevent the passage of a 50mm sphere, or smaller, if appropriate.
 - (f) All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure. Where metal bars and/or mesh and/or frames are used, they must be of suitable gauge (minimum 2mm in diameter) with spacing to prevent dogs escaping or becoming entrapped.
 - (g) Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
 - (h) Drainage must be effective to ensure there is no standing or pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off and waste water must not run off into adjacent pens/dog units.
 - (i) Any drain covers in area where dogs have access must be designed and located to prevent toes/claws from being caught.
 - (j) Each unit must have a minimum headroom height of 2.0m and be designed to allow staff to access dogs and clean all parts of the unit safely and, where this is not possible, a documented procedure must be in place to demonstrate the safety of staff.
- 2.2 Environmental conditions, including sizes, must be as follows:
 - (a) Dogs must be monitored to check if they are too hot or too cold and, if there are signs of heat or cold intolerance, steps must be taken to ensure the welfare of the dog.
 - (b) A dog must be able to distance itself from a direct source of heat.
 - (c) Since, dogs, and particularly puppies, may be adversely affected by the sound of other barking, of age must be located in the quietest part of the establishment.
 - (d) The kennel area must be large enough to allow for separate sleeping and activity area, as well as being able to walk, turn around and wag its tail without touching the sides of the kennel. The dogs must have sufficient room to play, stand on their hind limbs and to lie down without touching another individual and the kennel size will increase in relation to the size and number of

- dogs house at any one time. The length and width must be sufficient to allow all the dogs to lie outstretched without their noses or tails touching the walls or other individuals.
- (e) Dogs must always have free access to the activity area. Whilst, in certain circumstances, it is permissible to have separate activity areas to sleeping areas, dogs must be given access to the activity area at regular intervals, at least four times a day. Any separate activity area must be fully cleaned and disinfected between use by different groups of dogs.
 - (f) Where adult dogs are kept, an outdoor exercise area must be available for toileting and exercise. It must be secure and escape proof to allow off-lead activity.
 - (g) Puppies must be housed in litter groups but be able to move away from litter mates.
 - (h) Dogs kept in a domestic premises must have free access in at least one room, providing the size of this room meets the minimum enclosure sizes for dogs.
 - (i) Bitches with litters must be provided with double the space allowance for kennel sizes and, as puppies grown, the space available to them must be increased accordingly.

Under the Required Higher Standard, the floor area must be at least 1.5 times larger than the minimum required.

Under the Required Higher Standard, dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities should be provided and this can be achieved by, for example, inclusion of raised platforms.

Under the Optional Higher Standard, ventilation must be a managed, fixed or portable air system to ensure appropriate temperatures are maintained in all weather and can be by way of an air conditioning unit, or use of removable fans.

2.3 Minimum kennel sizes for dogs are as follows:

Dog Weight	Minimum Kennel Area (m ²)	Kennel example dimensions (LxW)	Minimum Area Per Dog (m ²)	Minimum Height of Kennel (m)
<5kg	4m ²	2m x 2m	0.5m ²	2m
Over 5kg to 10kg	4m ²	2m x 2m	1.0m ²	2m
Over 10kg to 15kg	4m ²	2m x 2m	1.5m ²	2m
Over 15kg to 20kg	4m ²	2m x 2m	2.0m ²	2m
Over 20kg to 30kg	8m ²	4m x 2m	4.0m ²	2m
>30kg	These must be scaled up accordingly and must be proportionate			2m

2.4 Bedding and substrate must be as follows:

- (a) Beds and bedding must be provided and be suitable to allow dogs to be comfortable and must be of a durable construction, situated away from draughts and be a suitable size for the breed of dogs kept. It must also be large enough for each dog to lie flat on its side.
- (b) Bedding must be kept clean, dry and parasite free and cleaned and disinfected between new dogs.
- (c) Bedding must be capable of being easily cleaned and disinfected, or disposable, and all bedding used must be clean, non-irritant and dry. Any bedding must be soft and absorbent.
- (d) There must be some part of the sleeping area maintained at a minimum temperature relevant to the breed/type of dog. For most this is likely to be between 15°C and 26°C (this may require consideration for certain breeds, e.g. huskies).

2.5 Cleaning and toileting should be carried out as follows:

- (a) Each occupied kennel must be cleaned daily at a minimum.
- (b) Dogs must be removed from the area whilst it is being cleaned.
- (c) All dogs kept must benefit from adequate routine grooming and other health regimes as needed e.g. cleaning of eyes or keeping long fur from matting.

- (d) Moveable items must be removed for cleaning and disinfection at least weekly. Each unit must be thoroughly cleaned, disinfected and dried at a change of occupancy. This must be adequate to protect the new occupant from any disease or parasites of its predecessor. If certain diseases have been present, e.g. parvovirus, further actions and precautions are needed and veterinary advice must be sought.
- (e) Dogs must have regular opportunities for toileting away from their sleeping area.
- (f) Toileting area must be separate from the bedding area and puppy pads or similar material must be provided with the quantity determined by the number of puppies.
- (g) Faeces must be removed from the kennel units as often as necessary and a minimum of twice a day.
- (h) All bedding, water and feeding utensils must be changed and disinfected. All fittings must also be thoroughly cleansed and disinfected at that time.

2.6 Transport and handling should be as follows:

- (a) When being transported, the licence holder must demonstrate that a suitable vehicle is available to transport the dogs. Dogs must be suitably restrained using a dog crate, cage or dog guard. Dog cages and crates must be of adequate size, designed to provide good ventilation and firmly secured out of direct sunlight and away from heating vents.
- (b) Dogs must never be left unattended in vehicles for unreasonable periods and must never be left in a vehicle where the temperature poses a risk.
- (c) If transporting dogs by road, sufficient breaks must be offered for water and the chance to go to the toilet.

Under the Required Higher Standard, there must be a travel plan that sets out how animals are managed for long journeys over 4 hours.

C3. DIET:

3.1 A suitable diet must comprise of the following:

- (a) Adult dogs must have their own feeding dish.
- (b) Puppies must be fed as least four times daily at appropriate intervals. The diet must be appropriate for puppies.
- (c) Adult dogs must be fed at least once daily 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.
- (d) If there are concerns about an individual dog's diet, veterinary advice must be sought.
- (e) Each adult dog must have a non-slip water bowl.
- (a) Water must be changed or refreshed as often as necessary and a minimum of once per day.

Under the Required Higher Standard, Adult dogs must have a feeding plan which sets out feeding twice a day.

Under the Required Higher Standard, each dog must, every day, be fed some of their food through scatter feeding or other feeding device. If this is not done, the reason must be documented e.g. due to veterinary advice.

3.2 Monitoring of the diet must be carried out as follows:

- (a) Food and water must be checked four times a day.
- (b) Weekly records of weight and body condition score (BCS) must be kept to ensure the health of puppies and adult dogs and to allow any issues to be tracked.
- (c) Monthly records of weight and BCS must be kept to ensure the health of adult dogs and to allow any issues to be tracked.
- (d) Dogs must not remain inappetent (without appetite) for longer than 24 hours without seeking veterinary advice.

C4. MONITORING OF BEHAVIOUR AND TRAINING:

4.1 Monitoring of enrichment and exercise must be as follows:

- (a) All dogs must receive toys and/or feeding enrichment unless veterinary advice suggests otherwise. Items must be checked daily to ensure they remain safe.
- (b) A written programme must be available setting out a variety of enrichment both inside and outside including training, grooming, socialisation and play.
- (c) Opportunities to exercise must involve at least two walks per day for adult dogs, which may be on a lead and last for at least 20 minutes. Consideration must be given to life stage, physical and mental health and breed when planning daily exercise. Exercise must also involve opportunities to play and interact with humans.
- (d) Puppies cannot be walked so will require at least four opportunities, of at least 20 minutes each, to engage in play and human interaction during the day.
- (e) Dogs must be monitored whilst in outdoor exercise areas.

Under the Required Higher Standard, each adult dog must have a documented daily exercise regime including lead exercise and free running.

4.2 Monitoring of behaviour must be carried out as follows:

- (a) The behaviour of individual dogs must be monitored daily. All staff must be able to identify dogs that are anxious or fearful about contact. Where a dog shows signs of being nervous, stressed or fearful, steps must be taken to address this.
- (b) A daily socialisation and habituation programme must be documented and implemented.
- (c) Puppies must be habituated to events likely to be encountered. This must include the sights and sounds in households. Introduction to novel sights and sounds must be gradual so that puppies do not show a fearful response such as startling or withdrawal.
- (d) Puppies must also be introduced to a variety of people including adults of both sexes, children of different ages, and people wearing a variety of clothing styles.
- (e) Beneficial and positive contact can include grooming, exercise, play, petting and training as appropriate for the individual.

C5. ANIMAL HANDLING AND INTERACTIONS:

5.1 Handling of dogs should be carried out as follows:

- (a) Dogs must be protected from over handling by staff or the public as they require time to rest. Handling of dogs by customers must only take place with potential owners as an element of a socialisation programme.
- (b) 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 that they are frightened or exhibit aversive behaviour.

5.2 Puppies should also be handled as follows:

- (a) Weaned puppies must be housed with littermates.
- (b) Ideally, single dogs must not be left alone in a kennel, but where they are, special attention must be paid to specific human interaction and additional enrichment. When they are mixed they must be of similar age, temperament and there must be good supervision of mixing.
- (c) Puppies from separate litters must be responsibly paired or grouped with the correct monitoring in place, including consideration as to whether separation overnight is appropriate.
- (d) A plan must be in place to provide for additional enrichment and socialisation for any puppies that are held for longer than one month.

Under the Required Higher Standard, the last interaction session must take place within 1 hour before the end of the working day.

C6. HEALTH:

6.1 Dogs should be safeguarded from pain, suffering, injury and disease as follows:

- (a) In a domestic environment, there must be the capacity for all newly introduced dogs to be kept away from any litters of puppies or places where the litters go.
- (b) Litters of puppies must not be mixed until they have been on the premises for seven days or have shown no sign of infectious disease for seven days.
- (c) Storage of excreta must be away from areas where animals or food is kept.
- (d) Dogs must have current vaccinations against canine parvovirus, canine distemper, canine adenovirus/infectious canine hepatitis, leptospirosis when appropriate for their age.
- (e) Routine and documented treatment must be in place for internal and external parasites (adult dogs and puppies must be wormed and given flea and tick treatment as appropriate).
- (f) Vaccines used must be licensed by the Veterinary Medicines Directorate for use in the UK. Homoeopathic vaccination is not acceptable.
- (g) If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with a product authorised by the Veterinary Medicines Directorate. Treatment must be discussed with the veterinarian before administration.

Under the Optional Higher Standard, there must be a routine monthly visit to check health and welfare by the veterinary practice and the veterinary record held.

- (h) Dogs must only be euthanised by a veterinarian.
- (i) Premises must have procedures in place for providing for overnight care and during premises closures.

Under the Optional Higher Standard, a person that is competent in providing for the welfare of the animals must be on the premises at all times

SCHEDULE D – CATS:

D1. STAFFING:

- 1.1 There must be adequate staffing to feed and socialise kittens every 4-5 hours over a 16-hour period.
- 1.2 Cats must not be left for long periods without being assessed. Cats must be checked at least once in 8 hours during periods when the premises are closed, every 4 hours during normal opening hours and at least once in the overnight period outside normal opening hours.

Under the Required Higher Standard, there must be adequate staffing to undertake more frequent checks than required by the minimum standard.

Under the Required Optional Standard, a person that is competent in providing for the welfare of the animals must be on the premises at all times.

D2. ENVIRONMENT:

2.1 Risk of injury, illness and escape are to be prevented, as follows:

- (a) All windows must be escape and entry proof at all times.
- (b) Doors must have secure latches or other closing devices.
- (c) Enclosures must be arranged to ensure separated animals are not in direct contact.
- (d) Units and exercise areas must open onto secure corridors or other secure areas.

2.2 Environmental conditions, including sizes, must be as follows:

- (a) For kittens under 26 weeks, the dimensions in Clause 2.3 (below) must be used for minimum cage sizes.
- (b) Cats over 26 weeks must be kept in cattery-style pens, follow Clauses 2.7 to 2.9 of Appendix A of this Policy.

- (c) Cat units must be large enough to allow for separate sleeping and activity areas. The unit must allow each cat to be able to walk and turn around without touching the sides of the unit. The cats must have sufficient room to play, stand on their hind limbs and to lie down without touching another individual.
- (d) The unit size required must increase in relation to the size and number of cats housed at any one time. The length and width must be sufficient to allow all the cats to lie outstretched without their noses or tails touching the walls or other individuals.
- (e) In certain circumstances it is permissible to have separate exercise areas to sleeping areas but in such cases cats must be given access to the exercise area at least four times a day. Any separate exercise area must be fully cleaned and disinfected between use by different litters of cats.
- (f) Cats must have access to a variety of levels (e.g. shelving) in their runs unless advised differently due to a medical condition (e.g. cage rest). Raised areas must be easily accessible and ramps or steps may need to be used for very young or old cats.
- (g) Cats kept in a domestic premises may be kept in one room, providing the size of this room meets the minimum enclosure sizes for cats. Litters of kittens or cats from different sources must not be housed in the same room. If queens are already in a social group in the house, their litters may mix.

Under the Required Higher Standard, the floor area must be at least 1.5 times larger than the minimum required.

Under the Required Higher Standard, cats must be provided with a design and layout that provides them with choice. Separate areas for different activities should be provided. This can be achieved by, for example, inclusion of a choice of raised platforms or hiding places.

Under the Optional Higher Standard, ventilation must be a managed, fixed or portable air system to ensure appropriate temperatures are maintained in all weather. This can be an air conditioning unit or use of removable fans.

Under the Optional Higher Standard a noise management plan must be in place e.g. physical barriers, cat unit design, location of noise producing equipment, with demonstration of effectiveness.

2.3 Minimum enclosure sizes for kittens up to 26 weeks of age are:

Cats	Minimum Floor Area (m ²)	Example dimensions (m)	Minimum Cage Dimensions (m)	Minimum Cage Height	Additional Space
4 Kittens, <12 weeks old	1m ²	1m x 1m	0.6m	0.6m	2m
Single cat 12-36 weeks old	0.85m ²	0.9m x 0.95m	0.9m	1.8m	-
Two cats 12-36 weeks old	1.5m ²	0.9m x 1.66m	0.9m	1.8m	-
Three - four cats 12-26 weeks	1.9m ²	0.9m x 2.1m	0.9m	1.8m	-

2.4 Bedding and substrate must be as follows:

- (a) Cats must have a warm, soft, sleeping area, away from their litter tray and food. Bedding must be capable of being easily cleaned, disinfected and all bedding material in use must be clean, non-irritant and dry. Any bedding must be soft and absorbent.
- (b) All cats must be provided with a bedding area or bench, to allow the animal to lie comfortably.

2.5 Temperatures should be controlled as follows:

- (a) For adult cats temperature in the sleeping area must stay between 15°C and 26°C.
- (b) Kittens must be provided with additional effective and safe heat sources. Nursing queens must have the opportunity to move away from the kittens and the additional heat source. Kittens without a queen require higher temperatures.

2.6 Cleaning and toileting should be carried out as follows:

- (a) Cats must be separated from the area being cleaned e.g. placed in a cat carrier or separate unit.
- (b) Where required or beneficial to the individual cats, adequate routine grooming and other health regimes must be carried out e.g. cleaning of eyes or keeping long fur from matting.
- (c) Moveable items must be removed for cleaning at least weekly.
- (d) Litter trays must be completely emptied, cleaned and disinfected at least once a week or more frequently as required.
- (e) Disinfectants which are toxic to cats must not be used e.g. phenol-based.
- (f) Where there are multiple adult cats, there must be multiple litter trays, which must be accessible at all times. A litter of kittens must have two litter trays.
- (g) Faeces must be removed from the litter tray at least daily. Where there is excessive soiling it must be removed more frequently. A clean tray must be provided when cats are left overnight.
- (h) Litter trays must be placed as far away as possible from the resting and feeding areas.
- (i) Storage of excreta must be away from areas where animals or food is kept.
- (j) Litter trays must be large enough to allow the cat to move around, dig and cover faeces and urine. A suitable absorbent material for litter must be provided and must be deep enough (at least 3cm for adult cats) to absorb the urine and allow the cat to dig and cover.

Under the Required Higher Standard, for cats a privacy area where they are not visible to people or cats in neighbouring pens must be provided for toileting.

1.7 Transporting and handling must be carried out as follows:

- (a) Cats must always be transported in a suitably sized and firmly secured cat carrier which allows an ability to hide and with suitable ventilation.
- (b) There must be one cat per carrier except for a litter of kittens. Kittens under 8 weeks must be transported with their mother except if she is ill/dead.

D3. DIET:

3.1 A suitable diet must comprise of the following:

- (a) Cats must be fed a diet appropriate to their age, breed, activity level and stage in the breeding cycle.
- (b) Kittens less than 12 weeks of age must be fed at least four times daily, at appropriate intervals, with more frequent intervals for hand-reared kittens.
- (c) Cats must have their own feeding and water dish. These must be separate receptacles.
- (d) Each queen must have access to food that is not accessible to the kittens.
- (e) Cats must be fed at least twice per day and in accordance with the individual cat's needs.
- (f) Food and water must be placed away from the litter tray and each other, ideally at least 60cm apart.
- (g) Each adult cat must have a non-slip water bowl.

Under the Required Higher Standard, cats must have a feeding plan which splits meals into small portions throughout the day.

Under the Required Higher Standard, where the individual cat will benefit, they must every day be given some food through scatter feeding or other appropriate feeding device. Cats must still get the majority of their daily food allowance in a feeding dish. If this is not done the reason must be documented e.g. due to veterinary advice.

3.1 Monitoring of that diet should be carried out as follows:

- (a) Food and water must be checked four times a day.
- (b) Weekly records of weight and body condition score must be kept to ensure health of kittens under 6 months and to allow any issues to be tracked.
- (c) Monthly records of weight and BCS must be kept to ensure the health of adult cats and to allow any issues to be tracked.
- (d) Cats must not remain inappetent for longer than 24 hours without seeking veterinary advice.

D4. MONITORING OF BEHAVIOUR AND TRAINING:

4.1 Monitoring of enrichment and exercise must be as follows:

- (a) All cats must have the opportunity for predatory behaviour and play specific to the needs of that cat. Kittens must have at least four play sessions a day.
- (b) There must be environmental enrichment in all cages such as toys, climbing frames and platforms. Toys must be easily cleaned or replaced between litters. Items must be checked daily to ensure they remain safe.

Under the Required Higher Standard, a written programme must be available setting out a variety of enrichment both inside and outside, including training, grooming, socialisation and play.

- (c) All cats must have a provision for daily exercise appropriate for breed, age, ability and physical capability.
- (d) Exercise must involve the opportunity to play and interact with people, taking care to ensure that this contact does not cause the cats, particularly kittens, stress.

4.2 Monitoring of behaviour must consist of a daily socialisation and habituation programme must be documented and implemented for kittens less than 12 weeks. Kittens must have positive interactions with a variety of people. They must be gently introduced to handling, grooming, being lifted and touched all over. Kittens must be positively exposed to sights, sounds, tastes, textures and smells that they are likely later to encounter in the environment in which they are going to live.

D5. ANIMAL HANDLING AND INTERACTIONS:

5.1 Handling of cats should be carried out as follows:

- (a) Cats must be protected from over handling by staff or the public as they require time to rest. Handling of cats by the public must only take place with potential purchasers as an element of a socialisation programme.
- (b) Cats must always be handled humanely and appropriately to suit the requirements of the individual cat and to minimise stress and distress, such as anxiety, fear, frustration and pain. Cats must never be punished so that they are frightened or exhibit aversive behaviour. Scruffing of cats (picking up a cat by the scruff of its neck) must not be done except as an absolute last resort.
- (c) Cats must have beneficial human contact and interaction e.g. staff on a daily basis. Interaction contact sessions with cats must each last for a minimum of 10 minutes and must occur on three separate, evenly spread, occasions during the day. Kittens must be visited a minimum of 4 times per day with 20 minutes of interaction per litter.
- (d) A plan must be in place to provide for additional enrichment and socialisation for any kittens that are held for longer than one month.

Under the Required Higher Standard, the last interaction session must take place within 1.5 hours of the end of the working day.

5.2 Kittens should also be handled as follows:

- (a) Litters must not be routinely mixed and if several litters are kept in one area then the pen must have solid sides to prevent direct contact or by sneezing with each different litters.
- (b) Single kittens must receive additional human interaction.

- (c) Kittens should only ever be mixed when their queens have already mixed e.g. in a domestic house. Litters from different sources must never be mixed.

D6. HEALTH:

6.1 Cats should be safeguarded from pain, suffering, injury and disease as follows:

- (a) Cats must have current vaccinations against feline parvovirus (aka feline infectious enteritis, feline panleukopenia) and against feline respiratory viruses (feline herpesvirus and feline calicivirus) when appropriate for their age.
 (b) Homoeopathic vaccination is not acceptable.
 (c) If there is evidence of external parasites the cat must be treated with a product authorised by the Veterinary Medicines Directorate. Treatment must be discussed with the veterinarian before administration.

Under the Optional Higher Standard, there must be a routine monthly visit to check health and welfare by the veterinary practice and the veterinary record kept.

SCHEDULE E – RABBITS:

E1. ENVIRONMENT:

1.1 Environmental conditions, including sizes, must be as follows:

- (a) Slatted, grid or wire mesh floors must not be used in rabbit accommodation.
 (b) Enclosures must be large enough for rabbits to be able to stand fully upright on their haunches without their ears touching the roof and lie fully outstretched (without touching the sides of the enclosure or another rabbit).
 (c) Where rabbits are housed in hutches, provision must be made for regular exercise in a secure area outside of the hutch.
 (d) Minimum enclosure sizes must be adhered to as below:

Weight of Rabbit	Maximum Stocking Density	Minimum Floor Area (m ²)	Example Dimensions (m) W x L	Minimum Cage Height (m)	Additional Floor Area for Each Additional Animal (m ²)
Up to 4kg	4	0.4m ²	1m x 0.4m or 0.8m x 0.5m	0.4m	0.1m ²
4kg - 6kg	2	0.4m ²	1m x 0.4m or 0.8m x 0.5m	0.5m	0.2m ²
Over 6kg	2	0.6m ²	1m x 0.6m or 1.2m x 0.5m	0.6m	0.3m ²

Under the Required Higher Standard, where rabbits are housed in hutches, they should have permanent attached access to a secure pen.

Under the Required Higher Standard, minimum enclosure sizes for small rabbits must be adhered to as below:

Weight of Rabbit	Maximum Stocking Density	Minimum Floor Area (m ²)	Example Dimensions (m) W x L	Minimum Cage Height (m)	Additional Floor Area for Each Additional Animal (m ²)
Up to 4kg	4	0.67m ²	1m x 0.67m or 0.8m x 0.8m	0.45m	0.3m ² (approx. 45%)
4kg - 6kg	2	0.86m ²	1m x 0.86m or 0.9m x 0.9m	0.6m	0.2m ² (approx. 38%)

Over 6kg	2	0.86m ²	1m x 0.86m or 0.9m x 0.9m	0.6m	0.3m ² (approx. 45%)
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Under the Optional Higher Standard, for open top cages rabbits that are physically able to use platforms must be provided with access to a platform or multiple platforms. For closed top cages, rabbits must be able to access these easily and be able to sit on them fully without touching the cage roof.

- (e) There must be sufficient cover for each rabbit housed within an enclosure and there must be two entrance/exit points to prevent monopolisation.

1.2 Bedding and toileting must be as follows:

- (a) Rabbits must be provided with a suitable nesting material in sufficient amounts. Suitable nesting materials include good quality dust-free hay.
 (b) Rabbits must be provided with a suitable litter and substrates in sufficient amounts. Suitable litter materials include dust-free wood shavings, supplemented with hay.
 (c) Sawdust is not suitable as either nesting or litter materials.

Under the Required Higher Standard, litter trays must be provided that are impermeable, easy to clean and disinfect or be disposable. Where used litter trays must be deep cleaned at least weekly.

1.3 Temperature and lighting should be as follows:

- (a) Ambient temperature should be no lower than 12°C and no higher than 26°C.
 (b) In very hot weather, cooling procedures must be in place, such as, but not limited to, fans to increase air movement, ice packs or air conditioning.
 (c) In cold temperatures, extra nesting material must be provided, unless alternative temperature control is provided e.g. heating.
 (d) An example of a suitable light-dark cycle for rabbits is 12 hours light:12 hours dark. Outdoor rabbits are subject to seasonal light variation.

1.4 Transport and handling should be carried out as follows:

- (a) Rabbits must be able to sit, lie down and turn around in the carrier.
 (b) Pregnant does are not to be transported within ten days of their expected birth date unless on veterinary advice. Veterinary advice must also be sought before transporting lactating does and kittens. If nursing does and kittens are to be transported they require additional care including adequate bedding and nesting material.

Under the Required Higher Standard, Containers must open from the top to facilitate removal of the animal. Containers must be lined with newspaper or bedding to absorb urine.

E2. DIET:

2.1 A suitable diet must comprise of the following:

- (a) All rabbits must be fed a suitable diet primarily consisting of a constant supply of ad lib fresh hay. Hay needs to be free from contamination.
 (b) A small portion of commercially available rabbit foods can be given to supplement the primary diet of hay. Food must be appropriate to the age and breed of the rabbit and manufacturer's instructions must be followed. Licence holders must ensure that selective feeding is considered when selecting muesli or other similar type foods.
 (c) If used, leafy greens and treat foods must be given in moderation and in small amounts as appropriate to the individual rabbit.

Under the Required Higher Standard, hay must be provided in a hay receptacle or feeder at an appropriate height, which keeps it off the floor and reduces the risk of contamination of the hay.

Under the Required Higher Standard, foraged foods (that have been foraged in uncontaminated areas and correctly identified) must be fed to the rabbits. Commercially available dried forages including willow can also be used to supplement the diet and provide a low risk alternative to foraged foods.

Under the Optional Higher Standard, rabbits must be provided with access to growing grass to graze on, which can be in planted grass trays. Alternatively, rabbits can be provided with two different types of hay.

- (d) Water may be provided in a clean gravity fill drinking bottle (which must be of a suitable size for the individual), automatic drinkers, or in bowls. Bowls are not suitable if young rabbits are present.
- (e) Any changes to drinking receptacles must be made gradually and drinking monitored to ensure animals are drinking normally.

Under the Optional Higher Standard, water must be provided for rabbits in multiple bottles or bowls. During hot weather, both a bottle and a bowl must be provided (unless young rabbits are present, in which case only bottles are suitable).

2.2 Monitoring of that diet should be carried out as follows:

- (a) A veterinarian must be consulted if there is no improvement where a rabbit has mild anorexia or reduced appetite within 12 hours of onset or the condition of the rabbit deteriorates.
- (b) A veterinarian must be consulted if a rabbit shows signs of constipation or diarrhoea.

E3. MONITORING OF BEHAVIOUR AND TRAINING:

3.1 Monitoring of enrichment and exercise must be as follows:

- (a) Suitable enrichment items include, but are not limited to, tunnels, paper bags filled with hay, willow sticks/balls and branches from non-toxic, untreated fruit trees (e.g. apple).
- (b) New objects must be introduced carefully and not exchanged daily.

Under the Required Higher Standard, dietary enrichment must be used. For example, nuggets can be scattered around the enclosure, fed in puzzle feeders or hidden in paper bags/cardboard tubes. Where puzzle feeders/dispensers are used, rabbits must be monitored to ensure they can access the food

E4. ANIMAL HANDLING AND INTERACTIONS:

4.1 Handling of rabbits should be carried out as follows:

- (a) Rabbits must be protected from over handling by staff or the public. Handling of rabbits by a third party must only take place with potential owners as an element of a socialisation programme.
- (b) Rabbits must not be placed on their back in positions of tonic immobility, or picked up by the scruff of their neck or ears.
- (c) Rabbits must be correctly sexed.
- (d) All efforts must be made to ensure rabbits are not housed singly. Where this is unavoidable, special attention must be paid to specific human interaction and they must be provided with extra enrichment. A plan must be in place for all singly housed rabbits. •Rabbits must not share accommodation with guinea pigs.

E5. HEALTH:

5.1 Rabbits should be safeguarded from pain, suffering, injury and disease as follows:

- (a) Advice that rabbits should be vaccinated against myxomatosis and rabbit haemorrhagic disease (aka RHD 1 and 2) must be provided with sales.

- (b) Rabbits' front teeth and nails must be checked regularly unless inappropriate at the stage of the breeding cycle, and treated as necessary, to ensure they are not overgrown or misaligned - only a veterinarian may correct overgrown/misaligned teeth. Rabbits must have a pre-mating check and then a check at weaning time.

SCHEDULE F – GUINEA PIGS:

F1. ENVIRONMENT:

1.1 Environmental conditions, including sizes, must be as follows:

- (a) Slatted, grid or wire mesh floors must not be used in guinea pig accommodation. Environmental conditions, including sizes.
 (b) Minimum enclosure sizes must be adhered to as below:

Type	Stocking Density	Minimum Floor Area (m ²)	Example Dimensions (m) W x L	Minimum Cage Height (m)	Additional Floor Area for Each Additional Animal (m ²)
Guinea Pig	1-4	0.23m ²	1m x 0.23m or 0.52m x 0.52m	0.3m	0.09m ² (approx 33%)

- (c) Accommodation needs to be of sufficient size to allow all the guinea pigs housed to be able to lie fully outstretched (without touching the sides of the enclosure or another guinea pig), run, play, tunnel and stand without touching the roof of the enclosure.
 (d) Ramps must be no steeper than 45° as guinea pigs are poor climbers.
 (e) Where guinea pigs are housed in hutches, provision must be made for regular exercise in a secure area outside of the hutch.
 (f) Guinea pigs must be provided with constant access to places to hide, which may include hay piles, in addition to their sleeping area. At a minimum each hiding place is to be large enough to allow one guinea pig to rest alone.

Under the Required Higher Standard, where guinea pigs are housed in hutches, they must have permanent attached access to a secure pen.

Under the Required Higher Standard, minimum enclosure sizes must be adhered to as below:

Type	Stocking Density	Minimum Floor Area (m ²)	Example Dimensions (m) W x L	Minimum Cage Height (m)	Additional Floor Area for Each Additional Animal (m ²)
Guinea Pig	2	0.23m ²	1m x 0.23m or 0.52m x 0.52m	0.45m	0.09m ² (approx 33%)

- (g) There must be sufficient cover for each guinea pig housed within an enclosure and there must be two entrance/exit points to prevent monopolisation.

1.2 Bedding and substrate must be as follows:

- (a) Guinea pigs must be provided with a suitable nesting material in sufficient amounts. Suitable nesting materials include, but are not limited to, good quality dust-free hay and/or shredded paper.
 (b) Guinea pigs must be provided with a suitable litter in sufficient amounts. Suitable litter materials include dust-free wood shavings, supplemented with hay.
 (c) Sawdust is not suitable as either nesting or litter materials.

1.3 Extreme temperatures must be avoided, outside of 12°C to 26°C. Sufficient nesting material can help achieve this. In very hot weather, cooling procedures must be in place, such as, but not limited to, fans to increase air movement, ice packs or air conditioners.

- 1.4 Guinea pigs are only to be transported in suitable carriers and must not be mixed with unfamiliar animals in the same carrier. The carrier must be of an appropriate size so that it is not overcrowded.

Under the Required Higher Standard, carriers must open from the top to facilitate removal of the animal. Carriers must be lined with newspaper or bedding to absorb urine.

F2. DIET:

- 2.1 A suitable diet must comprise of the following:

- (a) All guinea pigs must be fed a suitable diet primarily consisting of a constant supply of ad lib fresh hay. Hay needs to be free from contamination.
- (b) Guinea pigs must have sufficient vitamin C in their diet as they are unable to synthesise this specific vitamin. Therefore, a portion of specific guinea pig food must be given daily or alternatively, a stabilised vitamin C commercially available supplement can be provided. Care must be taken in product selection and suitability and if in doubt the veterinarian must be consulted.
- (c) Guinea pigs can also be given a portion of washed leafy green vegetables daily.
- (d) Commercially available guinea pig foods can be given to supplement the primary diet of hay. These must be appropriate to the age and breed of the guinea pig and manufacturer's instructions must be followed. Staff must ensure that selective feeding is considered and mitigated when selecting muesli or other similar type foods.

Under the Required Higher Standard, forage foods (that have been collected in uncontaminated areas and correctly identified) must be fed to the guinea pigs. Commercially available dried forages including willow can also be used to supplement the diet and provide a low risk alternative to foraged foods.

Under the Optional Higher Standard, guinea pigs must be provided with access to growing grass to graze on. This can be achieved by placing planted grass trays in their exercise areas. There must be enough grass for all guinea pigs housed to graze simultaneously. Alternatively, guinea pigs can be provided with fresh vegetables high in vitamin C every day.

- (e) Water may be provided in a clean gravity fill drinking bottle (which must be of a suitable size for the individual), automatic drinkers, or in bowls.
- (f) Any changes to drinking receptacles must be made gradually and drinking monitored to ensure animals are drinking normally.

- 2.2 Monitoring of that diet should be carried out as follows:

- (a) A veterinarian must be consulted if there is no improvement where a guinea pig has mild anorexia or reduced appetite within 12 hours of onset or the condition of the individual(s) deteriorates.
- (b) A veterinarian must be consulted if a guinea pig shows signs of constipation or diarrhoea.

F3. MONITORING OF BEHAVIOUR AND TRAINING:

- 3.1 Suitable enrichment items include, but are not limited to, tunnels, paper bags filled with hay, willow sticks/balls and branches from non-toxic, untreated fruit trees (e.g. apple).

