

## **The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 Pre-Inspection Audit – Providing Day Care for Dogs**

### Prior to your inspection being carried out:

- Provide a plan of the premises, giving the location and dimensions of the different areas of the premises.

### Notes:

- This activity does not cover use of the home environment – see home boarding for dogs.
- This activity covers daytime hours only i.e. 07:00 to 19:00.
- The name of the licence holder and the licence number must be prominently displayed on any website used for the activity.
- The licence holder must keep all records for at least three years beginning with the date on which the record was created.
- The licence holder must register with a veterinarian.
- Each dog must have 6 square metres of space available to them within the premises.
- Timber must be good quality and well kept. Any damaged areas must be sealed or over-clad. Exposed wood must be smooth, treated, properly maintained and waterproof.
- All interior surfaces that dogs can access must be cleaned regularly and maintained in good order and repair. Wherever possible, interior surfaces must be smooth, waterproof and able to be cleaned. Floors must be non-hazardous for dogs to walk on, in particular to avoid slipping.
- Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. Square mesh size must not exceed 50 millimetres by 50 millimetres and for chain link it must not exceed 75 millimetres by 50 millimetres.
- There must be at least 2 secure physical barriers (door or gates) between a dog and any entrance or exit to the property to the outer curtilage to avoid escape.
- The area where dogs sleep should be above an absolute minimum of 10°C and below a maximum of 26°C.
- When outside of the premises, each dog must all wear an identity tag which includes the licence holder's name and contact details.
- A dog walker may walk no more than 6 dogs at the same time.
- A designated key holder must be within reasonable travel distance and available to attend in an emergency.
- In a non-domestic setting, an emergency contact name / number must be displayed on the outside of the premises.
- The dogs must be supervised at all times.

If any minor failings are identified during your inspection, you may be given a 2 week period to evidence the requirements have been met. If these minor failings are not addressed satisfactorily within the stated period, then this will result in a **1 Star, 1 Year Licence**. However, a new applicant must achieve minimum standards and cannot be issued with a 1 Star Licence.

**1 Star Licensed Premises (minor failings) must achieve minimum standards upon renewal, otherwise the Licence will not be renewed.**

This pre-inspection audit does not list all of the licence conditions and guidance. You must refer to the conditions and guidance in full. This is a Yes/No exercise to ensure that you have the necessary procedures in place to meet the minimum standards, in advance of your licensing inspection. This is not a mandatory document, but aims to assist you in your preparation.

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

Condition	Guidance	Condition met YES/NO
<p><b>4.0 Staffing</b>  <b>4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.</b></p>	<p>The training policy must be reviewed and updated annually, and must include:</p> <ul style="list-style-type: none"> <li>• an annual appraisal</li> <li>• planned continued professional development</li> <li>• recognition of any knowledge gaps</li> </ul> <p>This applies to all staff including the licence holder.            Staff participation can be shown by:</p> <ul style="list-style-type: none"> <li>• records of the courses they are taking</li> <li>• records of written or online learning</li> <li>• keeping up to date with any research or developments for specific dogs or breeds</li> <li>• annual appraisal documents</li> </ul> <p>Evidence of staff attendance or completion of the training must be provided.</p>	
<p><b>5.0 Suitable Environment</b>  <b>5.5 Procedures must be in place to ensure accommodation and any equipment is cleaned as often as necessary and good hygiene standards are maintained. The accommodation must be capable of being thoroughly cleaned and disinfected.</b></p>	<p>All furnishings must be inspected daily and kept in a clean condition, in accordance with the facility's documented cleaning and disinfection procedure.</p> <p>Faeces must be removed from all areas as often as necessary and at least twice a day.</p> <p>Dogs must be moved from the area while it's being cleaned.</p> <p>Where there is a pest problem, a pest control programme must be put into place.</p>	

