

## Approved Dog Walker Scheme Application Form

Currently dog walkers who do not board any animals at their home and solely pick up, drop off and walk people's dogs from the owner's homes or place of work are not required to be registered or licenced to carry out that activity. This scheme is to give a single point of contact for people to find a local Dog Walker, and for that dog walker to follow a specified code of conduct so they are doing so in a responsible manner and setting an example to others.

Each applicant will receive promotion on social media, a dedicated section on our website stating all of our approved Dog Walkers, a quarterly email with updates on dog related legislation and information, support from our Dog Control team and direct access to the team for specific queries, a certificate of approval and a badge of approval which can be used on your social media, website and correspondence

To apply please fill out the following application and return to:

Dog Control Team  
Wiltshire Council  
County Hall  
Bythesea Road  
Trowbridge  
Wiltshire  
BA14 8JN

Where possible please email any queries or your application and all associated documents to [dogs@wiltshire.gov.uk](mailto:dogs@wiltshire.gov.uk)

**Please ensure you include all supporting evidence (including any relevant photographs) to ensure your application can be processed as quickly as possible. We aim to process your application within 28days but, at times, this could take slightly longer.**

Before processing your application we will require the specified fee paid in full

New Applications - £90 for 2 years on our approved register

Renewal application - £75 for a further 2 years

An application made by an existing business with a valid Animal Activities license (Home Boarding/Day care etc) shall be charged a fee of £75 per application

An officer will phone on the number provided to take payment over the phone, alternatively a cheque can be included with applications made via post

### Your details

|                          |  |
|--------------------------|--|
| Applicants full name:    |  |
| Home address:            |  |
| Home telephone number:   |  |
| Mobile telephone number: |  |
| Email address:           |  |
| Application type:        | New <input type="checkbox"/> Renewal <input type="checkbox"/> existing no..... |

### Business details

|   |                                   |
|---|-----------------------------------|
| Business name:                                |                                   |
| Business Address<br>(if different from above) |                                   |
| Website:                                      |                                   |
| Facebook page:                                |                                   |
| Does your business offer other pet services?  | Eg. Boarding/grooming/pet sitting |

|  |  |
|--|--|
| Business Insurance details:<br>(a copy of the certificate should also be included) |  |
|--|--|

**Staff Details**

|   |  |
|---|--|
| How many people walk dogs on behalf of the business   |  |
| Please provide information on training provided for any person walking dogs on behalf of the business |  |

## Training

|   |  |
|---|--|
| <p>Do you have any relevant training, qualifications or experience?</p> <p>Canine first aid training is essential to be part of the scheme</p> <p>(please provide copies of any certificates)</p> |  |
|---|--|

**Transport – (only applicable if a vehicle is used as part of the business)** please give details of all vehicles used for transport

|  |  |
|--|--|
| <p>What vehicles are used as part of the business?<br/>(make/model)</p>  |  |
| <p>Vehicle Insurance details:<br/>This must include business use (a copy of the certificate should also be included)</p> |  |
| <p>What kind of ventilation is there in the vehicle?</p> <p>(Please provide photos where required)</p>                   |  |

|  |  |
|--|--|
| <p>Does the vehicle have specific modifications for transporting dogs?</p> <p>(Please provide photos where required)</p> |  |
| <p>How are dogs secured during transport?</p> <p>(Please provide photos where required)</p>                              |  |
| <p>How do you clean your vehicle?</p> <p>(please add names of any specific products/photos as required)</p>              |  |

**Walking dogs**

|   |  |
|---|--|
| <p>Do you carry leads for all dogs being walked?</p> <p>(extendable leads are not an appropriate lead for walking groups of dogs)</p> |  |
|---|--|

|  |   |
|--|---|
| <p>Do you ensure all dogs have ID tags when walking them?</p>  |   |
| <p>What other equipment do you use on walks or have available?</p> <p>(Please provide photos where required)</p> | <p>Eg. Treats/ muzzles (with specific examples)</p> |

**Veterinary information**

|   |  |
|---|--|
| <p>Are you registered with a veterinary surgery?</p> <p>(Please supply details)</p> |  |
| <p>Do you have a canine first aid kit available on walks?</p>                       |  |

**Any other relevant information**

**Please see our useful information section for a list of operating procedures we will require from you, these are designed to ensure you have taken the time to think about the important processes that are important for dog walkers.**

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**I confirm:**

- I am over 18 years of age
- I do not have any relevant current or pending disqualifications or convictions
- That I, and any employees or person working on behalf of the company, have read and agree to the Wiltshire Council code of conduct

Signed: \_\_\_\_\_

Printed: \_\_\_\_\_

Date: \_\_\_\_\_

Please include photocopies/pictures of any relevant paperwork or certificates and where applicable pictures of anything necessary (Eg. transport/cleaning products/walking equipment etc)

**NB. Wiltshire Council will publish details relating to the applicant and their business on social media and web based promotional content. Submission of the application and payment of the relevant fee indicate the applicant's consent to process data in this way. Personal data will be processed in accordance with UK GDPR. Please see our privacy information later in this application form.**

Some information provided will be used on our publicly available register on our website, should you not wish certain information to appear please provide this in the any other relevant information section with a reason why. Information released on the online registry will include which area of Wiltshire you are based, your business name, the business owners name, a contact telephone number and email address, your website and Facebook address and expiry date of your registration.