Under the Required Higher Standard, Dietary enrichment must be used. For example, nuggets can be scattered around the enclosure, fed in puzzle feeders or hidden in paper bags/cardboard tubes. Where puzzle feeders/dispensers are used, guinea pigs must be monitored to ensure they can access the food.

F4. ANIMAL HANDLING AND INTERACTIONS:

4.1 Handling of rabbits should be carried out as follows:

- (a) Guinea pigs are not to be placed on their back in positions of tonic immobility, nor must they be picked up by the scruff of their neck.
- (b) Guinea pigs must be housed in single sex groups unless sold/used for breeding.
- (c) Guinea pigs and rabbits must not share the same accommodation.

Under the Required Higher Standard, where guinea pigs have to be housed singly they must be provided with extra sources of enrichment. A plan must be in place for singly housed guinea pigs.

F5. HEALTH:

- 5.1 Guinea pigs front teeth and nails must be checked regularly, unless inappropriate at the stage of the breeding cycle, and treated as necessary, to ensure they are not overgrown or misaligned - only a veterinarian may correct overgrown/misaligned teeth. Guinea pigs in breeding harems must be checked as appropriate based on the management system.

SCHEDULE G – FERRETS:

G1. ENVIRONMENT:

1.1 Environmental conditions, including sizes, must be as follows:

- (a) Slatted, grid or wire mesh floors must not be used in ferret accommodation.
- (b) Minimum enclosure sizes must be adhered to as below:

Type	Maximum Stocking Density	Minimum Floor Area (m ²)	Dimensions (m) W x L	Minimum Dimension (m)	Minimum Cage Height (m)	Additional Floor Area for Each Additional Animal (m ²)
<12 week old ferret	1-4	1m ²	1m x 1m or 1.66m x 0.6m	0.6m	0.6m	0.25m ² (approx 25%)
>12 week old ferret	1	0.6m ²	1m x 0.6m or 0.77m x 0.77	0.6m	0.6m	0.6m ²

- (c) Accommodation needs to be of sufficient size to allow all the ferrets housed to be able to lie fully outstretched in any direction, run, forage, explore or play, as well as to stand fully upright without touching the roof of the enclosure.
- (d) Ferrets must be provided with constant access to places to hide. As a minimum, each hiding place must be large enough to allow one ferret to rest alone.
- (e) There must be at least one hiding place for each ferret housed within an enclosure and there must be two entrance/exit points to prevent monopolisation.

1.2 Bedding and toileting must be as follows:

- (a) Sleeping areas need to be dry, draught-free, well ventilated and clean as well as large enough to allow all the ferrets housed to rest together fully outstretched, turn around unimpeded and move around comfortably. Appropriate bedding materials include good quality dust-free hay and/or shredded paper, or fabric items that can be laundered (although these must be monitored for chewing/damage and removed and replaced as necessary).
- (b) Ferrets must be provided with a suitable substrate in sufficient amounts to allow foraging and other behaviours. Suitable litter materials include dust-free wood shavings, supplemented with dust-free hay.
- (c) Sawdust and sand are not suitable as either nesting or litter materials.
- (d) Ferrets require space for their toilet area removed from their sleeping or eating areas. Litter trays can be placed in this area to assist with cleaning.

Under the Required Higher Standard, carriers must open from the top to facilitate removal of the animal; cardboard carriers are not advised as they are easily chewed and can become damp/insecure. Carriers can be lined with newspaper and some bedding material, e.g. good quality dust-free hay and/or shredded paper can be provided for comfort.

1.3 Temperature and lighting should be as follows:

- (a) Ambient temperature should be no lower than 12°C and no higher than 26°C.
- (b) In very hot weather, cooling procedures must be in place, such as, but not limited to, fans to increase air movement, ice packs or air conditioning.
- (c) In cold temperatures, extra nesting material must be provided, unless alternative temperature control is provided e.g. heating.
- (d) Ferrets need to experience appropriate light: dark cycles (minimum of 8 hours light and 16 hours dark; this is not to exceed 16 hours light and 8 hours dark).

G2. DIET:

2.1 A suitable diet must comprise of the following:

- (a) All ferrets must be fed a suitable, complete ferret diet, provided at appropriate intervals.
- (b) Ferrets must not be fed dog or cat food, as these contain cereal and plant proteins which ferrets are unable to digest. For the same reason, bread or cereals must also not be given to ferrets.
- (c) Ferrets must not be given anything that contains small bones, excluding day old chicks.

Under the Optional Higher Standard, treat foods must include cooked meat scraps and hard-boiled eggs. Treats can be given in moderation and as appropriate to the individual ferret.

- (d) Where water is supplied in bowls, they must be heavy based.

2.2 A veterinarian must be consulted if there is no improvement in poor intake or anorexia within 24 hours of onset or if the condition of the ferret deteriorates.

G3. MONITORING OF BEHAVIOUR AND TRAINING:

3.1 Monitoring of enrichment and exercise must be as follows:

- (a) There must be environmental enrichment in all enclosures.
- (b) Ferrets must not be given enrichment made of rubber, due to the risk of ingestion leading to intestinal blockages if chewed and swallowed.

Under the Required Higher Standard, dietary enrichment must be used. For example, nuggets can be scattered around the enclosure, fed in puzzle feeders or hidden in paper bags/cardboard tubes. Where puzzle feeders/dispensers are used, ferrets must be monitored to ensure they can access the food.

- (c) Ferrets need access to an area in which to exercise.

G4. ANIMAL HANDLING AND INTERACTIONS:

4.1 Handling of rabbits should be carried out as follows:

- (a) Ferrets must be not be lifted using only one hand.
- (b) Ferrets must be housed in single-sex groups or pairs, ideally comprising of littermates or individuals introduced as juveniles.
- (c) Being induced ovulators, adult jills must be prevented from remaining in season to mitigate oestrogen related diseases. Veterinary advice must be sought about reproductive management. This must be documented and the reproductive issues explained to prospective purchasers.

Under the Required Higher Standard, where ferrets have to be housed singly they must be provided with extra sources of enrichment. A plan must be in place for all singly housed ferrets.

G5. HEALTH:

5.1 Rabbits should be safeguarded from pain, suffering, injury and disease as follows:

- (a) The purchaser must be advised that ferrets should be vaccinated against canine distemper, usually at 6-8 weeks of age and again at 10-12 weeks old, thereafter annually but as per manufacturer's recommendations.
- (b) Ferrets nails must be checked regularly to ensure they do not become overgrown.

SCHEDULE H – DOMESTIC SMALL RODENTS:

H1. ENVIRONMENT:

1.1 Environmental conditions, including sizes, must be as follows:

- (a) If wire cages are used, bars must be narrow enough to avoid the risk of escape.
- (b) Slatted, grid or wire mesh floors are not to be used in small animal accommodation. Chinchillas can be housed in cages with wire mesh floors if there are areas of alternative flooring such as solid wood.
- (c) Minimum enclosure sizes must be adhered to as below:

No of Animals	Area per number of animals (cm ²)							Minimum Cage Height (cm)	Minimum Cage Depth (cm)
	1-4	5	6	7	8	9	10		
Mice, hamsters	680	790	900	1000	1113	1240	1350	25	25
Gerbils	680	790	900	1000	1113	1240	1350	30	25
Rats	1350	1570	1800	2020	2225	2470	2700	30	28
Degus	2250	2630	3000	3380	3750	4130	4500	30	30
Chinchillas	2500	3750	5000	6250	7500	8750	10,000	45	45

Under the Required Higher Standard, the following enclosure sizes must be adhered to:

No of Animals	Area per number of animals (cm ²)							Minimum Cage Height (cm)	Minimum Cage Depth (cm)
	1-4	5	6	7	8	9	10		
Dwarf hamsters, mice	750	1000	1250	1500	1750	2000	2250	25	25
Syrian hamster (1 only)*	750							25	25
Rats	1800	2400	3000	3600	4200	4800	5400	30	28
Gerbil	1250	1250	1500	1750	2000	2250	2500	30	25
Degus (2)	2500	6250	7500	8750	10,000	11,250	12,500	45	45
Chinchillas (2)	2500	6250	7500	8750	10,000	11,250	12,500	45	45
Chinchillas (3-4)	5000								

**Note: Syrian hamsters <12 weeks old same enclosure sizes as dwarf hamsters, once sexually mature must be maintained as individual animals for sale.*

- (d) Every animal must be able to lie fully outstretched, turn around unimpeded, stand fully upright without touching the cage roof, hide, dig, run and play.
- (e) Sleeping areas need to be dry, draught-free, well ventilated and clean as well as large enough to allow all the small rodents housed to rest together fully outstretched, turn around unimpeded and move around comfortably.

Under the Optional Higher Standard, small rodents that are physically able to use platforms must be provided with access to a platform (singly housed) or multiple platforms. Animals must be able to access these easily and be able to sit (ideally stand) up on it fully without touching the cage roof.

1.2 Bedding and toileting must be as follows:

- (a) Small rodents must be provided with suitable nesting material in sufficient amounts. The type used will depend on the animal kept; see list below. Small rodents must not be given nesting materials which can separate into thin strands, e.g. cotton wool. Suitable nesting materials for small rodents include, but are not limited to:
 - Hamsters - hay, wood wool, shredded paper or cardboard.
 - Rats and mice - hay, shredded paper, paper strips and paper tissues.
 - Gerbils - ink-free cardboard (e.g. empty toilet rolls, egg boxes, plain cardboard boxes) or paper and hay.
 - Chinchillas and degus must be provided with constant access to a nest box filled with hay.
- (b) Any hay, nesting materials and substrates provided must be good quality and dust-free.
- (c) Small rodents must be provided with a suitable litter and substrate in sufficient amounts. There are a number of different litters available and the type will depend on the animal kept. Suitable materials include but are not limited to:
 - Hamsters - dust-free wood shavings or granulated corn-cob.
 - Rats and mice - non-aspen woodchips, cellulose based chips or shredded paper.
 - Gerbils - peat-free compost or rough-grained woodchip/hay mix.
 - Chinchillas - shredded paper, dust-free wood shavings and hay.
 - Degus - dust-free wood shavings and hay.
- (d) Small rodents must be provided with constant access to places to hide, in addition to their sleeping area. As a minimum each hiding place needs to be large enough to allow one individual to rest alone.

Under the Required Higher Standard, after cleaning, some used unsoiled litter and nesting material must be transferred back to help keep scents familiar for them.

Under the Required Higher Standard, light-reducing shelters for rats, mice and hamsters (such as, but not limited to, a box or red tinted acrylic) must be provided. However, these must be monitored daily for signs of chewing and removed/replaced as necessary.

Under the Required Higher Standard, small rodents must be provided with a choice of different nesting materials.

1.3 Temperature and lighting should be as follows:

- (a) Temperatures must be appropriate to species specific or life stage consideration. In general, ambient temperatures must not go below 12°C or exceed 26°C. This may be provided with nesting material.
- (b) High temperatures above 18°C can be detrimental to chinchillas and extra checks and precautions must be made on these in very hot weather.
- (c) Providing sufficient nesting material can help achieve these temperatures.

Under the Optional Higher Standard, when work is occurring near, or nocturnal animals are checked at night, dim red light or dim white light must be used to minimise disturbance. Light level must be sufficient enough for observation/to undertake required tasks.

H2. DIET:

2.1 A suitable diet must comprise of the following:

- (a) All small rodents must be fed a suitable diet, ad libitum.
- (b) Chinchillas and degus must have constant access to good quality dust-free hay.
- (c) All small rodents must be fully weaned on admission.
- (d) Water must be provided in a bottle or automatic water systems and located away from the sleeping area to help prevent this becoming damp/waterlogged if the bottle leaks.

2.2 Monitoring of that diet should be carried out as follows:

- (a) If there is no improvement in poor intake or not eating within 12 hours or the condition of the individual deteriorates, a veterinarian must be consulted.
- (b) A veterinarian must be consulted if a small mammal shows signs of constipation or diarrhoea.

H3. MONITORING OF BEHAVIOUR AND TRAINING:

3.1 Monitoring of enrichment and exercise must be as follows:

- (a) Suitable enrichment items include, but are not limited to, tunnels, paper bags filled with hay, willow sticks/balls and branches from non-toxic, untreated fruit trees (e.g. apple).
- (b) Chinchillas and Degus must be given the opportunity to use a sand bath by offering one on a regular basis, e.g. 10 minutes daily. This should not be permanently available.
- (c) Small mammals must not be given enrichment made of rubber, due to the risk of ingestion leading to intestinal blockages if chewed and swallowed.

H4. ANIMAL HANDLING AND INTERACTIONS:

4.1 Handling of domestic small rodents should be carried out as follows:

- (a) Small rodents must not be picked up by the scruff of their necks, ears or unsupported by the tail, nor must they be placed on their backs in positions of tonic immobility. Picking small mammals up unsupported by the tail can result in their tail breaking or the skin sloughing off (degloving). Additionally, if chinchillas are handled roughly they may shed some of their fur.
- (b) All small rodents must be housed in single sex groups unless a solitary species (or sold/used for breeding).
- (c) Small rodents must only be housed with other rodents of the same species.

Under the Required Higher Standard, where social species of small rodents have to be housed singly they must be provided with extra sources of enrichment. A plan must be in place for singly housed small rodents (only those of a social species).

H5. HEALTH:

5.1 The front teeth and nails of every small rodent must be checked monthly, unless inappropriate at the stage of the breeding cycle, to ensure they are not overgrown or misaligned - only a

veterinarian may correct overgrown/misaligned teeth. They should have a pre-mating check and then a check at weaning time.

SCHEDULE I – OTHER NON-DOMESTIC SPECIES (MAMMALS):

I1. USE, NUMBER AND TYPES OF ANIMALS:

- 1.1 Staff must have demonstrable knowledge of the species or a closely related species.
- 1.2 Staff must comply with UK legislation with regard to the selling or procurement of invasive alien species.

I2. STAFFING:

- 2.1 'Other non-domesticated species' covers a wide range of species seen in general trade. When approaching a novel species, it must be ensured that the same welfare requirements are met as for other species.
- 2.2 Note that courses and qualifications relevant to pet vending may not cover the care of other non-domesticated species, particularly those that are less commonly traded.
- 2.3 Primary sources of information and guidance on appropriate standards of care include, where they are available, government-issued Codes of Practice, husbandry guidelines from the zoo industry, guidance notes for related Dangerous Wild Animals Act Schedule listed species or other peer reviewed, industry or competent non-governmental organisation produced guidance materials.
- 2.4 Inspectors unfamiliar with individual novel species are strongly advised to seek appropriate competent advice, for instance zoo licence inspectors, experienced private keepers or breeders or appropriately qualified individuals, including veterinarians listed on the British Veterinary Zoological Society (BVZS) website.
- 2.5 Where specialist advice is required it is recommended that copies of training and husbandry documents are retained and secondary opinions sought.

I3. ENVIRONMENT:

- 3.1 Where available, government-issued Codes of Practice must be adhered to. Licence holders must ensure that animals are maintained to a minimum standard as outlined in zoo standards, or industry or competent non-governmental organisation recommendations. Where these do not exist, standards for similar or related species must be considered as to their appropriateness and standards extrapolated. Note: where using non-vending standards consideration must be given to the situation of the animal and whether it is in permanent accommodation or transitional vending accommodation, if the latter then it must be noted that most husbandry guidelines focus on permanent accommodation which may not be appropriate in a vending premises and smaller areas could be considered, but not fencing specification. Other aspects of care likely will apply but common sense must be applied to each individual situation.
- 3.2 Where there are no similar species and no husbandry guidance notes, or similar, then the inspector must seriously question licensing the licence holder to stock and sell to the general public those species.

I4. MONITORING OF BEHAVIOUR AND TRAINING:

- 4.1 In many cases, handling is not in the animal's best interests and in such cases must be kept to a minimum.

Under the Optional Higher Standard, a written programme must be available setting out a variety of appropriate enrichment provided.

SCHEDULE J – BIRDS:

J1. ENVIRONMENT:

1.1 Environmental conditions, including sizes, must be as follows:

- (a) Care must be taken where aviaries or cages are constructed of newly galvanised mesh to prevent heavy metal poisoning, particularly in psittacines which will often chew the metal. The licence holder must be able to demonstrate the steps taken to minimise or prevent any poisoning.

Under the Optional Higher Standard, cages/aviary sizes must meet, or exceed, higher requirements set out in the Schedule E Section 4.2 below. The enclosure size must allow the bird to have variety and choice in its environment.

Species	Length of bird (head to tip of tail) (cm)	Average length of flying wingspan (cm)	Minimum cage dimensions to allow flight (single birds only)* (cm) (L 2x wingspan, D/H 1.5x wingspan)			Examples for % enclosure size increase for each additional bird >2 birds
			L	D	H	
Psittacines						
Budgerigar	18	30	60	45	45	5
Cockatiel	30	48	96	72	72	10
Love bird	15	28	56	42	42	10
Small parakeets and conures	20	35	70	52.5	52.5	10
Large parakeets, conures and small macaws	34	70	140	105	105	20
Amazon parrots	30	60	120	90	90	20
African grey (inc Timneh)	34	70	140	105	105	20
Cockatoo (small - medium)	35	75	150	112.5	112.5	20
Large cockatoos and macaws	85	110	220	165	165	20
Cage and aviary birds						
Canary	10-12	22	44	33	33	5
Zebra finch	10-12	22	44	33	33	5
Pidgeon	35	70	140	105	105	10
Turaco	40-50	50	100	75	75	20

**For multi-occupancy cages, the dimensions must be a minimum of 2 x flying wingspan for length, height and depth, with stocking allowing all birds access to resources, particularly perching.*

- (b) All immature arboreal birds, at the point of fledging and for several following weeks, require larger cage sizes in order to stimulate flight.
- (c) Where a bird uses a cage for sleeping, and the vast majority of the day is spent outside of the cage in a flight aviary where it is given the option to fly, then the cage must be a minimum of 1.5x the bird's flying wingspan for each of the length, depth and height of the cage.
- (d) For birds that spend the majority of their time in the cage, the cage must be a minimum of 2x the bird's flying wingspan for the length, and 1.5x flying wingspan for the depth and height of the cage. A pair of birds must have enough space to fly past each other with the depth being increased to a minimum of 2x flying wingspan.
- (e) In multiple occupancy cages, for every additional bird over two birds the cage dimensions must be increased by a set percentage per additional bird (either length or width or split between the

two dimensions) of the individual's flying wingspan for that species as outlined in the table below. Larger sizes are preferred and recommended as in the table above.

Avian enclosure size increases for multiple occupancy		
Additional increase per number of birds over two birds e.g. three <50g birds is 5% increase, for every additional bird the increase will be an additional 5%		
Individual Bird Weight Range	% Increase of Length or Width	Example Species
<50g	5	Budgies, Canaries, Zebra finches and other small finches
50g-100g	10	Cockatiel, lovebirds, small parakeets or conures and pigeons
>100g	20	Larger species e.g. macaws, medium or large parrots.

- (f) In the case where the flying wingspan is unknown a rough estimate of two-to-three times the length of the bird (bill-tip to tip of longest tail feather) can be used as a guide for flying wingspan.
- (g) Where non-flying birds are maintained, enclosure dimensions must reflect current best practice for the individual species using sources similar to those outlined for mammals in Schedule I.
- (h) Birds that are ordinarily confined to smaller enclosures for the specific purpose of egg-laying and/or rearing of chicks (particularly chickens and pigeons) are exempted from the cage size dimensions referenced. However, the time kept in these enclosures should be minimised and should not, in any case, exceed 5 months in any one 12-month cycle. Businesses must also provide outcome-based evidence to demonstrate that the welfare of the birds is being met with reference to guidance in the rest of this document, and ensure that they are complying with the legal requirements laid down in other relevant legislation.
- (i) Where appropriate for the species outdoor aviaries must include sufficient sheltered and non-sheltered space. Shelter must be sufficient to allow all the birds to be undercover at the same time and preferably a third of a typical aviary should be covered with wind and rain-proof materials.
- (j) Where a separate flight aviary is available, the licence holder must be able to demonstrate the frequency with which the birds have access to this larger aviary to the inspector. This must be a demonstrable minimum of 6 hours in a 24 hour period on a daily basis.
- (k) The mesh hole size must be small enough that birds housed within cannot put their head or wing through it. The mesh gauge must be stout enough that the birds cannot break or bend it.
- (l) As appropriate to species, birds must be given access to water for bathing and preening to encourage feather health.
- (m) Birds must not be exposed to toxic or cooking fumes in the areas where they are maintained as these can be toxic to the birds e.g. Teflon poisoning, as such aviaries or cages must not be located next to kitchens or bathrooms.
- (n) Aviaries should have a covered roof of debris netting or be of solid construction due to the presence of avian influenza in migratory waterfowl.

Under the Required Higher Standard, birds must be displayed for sale in aviaries that are 4 times the bird's flying wingspan or larger in size for length, depth and height for an individual bird and 20% increase for each successive bird for multiple occupancy.

Under the Required Higher Standard, a variety of substrates, including a variety of perches for arboreal birds must be provided. Perches of a variable thickness and materials must be provided.

Under the Optional Higher Standard, all cages must have direct access to a flight aviary.

1.2 Bedding and toileting must be as follows:

- (a) There must be adequate perching space for all birds at the same time. Perches must be positioned to encourage activity, preferably flight, and so that birds do not defecate on each other or into food receptacles.
- (b) Flooring (for ground dwelling birds) and perching must be varied and non-abrasive to prevent bumblefoot.
- (c) Faeces and urates must be removed at least once a week, but more frequently as required. For species which are in poor health or should not be disturbed during breeding seasons, cleaning should be minimized, provided that appropriately hygienic living conditions are maintained.
- (d) Flooring must be drop-through or easily cleaned, with consideration of selection of substrate type and minimal disturbance for ground dwelling birds.

1.3 Temperature and lighting should be as follows:

- (a) Species whose range originates from tropical or sub-tropical zones must not be subjected to temperatures below 5oC, except where there are known exceptions. These species should be housed at temperatures between 12 and 26oC (where appropriate for the species).
- (b) Lighting levels must approximate those of daylight with regard to intensity and colour.
- (c) Species requiring UVB lighting must have appropriate UVB emitting lamps manufactured for use with birds. These must be replaced according to manufacturer's recommendations, and effective provision must be monitored through the use of a UV meter. Evidence to this effect must be demonstrable to inspectors.

Under the Required Higher Standard, output of UVB bulbs must be monitored with a UV meter and recorded. Species specific requirements must be documented and available for inspection.

J2. DIET:

2.1 A suitable diet must comprise of the following:

- (a) Birds that require it must have a constant ad lib supply of food.
- (b) Food supplements must be provided as appropriate to the species concerned.
- (c) Specialist feeding practices must be taken into consideration in aviary design e.g. access for breeding aviaries or flycatcher manure piles. At times these may be in perceived conflict with expectations for hygiene and where in doubt specialist advice must be sought. Licence holders must be able to demonstrate the rationale behind any specialist feeding practices being utilised.

Under the Required Higher Standard, specialist nutritional advice must be sought where appropriate.

J3. MONITORING OF BEHAVIOUR AND TRAINING:

3.1 Monitoring of enrichment and exercise must be as follows:

- (a) Staff must have demonstrable knowledge of the species or a closely related species.
- (b) Enclosures must be designed, furnished and of a size which allows inhabitants to exhibit a range of natural behaviours, including flying, climbing and hiding as appropriate.
- (c) Psittaciformes, and other species as appropriate, must be provided with suitable toys which encourage them to play and to 'forage' for foods.
- (d) Cages and aviaries must have at least one side (one of its horizontal dimensions) clad in an opaque material, so that the occupants are not vulnerable on all sides to viewing and disturbance.
- (e) Birds of prey subject to restraint by tethering for part of their lives must be flown at least four times a week unless tethered under veterinary advice for medical treatment. Licence holders must not permanently tether any bird. All birds must be given the opportunity to fly or move around freely during part of the year, for example in an aviary (free lofted) for rest periods from sale, demonstrations, breeding or moulting. The recommended period is a minimum of one month in a twelve-month period but daily or overnight is preferred.

Under the Required Higher Standard, birds must not be housed or sold with their wings clipped. Wings are kept entire and flight actively encouraged.

Under the Required Higher Standard, all birds of prey, or other trained birds where appropriate, must have daily periods of flight; either in aviaries or flown outdoors by a competent person.

Under the Optional Higher Standard, furniture must be changed on a regular basis to provide novelty and enclosures designed to provide choice for the animals within.

J4. ANIMAL HANDLING AND INTERACTIONS:

4.1 Handling of birds should be carried out as follows:

- (a) Handling must be kept to a minimum at all times except where the licence holder can demonstrate that it is in the best interest of the animal e.g. for the purpose of health checking, flying birds of prey etc.

Under the Required Higher Standard, birds must not be removed from their parents (for 'hand rearing') until their eyes have been opened for more than one week to avoid risk of mal imprinting on humans as adult birds.

Under the Optional Higher Standard, the licence holder must have signage identifying potentially aggressive birds including clearly labelled aviaries/cages.

- (b) Social species must be kept in social groups suitable to the species. Where this is unavoidable, special attention must be paid to specific human interaction and they must be provided with extra enrichment. A plan must be in place for all singly housed birds
- (c) Decisions to pair- or group-house social bird species must be made by suitably trained and competent staff.
- (d) Compatible species-specific sex ratios and suitable group sizes must be observed bearing in mind potential for persistent aggression.
- (e) Only compatible species must be kept communally.
- (f) In particular, consideration for management of psittacine species, known to be sociable and live in flock situations, must be shown in the housing arrangements and stocking densities.
- (g) All immature birds must be housed with, or housed in close proximity to, others of their own or similar species, using adjacent cages or aviaries where they are in visual contact.
- (h) Where behavioural problems are likely to arise in 'adult' non-colonial birds, consideration must be given to managing them separately with the same species adjacent in visual contact. Examples of species that breed in a group include budgerigars and cockatiels, non-colonial breeders include African greys, Amazons and cockatoos. Once non-colonially nesting species approach breeding age, keeping two or more in a cage can be dangerous, as paired birds of breeding age can be aggressive to each other/their own mate.

Under the Required Higher Standard, Adult non-colonial birds must be managed in large flights, to allow birds space to escape from each other if required to prevent behavioural problems. Sufficient staff to manage the population must be provided as needed.

SCHEDULE K – REPTILES:

K1. ENVIRONMENT:

1.1 Environmental conditions, including sizes, must be as follows:

- (a) Risk of injury, illness and escape to be prevented.
- (b) Vivaria must allow for ease of cleaning and the maintenance of hygienic standards. This includes the use of impervious materials for construction.

- (c) Venomous animals must be kept in appropriate, secure enclosures (with suitable means of escape-proof ventilation).
- (d) Service areas for venomous species must be secure Service areas must be free of escape routes or places to hide, for example access into cavity walls.
- (e) Enclosures containing venomous species must be individually marked with warning signs identifying the species and number of animals.
- (f) Venomous animal enclosures must be kept locked and access available only by authorised persons.
- (g) Minimum enclosure sizes must be adhered to as below:

Group	Length	Width	Height	Water Depth (where appropriate)
Frogs and toads	30cm or 3x SVL (whichever is larger)	30cm or 3x SVL (whichever is larger)	30cm or 3x SVL (whichever is larger)	2x SVL
Newts and salamanders	30cm or 3x SVL (whichever is larger)	30cm or 2x SVL (whichever is larger)	30cm or 3x SVL (whichever is larger)	2x SVL
Snakes	No less than 2/3 length STL	No less than 1/3 length STL	-	NR
Lizards	4x SVL	2.5x SVL	-	NR
Terrapins and turtles	90cm or 5x SCL (whichever is larger)	3x SCL	NR	4x carapace height**
Tortoises	90cm or 5x SCL (whichever is larger)	5x SCL	NR	
Crocodylians	Land 2x SVL Water 2.5x SVL	Land 1.5x SVL Water 2x SVL	Prevent escape	0.3x SVL

**Abbreviations:*

SVL Snout-to-vent length (distance from nose to cloaca).

STL Snout-to-tail length (distance from nose to tip of tail).

SCL Straight-carapace-length (straight length of the curved part of the shell of a tortoise). Carapace is the curved top part of the tortoise or terrapin shell, as opposed to the flat bottom part which is the plastron.

PL Plastron length.

*** Some terrapins do not need such deep water.*

- (h) The size of the vivarium must allow a demonstrable and species-appropriate thermogradient to be maintained.
- (i) All vivaria must be provided with hides or species appropriate areas of shelter.
- (j) The vivarium must be large enough to allow the animals separate types of activity including resting, thermo-regulating, feeding, hiding and, if applicable, swimming.
- (k) Height and width of the enclosure must be appropriate to the species, with arboreal species requiring more height than terrestrial species and recommendations, stipulated below, adjusted accordingly: when considering vivarium size for arboreal species the licence holder must increase the height to the sizes outlined below for length and can reduce the length of the vivarium dimensions by 1/3.
- (l) The following vivarium size guidelines are for a single reptile and/or amphibian, up to a maximum of four animals for group managed species, unless specifically stated. For 5-8 animals the enclosure sizes must double and for 9-12 triple, and so on.
- (m) Most amphibians and reptiles are not social and may, therefore, be kept individually. Decisions to pair- or group-house amphibian or reptile species must be made by suitably trained and competent staff. Compatible species-specific sex ratios and suitable group sizes must be observed bearing in mind potential for persistent aggression.
- (n) Only compatible species of similar size and from similar habitat and geographical areas must be kept communally.

- (o) Generally mixed taxa (e.g. lizards and tortoises) enclosures are not recommended, although paludaria (vivaria with terrestrial and aquatic areas) which combine fish with small reptiles and/or amphibians of appropriate species are acceptable.
- (p) Frogs and Toads: Mixing of taxa (e.g. frog & toad) is not generally recommended. Cannibalistic species, such as horned frogs (*Ceratophrys* sp.) and African bull frogs (*Pyxicephalus* sp.) must be housed individually.
- (q) Reptiles may be housed individually or in small groups, of the same species. Species known to be cannibalistic (e.g. king snakes *Lampropeltis* spp., leopard lizards *Gambelia* spp.) and adult males in breeding condition must be housed individually.
- (r) Aquatic species must be able to swim (or submerge) adequately, i.e. water depth must be at least 2 times the length (snout to vent) of the animal where appropriate for the species. Water depth should be adjusted according to the specific needs of the species.
- (s) To prevent trauma, materials with rough surfaces (e.g. metal mesh) must be used with caution in the construction of vivaria, unless there are species specific requirements that indicate their use e.g. for species requiring high ventilation rates. Where possible, plastic or other suitable alternative materials are preferred.
- (t) For reptile species or life stages where evidence suggests that smaller spaces are required for feeding and/or security then the animal must be maintained in the size-appropriate vivarium (as defined below) with the addition of a number of small hides, ensuring the animal has the choice to move out into the wider vivarium at any time and enable appropriate thermoregulation whilst ensuring the reptile feels secure. Where there are documented problems with feeding individual reptiles in larger spaces they may be maintained in smaller enclosures.

Under the Optional Higher Standard, sizing of vivaria and associated environmental parameters must meet or exceed those outlined in the table below:

Group	Length	Width	Height	Space per Additional Animal	Water Depth (where appropriate)
Frogs and toads	30cm or 6x SVL (whichever is larger)	30cm or 6x SVL (whichever is larger)	30cm or 6x SVL (whichever is larger)	1/3 length	2x SVL
Newts and salamanders	30cm or 3x SVL (whichever is larger)	30cm or 2x SVL (whichever is larger)	30cm or 3x SVL (whichever is larger)	1/3 length	2x SVL
Lizards	4x SVL	2.5x SVL	2.5x SVL	1/3 length	NR
Terrapins and turtles	90cm or 8x PL (whichever is larger)	4x SCL	2x SCL + 20-30cm	1/3 length	4x carapace height**
Tortoises	90cm or 8x PL (whichever is larger)	4x SCL	2x SCL + 20-30cm	1/3 length	
Crocodylians	Land 4x SVL Water 5x SVL	Land 3x SVL Water 4x SVL	Prevent escape	N/A	0.3x SVL

**Abbreviations:*

SVL Snout-to-vent length (distance from nose to cloaca).

STL Snout-to-tail length (distance from nose to tip of tail).

SCL Straight-carapace-length (straight length of the curved part of the shell of a tortoise). Carapace is the curved top part of the tortoise or terrapin shell, as opposed to the flat bottom part which is the plastron.

PL Plastron length.

*** Some terrapins do not need such deep water.*

1.2 Bedding and toileting must be as follows:

- (a) Substrate may include, but not be limited to: paper towel, bark chip, wood chip, terrarium humus, moss, gravel, terrarium sand, depending on the species.
- (b) Burrowing species must have an appropriate substrate to facilitate burrowing.

- (c) Measures must be taken to minimise ingestion of substrate.
- (d) A moisture gradient is recommended for many amphibians. In setups which are misted on a regular basis to keep humidity levels elevated, it is important that a drainage layer is provided in the enclosure to avoid the substrate from becoming waterlogged. Drainage must be considered in all setups where there is a risk of waterlogging.
- (e) Faeces and urates must be removed a minimum of once daily. An exception to this is a system involving a larger enclosure with small species that has a mature bioactive system of management.
- (f) There must be a programme of waste water management and treatment for all amphibians to ensure no microorganisms are accidentally released. Specifically, those selling amphibians must treat waste water to prevent the spread of chytridiomycosis (fungus) and some viral agents prior to disposal into the sewage e.g. sodium hypochlorite (>1% for 1 min). Evidence as to how this is achieved must be available to inspectors.