<p><b>6.0 Suitable Diet</b>  <b>6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.</b></p>	<p>The amount of water a dog drinks must be checked. The owner must be told if the dog is drinking too much or not enough.</p> <p>The facility must follow veterinary advice when feeding debilitated, underweight or ill dogs, or those with specific diets.</p>	
<p><b>7.0 Monitoring of behaviour and training of animals</b>  <b>7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.</b></p> <p><b>7.3 The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a veterinarian or, in the case of fish, any person competent to give such advice if adverse or unusual behaviour is detected.</b></p> <p><b>7.5 All immature animals must be given suitable and adequate opportunities to –</b>  <b>(a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and</b>  <b>(b) become habituated to noises, objects and activities in their environment.</b></p>	<p>A facility must create a written programme that shows how they provide an enriching environment. This must be agreed with the owner. The programme will show how the facility will provide enrichment that includes:</p> <ul style="list-style-type: none"> <li>• grooming</li> <li>• socialisation</li> <li>• play</li> </ul> <p>All dogs must receive toys and feeding enrichment unless a vet advises otherwise. Items must be checked daily to ensure they stay safe and must not be left with dogs when staff are not on the premises. Competition between dogs must be avoided.</p> <p>The behaviour of each dog must be monitored every day. Changes of behaviour must be recorded and the owner must be told if there are signs of:</p> <ul style="list-style-type: none"> <li>• suffering</li> <li>• stress</li> <li>• fear</li> <li>• aggression</li> <li>• anxiety</li> </ul> <p>If a dog is showing signs of nerves, stress or fear, or is likely to, they should be taken somewhere suitable within the facility. The staff should pay particular attention to dogs that are:</p> <ul style="list-style-type: none"> <li>• elderly</li> <li>• nervous</li> <li>• on medication</li> </ul> <p>There must be written procedures in place for dogs that are under one year of age. They must be housed separately from older dogs unless the owner has given written consent for them to mix with other dogs</p>	

<p><b>8.0 Animal Handling and Interactions</b></p> <p><b>8.2 The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals. No animals from a social species may be isolated or separated from others of their species for any longer than is necessary.</b></p>	<p>A written policy must be followed to monitor a new dog added to a group. This is to avoid stress to new or existing animals.</p>	
<p><b>9.0 Protection from Pain, Suffering, Injury and Disease</b></p> <p><b>9.1 Written procedures must—</b></p> <p><b>(a) be in place and implemented covering—</b></p> <p><b>(i) feeding regimes,</b></p> <p><b>(ii) cleaning regimes,</b></p> <p><b>(iii) transportation,</b></p> <p><b>(iv) the prevention of, and control of the spread of, disease,</b></p> <p><b>(v) monitoring and ensuring the health and welfare of all the animals,</b></p> <p><b>(vi) the death or escape of an animal (including the storage of carcasses);</b></p> <p><b>(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.</b></p> <p><b>9.2 All people responsible for the care of the animals must be made fully aware of these procedures.</b></p>	<p>The procedures must show how the facility will meet these conditions.</p>	

<p><b>9.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.</b></p>	<p>The facility must be able to isolate animals that are sick, injured, or infectious or might be carrying serious infectious diseases.          If the isolation facility is at another location, such as a local veterinary practice, the licence holder must be able to show evidence that this is ready to use (for example, a letter from the practice).          All staff must understand the procedures to prevent the spread of infectious disease between infected animals and the other dogs.</p>	
<p><b>9.4 All reasonable precautions must be taken to prevent and control the spread among animals and people of infectious disease, pathogens and parasites.</b></p>	<p>An up-to-date veterinary vaccination record must be seen to show that dogs, including resident dogs, have current vaccinations against:          • canine parvovirus • canine distemper • infectious canine hepatitis (adenovirus) leptospirosis • other relevant diseases          Vaccination against other diseases such as kennel cough (bordetella bronchiseptica or canine parainfluenza virus) may be required.          A vet certificate of a recent protective titre test may be accepted instead of a booster vaccination. The certificate must state that it is valid for the current period. It is up to the licence holder whether to accept such a certificate.          Primary vaccination courses must be completed at least 2 weeks before acceptance into day care.          Vaccines used must be licensed for use in the UK. Homeopathic vaccination is not acceptable.          If there is evidence of external parasites such as fleas, ticks or lice, the dog must be treated with an appropriate product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must be discussed with a vet before giving it to the dog. The owner must consent to this.</p>	
<p><b>9.6 Sick or injured animals must receive prompt attention from a veterinarian or, in the case of fish, an appropriately competent person and the advice of that veterinarian or, in the case of fish, that competent person must be followed.</b></p>	<p>If the facility's trained first aider suspects that a dog is ill or injured, a vet must be contacted immediately. Any instructions for treatment must be recorded. If there is an ongoing concern, the facility must seek veterinary advice.</p>	