### **Terms and Conditions**

- The applicant must ensure they, and all of their employees, are fully aware of and adhere to the referenced code of conduct.
- All applications are subject to an approval process by Wiltshire Council where the application and any required documents will be checked prior to approval.
- If Wiltshire Council approves the applicant as an approved dog walker, they will be added to our list of registered and approved dog walkers which is available to the general public and on our website
- Applicants must allow up to 28 days for the processing and decision on applications, at times this may take slightly longer.
- Should Wiltshire Council reject your application you will receive full written notice including details as to why and how these can be corrected. (Time frames will be given within the notice as to how long you will be given to rectify any problems. Any application outside of these time frames will be treated as a new application).
- Any Refused applicants will have the opportunity to appeal in writing to the relevant manager if they disagree with the decision. Appeals will be considered and responded to within 28 days.
- Complaints received regarding any approved dog walkers will be investigated and followed up with the owner and any relevant employee of the business.
- Should Wiltshire council receive serious or multiple substantiated complaints the company may be removed from Wiltshire Council's approved register and not be subject to a refund. Any appeals regarding this decision should be made to the relevant manager.
- If a person and/or business is removed from the register of approved dog walkers following complaints, they may only be allowed to reapply in the future if they can demonstrate sufficient changes have been made to their policies and procedures to prevent further problems.
- Further information on making a complaint can be found on our website - [Making a Complaint](#)



## Useful information

Below we try to outline some information that you may find useful, particularly if you are just starting out or currently considering starting to offer dog walking. It is important to remember that in the community it is vital that you are the ones to set an example and good practise to other dog walkers.

### Vehicles:

- Ensure you have enough space for the animals you intend to take and can organise those in a manner so to reduce stress, some animals may not want to be next to others etc
- Ensure your insurance covers you for business use and specifically for the type of work you intend to carry out
- Examples of equipment to carry with you can include poo bags, spare collars and leads, towels, wipes, portable shower, cleaning equipment (dustpan and brush, a suitable pet safe disinfectant, spray bottle), a specific canine first aid kit
- You do not always need to use cages in your vehicle, but the dogs should always be suitably secured inside it

### Training

- First aid for dogs is an essential course to have and many trainers will sell specific canine first aid kits as well
- Consider training in other areas such as handling and restraint, aggression in dogs, stress and anxiety in dogs, behaviour modification etc
- Research areas of interest or of particular issues that arise and make records of this so you can provide evidence to anyone wishing to see your knowledge. This can include internet research and books or journals you have read
- There are related courses for Dog Walking that cover a variety of subjects available, we have put some examples below but please do look around and find ones that are suitable for you and cover subjects and areas of interest to you:
  - o [Animal Courses Direct](#)
  - o [Compass Education](#)
  - o [NarpsUK](#)
  - o [British College of Canine Studies](#)
  - o [New Skills Academy](#)

### When walking

- As a minimum when out on a walk we would suggest having on your person or in a backpack some poo bags, a mobile phone, basic first aid supplies, leads, emergency contact information, treats and anything else you feel is appropriate for the dogs you walk
- Extendable leads are not suitable when walking groups of dogs, they could lead to the dogs and you tangling up or even aggression between dogs if they feel trapped or stuck.
- It is recommended dogs should be walked on standard, roughly 2m in length, leads and only let off the lead when accustomed to yourself and it is safe to do so.
- It is your duty, as the person in control of the dogs at the time, to ensure all dogs are under appropriate control and you are clearing up after them all. Should larger groups be walked we would recommend sharing on and off lead time so you have greater control of what is happening

## Written procedures

- Having written procedures ensures that you have thought about all of the different processes that you would need to go through or may experience during this role. We would like to see written standard operating procedures for the following areas:
  - A business specific Risk Assessment
  - An emergency plan (in case you or a member of staff becomes ill or you lose a dog or customers keys/codes)
  - An extreme weather plan (for both hot a cold weather)
  - A cleaning procedure for your vehicle (for example daily disinfectant spray, weekly full cleans, spot cleaning as and when needed – to include a written cleaning record as well)
  - Dealing with sickness in animals in your care (for example if something occurs on a walk or if a customer calls and says their dog has sickness or diarrhoea - consider an isolation period before letting the dog back into the group to minimise spread of disease)
  - Meet and greet written record
  - Procedure for new dogs to be walked (allowing time to integrate into walking groups etc)
  - Entire male and in season walks

## Social Media

- Social media can be a fantastic place to create a presence and get your business out there within the local community, however it can also be an incredibly overwhelming and hurtful place
- We would recommend speaking to other walkers and getting advice from them regarding what works and what doesn't and start small so you can build your business up slowly and react accordingly

## Code of Conduct for Approved Dog Walkers

By subscribing to the following code of conduct, dog walkers agree to follow the below points and set an example when in the community.