Under the Required Higher Standard, specific written protocols for the quarantine and/or prevention of release of chytridiomycosis and potentially other biological agents must be available for inspection where amphibians are maintained.

1.3 Water quality must be as follows:

- (a) Aquatic and semi aquatic amphibians must have water quality measurement similar to that for fish, with species specific requirements being met.
- (b) Water for aquatic species of amphibians must be dechlorinated. Methods include harvested rain water, where appropriate; or using commercial dechlorinating products.
- (c) Containers must be thoroughly washed between each use.
- (d) For semi-aquatic and aquatic reptilian species (terrapins, turtles, crocodylians) and species where water features form a part of the enclosure design water must be maintained in a clean hygienic state.
- (e) Where appropriate terrapins must also have an adequate land basking area typically 25/75 land to water ratio.

Under the Optional Higher Standard, large established or permanent reptilian vivaria with water features must have water filtration systems to ensure hygiene is maintained.

1.4 Temperature must consist of the following:

- (a) Licence holders must be able to demonstrate that enclosures provide an appropriate thermogradient (the temperature range from the cool end to the hot end of the vivaria) for each species.
- (b) Temperature must be monitored using a reliable and repeatable method, with licence holders able to demonstrate systems are in place to allow assessment of the range of temperatures an animal experiences over a 24 hour period e.g. using a maximum/minimum thermometer.
- (c) Temperature must be checked daily on initial set up of a vivarium and once the temperatures are stable, where thermostatically controlled heat sources are used, assessment can be reduced to once per week.
- (d) The target appropriate temperatures for each species must be documented in written procedures and include, at a minimum ambient day temperature range, minimum ambient night temperature, basking zone temperature (where appropriate), and UV requirements (where appropriate). Where clearly defined ambient and basking temperatures are not available for a species then comparable species, from a similar geographical habitat, can be used to define the range. For such species where there is no known care guidelines and specialist husbandry is required these species must not be sold to a member of the general public, only competent specialist keepers.
- (e) Any deviations from the expected temperature range must be recorded along with the action taken to ensure the appropriate temperature is provided for the animal.
- (f) Heating equipment must be controlled with the use of thermostats, where compatible, and the vivaria sited so as to prevent overheating.
- (g) Where rack systems or other vivaria are utilised in thermally stable heated rooms, temperature monitoring of one tray per level is acceptable if accompanied by spot checks demonstrating that

the recorded temperatures are representative of the other rack systems in the shared space and that the temperatures are maintained at the correct ranges for the species housed within. During inspection licence holders must be able to demonstrate that this is the case.

- (h) Ambient and basking temperatures must be appropriate to the species concerned, with the following guidance for commonly kept species. Ambient temperature ranges below represent the thermal gradient from the cold end to the hot end of the enclosure:
- (i) Licence holders and staff must have access to relevant credible reference material for normal environmental parameters •Basking spots may be provided by convection or radiant heat sources (e.g. light bulb, or heat mat), as appropriate to the species. •Heat sources, both terrestrial and aquatic, must be guarded or positioned so no direct contact to the heating element is possible by animals living in the enclosure. This includes heat-emitting light sources but excludes heat mats and hot rocks or similar such heating devices.
- (j) Hides/shelters must be provided in different areas across the thermogradient.

Under the Required Higher Standard, for thermostatically stable vivaria temperature assessment must be increased to 3 times weekly to document maximum and minimum temperatures.

Under the Required Higher Standard, where applicable a minimum of two hides or sheltered areas must be provided, located in different areas of the thermogradient.

Under the Optional Higher Standard, for species that require brumation, designated facilities must be available and a related policy regarding temperature and other husbandry requirements available for inspection

Under the Optional Higher Standard, Suitable thermogradient, humidity and UVB index, where applicable, for the species must be displayed on each vivarium.

1.5 Lighting must be as follows:

- (a) Species requiring UVB lighting, must have appropriate UVB emitting lamps manufactured for use with reptiles and amphibians which must be replaced according to manufacturer's recommendations. On installation of a new lamp, a UV meter (preferably a UVI meter) must be used to ensure adequate and appropriate UVB levels are provided at the level the animal is located. Evidence of the frequency of lamp changes and assessment of UVB output on installation must be demonstrable to inspectors.
- (b) UV light sources must not be screened by non-UV transmitting glass, mesh or plastic such that the animals do not receive the appropriate UVB levels. Animals must have areas of shade so that they can escape from the light if desired.

Under the Required Higher Standard, output of UVB lamps must be monitored with a UV meter and recorded on a weekly basis. Species specific requirements must be documented and available for inspection.

K2. DIET:

2.1 A suitable diet must comprise of the following:

- (a) Live invertebrates must be gut loaded and/or dusted with suitable vitamin/mineral supplement used according to the manufacturer's instructions and with regard to the specific needs of the animal.
- (b) Licence holders must maintain written records of feeding for all snakes, including hatchlings, which must be made available to buyers and inspectors.
- (c) In situations where a specific reptile species is known to prefer to have food left in for 24 hours this practice is considered acceptable but must be reflected in the individual species' care sheet.
- (d) Fresh water must be available at all times, with the exception of certain desert species, which must be offered water at a frequency suitable to the species.
- (e) As appropriate to species, amphibians and reptiles must be given access to water in a form that allows them to submerge or bathe within.

- (f) Certain species, such as chameleons and some amphibians, do not often drink from standing water and must be offered water appropriately, e.g. by a dripper system or sprayer.

K3. MONITORING OF BEHAVIOUR AND TRAINING:

3.1 Monitoring of enrichment and exercise must be as follows:

- (a) Staff must have demonstrable knowledge of the species or a closely related species.
- (b) Enclosures must be furnished in such a fashion as to allow inhabitants to exhibit natural behaviour, e.g. climb or hide where appropriate.
- (c) All vivaria must be provided with hides or species appropriate areas of shelter. Habituation
- (d) Handling must be kept to a minimum at all times except where the licence holder can demonstrate that it is in the best interest of the animal e.g. to habituate the animal to handling for the purpose of health-checking. Beneficial and positive contact depends on species and can include feeding and training.

K4. ANIMAL HANDLING AND INTERACTIONS:

4.1 For amphibians, water of quality similar to that used to house them, often dechlorinated, must be used for hand washing prior to handling to prevent damage to species with moist skin. Hands must be clean and wet.

Under the Optional Higher Standard, moist, non-powdered nitrile gloves, or similar, must be used to handle amphibians.

K5. HEALTH:

5.1 A dedicated area for storage of cadavers must be present separate from food stores.

Under the Required Higher Standard, a dedicated area of isolation or quarantine must be available with associated protocols and policies in place to ensure biosecurity of the premises.

SCHEDULE L – FISH:

K1. GLOSSARY:

- “Coldwater” refers to freshwater ornamental fish species including, but not limited to: Goldfish (all varieties), common carp (including Koi), Tench, Orfe, Rudd and sturgeon species, which are kept in unheated aquaria/vats/ponds.
- “Tropical freshwater” refers to all those freshwater ornamental fish species which require to be kept in heated aquaria.
- “Tropical Marine” refers to all those ornamental fish species which require to be kept in sea water and heated aquaria.
- “Temperate” refers to those species that are suitable for unheated aquaria kept in centrally heated rooms only.
- “Centralised systems” refers to multiple aquaria or vats which are connected via pipework to a central sump tank and filter. Water is circulated through the system such that no water travels directly from one aquaria/vat to another but always via a biological filter and (possibly) other devices such as UV, ozone etc. Water quality in such systems is wholly dependent on the management of the whole system.
- “Standalone system” refers to aquaria or vats which do not share water with others. Filtration (and heating) is provided individually to each aquarium/vat. Water quality in such systems is wholly dependent on the management of each individual aquarium/vat.

K2. USE, NUMBER AND TYPES OF FISH:

2.1 General Considerations:

- (a) There are in excess of 4000 species of fish in trade whose welfare needs can be met based on a broad categorisation. It is acceptable for fish to be categorised in broad groupings of (i) cold water, (ii) tropical marine and (iii) tropical freshwater.
- (b) The maintenance of water quality standards is used to determine working stocking densities.
- (c) The water quality standards must not be met at the expense of a correct feeding regime.
- (d) Exceptions to these standards might occur e.g. when aquatic organisms are diseased, after transport or other stress. However, in these cases appropriate remedial actions e.g. treatment, acclimatisation or isolation must be undertaken.
- (e) It is not considered necessary nor feasible to individually identify all fish held within an establishment.

G1. ENVIRONMENT:

1.1 Environmental conditions, including sizes, must be as follows:

- (a) Fish must be able to move freely and turn around in aquariums or ponds.
- (b) Some facilities will be handling very high numbers of animals on a daily basis and at such facilities some standing water may be expected. It must not be excessive and should be removed as soon as practicable. Where there is some standing water all facilities must take precautions to prevent and control the spread of disease and infection.
- (c) Racked systems must be accessible by use of a stepladder or other such means.

1.2 Temperatures and lighting should be managed as follows:

- (a) Aquatic organisms must not be exposed to excessive heat or light, or a lack of adequate warmth. Sudden fluctuations in temperature, and water quality parameters must be avoided.
- (b) Temperature must be maintained within the optimal range for the fish species housed and kept as stable as possible in accordance with the temperature ranges shown below:

Temperature Ranges of Ornamental Fish		
Category	Fish Group(s) - by common name	Temperature Range
Coldwater	Goldfish (kept in aquariums)	4 to 25°C
	Fancy goldfish (all varieties)	4 to 25°C
	Pond fish (including goldfish, Koi carp, Orfe, Rudd & Tench)	4 to 24°C
Tropical Freshwater	Hillstream Loach, White Cloud Mountain, Minnows & Weather Loaches	17 to 23°C
	Tetras, Rasboras & Danios	18 to 27°C
	Guppies, Swordtails, Mollies & Platies	18 to 28°C
	Barbs	20 to 27°C
	Bettas, Gouramis & Paradise fish	Majority will tolerate a range of 22 to 28°C. Paradise fish can tolerate cooler temperatures of 17°C
	Rainbowfish	21 to 28°C
	Freshwater sharks (not related to true sharks)	22 to 26°C
	Dwarf Cichlids	Mid range of 23 to 28°C
	Discus	26 to 30°C
	American Cichlids e.g. Angelfish, Oscar, Parrot Cichlid, Severum, Firemouth Cichlid, Convict Cichlid & Jack Dempsey	22 to 28°C
	African Malawi Cichlids	23 to 28°C
	Freshwater stingrays, Knifefish & Elephant noses	20 to 26°C
	Piranhas, Snakeheads & Wolf fish	22 to 27°C
	Catfish e.g. Corydoras, Suckermouth catfish	21 to 28°C
	Tropical algae eaters e.g. Plecs (Plecostomus)	20 to 28°C
	Killifish	20 to 26°C
	Loches (family Cobitidae)	20 to 26°C
	Monos, Scats, Archers & Puffers (brackish water)	22 to 30°C
Marine	Clownfish, Damsels, Chromis & Basslets	23 to 28°C
	Blennies, Gobies, Jawfish, Dwarf Wrasse & Dartfish	23 to 28°C
	Butterflyfish, Tangs	23 to 28°C
	Dwarf angelfish	23 to 28°C
	Angelfish	23 to 28°C
	Seahorses & Pipefish	23 to 28°C
	Morays, Groupers & Triggerfish	23 to 26°C
	Poisonous & venomous fish e.g. lionfish, scorpionfish, boxfish, frogfish, rabbitfish & pufferfish	23 to 26°C

- (c) Changes in temperature must take place gradually.
- (d) For centralised systems, the water temperature must be appropriate to meet the husbandry requirements and temperature range for that fish category i.e. coldwater, tropical freshwater, tropical marine, and will usually be set at the mid-range between different species within a category.

- (e) Water temperature for temperate fish must never fall below 17°C. Temperate fish are defined as those sold as being suitable for unheated aquariums, kept in centrally heated rooms only. Consideration must be given to the few fish species to which this is considered to be suitable and purchasers must be advised accordingly as to appropriate conditions to meet the welfare needs of the fish. In the case of doubt, licence holders must adopt a cautious attitude (i.e. unless the species is a recognised coldwater species, it must be kept in a heated aquaria i.e. in an aquarium with a thermostatically controlled heater).
- (f) Temperatures must be monitored daily and checked weekly with any deviations from the expected range being recorded. At high temperatures it may be necessary to provide supplementary aeration or oxygenation of enclosure water.

Under the Optional Higher Standard, a suitable temperature range for the fish must be displayed on each tank.

- (g) Fish must be maintained on an appropriate photoperiod (i.e. day/night cycle) as far as possible.
- (h) For fish kept in outdoor ponds, vats and stock tanks shade from direct sunlight must be provided, for example, by the provision of plants or other shade.

Under the Required Higher Standard, there must be evidence that UV systems are maintained regularly.

Under the Optional Higher Standard, for premises with no natural light there must be automated systems and/or procedures to ensure gradual change in light levels.

1.3 Water quality must be as follows:

- (a) Minimum water standards must comply with those outlined below:

Water Quality Minimum Standards	
Water Quality Parameter	Measurement Standard
Cold Water Species	
Free Ammonia	max 0.02mg/l
Nitrite	max 0.2mg/l
Dissolved Oxygen	min 6mg/l
Nitrate	max 50mg/l above ambient tap water
Tropical Freshwater Species	
Free Ammonia	max 0.02mg/l
Nitrite	max 0.2mg/l
Dissolved Oxygen	min 6mg/l
Nitrate	max 50mg/l above ambient tap water
Tropical Marine Species	
Free Ammonia	max 0.01mg/l
Nitrite	max 0.125mg/l
Nitrate	max 100mg/l
pH	min 8.1
Dissolved Oxygen	min 4mg/l

- (b) Water quality must be checked weekly and records kept of all tests. Water testing must take place in stocked tanks.
- (c) Centralised systems must be tested weekly. 10% of individually filtered tanks or vats must be tested weekly. On aquaria or vats in which visual inspection indicates unusual behaviour or deaths, and any necessary remedial action must be undertaken and recorded.
- (d) Ammonia and nitrite are toxic to fish and their accumulation must be avoided.
- (e) Fish must not be subject to sudden fluctuation in chemical composition of their water, other than for the controlled treatment of disease or as part of a controlled breeding programme. In case of doubt expert advice must be sought.

Under the Required Higher Standard, water quality must be assessed three times weekly and documented.

- (f) All aquaria/vats/ponds must be kept free of accumulations of suspended waste products or uneaten feed. Excess accumulation may affect water quality and therefore damage fish health. Waste material must be removed as necessary. Cleaning regimes must be sensitive to species-specific needs e.g. certain fish species may benefit from controlled algal build-up to facilitate grazing behaviour. Care must be taken to minimise stress during cleaning.

K4. DIET:

4.1 A suitable diet must comprise of the following:

- (a) Fish must be fed a diet suitable for that species at an appropriate feeding rate and frequency and so as to avoid competition e.g. feeding across the whole surface of the aquaria/pond, extending feeding times.
- (b) Licence holders selling to the general public must have an understanding of the nutritional requirements of the categories of fish they sell, and must advise the owner of these requirements.
- (c) Food must be added direct to the tank or pond.
- (d) Given the numbers of fish that might be held in any one facility it is not feasible to monitor and record changes in eating habits of individual fish. The feeding behaviour of groups of fish must be recorded if such behaviour changes significantly and appropriate advice obtained from a competent specialist when appropriate.

K5. MONITORING OF BEHAVIOUR AND TRAINING:

5.1 Any items that get in the way of the safe and easy capture of fish must not be used or must be removed from tanks prior to capture.

K6. ANIMAL HANDLING AND INTERACTIONS:

6.1 Handling must be kept to a minimum at all times.

K7. HEALTH:

7.1 Fish should be safeguarded from pain, suffering, injury and disease as follows:

- (a) Staff must take precautions to prevent cross-contamination between aquaria/vats. Equipment, for example nets, must normally be cleaned and disinfected between uses or dedicated to a specific tank.
- (b) Aquaria/vats must be checked daily and cleaned as often as is necessary (as determined by water quality) to maintain good hygiene standards, consistent with the rate of stock turnover and consequent stocking densities.
- (c) For fish, in-line UV treatment or other sterilising devices effectively provide a means of isolating individual tanks in multiple tank systems and are a suitable alternative to self-contained isolation facilities. They must be of a proper size and maintained in accordance with manufacturers' recommendations.
- (d) Newly introduced stocks must be given an appropriate acclimatisation period, as deemed necessary, as far as possible separate from existing stocks. New stocks must be closely monitored and any disease problem which arises must be treated promptly.
- (e) Fish waste, including cadavers, may be incinerated or disposed of through general waste in sealed double-bagged plastic bags.
- (f) Fish showing signs of illness or disease may be kept with other animals provided that all the fish in the same tank (or in connected systems, without a sterilisation filter are given appropriate treatment. In cases of doubt about appropriate treatments, expert advice must be sought (e.g. from a veterinarian, competent person, fish specialist).

- (g) Anyone responsible for euthanising fish must follow recommended practices, written procedures and have been suitably trained. •In the case of fish, it is sufficient to check daily and maintain records limited to observed signs of ill health and disease.
- (h) Where problems are identified remedial action must be taken.
- (i) In cold weather ice may form on outdoor displays such as ponds. In such cases it is important that a hole in the ice is made e.g. by floating a plastic ball which can be removed if the water freezes.

Under the Required Higher Standard, the business must have in place reasonable measures to prevent the import, outbreak and spread of disease/pathogens. This must be demonstrated by implementation of a biosecurity plan.

K8. BUSINESSES CONSOLIDATING IMPORTS OF FISH:

8.1 GENERAL POINTS:

“Consolidators” refers to businesses which import live ornamental fish for the sole purpose of supplying imports directly to wholesalers/retailers. Routinely opening boxes compromises the welfare of the fish.

Aquaculture Production Businesses (APBs) that are authorised under regulation 5(1) of the Aquatic Animal Health (England and Wales) Regulations 2009(), and that are inspected by the Fish Health Inspectorate are exempt from the requirement to have a licence. In the case of APBs, if local authorities consider they need specialist advice, they may consult the Fish Health Inspectorate who are experienced in the inspection of these businesses.

The following licence conditions are required for Consolidators:

8.2 GENERAL CONDITIONS:

A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity. 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.

A register must be maintained for all the animals or, in the case of fish, all the groups of fish, on the premises. The register where they are kept for sale which must include—

- (a) Fish waste, including cadavers, may be incinerated or disposed of through general waste in sealed double-bagged plastic bags;
- (b) The full name of the supplier of the animal;
- (c) The animal’s sex (where known);
- (d) Details of any veterinary treatment (where known);
- (e) The date of birth of the animal or, if the animal was acquired by the licence holder, the date of its acquisition;
- (f) The date of sale of the animal by the licence holder; and
- (g) The date of the animal’s death (if applicable).

The licence holder must provide and ensure the implementation of a written training policy for all staff which must be reviewed, and updated, on an annual basis.

The animals must not be left unattended in any situation or for any period likely to cause them distress. Fish boxes must be handed over into the care of a person competent to provide necessary care from that point. They must not be dropped off and left unattended.

8.3 PET SALES CONDITIONS:

Any advertisement for the sale of an animal must—

- (a) Include the number of the licence holder’s licence;
- (b) Specify the local authority that issued the licence;

- (c) Include a recognisable photograph of the animal being advertised;
- (d) State the country of residence of the animal from which it is being sold; and
- (e) State the country of origin of the animal.

Fish must be transported in accordance with IATA and WIT regulations. The licence holder must be able to demonstrate that they have undertaken appropriate due diligence in this regard, in particular that:

- (a) Fish will be packed and transported according to IATA standards.
- (b) Distributors will meet legal obligations under WIT.
- (c) Anyone transporting fish has the appropriate, i.e. WIT Type 1/Type 2 authorisation.
- (d) They keep records of all imported/transported fish that enables traceability to source. This condition can be met by retaining invoices and receipts. Additional record keeping is not required.
- (e) They allow access by the relevant authority to these records.
- (f) Have a contingency plan in place that is available to inspecting authorities and includes, provision for the care of fish in the event of an accident; provision for the care of fish in the event of failure to deliver, e.g. delayed delivery; and emergency contact telephone numbers.

Under the Required Higher Standard, businesses must have documented procedures that control and manage the purchase and sale of fish, internal controls in place to detect irregular transactions and a well maintained accounting system with a full audit trail.

Appendix G – Conditions for Keeping or Training Animals For Exhibition

SCHEDULE A – GENERAL CONDITIONS:

A1. LICENCE DISPLAY:

- 1.1 A copy of the licence must be clearly and prominently displayed on any premises used for the licensable activity. 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.

A2. RECORD KEEPING:

- 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.
- 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.

A3. STAFFING:

- 3.1 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.
- 3.2 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.
- 3.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.

A4. ACCOMODATION:

- 4.1 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.
- 4.2 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape. They must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained, as follows:
 - (a) Timber must be of good quality, well-kept and any damaged areas sealed or over clad. Wood must be smooth and treated and properly maintained.
 - (b) Where appropriate, interior surfaces, including floors, must be smooth, impervious and able to be disinfected. Floors must have a non-slip, solid surface. Junctions between sections must be coved or sealed.
 - (c) There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to an animal. No unprotected electrical cables must be within reach of any animal.
 - (d) Materials must be non-toxic.
 - (e) Windows must be escape-proof. Doors must be strong enough to resist impact, scratching and chewing, and must be capable of being effectively secured. Large apertures must be avoided.

- (f) Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.
- (g) All wire mesh/fencing must be kept in good repair to provide an escape and dig proof structure. Where metal bars and/or mesh and/or frames are used, they must be of suitable gauge with spacing adequate to prevent animals escaping or becoming entrapped.
- (h) Care must be taken where aviaries or cages are constructed of newly galvanised mesh to prevent heavy metal poisoning, particularly in parrots which will often chew the metal.
- (i) Drainage must be effective to ensure there is no standing or pooling of liquids. Waste water must not run off into adjacent pens/ units. Drainage channels must be provided.
- (j) Where appropriate, animal pens and cages must open onto secure corridors or other secure areas so that animals are not able to escape from the premises. These corridors/areas must not be used as an exercise area.
- (k) Accommodation must be regularly inspected for damage and potential injury or escape points. Damaged accommodation must be repaired or replaced immediately.

4.3 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to their behavioural needs; its situation, space, air quality, cleanliness and temperature; the water quality (where relevant); noise levels; light levels; and ventilation, as follows:

- (a) Animals must be provided with suitable housing and rest areas which will depend on the species or species group. All housing must be:
 - Secure (predator proof, escape proof and lockable);
 - Clean and free from parasites (and vermin);
 - Free from hazards (e.g. sharp projections and edges);
 - Ventilated (or oxygenated for aquatic species). Ventilation must be provided to all interior areas, as appropriate to the species and have no detrimental effect on temperature or humidity;
 - Sheltered from extremes of weather;
 - At a temperature suitable to the species of animal.
- (b) Direct sunlight where no shade is available and other unintended heat sources must be avoided. Light must be provided in a suitable light: dark cycle for the species and where natural light is insufficient, suitable artificial lighting must be used. Where specific waveforms of light (e.g. UVB) forms an integral part of life support for the species, or where inappropriate lighting is detrimental to the health of the animal, there must be a system in place to demonstrate to the inspector that appropriate lighting is provided. Animals must be able to move away from direct lighting.
- (c) Where tiered accommodation systems are utilised, water, food or waste products must not be allowed to contaminate lower levels. In certain systems, such as aquaria or mixed-species aviaries, where isolation is inappropriate, waste must be adequately managed to prevent contamination of food and water.
- (d) Where water quality forms an integral part of life support for the species, or where poor water quality is detrimental to the health of the animal, water quality must be checked weekly and records kept of all tests.
- (e) Noise disturbance must be minimised and demonstrable mitigating steps taken where problems arise. Where appropriate, animals must not be exposed to draughts.
- (f) All housing must have:
 - A comfortable resting area that all animals housed together can use at the same time;
 - A suitable amount of clean bedding material of a type suitable for the species and individual animals.
- (g) All housing must allow an animal to:
 - Lie fully stretched out;
 - Stand in their natural posture;
 - Enable animals to be able to move around freely climb, swim and jump where appropriate, and be comfortable in their environment;
 - Rest comfortably;
 - Hide from human view or other animals in the enclosure, where appropriate;
 - Be kept in appropriate social groups;
 - Where appropriate, have separate areas for sleeping, toileting, exercising and the ability to move away from the social group;

- Hide from potentially frightening stimuli.
- (h) The enclosure size must be appropriate to the species, adjusted according to its size as the animal grows and where animals are kept communally any change in group dynamics may require separation or larger enclosures.
 - (i) Whilst being temporarily exhibited, enclosure sizes that are smaller than that considered best practice for long term husbandry can be used.
 - (j) Animals held or displayed outdoors must always have suitable protection from adverse weather conditions.
 - (k) Fish must be able to move freely and turn around in aquariums or ponds.
 - (l) Birds must be able to stretch their wings freely.
- 4.4 Staff must ensure that the animals are kept clean and comfortable and, where appropriate, a toileting area and opportunities for toileting must be provided.
- 4.5 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, as follows:
- (a) Each occupied unit must be cleaned regularly and waste materials removed as required. For species which are in poor health or should not be disturbed during breeding seasons, cleaning should be minimized, provided that appropriately hygienic living conditions are maintained.
 - (b) Where appropriate, all animals kept must benefit from adequate routine grooming and other health regimes as required e.g. cleaning of eyes or keeping long fur from matting. This would include regular attention to coat, teeth, ears and nails and inspection for parasites.
 - (c) Any cleaning products used must be non-toxic to enclosure inhabitants and appropriate timed separation between disinfection and (re)introduction of livestock observed.
 - (d) Soiled bedding must be removed in a timely fashion and immediately replaced.
 - (e) Empty cages must be fully cleaned, disinfected and allowed to dry before new stock arrives. Substrate must be replaced as appropriate, and enclosure fixtures and fittings must be adequately sanitised.
 - (f) Working fish systems must not be treated with routine chemical sterilization. Fish must not be subject to rapid fluctuation in chemical composition of their water, other than for the controlled treatment of disease or as part of a controlled breeding programme. Acceptable conditions may vary substantially according to species and often counter intuitively. In case of doubt expert advice should be sought.

A5. DIET:

- 5.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency and new feeds must be introduced gradually to allow the animals to adjust to them, as follows:
- (a) Animals must be fed an adequate and balanced diet in accordance to the individual animal's nutritional needs. Animals must be fed a complete diet appropriate to their age, breed, species, activity level and stage in the breeding cycle. Staff must have knowledge of the requirements for all the species held.
 - (b) If there are concerns about an individual animal's diet, appropriate nutritional/veterinary advice must be sought.
 - (c) Food supplements, including vitamins and minerals, must be provided if necessary at the correct dosage for the individual species and in a form appropriate to ensure adequate supplementation is delivered to the target species.
 - (d) Fresh foods must be kept refrigerated where appropriate. Frozen foods intended for use must be stored in an appropriate deep freeze and defrosted thoroughly to room temperature before use.
 - (e) Live food intended for use must be housed in suitable escape proof containers. Live food, if uneaten in a short period, must be removed where it may pose a risk to the species housed e.g. crickets biting reptiles.
 - (f) The feeding of live vertebrate prey should be carried out only in exceptional circumstances (e.g. non-feeding snake). This must be on an individual animal basis for specified animals only. A written justification must have been completed, be made available to inspectors, and be agreed by senior staff, including veterinary advice, weighing up the welfare of predator and prey. Live

feeding must be observed by a competent staff member and uneaten prey removed in a timely manner. Such feeding must not take place in the presence of the public.

- 5.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed. Significant weight loss or gain must be assessed by a competent person and, in the case of small mammals, guinea pigs, rabbits and birds, if there is no improvement in food intake within 12 hours following remedial action by a competent person or the condition of the individual deteriorates a veterinarian must be consulted.
- 5.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.
- 5.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.
- 5.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.
- 5.6 Where feed is prepared on the premises used for the licensable activity, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

A6. BEHAVIOUR AND INTERACTION:

- 6.1 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, as follows:
 - (a) Enclosures must allow for visual inspection with minimal disturbance to the animal.
 - (b) Lights must be turned off to provide a period of darkness overnight unless the species requirements specify otherwise. Consideration must be given to the specific requirements of nocturnal species.
- 6.2 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.
- 6.3 The animals must not be left unattended in any situation or for any period likely to cause them distress.
- 6.4 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments, as follows:
 - (a) Animals must be able to express natural behaviours in their living environment. This may require the provision of environmental enrichment such as objects and substrates (e.g. bedding) or designing the housing to provide certain physical (e.g. perches) or environmental (e.g. humidity level) requirements. These should not have the potential to cause injury and should be replaced if damaged.
 - (b) As appropriate to the species, enrichment devices must be changed on a regular basis to introduce novelty and maintain interest. When adding new enrichment devices, staff must ensure that the animal is closely monitored for signs of distress.
 - (c) Accessories must be disposable or be disinfected between animals.
- 6.5 Where used, training methods or equipment must not cause pain, suffering or injury.
- 6.6 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.
- 6.7 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.

A7. WELFARE:

- 7.1 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.
- 7.2 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 carcasses).
 - (b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.
- 7.3 All people responsible for the care of the animals must be made fully aware of these procedures.
- 7.4 Appropriate isolation, in self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.
- 7.5 All reasonable precautions must be taken to prevent and control the spread among animals and people of infectious diseases and parasites.
- 7.6 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.
- 7.7 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.
- 7.8 Where necessary, animals must receive preventative treatment by an appropriately competent person.
- 7.9 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.
- 7.10 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.
- 7.11 Medicines other than prescribed medicines must be stored, used and disposed of in accordance with the instructions of the manufacturer or veterinarian.
- 7.12 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.
- 7.13 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—
- (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.
- 7.14 All animals must be checked at least once daily and more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be

checked more frequently. 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.

A8. TRANSPORTATION:

- 8.1 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, as follows:
- (a) Any animals received or consigned must be transported according to the regulations laid down in current legislation.
 - (b) The licence holder must demonstrate that a suitable vehicle is available to transport the animals.
 - (c) Predators and prey must not be kept within sight, sound or smell during transport.
 - (d) Fully trained and hooded raptors can be safely transported on a cage provided they are under supervision otherwise raptors should be transported in specifically constructed travelling boxes which allow them at least to stand up fully and turn around.
 - (e) Birds must, where appropriate, have the opportunity to perch during transport.
 - (f) All animals must be provided with the temperature appropriate to their species whilst in transit. Hot and cold weather procedures must be in place.
 - (g) Leaving animals in vehicles must be minimalised and animals must never be left unattended in a car or other vehicle when the temperature may pose a risk to the animal.
 - (h) Every animal needs to be checked for signs of injury, illness, distress or fear immediately before and after transportation and must receive prompt treatment and/or rest as required. An animal must not be transported if they are showing any signs of injury, illness, distress or fear, unless they are being taken to the veterinarian for treatment. In the latter situation, there must be barriers between carriers to reduce the transmission of disease and the vehicle and equipment must be appropriately disinfected following transportation.

A9. FIRE AND OTHER EMERGENCIES:

- 9.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all staff 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.
- 9.2 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.
- 9.3 External doors and gates must be lockable.
- 9.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance (30 minutes) of the premises and available to attend in an emergency.

SCHEDULE B – SPECIFIC CONDITIONS:

B1. INSURANCE, EMERGENCIES AND RECORDS:

- 1.1 The licence holder must hold valid public liability insurance in respect of the licensable activity of keeping or training animals for exhibition.
- 1.2 A written policy detailing contingency measures in the event of the breakdown of a vehicle used to transport the animals or any other emergency must be available to all staff.
- 1.3 The licence holder must keep a list of each animal kept, or trained, for exhibition with all the information necessary to identify that animal individually (including its common and scientific names) and must provide the local authority with a copy of the list and any change to it as soon as practicable after the change.

B2. ENVIRONMENT:

- 2.1 Suitable temporary accommodation must be provided for all the animals at any venue where they are exhibited, as follows:
- (a) All animals involved for longer than a day must be provided with on-site housing and/or rest areas (set out under Clause A4(4.3) above) that allow for a range of movement and natural behaviours. There should be enough separate rooms or securely partitioned areas to avoid unfamiliar animals being mixed together. Wherever possible, the animal's normal housing should be used. If possible, fish should be moved in the same water as they have been permanently housed.
 - (b) The design and layout of the premises must allow animals to be able to control their visual access to surroundings and animals in other enclosures. It should also minimise the number of animals that staff disturb when removing any individual animal.
 - (c) If animals are on public display, signs must be displayed on enclosures to deter members of the public from tapping on glass or poking fingers into cages.
 - (d) The distance between the resting facilities and the working environment should be kept to a minimum where possible.