<p><b>9.8 The licence holder must register with a veterinarian with an appropriate level of experience in the health and welfare requirements of any animals specified in the licence and the contact details of that veterinarian must be readily available to all staff on the premises used for the licensable activity.</b></p> <p><b>9.12 No person may euthanase an animal except a veterinarian or a person who has been authorised by a veterinarian as competent for such purpose.</b></p> <p><b>9.13 All animals must be checked at least once daily or more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour. Vulnerable animals must be checked more frequently. Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.</b></p>	<p>The vet's details must be displayed where they can be easily seen by all staff members. This must include: • name • address • telephone number • out of hours telephone number The dog owner and licence holder must agree which vet will be used. This decision must be recorded.</p> <p>Only a vet may euthanise a dog. The licence holder must keep a record of all euthanasia, and the identity of the qualified vet that carried it out. The owner or designated main point of contact must be contacted to give consent. Unless essential for the welfare of the dog, euthanasia must not take place without consent.</p> <p>Records and any checklists must be made available to inspectors.</p> <p>Presence or absence of faeces and urine must be monitored daily. Anything unusual must be recorded and acted upon.</p>	
<p><b>10.0 Emergencies</b></p> <p><b>10.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all the people on the premises used for the licensable</b></p>	<p>Entrances and fire exits must be clear of obstructions at all times. Suitable firefighting, prevention and detection equipment must be provided and maintained in good working order. All buildings must have at least one working smoke detector (or other suitable fire detection system) installed in a suitable location on each separate level or floor of the property. There must be at least one carbon monoxide detector.</p>	

<p><b>activity, and followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdowns for essential heating, ventilation and aeration or filtration systems or other emergencies.</b></p> <p><b>10.2 The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable and an emergency telephone list that includes the fire service and police.</b></p>	<p>An emergency drill programme must be in place with annual testing, or as determined by fire risk assessments. All new members of staff must have an emergency drill as part of their induction programme.</p> <p>A first aid kit suitable for treatment of dogs must be kept on site.</p> <p>There must be a plan to house the dogs should the premises become uninhabitable.</p> <p>There must be a written policy in place for dealing with emergencies, including extremes of hot and cold temperatures and abnormal weather conditions.</p> <p>All electrical installations must be installed by a qualified person and maintained in a safe condition. They should be placed where they do not present a risk.</p> <p>All equipment must be maintained, kept in good repair and serviced according to manufacturer's guidelines.</p>	
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**Part B – Specific Conditions (Schedule 4, Part 4 of the Regulations)**

<b>Condition</b>	<b>Guidance</b>	<b>Condition met YES/NO</b>
<p><b>23.0 Monitoring of behaviour and training</b></p> <p><b>23.1 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.</b></p>	<p>You must keep a record of each screening you do.</p>	
<p><b>26.2 A preventative healthcare plan agreed with the vet with whom the licence holder has registered under paragraph 9(8) of Schedule 2 must be implemented.</b></p>		

