



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)

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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 person's 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 covered 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.

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| <p><i>Under the <u>Required Higher Standard</u>, there must be adequate staffing to undertake more regular/frequent checks than required by the minimum standard.</i></p> |
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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%) |
|----------|---|--------------------|------------------------------|------|------------------------------------|

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 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:

- 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.
- 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:

- If wire cages are used, bars must be narrow enough to avoid the risk of escape.
- 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.
- 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, crocodilians) 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.