B3. MONITORING OF BEHAVIOUR AND TRAINING:

- 3.1 The animals must be trained by competent staff and given suitable and adequate opportunities to become habituated to being exhibited, using positive reinforcement, as follows:
- (a) If animal training takes place during exhibition it must be done in a way that minimises stress to the animal.
 - (b) Consideration should be made to the need for the presence of a veterinary surgeon on set or location to provide welfare assurances where feasible, where a particular hazard has been identified in the risk assessment, or where otherwise required by industry standards.
 - (c) All props, costumes and equipment must be inspected before and after each use and animals examined for signs of discomfort, rubbing or damage.
 - (d) Props, animal costumes, make-up and any special effects must not pose a risk to the animal nor cause any unnecessary pain, suffering, distress or discomfort, and must be used for the shortest time possible. Carbon dioxide (used to produce dry ice) and artificial smoke can be harmful to and is aversive to many species and should be avoided. It must never be used around birds, reptiles or amphibians.
 - (e) Animals must not be exposed to glare, heat, noises or other conditions unless specifically habituated to these conditions in advance of the exhibition. For animals trained in this way exposures must be reduced to the shortest possible time and when possible the effect achieved by using other methods such as camera angles and techniques. Veterinary advice must be sought and recorded.
 - (f) An animal must not be forced to do anything, nor should it be expected to do anything outside its normal behaviour repertoire or for which it has not been trained.
 - (g) The number of animal trainers and handlers must be consistent with the number and species of animals being used.
 - (h) All effects such as fires, explosives and similar must be determined in consultation with the veterinarian, animal consultant and trainer prior to filming. Restraining equipment must not be used on animals not trained to wear them, or if an animal struggles or resists.
- 3.2 Social animals must not be exhibited if their removal from and reintroduction to the group with which they are usually housed causes them or any other animal within that group stress, anxiety or fear.
- 3.3 Animals must be prevented from coming into contact with each other during any exhibition where such contact would be likely to cause any of them to show signs of aggression, fear or distress, as follows:

- (a) Animals showing signs of aggression, fear or distress must not be used in an exhibit. If signs of fear or distress occur during exhibition either the exhibition must cease or the animals removed immediately to a place of safety.
- (b) Animals must not be used to goad others in order to achieve an effect.
- (c) Predators and prey must not be kept within sight, sound or smell of each other.

3.4 All persons likely to come into contact with the animals during an exhibition must be briefed about how to behave around the animals so as to minimise anxiety, fear and stress in the animals, as follows:

- (a) Everyone on the production site (including audience, actors and production crew) must be informed about what kinds of animals will be used, how to behave around them (including sudden/loud noises such as applause), or movements that might frighten the animals and/or make them panic or react aggressively.
- (b) Those exhibiting animals must request that the event manager alerts them to any other activities involving loud noises or other activities (e.g. other animals) which may cause anxiety for the animals and seek to minimise it as much as possible by locating the animals as far away as possible.
- (c) Everyone coming into contact with exhibited animals must be briefed on how to minimise the risks of diseases that can be transmitted between humans and animals. Sufficient handwashing must be available for people coming into contact with animals.
- (d) No-one other than staff responsible for the animals must be allowed to pet, handle or play with animals during the working day unless supervised and directly involved with the required action and consistent with the best interest of the animal.

3.5 No female animal with unweaned offspring may be removed from its home environment and newborn, unweaned or dependent offspring must not be removed from their mothers.

3.6 The animals must not be handled by persons whose behaviour appears at the time to be influenced by the consumption of alcohol or by any psychoactive substance.

B4. TRANSPORTATION:

4.1 The animals must be transported in suitable, secure and appropriately labelled carriers, as follows:

- (a) Carriers must be suitable for the species. They must be large enough to allow the animal to move around but small enough to minimise any injury during transit. When there are circumstances where movement must be restricted to avoid injury, the reasons must be set out within the written transport procedure.
- (b) Where an animal requires external life support this must be provided for during transportation e.g. appropriate temperatures for reptiles, water temperature for fish.
- (c) All animal carriers in transit must be appropriately secured to ensure no movement or escape whilst in transit.
- (d) Animals must not be mixed with different species and unfamiliar animals in carriers.
- (e) Where a number of animals are mixed in the same carrier then it must be of an appropriate size to prevent overcrowding.
- (f) Transport carriers must be maintained in a clean and hygienic condition.
- (g) Each animal carrier must have a label securely attached that identifies the contents and states that it contains live animals.

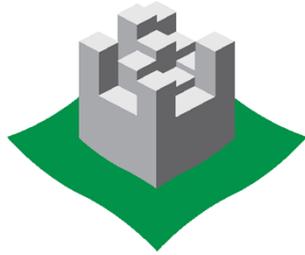
B5. HEALTH:

5.1 A register must be kept of each animal exhibited or to be exhibited which must include—

- (a) the full name of the supplier of the animal;
- (b) its date of birth;
- (c) the date of its arrival;
- (d) its name (if any), age, sex, neuter status, description and microchip or ring number (if applicable);

- (e) the name and contact details of the animal's normal veterinarian and details of any insurance relating to it;
 - (f) details of the animal's relevant medical and behavioural history including details of any treatment administered against parasites and any restrictions on exercise or diet;
 - (g) a record of the date or dates of the animal's most recent vaccination, worming and flea treatments; and
 - (h) the distance to and times taken for it to travel to and from each exhibition event.
- 5.2 A record of when the animals are exhibited must be kept and an animal rotation policy must be put in place to ensure that the animals have enough rest between and during exhibition events, as follows:
- (a) The log must include:
 - Date of exhibit;
 - Time of exhibit;
 - Duration of exhibit (Arrival to departure time);
 - Type of exhibit;
 - Animals used in exhibit;
 - Location of exhibit;
 - Distance/travel time to exhibit from licensed premises.
 - (b) Usage – time working, time resting and actions must be kept. This would record comments on behaviour, injury, any form of problem.
 - (c) Call sheets must be retained.
 - (d) A record must be kept for each individual animal setting out how often and the length of time used in any exhibit with clear rest periods in the home environment set out.
 - (e) Animals must have clear breaks from exhibits that enable them to perform normal behaviour in their home environment including sleeping, feeding and play and must not be used on a continuous basis.
- 5.3 All the animals used in exhibition events must be in good physical and mental health, as follows:
- (a) All animals used in exhibition events must be allowed to acclimatise after arrival, prior to exhibition.
 - (b) During exhibition breaks, animals must be moved to a suitable, secure designated place, or exercised if suitable, unless doing so would be expected to impair welfare to a greater extent than remaining in the exhibition area.
- 5.4 The exhibited animals must be suitable for the specific conditions, type of enclosure and actions involved in the exhibition.
- 5.5 The licence holder or the licence holder's staff must undertake a risk assessment before each exhibition event, as follows:
- (a) The risk assessment must assess against each of the five welfare needs of the Animal Welfare Act 2006, the mitigating measures taken to reduce these risks and person(s) responsible.
 - (b) The operator must familiarise themselves with an evacuation procedure for each venue in the event of an emergency.
- 5.6 Any equipment, chemicals and other materials used in the exhibition must not cause the animals pain, discomfort, fatigue or stress. Toxic substances must not be used at the same time as the animals in any production. If hazardous or toxic substances are involved beforehand, washing facilities and emergency treatments for animals should be provided close to the site and Control of Substances Hazardous to Health (COSHH) data sheets need to be completed and circulated as required. These must be given to the attending veterinarian in the event of an accident that results in an animal touching, breathing in or eating such a substance.

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Exeter
City Council

Animal Welfare Act 2006
Animal Boarding Establishments Act 1963
Pet Animals Act 1951 and Pet Animals Act 1951 (Amendment)
Act 1983
Riding Establishments Act 1964 and 1970
Dangerous Wild Animals Act 1976
Breeding of Dogs Act 1973 and 1991
Breeding and Sale of Dogs (Welfare) Act 1999
Zoo Licensing Act 1981

Animal Licensing Policy

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Issue Date:

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Section 1 – Purpose

- 1.1. Exeter City Council (the Council) has statutory responsibilities for the licensing of a number of activities relating to the welfare of animals under a number of different Acts of Parliament. This legislation is aimed at protecting animals and makes it an offence for any person to possess, own or keep animals in order to carry out certain businesses, or have possession of certain animals within Exeter, without first being licensed by the Council.

Section 2 – Scope of Policy

- 2.1 This policy sets out the general principles that the Council will follow in relation to the enforcement of animal welfare legislation. The Policy describes the types of animal licensing matters that are likely to occur and how the Council will deal with them.
- 2.2 This Policy and the conditions included represent guidance on details of the service provided and the general principles that the Council follows in relation to the enforcement of animal licensing legislation and the discretionary functions it undertakes.
- 2.3 Animal licensing related matters included within the scope of this policy are the licensing regulation and enforcement of licence conditions in respect of:
 - Animal boarding establishment licences
 - Horse riding establishment licences
 - Pet shop licences
 - Dangerous wild animal licences
 - Dog breeding establishment licences
 - Zoo licences
- 2.4 The above licences are regulated by the Council under the following Acts:
 - Animal Welfare Act 2006
 - Animal Boarding Establishments Act 1963
 - Pet Animals Act 1951 and Pet Animals Act 1951 (Amendment) Act 1983
 - Riding Establishments Act 1964 and 1970
 - Dangerous Wild Animals Act 1976
 - Breeding of Dogs Act 1973 and 1991
 - Breeding and Sale of Dogs (Welfare) Act 1999
 - Zoo Licensing Act 1981
- 2.5 These Acts are referred to in this policy as the “primary licensing Acts.” It should also be noted that the Performing of Animals (Regulation) Act 1925 is the responsibility of the Leicestershire County Council who maintain a register of animals involved in performances. Queries about animal performances should therefore be directed to them.

Section 3 – Animal Welfare Act

- 3.1 The Animal Welfare Act 2006 (“the Act”) consolidated and updated a range of previous legislation to promote the welfare of animals. This Act is the primary piece of legislation controlling animal welfare in England and Wales and established set welfare standards that must be maintained by all people who are responsible for an animal. The Act also places responsibilities on to numerous enforcement agencies, including this Council.
- 3.2 The Act introduces a ‘duty of care’ on any person that is responsible for an animal to ensure that the needs of that animal are met. A person does not have to be the owner of the animal for the ‘duty of care’ to apply.
- 3.3 The Act creates an offence of failing to provide for the needs of an animal in a persons care and increases the penalties for animal abuse allowing the courts to disqualify a person from being in charge of animals. Any person disqualified under the Act will also be disqualified from holding a licence under any of the primary licensing Acts.
- 3.4 The Act permits the Department for the Environment, Food and Rural Affairs (DEFRA) to pass regulations that may repeal or amend any of the primary licensing Acts or create new forms of licences. DEFRA have not presently decided to pass any further regulations but this policy shall be reviewed and updated as soon as possible should DEFRA do so.
- 3.5 Section 9 of the Animal Welfare Act 2006 creates five overarching principles of animal welfare. The Act refers to these as the ‘five needs’ of all animals. It is the duty of any person responsible for an animal to ensure that each of these five needs are met.
- 3.6 The ‘five needs’ are:
- The need for a suitable environment;
 - The need for a suitable diet;
 - The need to be able to exhibit normal behaviour patterns;
 - Any need to be housed with, or apart from, other animals; and
 - The need to be protected from pain, suffering, injury and disease.

Section 4 – Aims of the Policy

- 4.1. This Policy will ensure that the Council carries out its animal licensing responsibilities in a fair, equitable and consistent manner.
- 4.2 It will help ensure that the public, councillors and those engaged in animal licensing activities understand what the law requires and how the Council will approach its enforcement duties.

Section 5 – Enforcement of the Policy

- 5.1 The Council will seek to ensure compliance with the legislation and will carry out its duty in an appropriate manner according to the following principles
- seek to achieve compliance in a fair, consistent, proportional, transparent and targeted manner;
 - seek to assist businesses and others in meeting their legal obligations through education and advice, and aim to be clear, open and helpful in its approach to enforcement;
 - focus on prevention rather than cure;
 - seek to target enforcement resources at areas of highest risk, including non-compliant businesses and individuals;
 - take firm action against those who knowingly contravene the law or act irresponsibly;
 - where appropriate work jointly with other regulatory or enforcement agencies to solve problems. Such bodies include the Police, RSPCA and Trading Standards.
- 5.2 Enforcement will be carried out in a firm and fair way. There are four principles that support this:
- a) **Proportionality:** this means relating enforcement activity to risk. When the law requires that risks should be controlled so far as is reasonably practicable the cost of the remedy as well as the degree of risk will be taken into account. In some cases there are specific requirements in the law to take account of the cost of the remedy.
 - b) **Consistency:** this does not mean uniformity of approach but rather that a similar approach is taken in similar circumstances to achieve similar ends. Officers will take account of many variables including; the scale of impact, the attitude and actions of management and the history of previous incidents or breaches. Decisions on enforcement action are a matter of professional judgment. Arrangements to deliver consistency are in place including supervised quality monitoring visits, agreed protocols between the district councils throughout Devon and arrangements for auditing of activity by officers from other authorities in Devon.
 - c) **Transparency:** this is important to maintain public confidence in the Council's ability to regulate. It means helping those regulated, and others, to understand what is expected of them and what they should expect from the Council. It also means making it clear why the Council intends to, or has taken, enforcement action. The Council will clearly distinguish between legal requirements and advice or guidance about what is desirable but not compulsory. A person having a legal duty will be advised of the rights of officers and the level of service that can be expected. All information and advice issued will be in plain language and the Council will provide information in a format that is available to the recipient.
 - d) **Targeted:** this means making sure that inspections or actions are directed primarily to those activities which give rise to the most serious risks or where hazards are least well controlled. Routine inspections of businesses are prioritised according to an

assessment of the risk they pose. The Council's policies provide a framework for assessing priority in non-planned areas of activity such as setting response times to complaints.

- 5.3 Appendix C of the Environment Enforcement Policy provides more specific information on the Council's approach to enforcement of licensing legislation. A link to this document is provided below:

<https://exeter.gov.uk/council-and-democracy/council-information/strategies-policies-and-plans/environmental-health-and-licensing/>

Section 6 – What the Council will do?

- 6.1 The primary licensing Acts set out individual application requirements and standards that the Council must be satisfied of before it can grant a licence. Each of those primary Licensing Acts permits the Council to impose conditions on each licence it grants.
- 6.2 The purpose of requiring a licence is primarily to ensure the welfare of the animals. When considering applications and in undertaking enforcement duties the Council will have regard to its own Animal Licensing Objectives set out in this Policy.
- 6.3 The Council will inspect premises in accordance with legislative requirements, veterinary advice and any statutory codes of practice before issuing or renewing a licence.
- 6.4 Where appropriate, inspections will be carried out with a qualified vet. Each licence has conditions attached to it and should be renewed in accordance with legislative requirements. Where inspections identify areas of concern which cannot be addressed by the licence conditions, officers will consider the use of the Animal Welfare Act 2006 and / or liaise with other organisations such as the RSPCA.
- 6.5 The Council will investigate reports and intelligence relating to unlicensed establishments and/or breaches of conditions, respond to any issues, and when necessary take enforcement action. All enforcement action will be taken in accordance with the Office of the Assistant Director Environment's Enforcement Policy.

Section 7 – Policy Application

- 7.1 When carrying out its functions under the primary licensing Acts the Council will seek to promote the following objectives:
- Animal Welfare (the five needs)
 - Public safety
 - Integration with other relevant strategies and legal requirements
 - Positive relations with licence holders and proportionate regulation
- 7.2 In addition to the danger to the welfare of animals by unlicensed or irresponsible animal owners there is also a danger that may arise to members of the public. For instance the effect of diseases affecting animals, or harmful bacteria stemming from poor hygiene could spread and affect other members of the public and their animals. Additionally licence

holders that permit members of the public onto their premises have a duty to ensure that they do not put them at risk of illness or injury. Public safety will therefore be a paramount consideration by the Council at all times.

- 7.3 There are a number of different areas that may affect or be affected by licence holders or potential licence holders under the primary licensing Acts and where necessary these will be considered by the Council in carrying out its functions under the Animal Welfare Act 2006.
- 7.4 In addition to being licensed to carry out certain activities a licence holder and their premises may need to comply with other legislation such as planning and building regulations. Where the appropriate permissions or consents are not in place, or where they are being breached, the Council may take enforcement action which could lead the closure of such premises. The subsequent effect on the welfare of the animal(s) could be damaging.
- 7.5 Therefore, the Council will not grant a licence where the appropriate planning permissions or building control consents are not in place or may revoke a licence where such legislation, regulation or conditions are breached.
- 7.6 Under Section 17 of the Crime and Disorder Act 1998, local authorities must have regard to the likely effect of the exercise of their functions on, and do all that they can to prevent, crime and disorder in their area. The Council may therefore consider the implication of an application or existing licence in the context of local crime and disorder in the area.
- 7.7 This Policy should be read in conjunction with, and without prejudice to, other existing National and European Union legislation, such as the Human Rights Act 1998 and the Equality Act 2010.
- 7.8 Each licence type has its own application process and requirements that the Council need to take into consideration before granting a licence. Details on how to apply for a licence are contained in the relevant appendices attached to this policy.
- 7.9 Each of the primary licensing Acts states clearly the criteria which the Council must be satisfied of before any licence is granted. Where the relevant licensing officer is not satisfied that the relevant legal requirements are met, or where an Environmental Health Officer of the Council or Veterinary Surgeon has raised concerns that the legal requirements or standards are not met or unlikely to be met, the applicant for the licence will be notified.
- 7.10 The applicant will have the opportunity to address these matters in the hope of satisfying the relevant criteria.
- 7.11 If the relevant Licensing Officer feels that the application should be refused they will submit a report to a Licensing Sub Committee to determine the matter.
- 7.12 Each of the primary licensing Acts allows the Council to attach conditions to the licences it grants.
- 7.13 Within the relevant appendix for each licence type are standard or model conditions which will ordinarily be imposed on that licence type. These conditions are based on the relevant national standards devised by various bodies such as the Chartered Institute of Environmental Health. However these conditions may be varied by the Council to suit the individual merits of an application.

Section 8 – Animal Boarding Establishments

- 8.1 Anyone boarding cats or dogs for financial gain must be licensed by the Council under the provisions of the Animal Boarding Establishments Act 1963. Officers inspect these premises to ensure compliance with licence conditions and, in particular, that the animals are in satisfactory accommodation and are properly cared for.
- 8.2 Establishments where the boarding of animals is being carried on as a business are subject to the 1963 Act, which requires such premises to be licensed by the local authority. For the purpose of this Act the keeping of such establishments is defined as the carrying on at any premises, including a private dwelling, of a business of providing accommodation for other people's cats and dogs. Boarding dogs at another person's home may require a licence, if payment is received and this occurs regularly, as do day care facilities, whether in a person's home or purpose built unit.
- 8.3 DEFRA has stated that the home boarding of cats should be discouraged and the Council supports that view.
- 8.4 The licence is granted at the discretion of the local authority which may take into account the suitability of the accommodation and whether the animals are well fed, exercised and protected from disease and fire. It is an annual licence which expires on 31 December each year, regardless of when it is issued.
- 8.5 An application for a licence must be made to the Council on its application form. The application form is available from the Council's website.
- 8.6 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.
- 8.7 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the Vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 8.8 Before granting a licence the Council must be satisfied:
- That the animals will be kept in suitable accommodation at all times. Suitable accommodation takes into account the construction and size of the accommodation, the number of animals to be housed in it, facilities for exercising the animals, cleanliness and temperature, lighting and ventilation provisions.
 - That suitable food, drink and bedding materials will be provided and that the animals are exercised and visited regularly.
 - That all reasonable precautions will be taken to prevent and control the spread of disease among the animals and that isolation facilities are in place.
 - That adequate protection is provided to the animals in the case of fire and other emergencies.
 - That a register is kept. The register should contain a description of all animals received, their arrival and departure date and the name and address of the owner. The register should be available to be inspected at any time by a local authority officer, veterinary surgeon or practitioner.

- 8.9 If the Council are satisfied that the requirements of the Animal Boarding Establishments Act 1963 are met, and there are no other concerns about the welfare of animals or the objectives of this policy being undermined, the licence will be granted.
- 8.10 The Council may attach any condition to the licence that it feels are necessary and expedient for securing the objectives above.
- 8.11 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 8.12 If a licence holder is not complying with their licence conditions the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Animal Boarding Establishments Act 1963 and the Animal Welfare Act 2006.
- 8.13 The Council has adopted the Chartered Institute of Environmental Health “Model Licence Conditions and Guidance for Dog Boarding Establishments 2016”. The model conditions are split into a number of schedules including conditions relating to environment, diet, behaviour, company, and health & welfare. These conditions will be applied to each dog boarding licence issued. Applicants will also be referred to Annex C of the model conditions “Emergency Evacuation Plan”, and Officers will refer to Annex D “Kennel Unit/ Run Sizes” when assessing new licence applications.
- 8.14 The Council has also adopted the Chartered Institute of Environmental Health “Model Licence Conditions and Guidance for Cat Boarding Establishments 2013”. The model conditions are split into a number of schedules including conditions relating to environment, diet, behaviour, company, and health & welfare. These conditions will be applied to each cat boarding licence issued. Applicants will also be referred to Annex B of the model conditions “Emergency Evacuation Plan”.

Section 9 – Riding Establishments

- 9.1 The Council licenses all riding schools under the provisions of the Riding Establishments Act 1964 and 1970 in order to ensure the suitability of the person in charge to undertake such a business.
- 9.2 The Act defines the keeping of a riding establishment as:
- The carrying on of a business of keeping horses for either the purpose of their being let out on hire for riding and/or the purpose of their being used in providing, in return for payment, instruction in riding.*
- 9.3 The licence is granted at the discretion of the local authority which may take into account the suitability of the accommodation and whether the animals are well fed, exercised and protected from disease and fire. It is an annual licence which expires on 31 December each year, regardless of when it is issued.
- 9.4 An application for a licence must be made to the Council on its application form. The application form is available from the Council’s website.

- 9.5 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.
- 9.6 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the Vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 9.7 Additionally the Council will ensure that all employees and workers at the premises are adequately trained in all appropriate aspects of animal welfare. Suitably qualified vets are appointed to inspect all animals used in the business to ensure that the horses are fit and healthy and suitable for use and are adequately cared for.
- 9.8 The vet will also ensure that the tack, riding equipment and stalls used for the stabling of animals is fit for purpose, safe and the stalls for horses are a suitable size.
- 9.9 In determining whether to grant a licence for a riding establishment, the Council shall consider compliance with the following matters along with the model conditions:
- a) whether that person appears to them to be suitable and qualified, either by experience in the management of horses or by being the holder of an approved certificate or by employing in the management of the riding establishment a person so qualified to be the holder of such a licence; and
 - b) the need for securing:
 - i. that paramount consideration will be given to the condition of the horses and that they will be maintained in good health, and in all respects physically fit and that, in the case of a horse kept for the purpose of its being let out on hire for riding or a horse kept for the purpose of its being used in providing instruction in riding, the horse will be suitable for the purpose for which it is kept;
 - ii. that the feet of all animals are properly trimmed and that, if shod, their shoes are properly fitted and in good condition;
 - iii. that there will be available at all times, accommodation for horses suitable as respects construction, size, number of occupants, lighting, ventilation, drainage and cleanliness and that these requirements be complied with not only in the case of new buildings but also in the case of buildings converted for use as stabling.
 - iv. that in the case of horses maintained at grass there will be available for them at all times during which they are so maintained adequate pasture and shelter and water and that supplementary feeds will be provided as and when required;
 - v. that horses will be adequately supplied with suitable food, drink and (except in the case of horses maintained at grass, so long as they are so maintained) bedding material, and will be adequately exercised, groomed and rested and visited at suitable intervals;
 - vi. that all reasonable precautions will be taken to prevent and control the spread among horses of infectious or contagious disease and that veterinary first-aid equipment and medicines shall be provided and maintained in the premises;
 - vii. that appropriate steps will be taken for the protection and extrication of horses in case of fire and, in particular, that the name, address and telephone number of the licence holder or some other responsible person will be kept displayed in a prominent position in the outside of the premises and that instructions as to action to be taken in the event of fire, with particular regard to the extrication of horses, will be kept displayed in a prominent position on the outside of the premises;

- viii. that adequate accommodation will be provided for forage, bedding, stable equipment and saddlery.
- 9.10 With the exception of those detailed below, any riding establishment that does not sufficiently meet the Council's licensing conditions will not be granted a licence.
- 9.11 Where the Licensing Authority is not satisfied that the establishment complies with the relevant legislation and conditions at a riding establishment, it may refuse the licence application.
- 9.12 The applicant will be informed in writing of the reasons for the refusal and of their right to appeal the decision to the Magistrates Court. Any decision to refuse a licence will be evidence-based and fully documented.
- 9.13 The Licensing Authority may use a Temporary Licence where it is satisfied that it would not be justified in issuing a full licence. A Temporary Licence lasts for 3 months from the date at which they are granted. The 3 month period can be extended to 6 months but cannot be used for more than 6 months in any one year.
- 9.14 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 9.15 If a licence holder is not complying with their licence conditions the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Pet Animals Act 1951 (as amended) and the Animal Welfare Act 2006.

Section 10 – Dog Breeding Establishments

- 10.1 These activities are controlled by the Breeding and Sales of Dogs (Welfare) Act 1999, which amended and extended the provisions of the Breeding of Dogs Act 1973.
- 10.2 A person keeps a breeding establishment for dogs if, at any premises, he or she carries on the business of breeding dogs for sale, whether or not the breeding is done by him or her.
- 10.3 Any person who keeps an establishment for the breeding of dogs commits an offence if they do so without the requisite licence from the Council.
- 10.4 The Breeding of Dogs Act 1973 (as amended), in conjunction with the Breeding of Dogs Act 1991 (as amended) and the Breeding and Sale of Dogs (Welfare) Act 1999 (as amended), governs the activities of dog breeders.
- 10.5 A person will not be treated as running a breeding establishment if they sell the offspring of any bitch kept by them at their premises, provided that the number of litters sold by them does not, when taken with any other litter produced by a bitch kept by that person, a relative of that person or at the same premises, exceed more than three in any one year.
- 10.6 Breeding records must be kept to ensure that these requirements are adhered to. Puppies that are produced at licensed breeding establishments can only be sold at those premises or a licensed pet shop.

- 10.7 Presently only the breeding of dogs requires a licence and not any other animal. However the breeding of any animal for sale may result in the breeder falling within the definition of a pet shop.
- 10.8 An application for a Dog Breeding Establishment licence must be made to the Council on its application form. The application form is available from the Council's website.
- 10.9 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.
- 10.10 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the Vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 10.11 Before granting a licence the Council must be satisfied:
- a) that dogs will at all times be kept in accommodation suitable as respects construction, size of quarters, number of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness;
 - b) that the dogs will be adequately supplied with suitable food, drink and bedding material, adequately exercised and visited at suitable intervals;
 - c) that all reasonable precautions will be taken to prevent and control the spread among dogs of infectious or contagious diseases;
 - d) that appropriate steps will be taken for the protection of the dogs in the case of fire or other emergency;
 - e) that all appropriate steps will be taken to ensure that dogs will be provided with suitable food, drink and bedding material and adequately exercised when being transported to or from the breeding establishment.
 - f) that bitches are not mated if they are less than one year old
 - g) that bitches do not give birth to more than six litters each.
 - h) that bitches do not give birth to puppies before the end of the period of 12 months beginning with the day on which they last gave birth to puppies
 - i) that accurate records are kept at the premises and made available for inspection for any authorised officer of the local authority to examine. The particular records to be kept are listed in the Breeding of Dogs (Licensing Records) Regulations 1999 (section 1(4)).
- 10.12 Any licence granted will expire on December 31 of the year in which it is granted.
- 10.13 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 10.14 If a licence holder is not complying with their licence conditions the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Breeding and Sales of Dogs (Welfare) Act 1999 and the Animal Welfare Act 2006.
- 10.15 The Council has adopted the Chartered Institute of Environmental Health "Model Licence Conditions and Guidance for Dog Breeding Establishments". The model conditions are split into a number of schedules including conditions relating to accommodation, management Etc. These conditions will be applied to each dog breeding licence issued.

Section 11 - Dangerous Wild Animals

- 11.1 Anyone who keeps an animal scheduled as a dangerous wild animal must be licensed under the Dangerous Wild Animals Act 1976.
- 11.2 The Dangerous Wild Animals Act (DWA) of 1976 aims to ensure that where private individuals keep dangerous wild animals they do so in circumstances which create no risk to the public and, to a lesser extent, safeguard the welfare of the animals.
- 11.2 When applications for a licence are received, the Council seeks the appropriate advice of veterinary and/or other professionals to ensure that any special needs of the animal are fulfilled and the applicant is a suitable person to hold such a licence. The Council must also be satisfied that it would not be contrary to public interest on the grounds of safety or nuisance
- 11.3 Special needs in this context mean the suitability of accommodation, heating, lighting and appropriate foodstuffs for the species identified in the application.
- 11.4 An application for a Dangerous Wild Animal licence must be made to the Council on its application form. The application form is available from the Councils website.
- 11.5 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.
- 11.6 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the Vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 11.7 Before granting a licence the Council must be satisfied:
- that the animal will be kept only by a person or persons named on the licence;
 - that restrictions will be adhered to on the movement of the animal from the premises as specified on the licence; and
 - that the licence holder has a current insurance policy which insures both licence holders and others against any liability caused by the animal.
 - It is not contrary to the public interest on the grounds of safety, nuisance or otherwise to grant the licence;
 - The applicant for the licence is a suitable person to hold a licence under The Dangerous Wild Animals Act 1976 (as amended);
 - Any animal concerned will at all times of its being kept only under the authority of the licence—
 - be held in accommodation which secures that the animal will not escape, which is suitable as regards construction, size, temperature, lighting, ventilation, drainage and cleanliness and which is suitable for the number of animals proposed to be held in the accommodation, and
 - be supplied with adequate and suitable food, drink and bedding material and be visited at suitable intervals;
 - Appropriate steps will at all such times be taken for the protection of any animal concerned in case of fire or other emergency;
 - All reasonable precautions will be taken at all such times to prevent and control the spread of infectious diseases;

- While any animal concerned is at the premises where it will normally be held, its accommodation is such that it can take adequate exercise.

11.8 The licensing procedure does not apply to animals kept in:

- A zoo within the meaning of the Zoo Licensing Act 1981;
- A circus;
- Pet shops; and
- Places which are designated establishments under the Animal (Scientific Procedures) Act 1986.

11.9 A person is held to be the keeper of the animal if they have it in their possession. The assumption of possession continues even if the animal escapes or it is being transported. This removes the need for carriers or veterinary surgeons to be licensed.

11.10 Any licence granted will expire on December 31 of the year in which it is granted.

11.11 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.

11.12 If a licence holder is not complying with their licence conditions the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Dangerous Wild Animals Act 1976 (as amended) and the Animal Welfare Act 2006.

Section 12 – Pet Shops

12.1 Under the Pet Animals Act 1951 (as amended), a licence is required where any person keeps animals at a premises for the purpose of being sold as pets. A licence is required even if the premises are not open to members of the public.

12.2 The Pet Animals Act 1951 (as amended) forbids the sale of animals as pets in any part of a street or public place or at a stall or barrow in a market.

12.3 The Pet Animals Act 1951 (as amended) exempts persons who sell the offspring of animal they own as a pet from requiring a licence as well as those who breed from a pedigree animal kept by them. However these exemptions are strict and with certain conditions. The onus is on any person who believes they are exempt from holding a licence to check this with the Licensing Team

12.4 An application for a Pet Shop licence must be made to the Council on its application form. The application form is available from the Councils website.

12.5 At the time of making the application the applicant must pay to the Council the application fee. The Council will then arrange an inspection with a vet. The purpose of the Council instructing the vet is to avoid any conflict of interest that may arise between the vet and the applicant.

- 12.6 An Environmental Health Officer and Licensing Officer of the Council may also visit the premises, either together, separately or with the Vet to assess the arrangements in place, the suitability of the premises and the individual licence holder.
- 12.7 Before granting a licence the Council must be satisfied:
- That the animals are kept in accommodation that is suitable as respects size, temperature, lighting, ventilation and cleanliness;
 - That animals are adequately supplied with appropriate food and drink and (so far as necessary) visited at suitable intervals;
 - That animals, being mammals, will not be sold at too early an age;
 - That all reasonable precautions will be taken to prevent the spread among animals of infectious diseases;
 - That appropriate steps will be taken in case of fire or other emergency.
 - If the Council are satisfied that the requirements of the Pet Animals Act 1951 (as amended) are met, and there are no other concerns about the welfare of animals or the objectives of this policy being undermined, the licence will be granted.
 - The Council may attach any condition to the licence that it feels necessary and expedient for securing the objectives above.
- 12.8 Any licence granted will expire on December 31 of the year in which it is granted.
- 12.9 Officers of the Council may inspect the licensed premises at all reasonable times. If the Council have any concerns about the welfare of the animals kept under this licence it may request that a vet conducts a further visit to ascertain if the measures in place are acceptable which would be chargeable to the licence holder.
- 12.10 If a licence holder is not complying with their licence conditions the Council may take appropriate enforcement action. This may be to advise them that they no longer meet the licensing requirements and must cease the licensable activity or to prosecute them. The Council has the power to prosecute under the Pet Animals Act 1951 (as amended) and the Animal Welfare Act 2006.
- 12.11 The Council has adopted the Chartered Institute of Environmental Health "Model Conditions for Pet vending Licensing 2013". The model conditions are split into a number of schedules including a general conditions schedule applicable to all Pet Shop licences (Schedule A), and also specific schedules for different types of animals. The remaining schedules (B to I), will be applied to the licence on a case by case basis depending on the types of animals kept.
- 12.12 The Council takes the view that Primates are not suitable companion animals as their welfare needs are unlikely to be met in a domestic environment. The Council's position is therefore to recommend refusal of any applications for licences to keep or sell primates.

Section 13 – Fees and Charges

- 13.1 The Assistant Director Environment will arrange for the setting of Animal Welfare Licensing fees through the Council and will annually review the fee structure.