Approved dog walkers acting within the Local Authority area of Wiltshire Council agree to:

1. Undertake a recorded pre-assessment of any dog they are walking to better understand the dogs needs and personality
2. Keep accurate records for the dogs they are responsible for including signed permission for dogs to be allowed off lead and an agreement over actions to take should the dog become ill
3. Ensure all dogs have up to date records for vaccinations, microchipping and that the owners carry out regular flea, and worm treatments.
4. Ensure they have suitable and sufficient third-party liability insurance in place throughout the period you are part of the scheme
5. Ensure any vehicles used are appropriately insured for business use throughout the period you are part of the scheme
6. Ensure every dog walked by them in a public place wears a collar, with the name and address of its owner/walker inscribed on it or on a plate attached to it.
7. Carry a lead for each dog they are walking
8. Walk no more than 6 dogs or the maximum your insurance will allow, whichever is the lesser
9. No person under the age of 16 years old should accompany business dog walks
10. Be respectful of other members of the public in any areas they may walk and ensure all dogs are always kept under proper control
11. Busy areas should be avoided where possible, especially at peak walking times
12. Dogs must be kept on a lead when around livestock and particular care taken around wildlife, especially during bird nesting season (1<sup>st</sup> March – 31<sup>st</sup> July)
13. Pick up the faeces of all dogs being walked and dispose of it in the correct manner
14. Have a good knowledge of dog behaviour and skills in the proper handling of dogs
15. Wiltshire Council encourages the use of positive reinforcement training methods only, use of equipment which would cause fear, anxiety or distress is unacceptable.
16. It is a requirement that training in canine first aid is undertaken, and a first aid kit should always be available on walks (this qualification must be renewed every 3 years)
17. Abide by all dog related legislation (a guide of which is listed in the PIF Dog Walking for Professionals Guide - [PIF Guidelines](#))
18. Dogs should be transported in an adequately ventilated vehicle so not to cause them distress, especially during hot weather
19. Dogs are to be kept secured with suitable caging or containment during transportation
20. Dogs should not be left unattended in the vehicle other than short periods when collecting and delivering dogs
21. Dogs are not to be kept within the vehicle for prolonged periods of time (day boarding) and should only be in the vehicle for transportation to and from home and to the place of walking
22. During extremes of weather you must consider what is in the best interest of the dog and act according. During these times it may be more appropriate to carry out garden visits and 'play' time instead of actual walks.
23. During high temperatures dogs should not be walked on pavements and concrete areas and if walks are still essential they should be done at non-peak temperature times and in shaded and soft ground areas
24. Carry fresh clean water and clean bowls to offer the dogs
25. All customers keys should be securely stored in accordance with insurance requirements
26. Carry out and review risk assessments specific to the work and supply copies of written standard operating procedures for the areas mentioned in our 'useful information'

27. All dogs should be on a lead when leaving or returning to the vehicle to minimise the risk of confrontations with other dogs
28. Be registered with a Veterinary practice
29. To inform Wiltshire Council Dog Control Service of any Lost dogs immediately by calling 0300 456 0107
30. Not to home or day board any dog without the appropriate Licence in line with legislation (more information can be found by contacting the Wiltshire Council Licencing Team – [Animal licensing](#))

## **Privacy Notice**

### **Data controller**

Wiltshire Council is registered as a data controller with the Information Commissioner's Office. Full details of the registration are available at [ICO register of data controllers](#).

### **Data controller contact details**

We can be contacted by telephone on 0300 456 0100 or in writing to:

Data Protection Officer  
Legal and Governance Directorate  
Wiltshire Council  
County Hall  
Bythesea Road  
Trowbridge  
BA14 8JN

### **Data protection officer (DPO)**

Our DPO may be contacted as above or online at [dataprotection@wiltshire.gov.uk](mailto:dataprotection@wiltshire.gov.uk)

### **Purpose of Processing**

Wiltshire Council will process the information in this application solely for the purpose of administration of the Dog Walker Register, and for no other incompatible purpose.

### **Legal basis for processing**

The legal basis to process your personal data will be one or more of the following

- the data subject has given consent to the council for processing of their personal data for one or more specific purposes;
- processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the council;

### **Who are we likely to share this information with?**

Where necessary and lawful, or when required by legal obligation, we may share information with other Wiltshire Council departments where necessary to follow up a service request, complaint or to take other action requested by or agreed with you.

### **How long will we keep this information for?**

Your information will be kept for 3 years from the date you last accessed the service or 3 years after any licence issued ceases to have effect.

### **What are your rights?**

Your rights are set out in in Articles 13 to 22 of the General Data Protection Regulation 2016 and include:

- The right to access your personal information, to request rectification or erasure of certain personal information and to object to processing in certain circumstances.
- The right to withdraw any consent you may have given to process your personal information.

- The right to complain to the Information Commissioner if you feel we are processing your personal information unlawfully.
- The right to restrict processing activity in certain circumstances.
- The right to object to certain types of processing activity