**25.0 Records**

**25.1 A register must be kept of all the dogs at the premises which must include—**

- (a) the date of the dog’s attendance**
- (b) the dog’s name, age, sex, neuter status, microchip number and a description of it or its breed**
- (c) the name, postal address, telephone number (if any) and email address (if any) of the owner and emergency contact details**
- (d) the name and contact details of the dog’s normal vet and details of any insurance relating to the dog**
- (e) details of the dog’s relevant medical and behavioural history, including details of any treatment administered against parasites and any restrictions on exercise**
- (f) details of the dog’s diet and relevant requirements**
- (g) any required consent forms**
- (h) a record of the date and dates of the dog’s most recent vaccination, worming and flea treatments**
- (i) details of any medical treatment the dog is receiving**

**Written Consents**

**A dog must not be put in a crate for longer than one hour in any 8-hour period. They must only be crated if it forms part of the dog’s normal routine. The dog’s owner must have consented to the use of the crate.**

**Dogs must be separated for feeding unless the owner has given written consent allowing them to eat with others.**

**The owner must consent to their dog being walked with others. Dogs must be familiarised with each other beforehand.**

**Dogs should only be walked off the lead with written consent from the owners. (best practice, not conditioned)**

**Dogs under one year of age must be housed separately from older dogs unless the owner has given written consent for them to mix with other dogs**

**If there is evidence of external parasites such as fleas, ticks or lice, the dog must be treated with an appropriate product authorised by the Veterinary Medicines Directorate (VMD) and licensed for use in the UK. Treatment must be discussed with a vet before giving it to the dog. The owner must consent to this.**



**Where necessary, animals must receive preventative treatment by an appropriately competent person. Any treatment must have:** • consent of the owner • direction from a vet

**Medicine must only be used:** • with the owner's consent • following a discussion with a vet

**The dog owner and licence holder must agree which vet will be used. This decision must be recorded.**

**Only a vet may euthanise a dog. The licence holder must keep a record of all euthanasia, and the identity of the qualified vet that carried it out. The owner or designated main point of contact must be contacted to give consent. Unless essential for the welfare of the dog, euthanasia must not take place without consent.**

**Dogs must be fed to meet the individual dog's needs and with the owner's written consent.**

### Star Ratings:

Each premises will receive a star rating following their formal inspection. In order to achieve the best star rating possible, each premises will need to have covered all of the standard conditions, including all required consents, policies and procedures. In order to meet the highest possible rating for both the high and low risk categories in the scoring matrix, certain higher standards must be met. The higher standards are classified into two types: **required** and **optional** and are outlined below. **Higher standards that appear in blue text are required**, whereas **those that appear in red text are optional**. To qualify as meeting the higher standards, the business needs to achieve all of the required higher standards as well as a minimum of 50% of the optional higher standards.

#### Required higher standard for providing a suitable environment for dogs:

- The design and layout of the facility must give the dogs a choice of areas.

#### Required higher standard for monitoring behaviour:

- 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.

#### Optional higher standard for staffing:

- There must be at least one full-time member of staff per 8 dogs.
- There must be a member of permanent, full-time staff with an appropriate OFQUAL regulated Level 3 qualification.
- There must be a structured training programme for staff that specifically addresses canine behaviour in a day care environment.

Optional higher standard for providing a suitable environment for dogs:

- Ventilation must be a managed, fixed or portable, air system to maintain temperatures in all weathers. This can be an air conditioning unit or removable fans installed safely away from animals.

Optional higher standard for monitoring behaviour:

- Dogs must receive beneficial human interactions throughout the day and these must be documented.

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	<b>1 Star</b> 1yr licence Min 1 unannounced visit within 12 month period	<b>3 Star</b> 2yr licence Min 1 unannounced visit within 24 month period	<b>5 Star</b> 3yr licence Min 1 unannounced visit within 36 month period
	Higher Risk	<b>1 Star</b> 1yr licence Min 1 unannounced visit within 12 month period	<b>2 Star</b> 1yr licence Min 1 unannounced visit within 12 month period	<b>4 Star</b> 2yr licence Min 1 unannounced visit within 24 month period