Section 14 - General

- 14.1 This policy will be the subject of periodic monitoring and review and will be applied in a manner which is consistent with the Council's equalities and diversity policies. The statement must also be reviewed from "time to time" and any amended parts re-consulted upon. The revised statement must be then re-published.
- 14.2 Before publishing this policy the Council consulted widely upon this statement before finalising and publishing.
- 14.3 The consultation included:
- The Chief Officer of Police;
 - Those current licensed by the Council
 - Those who appear to the authority to represent the interests of persons carrying on animal licensing businesses in the authority's area;
 - Devon County Council Trading Standards;
 - Devon and Somerset Fire and Rescue Service
 - Environmental Health
 - Veterinary Surgeons
- 14.4 The full list of comments made and the consideration by the Council of those comments will then be published with the final version of the policy which needs to be approved at a meeting of the Full Council.
- 14.5 Any comments relating to this policy statement please should be submitted to the Licensing Authority via e-mail or letter to the following contact:
- Environmental Health and Licensing Manager, Licensing Team, Civic Centre Paris Street
Exeter EX1 1RQ E-mail: licensing.team@exeter.gov.uk

Appendix A – Standard Conditions for Animal Boarding Establishment Licence

- A.1 A copy of the licence must be suitably displayed to the public in a prominent position in the boarding establishment.
- A.2 The Council has adopted the Chartered Institute of Environmental Health “Model Licence Conditions and Guidance for Dog Boarding Establishments 2016”. The model conditions are split into a number of schedules including conditions relating to environment, diet, behaviour, company, and health & welfare. These conditions will be applied to each dog boarding licence issued. Applicants will also be referred to Annex C of the model conditions “Emergency Evacuation Plan”, and Officers will refer to Annex D “Kennel Unit/ Run Sizes” when assessing new licence applications.

A free copy of the model conditions can be downloaded via the link below:

<http://www.cieh.org/policy/dog-guidance-2016.html>

The Council has also adopted the Chartered Institute of Environmental Health “Model Licence Conditions and Guidance for Cat Boarding Establishments 2013”. The model conditions are split into a number of schedules including conditions relating to environment, diet, behaviour, company, and health & welfare. These conditions will be applied to each cat boarding licence issued. Applicants will also be referred to Annex B of the model conditions “Emergency Evacuation Plan”.

A free copy of the model conditions can be downloaded via the link below:

<http://www.cieh.org/policy/model-licence-conditions-and-guidance-for-cat-boarding-establishments.html>

Appendix A Continued– Standard Conditions for Cat Boarding

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

A.1 Physical Construction and Integrity

1. General

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

2 Drainage

2.1 Drainage must be effective to ensure there is no standing water in the cattery, as this can be a reservoir for infectious agents.

3 Safety corridor/entrance lobby

3.1 An enclosed area (safety corridor/entrance lobby) is essential to ensure that if cats manage to slip out from their individual cat unit, they are still kept safely inside the cattery.

4 Roofing

4.1 Roofing provides protection from the weather and prevents escape of cats. In a timber construction it is strongly recommended that the run should also be roofed with wire mesh, as an added precaution against escape. The mesh should extend over the top of the run under the roof and be attached firmly to the framework. In catteries where substantial roofing is placed over the whole cattery (including the safety corridor) the need for wire mesh roofing is diminished. However, care must be taken to ensure

A.2 Cat Units

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

1 Lighting

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

2 Ventilation and Humidity

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

3 Interior Surfaces

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

4 Accessing the cat unit

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

5 Litter Trays

5.1 Cats are meticulous animals and a dirty litter tray may deter use. Natural behaviour is to scratch in loose material (litter), to dig a hole or cover waste. The tray should be large enough (average size is 30 x 42 cm (12" x 16")) to let the cat turn around and the litter deep enough (a minimum of 3 cm is recommended) to allow digging activity. Loose sawdust, shredded or sheet newspaper, or soil, are not considered acceptable as litter material.

A.3 Sleeping Accommodation

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

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

Penthouse unit – cat sleeping accommodation in the form of an enclosed raised 'box' which opens into the exercise run and is accessed via a ramp from the cat flap. It can also be accessed by opening the front door(s) to the box.

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

1 Size of full height walk-in unit sleeping accommodation

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

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

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

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

3 Temperature in sleeping accommodation

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

4 Bedding

4.1 Bedding is important to help animals regulate their body temperature, to give traction and to keep animals comfortable. Old or infirm cats can have difficulty rising if surfaces are slippery, and old, very young or infirm animals may have difficulty regulating their body temperature.

5 Access to run

5.1 A cat flap allows free access to the run while maintaining indoor temperature. It can be locked if necessary.

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

The exercise run must be large enough to allow cats to play/exercise.

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

Existing buildings, floor area and dimensions of full height and penthouse exercise runs			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
One cat	1.65 m ²		
Up to two cats			
Up to four cats			

2. Sneeze barriers

2.1 It is important to ensure that cats from different households cannot come into direct contact with one another or sneeze on each other.

3. Shelving or raised areas in exercise run

3.1 Shelves or raised areas are important to allow cats to rest high up where they feel more secure (usually between 0.75 and 1.5 m above the ground).

A.5 Fire and other emergencies

Appropriate steps will be taken for the protection of the animals in case of fire and other emergencies.

This should include instructions on where staff and cats are to be evacuated to in the event of emergencies such as fire or flooding. An emergency telephone list should include fire, police and vets.

Fire and electrical safety certificates should be available for inspection.

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

B.1. Drinking

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

B.2 Eating

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

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

C.1 General points on cat behaviour

1. General points on cat behaviour

1.1 Physical and mental health can affect cat behaviour. Cats are intelligent active creatures but changes can upset them, as can being off their own territory. Some cats can become stressed or bored in a boarding situation. This can lead to poor appetite, shedding viruses or greater susceptibility to disease.

Staff should be appropriately trained to recognise common behaviours and behaviour changes. A cat should never be punished as this is likely to make it more nervous or scared. A regular routine will help cats to predict what is going to happen.

1.2 Ideally cats should be able to view the outdoors and have an interesting outlook.

2. Hiding places

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

3. Play

3.1 Encouraging cats to play can be a good way of keeping them active

3.2 Cats are playful animals (but individuals vary in their desire to play) and enjoy playing with toys especially those which mimic prey), and with people. Cats have a need to express the innate predatory behaviour which is natural for them and therefore show most interest in toys that mimic prey.

3.3 Environmental enrichment such as changing toys regularly, can reduce boredom.

4. Scratching

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

C.2 Noise

Cat hearing is more sensitive than human hearing and thus noise levels uncomfortable for humans are likely to be very uncomfortable for cats. Excessive noise contributes to adverse behavioural and physiological responses. Cats are adversely affected by the sound of barking dogs.

The cattery environment should be as calm and quiet as possible with noise producing equipment located as far away from animals as possible.

C.3 Long stay cats

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

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

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

D.1 Feline company and interactions

1.1 Most adult cats will only be friendly to siblings or certain other cats they live with. Strange cats are usually avoided. Cats can find the presence of other cats very stressful and can suffer if they cannot avoid cats with whom they are not familiar or do not like. Housing cats at high densities increases the potential for them to be stressed. Only cats from the same household may share a unit.

1.2 Where possible cats must be able to avoid seeing other cats by being provided with hiding places and translucent (allowing light to pass through, but only diffusely, so that objects on the other side cannot be clearly distinguished) barriers between units. (See page 29 – New Build).

D.2 Human company and interactions

2.1 Most cats enjoy and benefit from human company, but prefer to interact with people on their own terms. Cats socialised to humans can find human company stimulating and may show signs of stress when this interaction is decreased. However, other cats will prefer minimum contact.

2.2 Cattery staff should find out from the owner and monitor each cat to ascertain how much human contact it wants and adapt to provide this.

2.3 A cat should never be forced to interact with a person/people, and a facility should be provided for a cat to avoid people should they wish. (Ref to hiding place).

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

D.3 Multi-cat units

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

Section E – Health and Welfare: Protecting the cat(s) from pain, suffering, injury and disease

E.1 Monitoring cats

1.1 In order to keep cats healthy the proprietor needs to have an organised system for registering and monitoring all cats at the cattery.

1.2 It is recommended that a late-night round be carried out to check on all cats, heating etc.

1.3 The well-being of the boarded cat is paramount. It is recommended that all cats are weighed on entry and exit from the cattery. This allows the proprietor to monitor any changes and provides information should clients challenge the cat's condition on their return. This is especially important for older cats and kittens. Geriatric, ill or debilitated cats should also be monitored more closely for appropriate management.

1.4 It is recommended that cats that are boarded for longer than 2 weeks are weighed every 2 weeks, and older cats and kittens weighed weekly, and records kept.

E.2 Keeping records

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

E.3 Disease control

3.1 Cats are vulnerable to a range of serious infectious diseases, therefore disease control and rapid response to any signs of illness is critical.

3.2 The potential for infectious disease problems escalates where many cats are kept together and a cat's immune system can also be affected by stress.

3.3 As outlined elsewhere, construction materials and equipment need to be easy to clean and disinfect (see Section A).

3.4 No cats should be allowed in the safety corridor or to share an exercise area (unless they come from the same household).

3.5 Infectious agents are spread in various ways –

- Feline leukaemia virus (FeLV) and feline immunodeficiency virus (FIV) need direct contact between cats, which should be impossible in the boarding situation.
- Cat flu viruses such as feline herpesvirus [FHV], feline calicivirus [FCV], and other respiratory pathogens such as Bordetella bronchiseptica, are spread in sneeze droplets, on hands, clothes, shoes, equipment and environment.
- Feline parvovirus (aka feline infectious enteritis (FIE)) can be spread on hands, clothing and shoes, litter trays and environment, and can remain in the environment for a long time.

3.6 The source of feline parvovirus (FIE) is faeces from an infected cat and several other agents are spread via contact with other cats' faeces/litter trays and include Coronavirus, Salmonella and Campylobacter etc.

Ringworm spores can remain infectious in the environment for prolonged periods of time.

3.7 Preventing cat-to-cat contact, ensuring excellent hygiene protocols and management protocols to minimise stress can reduce the risk of disease spread.

3.8 The movement of people through the cattery should be minimised and supervised.

3.9 If rescue cats are boarded, these should be handled last.

E.4 Hygiene practices

1. Cleaning and disinfectant products

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

2. Cleaning and disinfecting routines for units when cats are resident

2.1 Litter tray hygiene is very important as cats may refuse to use trays if they are soiled; faeces is also a high risk source of infection for some feline diseases.

2.2 Cats prefer clean, comfortable dry bedding. Bedding should not be a source of infection.

2.3 Cats can ingest infective agents from dirty dishes and may excrete viruses themselves in saliva. Clean and disinfected dishes reduce the risk of disease.

2.4 On a daily basis (and more often if necessary) the unit needs to be spot cleaned and any obvious food or waste removed, and all excreta and soiled material removed from all areas used by cats.

2.5 Litter trays need to be cleaned and disinfected in a separate area away from food preparation.

2.6 Food and water dishes need to be cleaned and disinfected, and not at the same time in the same sink or area as litter trays or other items soiled with body waste.

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

3. Handling cats

3.1 Hand sanitiser dispensers should be available in all cat care areas and should only be used on clean hands. It should be noted that hand sanitisers are ineffective against some of the more dangerous pathogens (eg calicivirus) and cannot be relied upon as the sole means of hand sanitation. Washing of hands thoroughly or wearing of gloves is preferable.

Fresh protective garments should be worn when handling vulnerable individuals. Kittens and young cats should be handled before adult cats.

E.5 Vaccination, fleas, worms and other parasites

There must be a policy for cats coming to the cattery having vaccinations against appropriate diseases (Occasionally there will be veterinary advice on a specific cat regarding vaccination and its health status and this should be taken into account).

If owners have treated their cats for worms and fleas before entry to the cattery, the proprietor should note when this occurred and what products were used.

E.6 Isolation facilities

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

E.7 Veterinary treatment and health care

Access to veterinary care is vital for the cat, should it be required.

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

E.8 Holding units for temporary housing

Routine use of holding units is not recommended as they are small (minimum size should be 1 m in each dimension) and are an additional source of cross infection to cats.

Holding pens should only be used in exceptional circumstances ideally for no longer than 12 hours and not in areas where other cats are housed.

The licensed capacity of the cattery does not include holding pens.

E.9 Transportation of animals

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

Section F – New Build

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

1. Cat units

1.1 Previous smallest size units (for 1 cat) are considered difficult to clean and manage efficiently.

1.2 Having 2 cat size units gives much greater flexibility for the cattery.

2. Sleeping accommodation

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

2.2 Penthouse accommodation has a number of drawbacks in the cleaning and management of the cat and the units:

- Cleaning adequately under the box can be difficult.
- The box must not be too deep or the internal height of the sleeping box too high, in order to be able to clean it.

3. In new build

Full height, walk-in units – floor area and dimensions of sleeping accommodation.			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height:
Up to 2 cats	1.5 m ²	1.2m (eg 1.2m x 1.25m wide)	1.8m
Up to 4 cats	1.9 m ²	1.2m (eg 1.2m x 1.6m wide)	1.8m

Penthouse accommodation sleeping accommodation (box) – floor area and dimensions			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height:
Up to 2 cats	1.1 m ²	0.9m (eg 0.9m x 1.25m wide)	1.8m
Up to 4 cats	1.7 m ²	0.9m (eg 0.9m x 1.9m wide)	1.8m

Full height, walk-in units and penthouse accommodation exercise run			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height:
Up to 2 cats	2.2 m ²	1.20m (eg. 1.2m x 1.85m)	1.8m
Up to 4 cats	2.8 m ²	1.20m (eg 1.20m deep x 2.35 m)	1.8m

4. Sneeze barriers

In new build sneeze barriers must be at a minimum, translucent (Allowing light to pass through, but only diffusely, so that objects on the other side cannot be clearly distinguished) to reduce stress caused by cats seeing one another. Opaque barriers are acceptable but may cut down on the light entering the cattery.

5. Gaps between units

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

6. Hygiene facilities

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

7. Materials

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

8. Noise

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

Previous Policy

Appendix A continued – Standard Conditions for Dog Boarding Establishments

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

A1: Kennel construction and principles of design

The correct design and construction of kennels is vital to prevent escape, minimise disease spread and stress to the dogs, and to make maintenance and hygiene management straightforward, and achievable by kennel proprietors. It should also provide a comfortable, dry, draught free, clean and quiet place to rest.

Contact with urine / faeces from other animals should be avoided.

The design and layout of kennels should allow dogs to be able to control their visual access to surroundings and dogs in other kennels. It should also minimise the number of dogs that staff disturb when removing any individual dog and should also ensure the safety of staff when passing other dogs.

Dogs should have somewhere to go to avoid things that frighten them

Kennels should provide a comfortable, dry, draught free, clean and quiet place to rest.

For advice on kennel improvement, see Annex E: Guidance for new Build.

Dog unit design usually falls into two categories;

- **Outdoor** – dog units with indoor sleeping accommodation and individual, at least partially covered, outdoor runs directly adjoined to, and exclusive to, that dog unit.
- **Indoor** – kennel units with indoor sleeping accommodation and indoor runs directly adjoined to, and exclusive to, that dog unit.

NOTE: On occasion the run may be separate to the sleeping accommodation. In such instances, the run is designated to, and for the exclusive use of the occupant/s of a particular sleeping accommodation

1.1 For disease control there must be no possibility of dogs within the kennel establishment (other than those from the same household), or other animals outside the kennels, coming into direct contact with each other (for further information see Section E – Health and Welfare).

1.2 New builds and extensions must comply with the recommendations for new builds in Annex E.

A2: Physical Construction and Integrity: General

The kennels should be safe, secure and free from hazards, and minimise the risk of injury to a dog, or escape of a dog.

2.1 The kennels must be structurally sound, and maintenance and repair of the whole establishment must be carried out regularly.

2.2 The kennels must be constructed of materials that are robust, safe and durable, and be well maintained in good order and repair.

2.3 Materials and paints/substances used in construction or maintenance must not expose dogs to any harmful chemicals.

2.4 The kennels must be built in compliance with good building practice, on a concrete base with a damp proof membrane. Where Building Regulations apply these must be adhered to.

2.5 There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog.

2.6 Windows must be escape-proof at all times.

2.7 Doors must have secure latches or other closing devices.

2.8 All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure.

2.9 Timber, if used in existing buildings, must be of good quality, well-kept and any damaged areas sealed or over-clad. Wood must be smooth and treated and properly maintained to render it impervious. It is recommended that wood should not be used in exposed construction of walls, floors, partitions, door frames or doors in the dog kennelling area.

2.10 All exterior wood must be properly treated and of good quality.

2.11 Any storage areas must be dry and free from vermin.

2.12 Fixed electrical installations and all portable electrical appliances must be installed and maintained in accordance with current legislation.

Drainage

Drainage needs to be effective to ensure there is no standing water in the kennel, as this can be a reservoir for infectious agents.

2.13 The establishment must be connected to mains drainage or an approved, localised sewage disposal system.

2.14 Waste water must not run off into adjacent pens.

2.15 Adequate drainage must prevent pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off.

2.16 Any drain covers in areas where dogs have access must be designed and located to prevent toes/claws from being caught

2.17 Drainage channels must be provided so that urine is not allowed to pass over walk areas in corridors and communal access areas. There must be no access to the drainage channels by the dogs housed in the dog units.

2.18 There must be an escape-proof area beyond the kennel unit to ensure that dogs are unable to escape from the premises.

2.19 For kennels where there are facing units accessed by an indoor corridor, the corridor must be at least 1.2 m wide. There must be facility for a dog to be able to hide to avoid visual contact with other dogs. Compliance can be achieved in various ways such as the use of indoor kennels or partitions.

2.20 There must be a securable door from which the secure area of the kennels can be viewed from the outside and this must be kept closed when not in use.

2.21 The door from the dog unit to the secure area must be escape-proof, securable, strong enough to resist impact and scratching, and to prevent injury. It must not be propped open.

2.22 The floor must be finished to produce a smooth, non-slip, impervious surface which is easy to clean and disinfect. Holes or gaps between tiles or paving slabs are not acceptable.

2.23 External doors/gates must be lockable and staff must have easy access to keys in case of emergency.

2.24 Sufficient lighting must be provided in the secure area to illuminate it all year round. Where practicable this should be natural light during the day.

2.25 The secure area must not be used as an exercise area.

Roofing

2.26 There must be a safe, secure, waterproof roof which should cover all of the sleeping accommodation and at least 50% of the attached individual run. For the run, roof materials used must be capable of filtering UV light and providing adequate shade.

A3: Dog Units

A boarded dog is accommodated in a 'unit' comprising enclosed sleeping accommodation and an adjoining or designated individual run exclusive to that dog unit.

3.1 Dogs from different households must not share dog units.

Lighting

Lighting enables observation of the dogs and illumination for cleaning and working in the kennels.

3.2 There must be sufficient light in the kennel unit during the day to work and observe the dogs. Where practicable this must be natural light, but artificial light must be available.

3.3 Lights must be turned off to provide a period of darkness overnight.

Ventilation and Humidity

Fresh air is essential for the maintenance of good health and well-being as well as limiting the spread of infectious disease. Proper ventilation removes heat, dampness, odour, airborne microbes and pollutant gases such as ammonia. High humidity should be avoided as it prolongs the survival of infectious agents.

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

Interior Surfaces

For disease prevention dog units need to be easy to clean and disinfect.

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

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

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

3.8 Ceilings must be capable of being easily cleaned and disinfected.

3.9 Junctions between sections must be covered or sealed.

3.10 Floors must be finished to produce a smooth, non-slip, solid surface and all surfaces must be capable of being easily cleaned and disinfected. (There must be no open gaps if using concrete slabs or tiling). In new constructions, floors must be laid to a minimum fall of 1 in 80, leading to a shallow drainage channel, or effectively covered deep drainage channel – See Annex E: guidance for new build.

Accessing the Dog Units

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

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

3.12 Each unit must be clearly marked (e.g. numbered) and a system in place which ensures that relevant information about the dog in that unit is readily available e.g. feeding or information on medicinal treatments.

3.13 Each unit must have a securable, full height door for access.

3.14 Kennel doors must be strong enough to resist impact, scratching and chewing. They must be fitted to ensure they can be effectively secured.

3.15 Where metal bars and/or mesh and/or frames are used, they must be of suitable gauge (approximately British Standard 14 gauge) with spacing adequate to prevent dogs escaping or becoming entrapped. Where metal edging is used, this must not present a risk of injury to the dog.

3.16 Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. To protect against this any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate. Galvanised Weld Mesh must be a minimum of 2 mm (British Standard 14 gauge) in thickness.

3.17 Large apertures in order to unlock a door must be avoided. See Annex E for further guidance

3.18 Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.

3.19 Doors must open inwards in order to protect the health and safety of attending staff.

A4: Sleeping Accommodation

Dogs need sleeping accommodation which must be separate from the run and provide somewhere for the dog to hide. Most designs fall within the guidelines detailed here. The floor should be insulated to prevent extremes of temperature.

A sleeping platform can improve barrenness, improve comfort and give a vantage point to small dogs

4.1 The following principles must be achieved in order to give dogs a suitable and appropriate comfortable space, and for ease of cleaning and management. A dog must be able to sit and stand at full height, stretch and wag its tail without touching the sides. The floor area must be a minimum of twice that required for a dog to lay out flat i.e. at least twice the area taken up by the dog and also be a minimum of at least 1.9sqm/20sq feet. For two or more dogs sharing, the total area must be at least the sum of that required for each dog.

4.2 Kennels must have a minimum head room height of 1.8m (6 ft.) to facilitate adequate space for kennel staff to clean and handle the dogs.

4.3 Partition walls between the sleeping accommodation of adjacent dog units must be of solid construction to a height sufficient to prevent direct nose to nose contact.

Temperature in Sleeping Accommodation

In kennels, dogs need an adequate ambient temperature and additional heating/cooling facilities if this cannot be guaranteed in times of excessively cold/hot weather. Breed, body condition, medical condition, coat and age can affect an individual's ability to maintain its body temperature.

4.4 There must be a means of measuring, monitoring and recording temperature (maximum and minimum temperatures) representative of the temperature in the dog sleeping accommodation.

4.5 Insulation and temperature regulation in the kennels must aim to keep the ambient temperature in the dog sleeping accommodation above an absolute minimum of 10°C and below a maximum of 26°C.

4.6 There must be a documented policy in place for dealing with extremes of temperature and weather conditions (both hot and cold). There must be documented evidence that this is being implemented i.e. any deviations from the temperature cited in A4.5.

4.7 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 then steps must be taken to ensure the welfare of the dog.

4.8 The dog must be able to remove itself from a direct source of heat e.g. lamp.

4.9 Heaters must not be sited in a manner or location where they present a risk of burning or electrocution to dogs or humans, or a risk of fire. Open flame appliances must not be used. All heating equipment must be installed and maintained in a safe condition.

4.10 Any electrical sockets in the sleeping accommodation must be waterproof and protected against damage e.g. out of reach or the use of safety cages.

Bedding

Bedding is important to help animals regulate their body temperature, to give traction and to keep animals comfortable. Old or infirm dogs can have difficulty rising if surfaces are slippery, and old, very young or infirm animals may have difficulty regulating their body temperature.

4.11 There must be a clean resting place to provide comfort and warmth which is situated out of draughts. A raised bed may aid in the avoidance of draughts.

4.12 A dog must not be left without bedding, 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.

4.13 Bedding must be made of a material that is easy to wash/disinfect, or is disposable.

4.14 Bedding must be changed between dogs. Dog units and bedding must be cleaned and disinfected on being vacated.

4.15 All beds and bedding areas must be kept clean and dry.

A5: Designated run (in addition to and not including sleeping accommodation)

The attached run is an integral part of the individual dog unit.

A dog should have free access, at least during working hours, between the sleeping accommodation and attached run so that it can easily and safely access all parts of its unit.

Size of attached/designated run: This should be at least 2.42 sq m (26 sq feet) for dogs up to 60cm at the shoulder or 3.34 (36 sq feet) for larger dogs

5.1 Any part of the run to which the dog has access must be easily cleanable and maintained in good repair. Any replacement wood must be clad with a smooth impervious material.

5.2 The floor must be finished to produce a smooth, impervious, slip-resistant surface and all surfaces must be capable of being easily cleaned and disinfected. There must not be any open gaps if using concrete slabs or tiling.

5.3 Where dogs have access to mesh, the diameter of the wire must not be less than 2.0 mm (BS 14 gauge welded mesh). Mesh size must not exceed 50 mm in any direction.

5.4 The run must not be used as the primary sleeping / bedding area.

5.5 The attached run must be roofed to a minimum of half the area, sufficient to give the dog protection against the weather. The roofing material must be translucent material capable of filtering UV light and providing shade.

5.6 The attached run must be roofed to a minimum of half the area, sufficient to give the dog protection against the weather. The roofing material must be translucent material capable of filtering UV light and providing shade.

5.7 Where a dog poses a health and welfare risk to other dogs, he or she should be kept in a dog unit with full height solid partition walls (these can be temporary)

A6: Outdoor exercise and exercise areas (separate from dog units)

Outdoor areas can provide opportunities for dogs to exercise, explore, investigate and interact with staff. Enrichment equipment and toys should be used as they can encourage activity and exploration of the area. Outdoor areas cannot have strict temperature regulation but need to protect dogs from extremes of weather.

Outdoor exercise areas for common use can be beneficial in terms of exercise/change of environment but increase the risk of disease spread, in particular worms, and the potential for injury.

There is a potential for injury if dogs from different households are allowed to exercise in the exercise area at the same time. In principle this should be avoided. However, if on occasion dogs which normally mix well socially are boarded at the same time and owners wish them to be able to exercise together in this area, then it is essential that informed consent for named dogs is sought.

All areas should be provided with an impervious, cleanable surface at least at the entrances (concrete, laid to a suitable fall to prevent ponding and promote drainage).

6.1 Dogs must be monitored whilst in outdoor exercise areas.

6.2 Exercise 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 owners, in accordance with the documented Standard Operating Procedure (SOP). The owner must stipulate what mixing is to take place i.e. whether it is mixing with dogs selected by the proprietor or with named dogs only.

6.3 Exercise areas must be cleared of all potential hazards between dogs. Faeces must be picked up between dogs/occupancy and at least daily to prevent the roundworm *Toxocara canis* and other parasites from being established.

6.4 Dogs must not be restricted to such an area when climatic conditions may cause them distress. They must have constant access to fresh, clean water and shade and shelter so that they can seek protection from the weather.

6.5 Informed written consent from owners must be obtained to enable a dog to be walked outside the kennel facility.

6.6 An outdoor exercise area must be safe. For example dogs should not be exercised on grass which has been treated with a chemical dangerous to dogs. Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards.

6.7 Exercise areas for common use, if used, must be suitably drained. Surface ponding of water must not occur and land drainage should be provided where necessary if normal site drainage proves inadequate.

6.8 Equipment such as tunnels, platforms and toys must be safe and maintained in a safe and clean condition.

6.9 For Exercise: see Section C.

A7: Fire and other emergencies

Appropriate steps need to be taken to prevent fire and to protect dogs and staff in case of fire and other emergencies.

7.1 A Fire Safety Risk Assessment and implementation of all necessary control measures must be in place.

7.2 There must be a written emergency plan (acceptable to the local authority) which must be on display and known to staff, including a contingency plan should the premises be uninhabitable. This must include an evacuation plan for the dogs. An emergency telephone list must include fire, police and vets.

7.3 Firefighting equipment must be provided and maintained in good working order. Records of maintenance and inspection must be kept and made available for inspection.

7.4 Fire exits must be clearly marked and access left unrestricted.

7.5 The premises must comply with current legislation with regards to electricity, gas and other services (if connected).

7.6 There must be a residual current circuit breaker system installed on the electrical supply to each block of kennels.

7.7 There must be adequate means of raising an alarm in the event of a fire or other emergency.

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

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

B1: Drinking

Water is essential for all dogs. It is especially important for those fed on dry food.

1.1 Fresh water suitable for human consumption must be available at all times. Clean water must be provided daily in a clean container and changed or refreshed as often as necessary.

1.2 Water bowls must be non-porous and easy to clean/ disinfect or disposable. They must be cleaned at least once daily.

B2: Eating

All dogs require a well-balanced diet to stay fit and Healthy

Dogs have dietary needs that can vary, dependent on a number of factors (i.e., breed, age, health status, activity, weight). Dogs should be fed a balanced diet that meets their nutritional requirements.

Diet and frequency of feeding should be discussed and agreed with a dog's owner. Puppies, or dogs with specific needs, may need more frequent feeding.

Steps should be taken to minimise the risk of crosscontamination such as when handling raw foods, the use of sealed containers and washing hands after handling food stuffs.

2.1 There must be exclusive facilities (animal kitchens), hygienically constructed and maintained, for the storage and preparation of food for the dogs.

2.2 Refrigeration facilities must be provided.

2.3 A sink with an adequate supply of hot and cold water (suitable for human consumption) must be provided for the washing of food equipment and eating and drinking vessels. The sink must be connected to a suitable drainage system.

2.4 A separate hand wash basin with an adequate supply of hot and cold water, soap and hygienic hand drying facilities, and connected to a suitable drainage system must be provided for staff to wash their hands.

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

2.6 Dogs must be fed a balanced diet of a quantity and frequency suitable for their age, health status, reproductive status and lifestyle. This should be at least once per day. The type of food, specific diet or prescription diet is usually by agreement with the owner.

2.7 Food must be unspoilt, palatable, and free from contamination.

2.8 Food must not be left for excessive periods to prevent it being spoiled and attracting flies. Unconsumed wet or fresh food must be removed from the dog unit before it deteriorates, and before the next feed time. Dry food can be fed as indicated by the manufacturer.

2.9 One feeding bowl must be provided per dog.

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

2.11 Food intake must be monitored daily and any problems recorded.

2.12 Dogs must not remain inappetent (not eating) for longer than 24 hours without seeking veterinary advice. If there are specific concerns veterinary advice must be sought earlier.

2.13 Dietary requirements, agreed with the owner, must be followed. If there are concerns about an individual dog's diet, veterinary advice must be sought.

2.14 Dogs displaying significant weight loss/gain during their stay must be evaluated by a vet and treated as necessary.

Section C– Behaviour: Ensuring dogs can exhibit normal behaviour

Good welfare depends on meeting both the psychological and physical needs of dogs. How a dog behaves can indicate how successfully an individual is coping in its environment.

C1: General points on dog behaviour

Changes in behaviour are often the first signs of illness or injury, so staff need to be familiar with and able to recognise common behaviours associated with stress, fear, pain and anxiety, and behaviour changes, including a decrease in overall activity (**see Annex F**). Any change should be noted and followed up.

Exercise is important, not just for physical fitness but to alleviate boredom and allows dogs to exhibit normal behaviours. **See section A5**

Time away from the kennel can also provide opportunities for toileting, particularly for those dogs which only urinate or defecate on particular substrates, or away from their home enclosure.

Encouraging dogs to play can be a good way of keeping them active and is to be actively encouraged. The provision of suitable toys and feeding enrichment can provide an outlet for natural behaviours including chewing, playing, investigating and exploring. Changing toys regularly can reduce boredom.

Owners should be encouraged to provide toys for their dog. Toys provided by the owner should be the correct size and type for the individual dog and its behaviour. Toys should be kept within that dog's unit and used solely for that dog and returned to the owner at the end of the dog's stay.

1.1 The behaviour of individual dogs must be monitored on a daily basis and changes in behaviour and/or behaviours indicative of stress, fear, pain and anxiety must be recorded and acted upon. Those struggling to cope must be given extra consideration as per long stay dogs. **See section C3.**

1.2 Any equipment used to walk dogs must protect the dog's welfare and must be correctly fitted and used. Items must be removed when the dog is returned to the kennel and kept in an easily accessible location. Items specific to a particular dog must be identified as such.

1.3 All dogs must receive toys and / or feeding enrichment unless veterinary advice suggests

otherwise. The kennel must obtain the owner's written consent and discuss the provision of toys with the owner. Toys must be checked daily to ensure they remain safe. See **Annex F** regarding enrichment, including multi-dog Units

1.4 Dogs need to be exercised on a daily basis away from the kennel unit. This can be on lead or off lead in a secure exercise area. Dogs which cannot be exercised must be provided with alternative forms of mental stimulation. This can include positive interaction with people and additional forms of toy and food enrichment.

C2: Noise

Dog hearing is more sensitive than human hearing and thus noise levels uncomfortable for humans are likely to be very uncomfortable for dogs. Excessive noise contributes to adverse behavioural and physiological response. Dogs may be adversely affected by the sound of other barking dogs.

The kennel environment should be as calm and quiet as possible with noise producing equipment located as far away from animals as possible.

Soothing background music can be beneficial and may be provided but loud music may be stressful and should be avoided.

2.1 Procedures, management and the kennel construction must contribute towards avoiding exposure to excessive / continuous noise.

2.2 Dogs likely to be or showing signs of being nervous or stressed must be located in a suitable part of the kennels, bearing in mind their individual disposition.

This could include:

- Elderly dogs
- Nervous dogs
- Dogs on some medications

Where a dog is showing signs of being nervous or stressed, steps must be taken to address this.

2.3 Dogs may be adversely affected by the sound of other barking dogs. This is particularly the case for puppies below the age of seven months, which can be susceptible to developing undesirable behaviour if stressed, frightened or anxious.

Puppies under 7 months of age, must be located in the quietest part of the kennel establishment.

C3: Long Stay Dogs

Occasionally dogs stay in a boarding kennels for extended periods (e.g. over 3 weeks). These dogs require special consideration such as additional environmental enrichment, regular health checks and extra attention from staff. For guidance on environmental enrichment, see **Annex F**.

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

Section D– Company: Providing a dog with the company he/she needs

It is important from a welfare perspective to ensure that any need a dog has to be housed, with or apart from, other animals, is met. Dogs are sociable animals and most need and enjoy company. For many dogs, one of the greatest stressors upon arrival into a kennel environment is the separation from their familiar social group.

D1: Canine company and interactions

It is the responsibility of the establishment to ensure that all dogs remain safe from physical injury, the stress of inappropriate interactions and disease. It is often difficult to practically and safely introduce unfamiliar dogs to one another within a boarding environment. Equally, not all dogs may benefit/ tolerate interaction with other dogs. Therefore, in a boarding environment interaction with dogs from different households should be avoided.

It is advised that a documented procedure to deal with in-season bitches is in place.

1.1 Only dogs from the same household may share a dog unit.

1.2 Dogs which share a dog unit must have sufficient space and adequate resources. See A4.1 and D3

1.3 Dogs from different units must not share exercise runs or an exercise area at the same time unless prior consent is given. See A6.2

1.4 Where possible dogs must be able to avoid seeing other dogs if they choose to. This facility should be included in the design for any new builds.

1.5 Where a dog may pose a risk to other dogs he/she must be kept in a dog unit with solid partitions.

D2: Human company and interactions

Most dogs enjoy and benefit from human company. Dogs socialised to humans can find human company and positive contact such as grooming, exercise, playing and petting (as appropriate for the individual animal and as advised by the owner) rewarding. They may show signs of stress when this interaction is decreased or absent. Other dogs will prefer minimal contact.

Kennel staff should find out from the owner how the dog normally reacts to human contact and other animals and endeavour to provide an appropriate level of contact. Each dog should be monitored. Those dogs that do not want human contact need particular attention to environmental enrichment.

A dog should not be forced to interact with a person/people unless necessary. A hiding place should be provided for a dog to avoid people should it wish.

The layout of kennels should minimise the number of dogs that staff disturb when removing any one individual, and should also ensure the safety of staff when passing other dogs or with a dog on a leash. For example, in existing builds, staff can minimise disturbance by choosing a route that passes the fewest dogs or placing reactive dogs where few dogs need to go past.

Suitable dog handling equipment (e.g. muzzles, grasper, gauntlets) should be available for use if necessary. Staff need to be adequately trained for its appropriate and safe use.

2.1 All staff must have the competence to handle dogs correctly and be able to identify dogs that are anxious or fearful about contact. Dogs must be always be handled humanely and appropriately to suit the requirements of the individual dog.

2.2 All dog handling equipment must be suitably maintained.

2.3 A protocol must be in place for dealing with difficult dogs, to include members of staff appropriately trained in the use of dog handling equipment.

2.4 Dogs must receive daily beneficial human interactions appropriate to the individual dog.

D3: Multi-dog units

Dogs from the same family which normally live together may prefer to share a dog unit. Proprietors have a responsibility to monitor units where more than one dog is housed. Even though these dogs originate from the same household, dogs sharing a home may not necessarily get on, especially when confined. Therefore proprietors must monitor dogs to ensure that they are not experiencing fear/stress/distress/aggression from another dog. Only dogs from the same household can share a unit.

3.1 For any multi-dog unit (only appropriate for dogs from the same household) written authorisation must be obtained and dogs must be monitored. Consent from the owner must also include authority for separating dogs, should problems arise (e.g. dogs fighting or appearing 'stressed'). Agreeing to a kennel's Terms and Conditions will satisfy this.

3.2 There must be multiples of all resources (food and water bowls and sleeping areas), equal or greater than the number of dogs in the unit, to ensure that some dogs cannot monopolise resources and prevent the others from accessing them. Dogs must be carefully monitored, especially at feeding time.

3.3 There must be sufficient space for multiple dogs in the dog unit. See A4.1.

3.4 A separate bed must be provided for each dog.

D4: Handling dogs

4.1 All handling must be safe and minimise fear, stress, pain and distress and dogs must never be punished so that they are frightened or exhibit aversive behaviour.

4.2 All staff must have the competence to handle dogs correctly.

4.3 Harsh, potentially painful or frightening equipment must not be used by kennel staff e.g. electric shock collars, spray collars, pinch/prong collars, choke/check chains. If such equipment is present when the dog arrives, these must be removed once the dog is in its kennel unit. Alternative handling equipment must be used throughout the kennel stay.

4.4 When removing individual dogs from dog units, staff must try to minimise disturbance to dogs in neighbouring dog units, e.g. staff must choose the exit that passes the fewest dogs.

Section E– Health and Welfare: Protecting the dog(s) from pain, suffering, injury and disease

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

E1: Keeping records

In order to keep dogs healthy the proprietor needs to have an organised system for registering all dogs at the kennels.

It is useful to know if dogs are insured, should problems occur.

The Control of Dogs Order 1992 requires that all dogs, whilst in a public area, must wear a collar and tag stating the name and address of the owner. It is recommended that all dogs boarded at the establishment should wear a collar and tag identifying the name and telephone number of the owner, or have the collar and tag secured immediately outside the kennel unit.

Under The Microchipping of Dogs (England) Regulations 2015 all dogs over the age of 8 weeks in England must be fitted with a microchip, unless a veterinary surgeon has certified (on an approved form) that a dog should not be microchipped for reasons of the animals health.

1.1 A register must be kept of all dogs boarded and available to key members of staff and to local authority inspectors if requested. Information must include:

- Date of arrival and departure.
- Name, age, sex, description of dog/breed and microchip number.
- Number of dogs sharing from same household.
- Name, address, phone number and email of owner (including emergency contact details).
- Name, address, email and phone number of emergency local contact (who may be able to take the dog if necessary).
- Dog's veterinary surgeon and details of dog's insurance.
- Neuter status.
- Dog's diet and relevant requirements.
- Dog's relevant medical/behavioural history, including treatment for parasites and restrictions on exercise.
- Dog's body condition score / weight.
- Consent forms eg veterinary treatment, consent to share or separate dogs if needed, consent regarding toys / interaction preferences, record of baskets left at the kennels (Check vet consent forms i.e. own vet or designated vet if not in area).
- Record of date of most recent vaccination.
- Record of any international travel the dog has had.
- Any medical treatment the dog is receiving must be recorded and made visible to prevent mis-dosing.

1.2 If records are kept electronically they must be backed up. All records are to be kept for a minimum of 24 months in a manner that allows an authorised officer easy access.

1.3 If a dog on the Index of Exempted Breeds to be boarded the owners must produce a copy of the dog's licence and insurance certificate in order to admit the dog. The exemption certificate must be produced and be complied with throughout the dogs' stay in kennels. Dogs must not participate in any communal activities. Inspectors have authority to demand paperwork relating to boarders. The paperwork must be produced on demand and be appropriate and correct.

1.4 Dog units must be numbered and referenced with the records kept.

E2: Monitoring Dogs

In order to keep dogs healthy and to avoid suffering the proprietor needs to have an organised system for monitoring all dogs at the kennels.

It is recommended that in addition to regular daytime checks an evening round be carried out to check on all dogs, heating etc. An evening visit may be appropriate but needs to be balanced against the possibility of disturbing the dogs and causing noise nuisance.

It is recommended that dogs that are boarded for longer than 2 weeks are assessed at least every 2 weeks e.g. by body condition score and / or weight and the information recorded. This should be more frequent if there is cause for concern.

2.1 All dogs must be observed regularly throughout the day. Dogs must be checked daily for signs of illness, injury, stress, fear, anxiety and pain, and/or abnormal behaviour for that dog and to ensure that their needs are being met. Any signs of ill health or unusual behaviour must be recorded and advice sought without delay.

2.2 The kennel proprietor or responsible person must visit the dogs at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 8.00 am, until 6.00pm), or as necessary for the individual health, safety and welfare of each dog.

2.3 Presence or absence of faeces and urine must be monitored daily. Any abnormalities in excreta must be recorded or acted upon as appropriate.

E3: Disease control

Dogs are vulnerable to a range of serious infectious diseases, therefore disease control and rapid response to any signs of illness is critical. Infectious agents are spread in various ways such as direct contact, contact with infected surfaces/objects and aerosol spread.

The potential for infectious disease problems escalates where many dogs are kept together and a dog's immune system can also be affected by stress.

Disease spread can be minimised by:

- Using materials and design which are easy to clean and keeping them well maintained (Section A).
- Preventing contact between unfamiliar dogs.
- Ensuring excellent hygiene protocols within the kennels.
- Proper construction and hygiene management of the outdoor exercise areas (if used).
- Ensuring management protocols to minimise stress.
- Minimising and supervising movement of non-kennel staff through the kennels.
- Preventive treatments such as worming and vaccination.

Injury can be minimised by:

- Ensuring correct construction.
- Managing dog handling.
- Observing interactions between dogs from the same household sharing a unit.
- Ensuring dogs from different households do not share an outdoor exercise area at the same time.
- Managing risks during dog walking if it occurs.

3.1 Documented Standard Operating Procedures (SOPs) must be in place and followed to prevent spread of disease, and staff trained in these procedures.

3.2 Dogs must not share a dog unit with another dog unless it is from the same household.

3.3 Dogs must not be allowed to roam in the secure area (safety corridor).

3.4 All dog units, corridors, common areas, kitchens etc. must be kept clean and free from accumulations of dirt and dust and must be kept in such a manner as to be conducive to maintenance of disease control

3.5 Generally, dogs must remain in their assigned unit and must not be moved to other units (rotation) or to a holding unit, except for moving to an isolation facility or in the interest of the dog's welfare.

3.6 Facilities must be provided for the proper reception, containment and disposal of all waste in compliance with relevant waste legislation. Particular care should be taken to segregate waste arising from the treatment and handling of dogs with infectious diseases.

3.7 Isolation facilities must be available.

3.8 When there is any cause for concern regarding the health status of a particular dog, the dog must be isolated and the disease control SOP activated.

3.9 Any other activity undertaken by the proprietor, such as work with rescue dogs, stray dogs, or the breeding of dogs must be kept completely separate, and extra precautions taken to prevent the spread of disease, including separate facilities away from boarded dogs.

E4: Cleaning regimes

Cleaning regimes need to be implemented and checked. Proper cleaning and disinfection helps to reduce the spread of infectious disease to both animals and people. Cleaning regimes may include daily, weekly and monthly activities as appropriate.

Cleaning and disinfectant products:

4.1 Products must be suitable to use and effective against the pathogens, (especially canine parvovirus) for which the dogs are at risk and under the conditions present in the environment in which they are used.

4.2 Cleaning agents and disinfectants must be non-toxic to dogs if and when used appropriately.

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

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

Cleaning and disinfecting routines for units when dogs are resident:

Dogs need clean, comfortable dry bedding. Bedding should not be a source of infection.

Dogs can ingest infective agents from dirty dishes. Clean and disinfected dishes reduce the risk of disease. It cannot be guaranteed that the same dog will get the same dish each time, hence the importance of disinfection (or disposal after single use).

On a daily basis (and more often if necessary) the unit needs to be spot cleaned, any obvious food or waste removed, and all excreta and soiled material removed from all areas used by dogs.

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

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

4.7 Drinking and feeding vessels must be changed/cleaned and disinfected at least once a day, or disposed of.

4.8 Food and water dishes need to be cleaned and disinfected. This must not be at the same time, and preferably not in the same place, as other soiled items e.g. toys.

4.9 Grooming equipment must be kept clean and in a good state of repair and serviced according to manufacturer's guidelines. If provided by the owner, it must only be used on that dog and must be sent home with the dog.

4.10 Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use.

4.11 Toys must be cleaned and disinfected between use for different dogs, disposed of, or returned to the dog's owner (if they came in with the dog).

4.12 Each kennel must be thoroughly cleansed, disinfected and dried between dogs. All fittings and bedding must also be thoroughly cleansed and disinfected at that time.

4.13 Kennels of long stay dogs will require periodical thorough cleaning, disinfection and drying.

Handling Dogs

Hand washing facilities should be readily available in appropriate locations and easily accessible.

Frequent hand washing should take place.

4.14 A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site. Staff must be trained and competent in the safe and effective use of such items.

E5: Vaccination, fleas, worms and other parasites

Vaccination is a vital part of disease control and kennels should understand the potential consequences of dogs that have not been adequately vaccinated in terms of the risk to those particular dogs, other dogs and their own insurance.

If owners have treated their dogs for worms and fleas before entry to the kennel, the proprietor must note when this occurred and what products were used.

Vaccination against kennel cough (infectious tracheobronchitis) should be recommended.

5.1 There must be a documented policy for dogs coming to the kennels having protection against appropriate diseases (Occasionally there will be veterinary advice on a specific dog regarding vaccination and its health status and this should be taken into account).

5.2 An up-to-date veterinary vaccination record must be seen to ensure that dogs boarded have current vaccinations against canine parvovirus, canine distemper, infectious canine hepatitis (adenovirus) and, leptospirosis. The date of the most recent vaccination must be recorded preferably with a valid until date.

Certification from a veterinary surgeon of a recent protective titre test may be accepted in individual cases as evidence of protection against adenovirus, distemper and parvovirus. The certificate must state that it is valid for the period of stay at the kennels. It is the decision of the kennel proprietor whether to accept such a certificate.

5.3 Primary vaccination courses must be completed at least 2 weeks before boarding.

5.4 Homoeopathic vaccination is not acceptable as it will not protect against infectious diseases.

5.5 If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with an appropriate and licensed insecticide. Treatment must be discussed with a veterinary surgeon before administering. Consent from the owner will be required.

E6: Isolation arrangements

All establishments need to have a means of providing appropriate isolation that will allow for the care of sick dogs which develop signs of infectious diseases, to minimise the risk to other dogs. How this is physically provided (ranging from being able to shut off an end unit of the kennels and using a separate door, to having a separate building) may vary. In many kennels the dog is taken straight to the vet.

6.1 All establishments must provide appropriate isolation to allow for the care of sick dogs that develop signs of infectious diseases.

6.2 If the isolation facilities are provided by the attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If not, the stated isolation protocols must be followed.

6.3 The isolation area must provide separate, self-contained facilities for the isolation of suspected infected dogs and must have a separate entrance to the rest of the dog units.

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

6.5 Protective garments must be changed and laundered with an appropriate disinfectant or disposed of immediately after handling a dog with a suspected infectious disease.

6.6 Hands must be washed and disinfected between handling dogs.

6.7 Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use. The use of different coloured cleaning utensils to the rest of the kennels may help with this.

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

6.9 A documented Standard Operating Procedure (SOP) is required for barrier nursing.

6.10 Should a dog need to be removed from its unit it must wear a collar and tag.

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

E7: Veterinary treatment and healthcare

Access to veterinary care is vital for any dog, and is a legal requirement.

7.1 If medication is necessary, it must **only** be used for the dog for which it is intended and written instructions for use must be followed.

7.2 A veterinary practice must be appointed for the establishment. The name, address and telephone contact number, including out of hours provision, of the veterinary surgeon used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff.

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

7.4 When a dog is suspected of being ill or injured (staff should be trained to recognise when a dog requires veterinary care), a veterinary surgeon (and where possible, this should be the dog's own vet) must be contacted for advice immediately. Any instructions for treatment given by a veterinary surgeon must be recorded and strictly followed with further advice sought if there is ongoing concern.

7.5 Medicines must be stored safely and securely in a locked cupboard, at the correct temperature and used in accordance with the veterinary surgeon's instructions. Any unused medications must be returned to the owner or prescribing vet.

7.6 Procedures must be in place in case of death or escape and all staff must be made fully aware of these procedures. Arrangements for the storage of cadavers must be in place until the owner can be contacted e.g. prior written agreement with the attending vet. Contact with the owner must be made as soon as possible

E8: Holding Kennels

Routine use of holding units is not recommended as they are an additional source of cross infection to dogs.

8.1 Holding kennels may be provided for temporarily kennelling a dog for not more than 12 hours. Holding kennels, if provided, must comply with conditions as required for main kennels. Holding kennels must be a minimum area to allow the dog to exhibit normal traits i.e. dog must be able to sit and stand at full height, stretch, lie flat and wag its tail without touching the sides.

8.2 Dogs must be provided with a bed, food and water.

E9: Transportation of animals

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

9.1 Any relevant transport legislation must be complied with to protect welfare, prevent injury or unnecessary suffering.

9.2 Dogs must be comfortable and suitably restrained whilst in transit.

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

9.4 Dogs must not be left unattended in vehicles.

9.5 External temperature can pose a risk to a dog's welfare; therefore vehicles must have adequate ventilation and temperature control.

Conditions for Home Boarding

A.24 Number of Dogs Permitted

- 1.1 The maximum number of dogs to be boarded at any one time is **XX**. Numbers to be agreed by Veterinary Surgeon on inspection.
- 1.2 All dogs boarded must be from the same household. No mixed families of dogs are permitted.

A.25 General Conditions

- 1.3 Any dog-boarding activities should be in accordance with appropriate planning consents for the property.
- 1.4 Each dog shall wear a visible tag bearing the name, address and telephone number of the Licensee for the duration of the stay.
- 1.5 Dogs and equipment shall not be placed or kept in such a position to cause obstruction in case of fire or other emergency.
- 1.6 Any vehicles used by the establishment for the transportation of dogs must be regularly serviced and kept clean. During transportation, dogs should be carried in cages of adequate size. All vehicles must be secure.
- 1.7 Measures must be taken to keep the establishment free of rodents, insects and other pests.

A.26 Accommodation

- 1.8 Dogs will at all times be kept in accommodation that is adequate in size. Where dogs are kept in cages within the house these must be of sufficient size for the dog to lie down, stand up and turn around comfortably, and allow the dog to defecate away from the sleeping area. These size guidelines are adequate for short periods only and should not be regarded as suitable for permanent accommodation. Such cages should be used principally for sleeping quarters and animals should not be confined to them for long periods of the day.
- 1.9 Accommodation provided for dogs must be to the satisfaction of the Licensing Authority with particular regard to construction, size, fixtures and fittings, temperature, ventilation and cleanliness.
- 1.10 All excreta and soiled material shall be removed as often as necessary and at least daily from all living and exercise areas. Waste materials must be disposed of as per current regulations to the satisfaction of Head of Environmental Health
- 1.11 The accommodation and ancillary establishment shall be maintained so as to prevent odour or nuisance to occupiers and users of adjacent premises.
- 1.12 Suitable bedding equipment must be provided which allows the dogs to be comfortable and which is capable of being easily and adequately cleaned and sanitised. Such equipment must be sited out of draughts. All bedding must be maintained in a clean, parasite-free and dry condition.

- 1.13 Suitable cleansing between boarding must be achieved, a protocol for which must be drawn up and approved at the time of inspection by the Veterinary Surgeon.
- 1.14 All areas in which the dogs run freely must have a suitable and adequate fence to secure the site from possible escape and to prevent unauthorised access. Doors, gates and fencing must not have any projections liable to cause injury to dogs

A.27 Food and Water Supplies

- 1.15 All animals shall have an adequate supply of wholesome drinking water available at all times.
- 1.16 All animals shall be adequately supplied with suitable food.
- 1.17 Eating and drinking vessels must be cleaned or disposed of after each feed and reusable vessels must be capable of being easily cleaned and disinfected.

A.28 Exercise

- 1.18 All dogs must be given adequate exercise and walked at least daily or as agreed by the dog owner.
- 1.19 Where exercise is provided off the premises all dogs must remain strictly on leads.
- 1.20 Where exercise is provided off the premises, arrangements must be made to immediately clean up any faeces deposited by the dogs and to dispose of any matter appropriately.
- 1.21 It is recommended that muzzles of varying sizes are made available.

A.29 Disease Control and Vaccination

- 1.22 Proof must be provided that dogs boarded have current vaccinations against Canine Distemper, Infectious Canine Hepatitis (Canine adenovirus), Leptospirosis (*L.canicola* and *L.Icterohaemorrhagiae*) and Canine Parvovirus and other relevant diseases. The course of vaccination must have been completed at least four weeks before the first date of boarding or in accordance with manufacturer's instructions. A record that this proof has been supplied must be kept on site throughout the period that the dog is boarded.
- 1.23 Advice from a Veterinary Surgeon must be sought in case of signs of disease, injury or illness. Where a dog is sick or injured, any instructions for its treatment, which have been given by a Veterinary Surgeon, must be strictly followed. No fees arising from the consultation with the Veterinary Surgeon will be borne by Exeter City Council.
- 1.24 Evidence of recent broad spectrum de-worming, flea and tick control, must be provided for dogs being cared for.
- 1.25 Dogs showing signs of disease or illness shall be isolated from any other dogs until veterinary advice is obtained.
- 1.26 Any medication prescribed by a Veterinary Surgeon must be stored appropriately and administered according to their instructions.

- 1.27 A well stocked first aid kit suitable for use on dogs must be available and accessible on site.

A.30 Register

- 1.28 A register must be kept of all dogs boarded at the premises and the information kept must include the following:
- Date of arrival.
 - Name of dog, and any other identification mark such as microchip number, tattoo or tag.
 - Description, breed, age and gender of dog.
 - Name, address and telephone number of owner or keeper.
 - Name, address and telephone number of contact person whilst cared for.
 - Name, address and telephone number of dog's Veterinary Surgeon.
 - Anticipated and actual date of arrival and departure.
 - Health, welfare and nutrition requirements.
 - Vaccination and worming details.
 - Date of last season if a bitch.
- 1.29 The register and associated records must be kept available for a minimum of **24** months and be kept in such a manner as to enable an authorised officer to easily access such information.

A.31 Supervision

- 1.30 A fit and proper/responsible person aged 18 or over shall at all times be present or within reasonable distance from the premises to give advice, exercise, supervision and deal with emergencies whenever dogs are being cared for at the premises. Proper care shall be afforded to the dogs in order to protect their health, safety and welfare.
- 1.31 Anyone supervising the care of the animals must have knowledge in animal welfare, cleanliness and hygiene, feeding and food preparation, disease control, health and safety, emergency procedures and the recognition and treatment of sick animals.

A.32 Fire Precautions

- 1.32 All electrical installations and appliances must be maintained in a safe condition. There must be a residual current circuit breaker system fitted.
- 1.33 Heating appliances must not be sited in a location or manner where they may present a risk of fire, or risk to dogs. Dogs must not have direct access to open flame heating devices.
- 1.34 The licensee shall ensure that a responsible person shall at all times be in, or within a reasonable distance from, the premises for the purpose of giving warning and

taking other necessary steps in the event of fire or other emergency. An adequate and accessible supply of water and sand/or an efficient fire extinguisher must always be available on the premises and the positions clearly marked.

- 1.35 Precautions must be taken to prevent any accumulation which may present a risk of fire.

A.33 Liability Insurance

- 1.36 Provide adequate and suitable public liability insurance (and where appropriate Employees Liability Insurance). A copy of the current certificate must be displayed.

A.34 Licence Display

- 1.37 A copy of the licence and its conditions must be suitably displayed to the customers in a prominent position.

A.35 Powers of Entry

- 12.1 The authorised officer of the Licensing Authority can, at any reasonable time, have a right of entry onto the premises for the purpose of carrying into effect any of the relevant statutory provisions. To enable these provisions to be carried out, the appointed officer may take any other person authorised by the Council that may be considered necessary.

Appendix B – Standard Conditions for Riding Establishment Licence

- B.1 A horse found on inspection of the premises by an authorised officer to be in need of veterinary attention shall not be returned to work until the holder of the licence has obtained at his own expense and has lodged with the Exeter City Council a veterinary certificate that the horse is fit for work.
- B.2 Before any horse or pony additional to those named in the attached schedule 'A' is taken into work at the establishment you shall lodge with Exeter City Council a veterinary declaration that the animal was found to be sound and suitable for use. It shall be on the form attached.
- B.3 No horse will be let out on hire for riding or used for providing instruction for riding without supervision by a responsible person of the age of 16 years or over unless (in the case of horse let out for hire for riding) the holder of the licence is satisfied that the hirer of the horse is competent to ride without supervision.
- B.4 The carrying on of the business of a riding establishment shall at no time be left in the charge of any person under the age of 16 years.
- B.5 The licence holder shall hold a current insurance policy which insures him against any liability for any injury sustained by those who hire a horse from him for riding and those who use a horse in the course of receiving from him, in return for payment, instruction in riding and arising out of the hire or use of a horse as aforesaid and which also insures such persons in respect of any liability which may be incurred by them in respect of injury to any person caused by or arising out of the hire or use of a horse as aforesaid.
- B.6 A register shall be kept by the licence holder of all horses in his possession aged three and under and usually kept on the premises which shall be available for inspection by an authorised officer at all reasonable times.
- B.7 Horses must be maintained in good health and in all respects physically fit and, in the case of a horse kept for the purpose of its being let out on hire for riding or a horse kept for the purpose of its being used in providing instruction in riding, the horse must be suitable for the purpose for which it is kept.
- B.8 No horse aged three years or under nor any mare heavy with foal nor any mare within three months after foaling may be let out on hire for riding or used, in return for payment, for instruction or in demonstrating riding.
- B.9 Any riding equipment supplied for a horse let out on hire must be free from visible defect which is likely to cause suffering to the horse or accident to the rider.
- B.10 The feet of all animals must be properly trimmed and, if shod, their shoes must be properly fitted and in good condition.
- B.11 In the case of horses maintained at grass there must be available for them at all times during which they are so maintained adequate pasture and shelter and water and supplementary feeds must be provided as and when required.

- B.12 Horses must be adequately supplied with suitable food, drink and (except in the case of horses maintained at grass, so long as they are so maintained) bedding material, and must be adequately exercised, groomed and rested and visited at suitable intervals.
- B.13 All reasonable precautions must be taken to prevent and control the spread among horses of infectious or contagious diseases and veterinary first aid equipment and medicines must be provided and maintained on the premises.
- B.14 The construction of the riding establishment must be substantial, adequate to contain the animals, and provide with warmth and shelter in clean and hygienic conditions. There must be convenient and safe access to stalls and boxes. Stalls must be large enough to allow the animal to lie down and get up without risk of injury. Boxes must be large enough to allow the animal to turn round.
- B.15 Yards must provide enough space for every animal kept there.
- B.16 Lighting must be adequate to render the use of artificial light unnecessary in daylight.
- B.17 Ventilation must provide fresh air without draughts.
- B.18 Drainage must be adequate to carry away liquid voided by the horses and keep the standings dry.
- B.19 There must be provision for storage and disposal of manure and spoiled straw.
- B.20 Adequate accommodation must be provided for forage bedding, stable equipment and saddlery.
- B.21 The Licence Holder must ensure that appropriate steps will be taken for the protection and extrication of horses in case of fire and in particular, that the name, address and telephone number of the Licence Holder or some other responsible person are kept displayed in a prominent position at the outside of the premises and that instructions as to action to be taken in the event of fire, with particular regard to the extrication of horses, are kept displayed in a prominent position on the outside of the premises.
- B.22 A register must be kept by the Licence Holder of all horses in his possession aged three years and under and usually kept on the premises which shall be available for inspection by an authorised officer.
- B.23 The Licensee must ensure that:
- a) escorts allocated to a particular ride are competent to supervise that ride;
 - b) the number of riders per escort in a ride do not exceed safe limits and that adequate control is exercised over the mounts at the paces that will be employed;
 - c) a horse allocated to a rider is capable of carrying the rider in safety.

Appendix C – Standard Conditions for Dog Breeding Establishment Licence

C.1 The Council has adopted the Chartered Institute of Environmental Health “Model Licence Conditions and Guidance for Dog Breeding Establishments”. The model conditions are split into a number of schedules including conditions relating to accommodation, management Etc. These conditions will be applied to each dog breeding licence issued.

C.2 A free copy of the model conditions can be downloaded via the link below:

http://www.cieh.org/CIEH-Model_Licence-Conditions-Guidance-Dog-Breeding-Establishments.html

Previous Policy

Appendix C Continued – Standard Conditions for Dog Breeding Establishments

Accommodation

The following definitions are provided for the purposes of inspection:

Kennel – this is the physical structure and area that consists of an indoor sleeping area and outdoor run

Run – A run is defined as an area attached to and with direct and permanent access from a kennel

Outdoor exercise area – a separate area from the kennel itself where dogs may, for example, exercise, play, interact with other dogs and people

Crate – a safe, secure area that a dog can go into for short periods of time. Usually consists of a wire frame with a removable tray in the base for bedding, but can also be plastic, or fabric. Uses include security, transportation or following veterinary advice.

NB: this should only be a temporary enclosure for a dog and only where the dog is habituated to it

1. General

1.1 Dogs must at all times be kept in accommodation suitable as respects construction, size of quarters, numbers of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness;

Breeding and Sale of Dogs Act 1973 S.1(4)(a)

Dogs kept in domestic premises must have free access to more than one room and every dog must be provided with continual access to a comfortable, dry, draught-free, clean and quiet place to rest.

1.2 Dog crates, where used (and whilst not acceptable as permanent housing) must be of sufficient size to allow each dog to be able to sit and stand at full height, step forward, turn around, stretch and lie down in a natural position and wag its tail without touching the sides of the crate and to lie down without touching another individual.

2. Kennel Construction

2.1 Where kennels are provided, within converted outbuildings, consideration must be given to cleaning, wildlife access, vermin control, natural lighting and ventilation.

2.2 All internal surfaces used in the construction of walls, floors, ceilings, partitions, doors and door frames must be durable, smooth and impervious, easily cleaned and disinfected. Kennels must be free from hazards and there must be no projections or rough edges liable to cause injury. Sleeping areas of kennels must be insulated so as to prevent extremes of temperature.

2.3 All exterior wood should be properly treated against wood rot, e.g. tanalised. Only non-toxic products should be used.

The interior and exterior of the buildings should be kept in good decorative order and repair. Outer paths, gardens, exercise areas and general surroundings should be kept in good, clean, safe condition.

3. Security

3.1 The construction must be such that the security of the dog is ensured. Fencing material must be safe and secure.

4. Walls and Partitions

4.1 Walls with which dogs may come into contact must be of smooth impervious materials, capable of being easily cleaned and disinfected.

5. Floors

5.1 Flooring must be of a non-slip, urine-resistant material. It must be laid in a way and at a fall that avoids the pooling of liquids. Slatted or wire mesh floors must not be used.

5.2 Floors of all buildings, individual exercise areas and kennels must be of smooth, impervious materials, capable of being easily cleaned and disinfected while providing sufficient grip for the animal to walk or run without sustaining injury.

6. Ceilings

6.1 Ceilings must be capable of being cleaned and disinfected.

7. Doors

7.1 Kennel doors must be strong enough to resist impact and scratching and must be capable of being effectively secured.

8. Windows

8.1 Windows must not pose a security risk and must be escape proof for the protection of the dog as well as the public.

9. Drainage

9.1 The establishment must be connected to mains drainage or an approved sewerage disposal system. (See Environmental Protection under Other Relevant Legislation)

10. Lighting

10.1 During daylight hours light must be provided to exercise and sleeping areas so that all parts are clearly visible.

10.2 Where practicable this should be natural light.

Lighting must be of sufficient standard to enable efficient working both during and after daylight hours. Supplementary lighting, adequate to allow inspection, must be provided throughout the establishment.

11. Ventilation

11.1 Ventilation must be provided to all interior areas without the creation of excessive, localised draughts in the sleeping area.

12. Kennel Design (size, layout and exercise facilities)

12.1 Kennels must be divided into sleeping and activity areas. Kennels must be provided with an adequate size of sleeping area, such that dogs can stand, turn around, stretch and lie down flat in a natural position, with sufficient space for the door to open fully.

12.2 Adequate exercise areas must be provided for all kennels. How much space will depend upon the size of the dog as well as the circumstances of each breeding establishment. Dogs must be able to walk, turn around easily, wag their tails without touching the kennel sides, and lie down without touching another dog.

Kennels and runs must open onto secure corridors or other secure areas so that dogs are not able to escape from the premises.

Exercise areas must not be used as sleeping areas

Outdoor areas where animals exercise and interact cannot have strict temperature regulation.

Dogs must not be restricted to such areas when climatic conditions may cause them distress.

They must have constant access to fresh clean water, shade and shelter so they can avoid rain, wind, snow, ice or direct sunlight, etc.

In adverse weather conditions, the responsible person must decide whether or not dogs are given free access to their run.

The run must be at least partially roofed to provide the dog with sufficient protection against all weathers.

13. Beds and Bedding

13.1 The bed must have clean bedding and be large enough for each dog to lie flat on their side. Beds must be suitable to allow dogs to be comfortable, ie of durable construction, be sited away from and offer protection from draughts and be of a suitable size for the size and type of dogs kept. Bedding must be capable of being easily cleaned and disinfected.

14. Number of Dogs Permitted

14.1 The maximum number of dogs to be kept at any one time is to be determined by the Local Authority (see also Appendix D).

The number of dogs permitted must relate to the number and size of the kennels or space available and should be stipulated clearly on the front sheet of the licence. The decision regarding the number of dogs permitted to be kept must take into account the maximum likely litter size as well as the effectiveness of site management.

15. Temperature in Accommodation

15.1 Heating facilities must be available in the kennel and used according to the requirements of the individual dog.

15.2 Devices used for heating and cooling must be safe and free from risk of burning or electrocution. Manufacturer's instructions must be followed. Open flame appliances must not be used. (See Health and Safety at Work Act 1974 under Other Relevant Legislation).

16. Cleanliness (see also Appendix E- cleaning standard operating procedure (SOP))

16.1 All kennels, corridors, common areas, kitchens and so on must be kept clean and free from accumulations of dirt and dust so that disease control is maintained. An agreed SOP must be followed. Each occupied kennel must be cleaned daily at a minimum.

16.2 All excreta and soiled material must be removed from all areas used by the dogs as necessary. All sleeping areas and bedding must be kept clean and dry. Facilities must be provided for the proper reception, storage and disposal of waste.

16.3 Measures must be taken to minimise the risks from rodents, insects and other pests within the breeding establishment.

16.4 Foul waste water must be disposed of by discharge to the appropriate or an approved drainage system. Those wishing to operate an incinerator must seek advice from the Environment Agency and/or the local authority. (See Environmental Protection under Other Relevant Legislation)

17. Whelping Facilities

17.1 There must be a separate whelping pen or room for each whelping bitch in which to whelp. There must be direct access to the whelping area for kennel personnel without disturbing the general kennel population. Once separated there must be increased social contact with humans.

17.2 Each whelping pen must be constructed of easily cleanable impervious materials. The area must be cleaned regularly and a record kept of cleaning procedures. The whelping pen must have a divider to allow the bitch to access an area where she cannot be reached by the puppies. There must be natural daylight. There must be a whelping bed raised off the floor and with sides high enough to prevent new born puppies from falling out. The bed must contain sufficient bedding to ensure a soft surface for the bitch and to enable the absorption of mess resulting from whelping. The bed must be constructed of easily cleanable impervious material and must be thoroughly cleaned and disinfected between litters.

17.3 The whelping area must be maintained at an appropriate temperature. The bitch must be able to move away from heat spots.

17.4 Bitches must be adequately supervised during whelping and records kept of:

- time of birth of each puppy
- puppies' sex, colour and weight
- placentae passed
- any other significant events.

Bitches must be allowed a minimum of four periods a day for toileting and exercise away from their puppies.

18. Bitches in Season

18.1 Consideration should be given to separating bitches in season and they should not be kept with entire male dogs.

Management

1. General

1.1 Dogs must be adequately supplied with suitable food, drink and bedding material, adequately exercised, and visited at suitable intervals; BDA 1973 S.1(4)(b)

The 1999 Act strengthens the requirements for dogs to be visited at suitable intervals.

The Animal Welfare Act (2006) sets out the Duty of Care which must be met by the person responsible for the animals (see Animal Welfare Act under Other Relevant Legislation)

2. Supervision

2.1 A fit and proper person must always be present to exercise supervision and deal with emergencies.

3. Number of Staff

3.1 Numbers of staff must be appropriate for the breed/ type and number of dogs being bred. Numbers must be sufficient to provide the level of care set out in these model conditions.

3.2 Sufficient adequately trained staff must be available every day to carry out all the interactions and procedures with dogs specified in this document.

3.3 Dogs must not be left alone for long periods and must be checked at the start and end of every working day and regularly by a member of staff at least every four hours during the day.

4. Environmental Enrichment and Exercise

4.1 Dogs must be provided with environmental enrichment and the ability to have some control over their environment.

4.2 Breeding establishments are the permanent home for some dogs and therefore provision of exercise facilities must be adequate for the long term. Dogs must not be kept permanently confined. Arrangements must be made for the dogs to be exercised at least twice a day.

5. Handling and Habituation

5.1 Breeding dogs must be handled and examined regularly to identify changes in health, weight and behaviour, also to ensure dogs are habituated to handling by people. This is particularly important for bitches, as fear of people will influence development of puppy behaviour

6. Food and Water Supplies

6.1 All dogs must be adequately supplied with suitable food. Clean water must be available at all times and changed at least daily. Dogs must be fed a diet appropriate to their age, breed, activity level and stage in the breeding cycle. Dogs must be fed individually with separate bowls. Food must be stored in vermin-proof containers and fresh food must be refrigerated.

6.2 Eating and drinking vessels must be capable of being easily cleansed and disinfected to prevent cross-contamination. They must be maintained in a clean condition and cleaned and disinfected or disposed of after each meal.

6.3 Dogs must be fed sufficiently well to maintain health.

7. Weaning Procedures

7.1 Puppies must start the weaning process as soon as they are capable of ingesting food on their own. The food offered must be appropriate for the stage of development of the puppies. Puppies at weaning must initially be offered food five times a day. It must be ensured that each puppy takes the correct share of the food offered.

7.2 During lactation, the bitch must have sufficient appropriate food to satisfy the demands being made upon her.

8. Kitchen Facilities

8.1 Facilities, hygienically constructed and maintained, must be provided for the storage and preparation of food for the dogs. Where fresh and cooked meats are stored, refrigeration facilities must be provided. Food contamination must be avoided. A sink with hot and cold running water must be available for washing kitchen utensils and eating and drinking vessels.

8.2 Containers for storing foods must be provided and must be constructed and maintained to guard against insects and other pests. Cross-contamination must be avoided.

9. First Aid Kit for Dogs

9.1 A fully maintained first-aid kit suitable for use on dogs and puppies must be available and accessible on the premises.

10. Isolation Facilities

10.1 Veterinary advice must be sought for any animal with a potentially infectious disease.

10.2 Facilities for isolation must be available when required. Isolation facilities must be used where the presence of infectious disease is suspected or known.

10.3 Isolation facilities must be in compliance with the other licence conditions but must be physically separate from other dogs.

10.4 Hands must be washed after leaving the isolation facilities before handling other dogs. Protective clothing, footwear and equipment, for use only in the isolation facility, must be used to reduce the spread of infection and must not be worn outside the isolation facility.

10.5 Complete disinfection of the isolation facilities and equipment must be carried out once vacated.

Disease Control, Vaccination and Worming

1. General

1.1 All reasonable precautions must be taken to prevent and control the spread among dogs of infectious or contagious diseases; BDA 1973 S.1(4)(c). Licence holders must take all reasonable steps to protect the animal from pain, suffering, injury and disease.

All breeding establishments must be registered with a Veterinary Practice and ensure full details are made available to the Licensing Authority.

Emergencies/Fire Prevention

1. General

1.1 There must be Emergency Evacuation and Contingency Plans (see Appendix J) in place which meets approval with the local authority, and in consultation with the local authority.

Transport

Section 1(4)(e) of the 1973 Act is concerned with safeguarding the welfare of dogs 'when being transported to or from the breeding establishment'.

1. General

1.1 Dogs and puppies being transported to and from breeding establishments must be properly supervised to ensure compliance with the obligations under the 1973 Act.

All appropriate steps must be taken to ensure that the dogs will be provided with suitable food, drink and bedding material and adequately exercised when being transported to or from the breeding establishment.

Bitches must not be transported in the last stages of pregnancy, ideally not from 54 days after mating, unless to a veterinary surgeon for treatment.

Bitches must not be transported for 48 hours after whelping unless it is to see a veterinary surgeon for treatment.

1.2 Whenever dogs are transported they must be fit and healthy for the intended journey. Injured and/ or diseased dogs must not be transported (except for minor illness or injury, as determined by trained and competent staff) unless they are being taken to a veterinary surgery.

1.3 Puppies must not be transported before eight weeks of age without their dam unless a veterinary surgeon agrees otherwise for health and/or welfare reasons, or in an emergency (See Welfare of Animals (Transport) Order (England) 2006 – Council Regulation (EC) No 1/2005).

Health and Welfare of the Breeding Stock and Litters

1. Mating

1.1 Bitches must not be mated if they are less than one year old. BDA 1973 S. 1(4) (f)

2. Maximum Number of Litters

2.1 Bitches must not give birth to more than six litters of puppies each in their lifetime.; BDA 1973 S. 1(4) (g)

3. Twelve Months Between Litter

3.1 Bitches must not give birth to puppies before the end of the period of twelve months beginning with the day on which they last gave birth to puppies; BDA 1973 S. 1(4) (h)#

4. Social Contact for Dogs and Socialisation of Puppies

Adult Dogs

4.1 Social contact is very important, and all dogs used for breeding must be kept in an environment that allows adequate social contact with both other dogs and people.

Puppies

See also Puppy Plan (Appendix B)

4.2 Puppies must be handled regularly from shortly after birth for short periods (e.g. gently picking up and examining) to habituate them to human contact and to examine them for any sign of disease and to ensure they are feeding properly.

4.3 From 3 weeks old puppies must be habituated to events likely to be encountered in a domestic environment.

4.4 To learn social skills with other dogs, puppies must be maintained as a litter or with puppies of a similar age and size.

5. Record Keeping

See also Appendix C

5.1 Accurate records in a form prescribed by regulations as shown below must be kept at the premises and made available for inspection there by any officer of the local authority or any veterinary surgeon, authorised by the local authority to inspect the premises; BDA 1973 S. 1(4) (i) The Breeding of Dogs (Licensing Records) Regulations 1999 (SI 1999 No 3192) prescribe the form of records to be kept by licensed breeding establishments. These records must be accurate

and kept on the premises and made available to local authority inspectors or any veterinary surgeon authorised by the local authority.

A record must be kept by every licensed dog breeder for each breeding bitch providing the name of the bitch, date of birth, address where she is kept, breed, description, date of mating and details of sire. Licensed dog breeders must also keep a record of any litters, including the sex of the puppies, date of birth, weight, description and total number in the litter. The record must also show the details of sale, namely the date of sale, name and address of who was supplied and the status of the purchaser (ie, private owner or pet shop).

Previous Policy

Appendix D – Standard Conditions for Dangerous Wild Animals Licence

- D.1 These Standard Conditions will apply to all licences unless disapplied or varied by the the Council.
- D.2 The granting of a licence for a Dangerous Wild Animal shall not be deemed to convey any approval or consent which may be required under any enactment by law, order or regulation other than the Dangerous Wild Animals Act 1976 (as amended).
- D.3 While any animals are being kept under the authority of this licence;
- (i) the animal shall be kept by no person other than the person specified in the licence,
 - (ii) the animal shall normally be held at such premises as specified in the licence,
 - (iii) the animal shall not be moved from those premises except for veterinary treatment or with the written consent of the Council,
 - (iv) the licence holder shall hold a current insurance policy which insures him/her, and any other person entitled to keep the animal under the authority of this licence, against liability for any damage which may be caused by the animal, the terms of such policy being satisfactory in the opinion of the Council,
 - (v) the public liability insurance required in (iv) above shall provide cover to a minimum of ten million pounds. This figure may be reduced according to the number and species of animals, however, a minimum cover of £10,000,000.00 is required unless stated otherwise on the licence.
- D.4 The species and number of animals of each species which may be kept under the authority of this licence shall be restricted to those specified in the Schedule of Animals attached to the licence.
- D.5 The licence holder shall, at all reasonable times, make available the licence to any person entitled to keep any animal under the authority of the licence.
- D.6 Any change in species, or increase in numbers of a species, will only be permitted if written consent of the Council is first obtained and the Schedule of Animals attached to the licence is amended by the Council.
- D.7 **Special Conditions**

Given the unique nature of these establishments, the Council may impose specific special conditions relating to the individual premises and/or person based on the species and number of each species kept.

These conditions would be imposed in consultation with a specialist veterinary surgeon, or other recognised expert, and attached to the licence as a Schedule of Special Conditions.

Appendix E – Standard Conditions for Pet Shop Licence

Application for a Licence

- E.1 Although not provided for in that Act, it is recommended that applicants consult their local authority prior to submitting an application.

Trade Associations

- E.2 Licensees are recommended to apply for membership of an appropriate trade organisation which might act as a point of reference should any disputes over the licence conditions arise.

Categories of Animals which a Pet Shop may be Licensed to Keep

1. Dogs and Cats (puppies and kittens).
2. Smaller domesticated mammals e.g. rabbits, cavies, gerbils, hamsters, rats, mice.
3. Larger domesticated mammals, e.g. goats, pot bellied pigs.
4. Primates, e.g. marmosets.
5. Other mammals.
6. Parrots, parakeets and macaws.
7. Other birds
8. Reptiles
9. Amphibians
10. Fish
11. Other Species

RSPCA

- E.3 Permission to inspect the licensed premises shall be granted at all reasonable times to a duly authorised officer of the licensing authority and facilities to examine any animal shall be given to any veterinary practitioner (or officer of the RSPCA) who has been called in to carry out such examination by a duly authorised officer.
- E.4 The Council has adopted the Chartered Institute of Environmental Health “Model Conditions for Pet vending Licensing 2013”. The model conditions are split into a number of schedules including a general conditions schedule applicable to all Pet Shop licences (Schedule A), and also specific schedules for different types of animals. The remaining schedules (B to I), will be applied to the licence on a case by case basis depending on the types of animals kept.
- E.5 A free copy of the model conditions can be downloaded via the link below:

http://www.cieh.org/policy/Model_Conditions_for_Pet_Vending_Licensing_2013.aspx

Appendix E – Standard Conditions for Pet Shop Licence

Schedule A - General Conditions

1 Licence Display

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

2 Accommodation

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

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

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

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

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

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

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

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

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

3 Exercise Facilities

3.1 Suitable and sufficient facilities must be available where appropriate.

4 Register of Animals

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

4.2 A sales register must be maintained for:

4.2.1 Dogs

4.2.2 Cats

4.2.3 Psittacines

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

4.3 Animals under veterinary treatment must be identifiable.

5 Stocking Numbers and Densities

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

Please refer to Schedules for individual species for more details.

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

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

6 Health Disease and Acclimatisation

6.1 All animals for sale must be in good health

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

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

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

6.5 All reasonable precautions must be taken to prevent the outbreak and spread of disease. No animal which is suffering from, or could reasonably be suspected of having come into contact with any other animal suffering from any infectious or contagious disease or which is kept on the premises unless effectively isolated.

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

7 Food and Drink

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

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

8 Food Storage

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

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

9 Observation

9.1 All animals must be attended to at regular intervals, except where defined in the schedule, at least once daily, and appropriate to the individual animal.

10 Disposal of Waste

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

11 Transportation to the Premises

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

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

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

12 Sale of Animals

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

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

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

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

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

14 Pet care advice, staff training and knowledge

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

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

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

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

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

15 Fire and other emergency precautions

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

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

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

- 15.4 The licensee, or a designated key holder, must at all times be within reasonable travelling distance of the premises and available to attend in case of emergency.
- 15.5 A list of key holders must be logged with the local police and local authority.
- 15.6 In the interests of animal welfare, the following notice must be displayed prominently at the front of the premises: "In case of an emergency dial 999".
- 15.7 When pet shops are sited within other premises, the licensee or key holders must have access at all times to the premises containing the animals.
- 15.8 All electrical installations and appliances must be maintained in a safe condition.
- 15.9 There must be an effective contingency plan for essential heating, ventilation and aeration/ filtration systems, as appropriate.

Schedule B – Dogs

1 Condition

- 1.1 Puppies must be weaned before leaving the mother.

2 Condition

2.1 The minimum kennel size must be:

- 2.1.1 For a batch of small breed puppies – max 6 pups – 1.5m² for sleeping, plus 2m² for exercise
- 2.1.2 For a batch of medium breed puppies – max 4 pups – 2m² for sleeping, plus 2m² for exercise
- 2.1.3 For a batch of large breed puppies – max 2 pups – 2m² for sleeping, plus 2m² for exercise

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

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

3 Condition

- 3.1 Suitable and sufficient exercise facilities must be available and accessible where appropriate

4 Condition

- 4.1 Extreme temperatures must be avoided.

5 Condition

- 5.1 General bedding must include an adequate amount of absorbent material.

6 Condition

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

7 Condition

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

8 Condition

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

9 Condition

9.1 Puppies must have frequent, quality contact time with staff.

10 Condition

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

11 Condition

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

12 Condition

12.1 There must be environmental enrichment in all kennels.

Schedule C - Cats

1 Condition

1.1 Kittens must be weaned before leaving the mother.

2 Condition

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

3 Condition

3.1 Extreme temperatures must be avoided.

4 Condition

4.1 Disposable or washable bedding must be provided and kept clean.

5 Condition

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

6 Condition

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

7 Condition

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

8 Condition

8.1 Kittens must have frequent, quality contact time with staff.

9 Condition

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

Schedule D – Rabbits

1 Condition

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

2 Condition

2.1 The minimum enclosure size must be:

0.4m² for up to 4 standard juvenile rabbits and a height of 0.4m. 0.5m² for up to 2 giant breed juvenile rabbits and a height of 0.5m.

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

3 Condition

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

4 Condition

4.1 Extreme temperatures must be avoided.

5 Condition

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

6 Condition

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

7 Condition

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

8 Condition

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

9 Condition

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

Schedule E – Other small mammals

1 Condition

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

2 Condition

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

3 Condition

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

4 Condition

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

5 Condition

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

6 Condition

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

7 Condition

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

8 Condition

8.1 All rodents must be fully weaned on admission.

Minimum accommodation requirements – small rodents

Area in square metres

No. of Animals	1-4	5	6	7	8	9	10	Minimum cage height (m)	Minimum cage depth (m)
Mice, Hamsters, Gerbils	0.068	0.079	0.09	0.100	0.113	0.124	0.135	0.30	0.25
Rats	0.135	0.157	0.18	0.202	0.225	0.247	0.27	0.30	0.28
Guinea Pigs, Degus	0.225	0.263	0.3	0.338	0.375	0.413	0.45	0.30	0.30
Chinchillas	0.25	0.375	0.50	0.625	0.75	0.875	1.0	0.45	0.45
Chipmunk	0.25	0.375	0.5	0.625	0.75	0.875	1.0	0.90	0.45

Schedule E – Other small mammals

1. Condition

1.1 Ferrets must be at least eight weeks old

2. Condition

2.1 Ferrets must be housed with batch companions

3. Condition

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

4. Condition

4.1 Batches of ferrets must not be mixed.

5. Condition

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

6. Condition

6.1 Sleeping quarters must be draught free and dark.

7. Condition

7.1 Ferrets must have suitable bedding.

8. Condition

8.1 Extreme temperatures must be avoided.

9. Condition

9.1 Ferret kibble must be provided at appropriate intervals.

10. Condition

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

Schedule G – Birds

1. Condition

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

2. Condition

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

3. Condition

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

4. Condition

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

5. Condition

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

6. Condition

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

7. Condition

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

Schedule H – Reptiles and Amphibians

1. Condition

1.1 Stocking and density must be appropriate to the species.

2. Condition

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

3. Condition

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

4. Condition

4.1 Lighting must be appropriate to the species.

5. Condition

5.1 Substrate appropriate to the species must be present.

6. Condition

6.1 Enrichment must be provided appropriate to the species.

7. Condition

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

8. Condition

8.1 Hygiene: enclosures must be cleaned appropriately.

9. Condition

9.1 Handling must be kept to a minimum at all times.

Schedule I – Fish

1. Condition

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

Minimum water standards must be:

Cold Water Species

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

Tropical Freshwater Species

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

Tropical Marine Species

Free Ammonia	max 0.01mg/l
Nitrite	max 0.125mg/l

Nitrate	max 100mg/l	pH min 8.1
Dissolved Oxygen	min 4.0 mg/l	

2. Condition

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

3. Condition

3.1 Holding systems must be cleaned and checked regularly.

4. Condition

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

Previous Policy

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05 OCT 2018



Royal Society for the Prevention of Cruelty to Animals

Simon Lane
Exeter City Council Licensing
Civic Centre
Paris Street
EX11RQ

Dear Simon,

PawPrints Awards 2018 – The Result

Thank you for taking the time to enter the RSPCA's 2018 PawPrints Awards. This year the Awards turned ten and the standard of entries is as high as it's ever been - a great way to celebrate this landmark year.

I am happy to confirm that Exeter City Council Licensing has achieved a Silver Animal Activity Licensing Footprint!

Your certificate is enclosed and a copy of the electronic logo you are entitled to use will follow in due course. The RSPCA Innovator Award and our special tenth birthday Innovator of the Decade Award will be announced later in the year.

I would also like to take this opportunity to invite you to the PawPrints Winners Reception (and tenth birthday celebration) **on 27th November, 18:30 - 20:30, at RICS, Parliament Square, London**. The event is completely free to attend but places are strictly limited, please RSVP by 1st November. The reception will be preceded by a training session - *Don't panic! Dealing with people's pets in crisis situations* - which will look at animal welfare and all types of emergency planning, big and small, in the same venue in the afternoon, more details of which will be sent to you in the coming weeks. Please let me know if you are interested in attending the training so priority information can be sent to you asap.

To RSVP for the reception and/or the training, please contact me on rachel.williams@rspca.org.uk.

Congratulations once again, and I hope to see you in London in November.

Yours sincerely,

A handwritten signature in black ink that reads "Rachel Williams". The signature is written in a cursive style with a large, flowing "R" and "W".

Rachel Williams,
Senior Parliamentary Advisor

Patron HM The Queen

RSPCA
Wilberforce Way
Southwater, Horsham
West Sussex, RH13 9RS
0300 123 0100

DX 157200 Horsham 7

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www.rspca.org.uk/advice



PAW
prints

ANIMAL ACTIVITY LICENSING 2018

This certifies that

Exeter City Council

has shown sufficient evidence of policies and procedures with regard to Animal Activity Licensing to achieve a Silver Footprint in the RSPCA's PawPrints 2018.

Rachel Williams
Senior Parliamentary Advisor

Chris Sherwood
Chief Executive

SUPPORTED BY:



PAWPRINTS AWARDS: REWARDING GOOD PRACTICE
www.politicalanimal.org.uk/cawf



1. Home (<https://www.gov.uk/>)
2. Environment (<https://www.gov.uk/environment>)
3. Wildlife, animals, biodiversity and ecosystems (<https://www.gov.uk/environment/wildlife-animals-biodiversity-and-ecosystems>)
4. Animal welfare (<https://www.gov.uk/environment/animal-welfare>)

Press release

Animal welfare boosted by new law coming into force

The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 come into force today

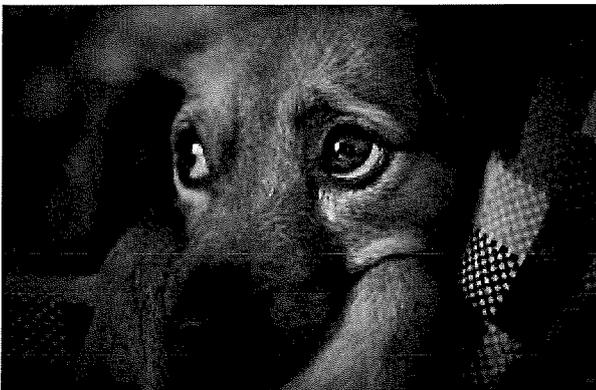
Published 1 October 2018

From:

Department for Environment, Food & Rural Affairs

(<https://www.gov.uk/government/organisations/department-for-environment-food-rural-affairs>) and

David Rutley MP (<https://www.gov.uk/government/people/david-rutley>)



New regulations have come into force today (Monday 1 October) to strengthen animal welfare, particularly around puppy sales, in England.

These will:

- Ensure that breeders must show puppies alongside their mother before a sale is made.
- Tighten regulations so that puppy sales are completed in the presence of the new owner – preventing online sales where prospective buyers have not seen the animal first.
- Ban licensed sellers from dealing in puppies and kittens under the age of eight weeks.
- Regulate adverts, including on the internet, by ensuring licensed sellers of all pets include the seller's licence number, country of origin and country of residence of the pet in any advert for sale.

- Introduce a new “star rating” for dog breeders, pet shops and others to help people rate them on their animal welfare standards.

These regulations, which are strongly supported by animal welfare organisations such as the RSPCA who’ve campaigned for a number of years, complement the government’s commitment to introduce a ban on third party sales of puppy and kitten sales which has recently been consulted on.

Animal Welfare Minister, David Rutley, said:

These regulations will end mistreatment and malpractice of puppies and crack down on unscrupulous breeders so pet owners will have no doubt their new dogs have had the right start in life.

The licensing systems for businesses that work with animals have not been reformed for almost fifty years. The changes in place from today simplify these into one system for local authorities, help consumers to make better informed decisions and will further improve animal welfare.

These changes form part of our efforts to ensure we have the highest animal welfare standards in the world. This includes making CCTV cameras mandatory in all slaughterhouses as well as our plans to increase prison sentences from six months to five years for animal abusers.

The myriad of licensing systems that local authorities use to regulate businesses which deal with animals, or animal activities, have been in place for over 50 years. This has led to outdated regulations meaning some businesses require several licences and others, such as home boarding and dog day care businesses, were not always covered.

These regulations introduce a new system for local authorities to use for the different areas of activity (detailed below), simplifying the licences needed by businesses, ensuring all businesses working with animals are covered and driving up animal welfare standards.

A key part of these new licences will be a new “star rating” (out of five) for dog breeders, pet shops and other licensed activities involving animals. This rates these businesses, on welfare and other grounds, and helps buyers use the best breeders as well as local authorities to more heavily regulate the poorer rated (such as through more welfare inspections, increased costs and shorter licences).

This announcement follows a public consultation (<https://consult.defra.gov.uk/animal-health-and-welfare/consultation-on-the-review-of-animal-licensing/>) which ran from 20 December 2015 to 12 March 2016.

The five areas of licensed activities with animals by businesses are:

- Selling animals as pets
- Providing or arranging for the provision of boarding for cats or dogs
- Hiring out horses
- Breeding dogs and
- Keeping or training animals for exhibition

Licence Holder
Address 1
Address 2
City
County
Postcode

Civic Centre, Paris Street, Exeter, EX1 1JN
www.exeter.gov.uk

Please ask for: Licensing

Direct Dial: 01392 265702

Email: licensing.team@exeter.gov.uk

Our ref:

Your ref:

Date: TBC.

Dear Sirs

**RE: ANIMAL WELFARE (LICENSING OF ACTIVITIES INVOLVING ANIMALS) (ENGLAND)
REGULATIONS 2018**

As you may be aware, the Government in October 2018 released the above mentioned Regulations, which requires us to change our existing animal licensing policy. Since the Policy is being amended to reflect new the new Regulations, this does not constitute a consultation. The Policy has been approved by the Licensing Committee and will be recommended to our Executive and Full Council for approval.

The link to the new Policy and the original Guidance is as follows:

POLICY WEBLINK

<https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities>

In terms of your licence, we have recently written to you highlighting that we will be extending all animal licences until 30th June 2019 and prior contact has been made by our officers in terms of booking in appointments for assessment. It is our expectation that, by 30th June 2019, we will have inspected all of the licenced establishments in our area and graded according to the new guidelines.

We appreciate that it may take some time for some establishments may wish to attain the Higher Standards referred to in the Guidance and that this may take some time to archive. Therefore, between 1st July 2019 and 31st December 2019, establishments wishing to be re-inspected to achieve a higher rating can request to re-inspected by us free of charge. If, however, after 1 January 2020, you are looking to be re-inspected, we will charge you for this service.

I hope the above is satisfactory. However, if you require any further information, feel free to contact us on the details above.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Matt Tucker', with a period at the end.

Matt Tucker
Interim Principal Licensing Officer

REPORT TO Executive

Date of Meeting: 11th June 2019

Report of: Corporate Manager, Democratic & Civic Support and City Solicitor & Head of HR

Title: Review of the Constitution

Is this a Key Decision?

No

Is this an Executive or Council Function?

Council

1.1 What is the report about?

1.1 This report sets out a proposal to set up a small cross party Working Group to review the Council's constitution.

2. Recommendations:

2.1 That a small cross party Working Group be established to review the Council's constitution, in accordance with the attached Terms of Reference.

3. Reasons for the recommendation:

3.1 The Leader of the Council has requested a review of the Council's constitution so that it remains fit for purpose, and provides an efficient and effective decision making process for the Council.

3.2 The Corporate Manager, Democratic & Civic Support, and City Solicitor & Head of HR, having discussed the issue with the Leader of the Council, have prepared the attached terms of reference for the working group, for the Executive's consideration (attached as appendix A).

4. What are the resource implications including non financial resources.

4.1 None.

5. Section 151 Officer comments:

5.1 There are no additional financial implications contained in this report.

6. What are the legal aspects?

6.1 Local Authorities constitutional arrangements are regulated by the Local Government Act 2000 (as amended). This prescribes certain matters such as responsibility for functions, size of committees etc. Any changes to the constitution will necessarily have to comply within the framework set out in this piece of legislation.

7. Monitoring Officer's comments:

7.1 This report raises no issues for the Monitoring Officer.

8. Report details:

8.1 The Leader of the Council has requested a review of the Council's constitution so that it remains fit for purpose, and provides an efficient and effective decision making process for the Council.

3.2 The Corporate Manager, Democratic & Civic Support, and City Solicitor & Head of HR, having discussed the issue with the Leader of the Council, have prepared the attached terms of reference for the working group.

9. How does the decision contribute to the Council's Corporate Plan?

9.1 This decision will help ensure that Council continues to be run well.

10. What risks are there and how can they be reduced?

10.1 There are no risks associated with the proposals.

11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

11.1 None applicable with this decision

12. Are there any other options?

12.1 To retain the current constitutional requirements.

John Street
Corporate Manager, Democratic & Civic Support

Baan Al-Khafaji
City Solicitor & Head of HR

Local Government (Access to Information) Act 1972 (as amended)
Background papers used in compiling this report:-

Contact for enquires:
Democratic Services (Committees)
Room 2.3
01392 265275

Purpose of meeting

To review the Council's constitution and in particular the decision making processes within it, to ensure that it remains fit for purpose and enables effective, efficient and timely decisions to be taken in a democratic and transparent way.

Membership of the Group

3 representatives from the Labour Group, together with a representative from each of the other groups on the Council.

Timescale

To undertake the review in readiness to prepare a report for consideration in early Autumn 2019.

Terms of reference

- To review the size and membership of the Executive. In particular to look at:-
 - o Whether the current convention of representatives of the opposition groups on the Council having a place on the Executive should continue;
 - o Whether individual members of the Executive should have individual decision making powers on non Key Decision and non-operational matters rather than the current collective decision making arrangement;
 - o The frequency of Executive meetings; and
- To review the continuing appropriateness of the current committee structure including :-
 - o The number of Scrutiny Committees, their terms of reference and their responsibilities;
 - o Whether it is appropriate to continue with the pre scrutiny system devised locally.
 - o The size and frequency of Scrutiny meetings, together with their Chairmanship and;
- To review and amend the various articles of the constitution as a consequence of the above as appropriate;
- To review the Delegations to Officers as a consequence of the above as appropriate;
- To review the Council's representation on Outside Bodies as to whether it continues to be appropriate to appoint to these bodies bearing in mind the Council's agreed priorities and limited resources

- To request that an Independent Remuneration Panel be convened as appropriate to consider the impact any changes made as a consequence of the above may have on the Council's approved Scheme of Members Allowances;

REPORT TO Executive

Date of Meeting: 11th June 2019

Report of: Corporate Manager, Democratic & Civic Support

Title: HONORARY ALDERMAN

Is this a Key Decision?

No

Is this an Executive or Council Function?

Council

1.1 What is the report about?

1.1 This report sets out a proposal to offer the position of Honorary Freeman of the City to Mr Percy Prowse, in recognition of his outstanding service to the Council over his 12 years of office on the Council, including his time as Lord Mayor in 2014.

2. Recommendations:

2.1 That in accordance with Section 249 of the Local Government Act 1972, the Right Worshipful the Lord Mayor be requested to convene an Extraordinary meeting of the Council, on the rising of the Ordinary meeting of the Council on 23 July 2019, to consider granting the position of Honorary Alderman of the City to Mr Percy Prowse.

3. Reasons for the recommendation:

3.1 Section 249 of the Local Government Act 1972, gives Councils the power to grant the position of Honorary Alderman of the City to any individual who it feels has given eminent service to the City.

3.2 To this end, an Extraordinary meeting of the full Council must be convened to specifically consider this matter, with two thirds of those present, voting in favour.

3.3 An Honorary Alderman shall be entitled to the following rights and privileges:

- To enjoy the courtesy title of Alderman and to be so addressed.
- In the event of the Council deciding to give some badge, robe or emblem to Honorary Alderman, to wear such badge, robe or emblem on civic occasions.
- At each meeting of the Council to have seats reserved in the public gallery for the use of Honorary Aldermen.
- To receive a copy of each Council summons
- To receive invitations to all civic and social events to which Members of the Council are invited.
- To walk in civic procession in a position immediately senior to serving Members.
- To enjoy such other privileges as the Council may confer upon them from time to time.

3.4 If the recommendation contained in this report is accepted by The Executive and subsequently adopted by full Council, an Extraordinary meeting of the Council will therefore be organised immediately after the ordinary meeting of the Council scheduled for 23 July 2019, when Members will be asked to consider granting the position of Honorary Alderman of the City to Mr Percy Prowse.

- 3.5 The nomination shown below has been received in accordance with the following agreed criteria against which nominations would be considered:-

A person shall be deemed eligible to be enrolled as an Honorary Alderman provided that the person:

- Is not a serving member of Exeter City Council
- Has served as a Member of the City Council for at least 12 years in total
- Has given exceptional service during that period

"In the case of Percy Prowse, having served for twelve years as a member of the City Council, he meets the criterion for length of service, as well as the time he served as Lord Mayor in 2014/15. Since then, he has continued to support the Mayoralty and the various civic events."

In response, Mr Prowse has said:-

"I infiltrated this City in 1981 so I am therefore not an Exonian. However, after policing the place for 21 years, the last 12 years in the city centre, I came to realise that this City's history far superseded that of Plymouth where I also served. During the last 12 years I policed so many of the City's civic events that such occasions were a continuance of the City and how it was cherished. The sight of those red robbers trailing in procession was worth stopping the traffic for. On that basis why would I not want to join them and continue to maintain Exeter traditions."

It should be noted that an additional nomination was also received in respect of Mr Peter Wadham, which cannot be progressed as he does not meet the 12 year eligibility criteria.

4. What are the resource implications including non financial resources.

- 4.1 Other than a small cost in preparing a suitable ceremonial scroll and hosting a small reception, there are no resource implications.

5. Section 151 Officer comments:

- 5.1 There are no additional financial implications contained in this report.

6. What are the legal aspects?

- 6.1 Section 249 of the Local Government Act 1972, gives Councils the power to grant Honorary Alderman status to any individual who it feels has given eminent service to the City.

7. Monitoring Officer's comments:

- 7.1 This report raises no issues for the Monitoring Officer.

8. Report details:

- 8.1 The Council is asked to consider bestowing the honour to Mr Percy Prowse, in recognition of his outstanding service to the Council over his 12 years of office on the Council, including their time as Lord Mayor 2014.

9. How does the decision contribute to the Council's Corporate Plan?

9.1 This decision will help promote the City as a regional capital and one which supports those who support and promote the City as such.

10. What risks are there and how can they be reduced?

10.1 There are no risks associated with the proposals.

11. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?

11.1 None applicable with this decision

12. Are there any other options?

12.1 The Council could decide not to make the award, although it is felt that this would be against the approved criteria.

John Street
Corporate Manager, Democratic & Civic Support

Local Government (Access to Information) Act 1972 (as amended)
Background papers used in compiling this report:-

Contact for enquires:
Democratic Services (Committees)
Room 2.3
01392 265275

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REPORT TO EXECUTIVE

Date of Meeting: 11 June 2019

REPORT TO COUNCIL

Date of Meeting: 23 July 2019

Report of: CORPORATE MANAGER DEMOCRATIC AND CIVIC SUPPORT

Title: APPOINTMENT TO OUTSIDE BODIES 2019

Is this a Key Decision?

No

* One that affects finances over £1m or significantly affects two or more wards. If this is a key decision then the item must be on the appropriate forward plan of key decisions.

Is this an Executive or Council Function?

Council

1. What is the report about?

To appoint Members to serve on outside bodies.

2. Recommendations:

2.1 appointments be made to those outside bodies set out in the Appendix A, where appointments are required; and

2.2 the Corporate Manager Democratic and Civic Support be granted delegated powers, in consultation with the Group Leaders, to appoint, when necessary representatives to outside bodies during the course of the Municipal Year;

3. Reasons for the recommendation:

To ensure that the Council is represented on outside bodies.

4. What are the equality and diversity impacts of this decision?

An Equalities Impact Assessment is included in the report.

5. What are the resource implications including non-financial resources:

None

6. Section 151 Officer Comments:

There are no financial implications for the Council to consider.

7. What are the legal aspects?

None identified.

8. Monitoring Officer Comments:

This report raises no issues for the Monitoring Officer.

9. Report details:

The full list of outside bodies is attached as Appendix A. Appointments which are required are highlighted and emboldened and relate to vacancies. The list also includes appropriate representation by Portfolio Holders. In addition to appointing new representatives, the full list is also reported to Executive to be agreed by the first full Council meeting in the Municipal Year, in order for remaining appointments to be re-affirmed for the following 12 months.

During the course of the year it will be necessary to re-appoint representatives where the term of office expires and also, possibly, to make appointments when a vacancy arises. To facilitate a rapid appointment wherever possible, it is proposed to continue to grant delegated powers to the Corporate Manager Democratic and Civic Support to appoint representatives in consultation with the Group Leaders. This will remove the need to report to Executive and Council which delays the appointment process. All appointments can be viewed on the City Council website.

10. How does the decision contribute to the Council's Corporate Plan?

Contributes to the key initiative of "A Well Run Council".

11. What risks are there and how can they be reduced?

There are no risks associated with the proposals.

12. What is the impact of the decision on health and wellbeing; safeguarding children, young people and adults with care and support needs, economy, safety and the environment?

None applicable with this decision.

13. What other options are there, and why have they been dismissed?

None applicable.

Corporate Manager Democratic and Civic Support

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:

None

Contact for enquiries:

Democratic Services (Committees)

Room 2.3

01392 265115

Title of work being assessed: Appointment to Outside Bodies 2019

Introduction

The report outlines the appointments to be made to the Council outside bodies, where appointments are required and to grant the Corporate Manager Democratic and Civic Support, delegated powers in consultation with the Group Leaders, to appoint, when necessary representatives to outside bodies during the course of the Municipal Year.

In addition to appointing new representatives, the full list is also reported to Executive to be agreed by the first full Council meeting in the Municipal Year, in order for remaining appointments to be re-affirmed for the following 12 months.

Lead officer: John Street, Corporate Manager Democratic and Civic Support.

Service Manager: John Street, Corporate Manager Democratic and Civic Support.

Stakeholders: Councillors, Independent Organisations and the Community.

For each of the areas below, an assessment has been made on whether the policy has a **positive, negative or neutral impact**, and brief details of why this decision was made and notes of any mitigation are included. Where the impact is negative, a **high, medium or low assessment** is given. The assessment rates the impact of the policy based on the current situation (i.e. disregarding any actions planned to be carried out in future).

High impact – a significant potential impact, risk of exposure, history of complaints, no mitigating measures in place etc.

Medium impact –some potential impact exists, some mitigating measures are in place, poor evidence

Low impact – almost no relevancy to the process, e.g. an area that is very much legislation led and where the Council has very little discretion

	Neutral	Positive	Negative
Protected characteristic/ area of interest Race and ethnicity (including Gypsies and Travellers; migrant workers asylum seekers etc.)	There is no evidence to suggest that the proposed report would have a potential impact on this characteristic.		
Disability (as defined by the Equality Act - a person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities)	There is no evidence to suggest that the proposed report would have a potential impact on this characteristic.		
Sex/Gender	There is no evidence to suggest that the proposed report would have a potential impact on this characteristic.		
Gender reassignment	There is no evidence to suggest that the proposed report would have a potential impact on this characteristic.		
Religion and belief	There is no evidence to suggest that the proposed report would have a potential impact on this characteristic.		
Sexual orientation (including heterosexual, lesbian, gay, bisexual)	There is no evidence to suggest that the proposed report would have a potential impact on this		

	characteristic.		
Age (children and young people aged 0 – 24, adults aged 25 – 50, younger older people aged 51 – 75/80; older people 81+. The age categories are for illustration only as overriding consideration should be given to needs).	There is no evidence to suggest that the proposed report would have a potential impact on this characteristic.		
Community relations		The report would allow Members to work with independent organisations to support the local community.	
Human Rights	There is no evidence to suggest that the proposed report would have a potential impact on this characteristic.		
Actions identified as a result of the impact assessment	To review appointments to the Outside Bodies List to consider impact to equality to ensure fairness and strengthen the relationship with the Council.		
Action	Lead	By when	
To Review the Outside Bodies List for potential impacts to Equality Issues.	Melinda Pogue-Jackson, John Street and Group Leaders	May 2020	

Equality Impact Assessment Report Questions checklist	
1.	Describe the piece of work you are assessing and the reason it is being carried out. Are you: <ul style="list-style-type: none"> ○ Making a strategic budget proposal ○ Developing a new policy, strategy or project ○ Reviewing and revising a policy, strategy or project ○ Reviewing a function or a service ○ Restructuring a service. Include any options appraisal and if you have a preferred option explain why.
2.	What are the timescales for completing the work? What committee deadlines do you have to meet?
3.	What are the aims and objectives of the work? How do these link to wider council or strategic objectives.
4.	Who will be the main beneficiaries of the piece of work and in what way? All people in Exeter? Council staff? A specific stakeholder group? A combination of these?
5.	What data do you have on how different groups would be affected by the work?
6.	What research studies or reports have been carried out in other areas of the country or nationally that provide information about the likely impact of your work on equality groups?
7.	What consultation has taken place or is planned with customers (individuals and groups) from equality groups?
8.	What does the consultation indicate about any differential positive or negative impact(s) of this piece of work?
9.	If there are gaps in your previous or planned consultation and research are there any experts/relevant groups that can be contacted to get further views or evidence on the issues? If so please explain who they are and how you will obtain their views.
10.	If you have indicated there is a negative impact on any group, is that impact Legal; Intended; of high or low impact?
11.	If you identified any negative impact that is of low significance, can you minimise or remove it? If so how?
12.	Could you improve the strategy/policy/project's positive impact and if so how?

13.	How do you intend to continue monitoring the impact of this strategy/policy/project?
14.	If there are gaps in your evidence base, do you need to carry out any further research about the likely impact of your work on equality groups?
	There might be a time delay here as you will need to get the results of your consultation before you can continue working your way through the questions.
15.	As a result of this assessment and available evidence collected, including consultation, what if any changes do you need to make to the strategy/policy/project?
16.	Will the changes planned ensure that the negative impact is: Legal; Intended; of low impact?
17.	What monitoring/evaluation/review process have you set up to check the successful implementation of the strategy/policy/project?
18.	How will this monitoring/evaluation further assess the impact on the equality groups/ensure the strategy/policy/project is non-discriminatory?
19.	Please provide an action plan showing any recommendations that have arisen from the assessment and how you plan to take them forward. Are your actions SMART (specific, measurable, achievable, relevant and time-based).
20.	When will you next review this work and the impact assessment?

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Title	Representative
Age UK Exeter	Councillor Rob Hannaford (Proposed)
Barnfield Theatre Board	Councillor Richard Branston
Central Exeter Relief in Need Charity	Councillor Richard Branston Professor Robert Snowden
Community Safety Partnership	Council Leader Councillor Philip Bialyk (Proposed) Portfolio Holder for Equalities, Diversity & Communities Councillor Amal Ghusain (Proposed)
Councillor Development Steering Group	Councillor Andrew Leadbetter Portfolio Holder for Environment & City Management Councillor David Harvey Portfolio Holder for Equalities, Diversity & Communities Councillor Amal Ghusain (Proposed) Councillor Ian Quance (Proposed) Councillor Kevin Mitchell Councillor Luke Sills Champion for Support Services Councillor Duncan Wood (Proposed)
Dartmoor National Park Community Forum	Portfolio Holder for Environment & City Management Councillor David Harvey (Proposed) Councillor Rob Newby
Devon and Cornwall Police and Crime Panel	Deputy Leader and Portfolio Holder for Climate & Culture Councillor Rachel Sutton (Proposed)
Devon Authorities Strategic Waste Committee	Portfolio Holder for Environment & City Management Councillor David Harvey
Devon County Agricultural Association	Councillor Andrew Leadbetter
Devon Disability Collective	Champion for Equality & Diversity Councillor Trish Oliver (Proposed)
Devon Historic Buildings Trust	Portfolio Holder for City Planning & Development Councillor Bob Foale (Proposed)
Devon Investment and Pension Fund Committee	Council Leader Councillor Philip Bialyk (Proposed)
Energy From Waste Liaison Committee	Portfolio Holder for Environment & City Management Councillor David Harvey
Exe Estuary Management Partnership	Councillor Andrew Leadbetter
Exeter Allotment Forum	Portfolio Holder for Environment & City Management Councillor David Harvey
Exeter and Heart of Devon Growth Board	Council Leader Councillor Philip Bialyk (Proposed)
Exeter Area Rail Project Working Party	Councillor Andrew Leadbetter Portfolio Holder for Environment & City Management Councillor David Harvey (Proposed) Councillor Tony Wardle

Title	Representative
Exeter Business Centre Board	Portfolio Holder for Environment & City Management Councillor David Harvey Councillor Kevin Mitchell
	Champion for Support Services Councillor Duncan Wood (Proposed)
Exeter Canal & Quay Trust Ltd.	Councillor Andrew Leadbetter
	Portfolio Holder for Environment & City Management Councillor David Harvey
	Champion for Support Services Councillor Duncan Wood (Proposed)
	Council Leader Councillor Philip Bialyk (Proposed)
	Deputy Leader and Portfolio Holder for Climate & Culture Councillor Rachel Sutton Councillor Richard Branston Councillor Rob Newby Councillor Tony Wardle
Exeter Citizen Advice Bureau	Champion for Equality & Diversity Councillor Trish Oliver (Proposed)
Exeter Dispensing of Aid in Sickness Fund	Councillor Andrew Leadbetter
	Council Leader Councillor Philip Bialyk (Proposed)
Exeter Fairtrade Steering Group	Percy Prowse (Proposed)
	Portfolio Holder for Equalities, Diversity & Communities Councillor Amal Ghusain (Proposed) Councillor Jemima Moore (Proposed)
Exeter Food Action	Champion for Equality & Diversity Councillor Trish Oliver (Proposed)
Exeter Health and Wellbeing Board	Portfolio Holder for Equalities, Diversity & Communities Councillor Amal Ghusain (Proposed)
	Council Leader Councillor Philip Bialyk (Proposed)
	Portfolio Holder for Leisure and Physical Activity Councillor Ollie Pearson (Proposed)
	Councillor Rob Newby
Exeter Homes Trust	Alderman Alan Williamson Councillor David Henson Councillor Chris Buswell (Proposed) Councillor Richard Branston
Exeter International Airport Consultative Group	Portfolio Holder for Environment & City Management Councillor David Harvey
Exeter Municipal Charities - Church list	Alderman John Landers Alderman Mary Danks Portfolio Holder for Council Housing Development & Services Councillor Laura Wright (Proposed)

Title	Representative
	Councillor Ian Quance (Proposed) Mrs D Baldwin
Exeter Phoenix Arts Centre Board	Portfolio Holder for Leisure and Physical Activity Councillor Ollie Pearson
Exeter SAFE (Stop Abuse for Everyone)	Portfolio Holder for Supporting People Councillor Emma Morse
Food Exeter Steering Group	Councillor Catherine Pierce
Greater Exeter Steering Partnership - Steering Group	Council Leader Councillor Philip Bialyk (Proposed) Deputy Leader and Portfolio Holder for Climate & Culture Councillor Rachel Sutton
Greater Exeter Strategic Partnership - Member Reference Forum	Councillor Andrew Leadbetter Portfolio Holder for Supporting People Councillor Emma Morse Councillor Kevin Mitchell Council Leader Councillor Philip Bialyk (Proposed) Deputy Leader and Portfolio Holder for Climate & Culture Councillor Rachel Sutton
Health and Adult Care Scrutiny Committee	Council Leader Councillor Phil Bialyk
In Exeter	Portfolio Holder for Environment & City Management Councillor David Harvey
Joint Habitats Mitigation Executive Committee	Deputy Leader and Portfolio Holder for Climate & Culture (Proposed) Councillor Rachel Sutton
Local Government Association General Assembly	Council Leader Councillor Phil Bialyk (Proposed)
Maynard School	Councillor Luke Sils (Proposed)
Parking and Traffic Regulation Outside London Adjudication Joint Committee (PATROLAJC)	Councillor Andrew Leadbetter Portfolio Holder for Environment and City Management Councillor David Harvey (Proposed)
Relate	Vacant
Royal Albert Memorial Museum Trust	Councillor Andrew Leadbetter Lesley Robson (Proposed)
SecAnim (J L Thomas) Liaison Group	Portfolio Holder for City Development & Planning Councillor Bob Foale Councillor Robert Lamb (Proposed) Councillor Rob Hannaford (Proposed) Leader Councillor Phil Bialyk (Proposed)
South West Councils	Council Leader

Title	Representative
	Councillor Phil Bialyk (Proposed)
South West Employers Panel	Leader Councillor Phil Bialyk (Proposed)
South West Water Liaison Group	Portfolio Holder for Environment & City Management Councillor David Harvey (Proposed)
	Councillor Rob Newby
	Councillor Tony Wardle
St. Edmunds & St Mary Major Charities, Exeter	Councillor Richard Branston
	Professor Robert Snowden
St. Leonard's with Holy Trinity Charities	Councillor Richard Branston
	Mrs C Dunn
	Councillor Jemima Moore (Proposed)
St. Sidwell's Parish Lands and Other Charities	Councillor Matthew Vizard
	Vacant
St. Thomas Church Charities (Seldon & Others)	Mrs C Smith
	Mrs Patricia Metford
	Portfolio Holder for Council Housing Development & Services Councillor Laura Wright (Proposed)
Topsham Community Association	Councillor Rob Newby
Topsham Mooring Owners Association	Councillor Andrew Leadbetter
Topsham River Commissioners (under the Exeter Port Dues Act 1840)	Councillor Andrew Leadbetter
	Portfolio Holder for Environment & City Management
	Councillor David Harvey
	Councillor Rob Newby
Turntable Furniture Re-cycling Project	Portfolio Holder for Supporting People Councillor Emma Morse (Proposed)
Wessex Reserve Forces and Cadets Association - Devon Committee	Councillor Rob Newby

LEISURE COMPLEX AND BUS STATION PROGRAMME BOARD

Thursday 25 April 2019

Present:-

Councillor Bialyk (Chair)
Councillors Mrs Henson, Pearson, Prowse, Sutton and Wardle

Apologies:-

Councillor Edwards

Also Present

City Surveyor, Communications and Marketing Lead and Democratic Services Officer (SLS)
Justin Pickford (Baker Ruff Hannon)

20

MINUTES

The minutes of the meetings held on 30 October and 27 November 2018 were taken as read and signed by the Chair as correct.

21

DECLARATIONS OF INTEREST

No declarations of disclosable pecuniary interest were made.

22

PRESENTATION BUS STATION OPERATOR PROCUREMENT UPDATE

The City Surveyor introduced the presentation on the procurement for the operator/tenant of the new Bus Station. A copy of the presentation was attached to the minutes. He provided an indication of the approach, procurement process, and scope of the agreement, costs, risk and timeframe. He presented the detail which included two illustrations of the passenger areas and an indicative outline of the site area, which included the 12 bus bays and walkway to the adjacent Leisure Centre, which was currently being built.

Previous expressions of interest had resulted in four operators coming forward and they would be invited to make submissions as well as attract further competition to run the facility. An updated tender pack would ensure that any prospective tenant would be clear as to what the Council would be providing. The anticipated time line for procurement included:-

- May 2019 - Update documentation (new design and new requirements) by the end of May, documentation for the tender and site will be produced.
- 1 June - 2 July 2019 - Revised Expression of Interest to be sought – including issuing the Tender documentation, covering financial standing, ability to proceed, experience of running bus stations, Landlord references, draft documents and the financial offer.
- 1 July 2019 - Tender Returns.

- 2 July – 1 August 2019 - Tender Evaluation.
- 1 September 2019 - Agreement for Lease to be signed.
- Autumn/Winter 2020 – (at the practical completion of the building) Tenant fit out works.
- Winter 2020/21 - Lease Executed: Bus Station open and operational.

The City Surveyor set out the scope for the lease and duration of the tenancy of twenty years, which would provide a reasonable period to allow the tenant to fulfil their repair and maintenance duties and ensure the safe running of the Bus Station. He also stated that as part of the agreement, the potential operator would be asked how they would address the following areas:-

- cleaning/cleanliness
- opening and closing hours
- toilets (paid or free to use)
- advertising and signage/information boards (including Devon County Council information boards)

The project was being delivered in-house by Exeter City Councillor officers, and it was not anticipated that any third party costs would be incurred for this procurement exercise. It was noted that the identification of a basic minimum requirement as part of the contract package would be made explicit. The main risks and mitigation to alleviate any potential risks were set out, and there would be some flexibility for the future operator with few onerous conditions. In response to a question from the Chair, he stated that non-structural or internal changes to the fixtures and fittings would be permitted, and every effort would be made to ensure there was adequate guidance and controls in place to ensure that the enclosed areas remained enclosed and these matters would be made clear in the documentation.

Councillor Sutton referred to past discussions with stakeholders such as Living Options, and she asked if their requests had been included in the specification for the Bus Station. She hoped that consideration would be at the top end of best practice. Justin Pickford confirmed that the comments made during the engagement with Living Options had been duly noted and from a design prospective those comments were fed into the design at the time.

Councillor Pearson hoped the requirement to ensure the provision of toilets would be written into the agreement. The City Surveyor confirmed that the intention would be made clear, and the key would be to ensure that the standard for areas such as the cleaning regime was set to ensure compliance as part of the communal proposition.

Councillor Mrs Henson referred to the removal of passivehaus from the back office element and the effect on the allocation of funding for the project. She also referred to the toilet provision and increasingly with the cashless society, if users would be able to pay by card. The City Surveyor would raise that matter with the Portfolio Holder. At the behest of the Chair Justin Pickford explained the subsequent change to the back office facility, and invited Councillor Mrs Henson to discuss further with him. The City Surveyor also responded to a comment on the elements of risk when running a procurement exercise. He would also speak to Councillor Mrs Henson about the officer costs attributed to this part of the project.

The City Surveyor responded to a comment on the arrangements for the temporary bus bays in Paris Street and Sidwell Street. Justin Pickford added that the intention had always been that the stands would only be in place whilst the interim arrangements for the Bus Station were in place and ultimately would be removed. He also responded to a comment on the cafe provision and concept of a pop up cafe unit, with the infrastructure in place, but that would be a commercial decision for the future operator.

The City Surveyor thanked Members for their useful contributions and undertook to keep the Board apprised of progress.

Members noted the progress update.

23

DATE OF NEXT MEETING

A further meeting of the Leisure Complex and Bus Station Programme Board would occur as and when required to suit the needs and demands of the projects within the programme.

(The meeting commenced at 6.00 pm and closed at 6.40 pm)

Chair

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Exeter City Council

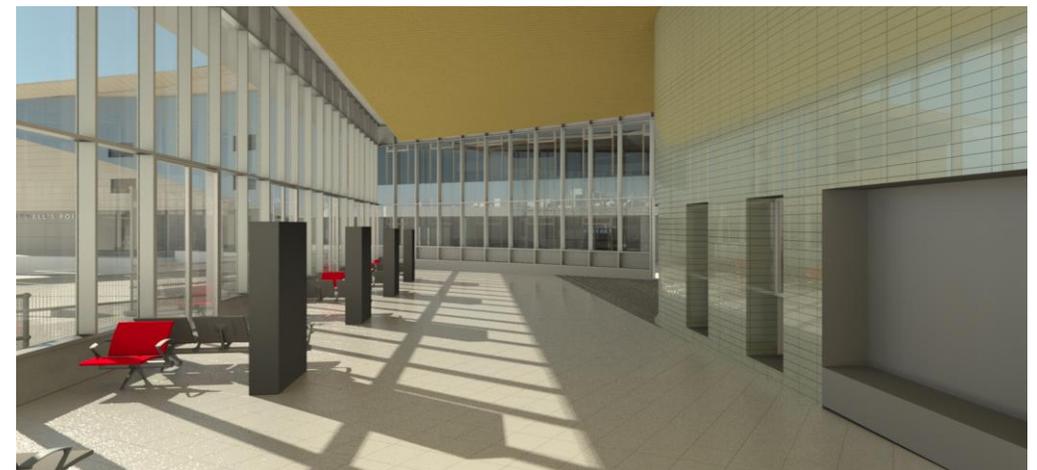
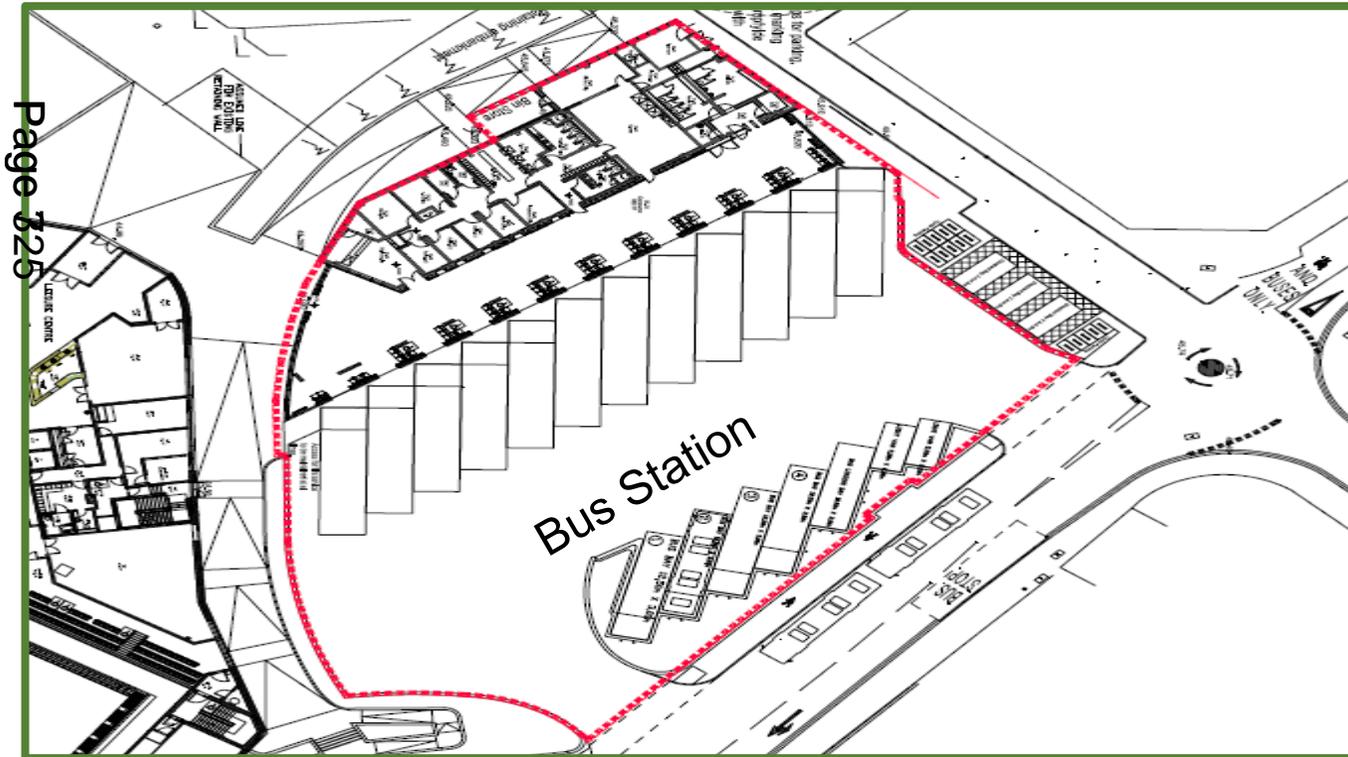
Update on the procurement of the operator for the new
Bus Station

Presentation to the Leisure Complex and Bus Station
Programme Board

25th April 2019

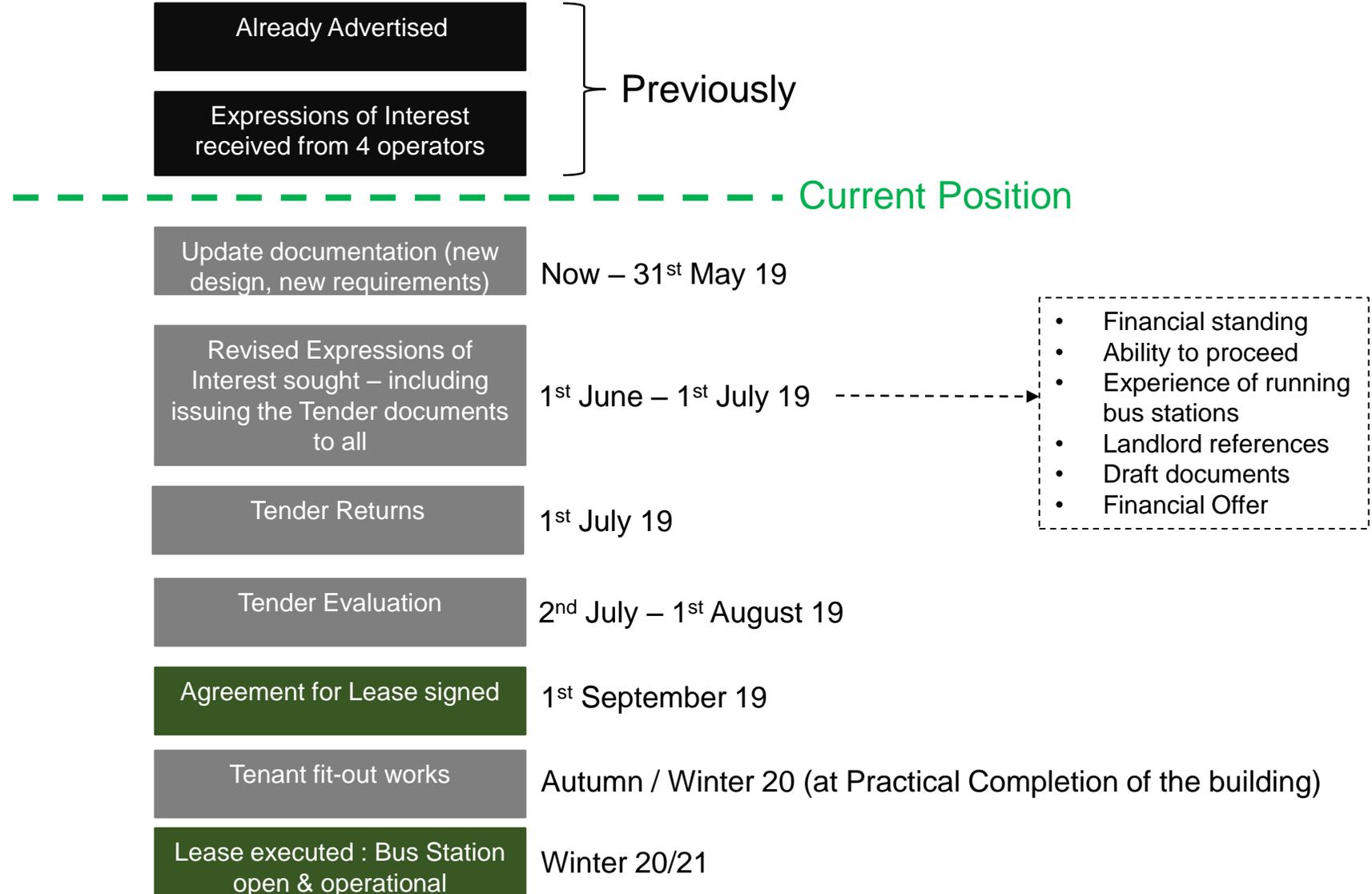
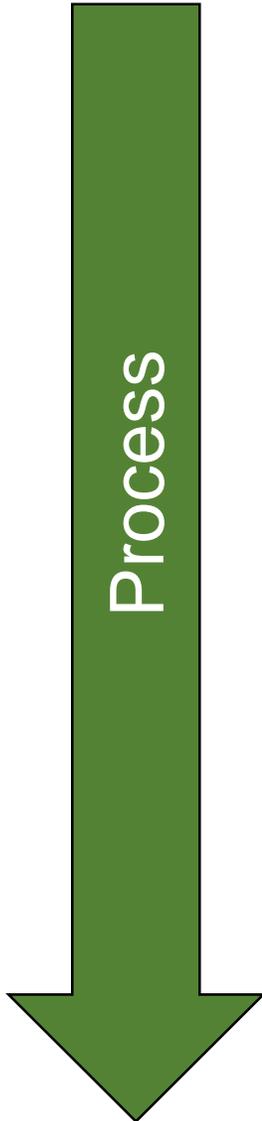
1. What is being sought ?
2. How is it being procured and when ?
3. Specification / Scope of the Agreement
4. Costs & Risks
5. Any Questions ?

An operator for the new bus station facility.....

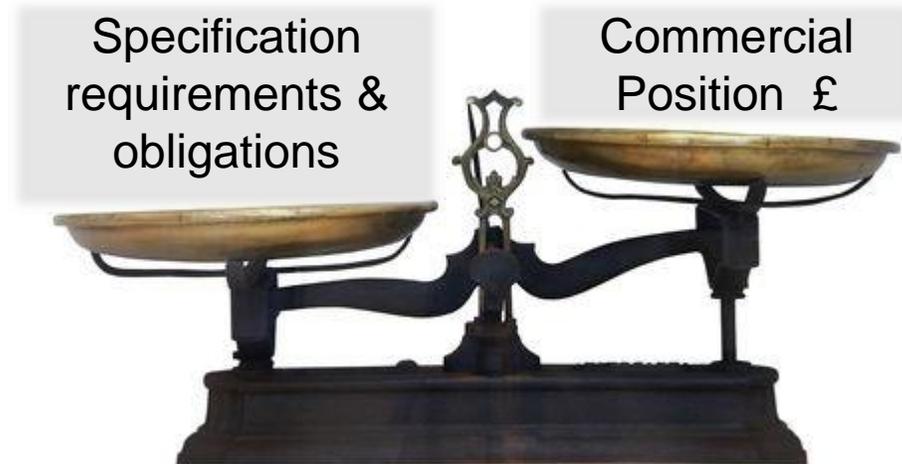




Procurement approach and Timeline



1. Overall approach : Tenancy agreement
2. Duration of tenancy
3. Lease : Full repairing
4. Other items
 - a) Cleaning / cleanliness
 - b) Opening and closing hours
 - c) Toilets – turnstiles and payment
 - d) Advertising
 - e) Signage / information boards (incl DCC electronic information boards)
5. Explicit identification of minimum requirements





Costs

This project is being delivered in-house by ECC Officers. It is not anticipated that any third party costs will be incurred for this procurement exercise (ie surveys, external legal, etc)

Risks

The pertinent risks are summarised as :

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Risk	Cause	Mitigation
1. No tenders are submitted. Operators are not interested in the proposition.	The specification is too restrictive, placing too much cost & obligation on the operator.	Allow the operators / bidders the flexibility to propose commercial positions regarding paying for the toilets, etc.
2. The tenders received create an annual revenue liability for the Council	The specification is too costly and onerous. Complying with the specification costs significant amounts annually	Allow the operators / bidders the flexibility to propose commercial positions regarding paying for the toilets, etc
3. The Building is not ready on the date specified in the Agreement for Lease	Construction works are delayed, resulting in the building not being ready for the agreed date.	Ensure the Agreement for Lease includes flexibility for the tenant fit-out works and Lease commencement dates.



Exeter
City Council

Any Questions ?

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