



West Lothian
Council

Advice to Applicants on Licence Conditions

The Animal Boarding Establishments Act 1963 **DOG DAY CARE**

Dog Boarding Licences are administered by The Environmental Health & Trading Standards Service.

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In determining whether a licence should be granted, the Animal Boarding Establishment Act 1963 requires Local Authorities to have regard to the following:

- The premises in which the animals will be accommodated shall be suitable in respect of size, construction, number of animals, exercising facilities, temperature, lighting, ventilation and cleanliness.
- The supply of suitable food, drink and bedding material and that the animals will be adequately exercised and suitably supervised.
- Reasonable precautions that are to be taken in terms of infection control to prevent the spread of disease between animals including the provision of isolation facilities.
- Reasonable steps that are to be taken for the protection of in case of fire or other emergency
- A register being kept containing a description of the animal received into the establishment, date of arrival and departure, name and address of owner. The register must be kept for a minimum of 24 months.

1.0 GENERAL CONDITIONS

- 1.1 Unless otherwise stated, these conditions shall apply to all buildings and areas to which dogs have access and/or which are used in association with the commercial day boarding of dogs.
- 1.2 The licence holder must not change, cause or permit to be made any material change to the premises or licensed activity without the prior consent of the Licensing Authority.
- 1.3 The applicant shall ensure that all relevant planning and building control permissions are obtained.
- 1.4 No dog registered under the Dangerous Dogs Act 1991 must be accepted for Dog Day Care. Dog hybrids registered under the Dangerous Wild Animals Act 1976 (e.g. Wolf Hybrids) and dogs subject to Dog Control Notices under the Control of Dogs (Scotland) Act 2010 are not to be accepted for dog boarding.
- 1.5 No animals, other than dogs, are to be boarded at the facility.
- 1.6 Dogs are not permitted to be boarded overnight.
- 1.7 A copy of the licence and its associated conditions must be suitably displayed to the public in a prominent position at the establishment. All dog owners must be made aware of where the licence is displayed and the conditions attached to the licence.
- 1.8 Access shall be permitted to any authorised officer of the Licensing Authority at any time and all reasonable directions and requirements of such officer or the Licensing Authority shall be complied with.
- 1.9 The licence holder must surrender the licence if and when called upon to do so by the Licensing Authority.

2.0 NUMBERS OF ANIMALS

- 2.1 The maximum number of dogs kept at any time on the premises will be stipulated on the licence.

- 2.2 The minimum number of members of staff shall be a ratio of staff to dogs this will be stipulated on the licence.
- 2.3 The maximum number of dogs permitted to be freely mixing in any individual area will be stipulated on the licence.
- 2.4 When deciding on the maximum number of dogs for the establishment the Local Authority will take account of:
- The location
 - The size of premises
 - The layout of the premises ie how many dogs may be permitted in each separate area
 - The number of staff and their roles within the establishment
 - The qualifications / experience of the staff
 - Advice from the council's veterinary officer

A ratio of 1:5 or 1:6 (staff to dogs) will apply to new establishments. If after a specified period of time the establishment wishes to apply to have the ratio increased the Local Authority will carry out a risk assessment taking into account the following factors:

- Confidence in management
- Training / Experience of staff
- Complaints, including noise.

If the ratio is increased the establishment should be aware that if a risk assessment is carried out at any point and it is found that the risk is too high then the ratio can revert back to 1:5 / 1:6 ratio.

Normally the ratio of staff to dogs in established businesses should not exceed 1:10

3.0 AMENITY

- 3.1 The premises shall be operated in such a way as to avoid statutory nuisance to occupiers of neighbouring properties.
- 3.2 The Licence holder should minimise the potential of odour and noise issues in particular, dog barking.

4.0 INSURANCE

- 4.1 Adequate insurance indemnity should be arranged by the operator of the premises. This should be maintained at a sufficient level to cover the maximum number of dogs boarded.
- 4.2 Control, custody and care insurance is recommended if dogs are to be taken out with the establishment (e.g. for walks)
- 4.3 Adequate employer's liability and public liability insurance shall be provided.
- 4.4 Certificates of insurance shall be displayed in a prominent position.

5.0 ACCOMMODATION

- 5.1 The dog day boarding establishment must, at all times, be laid out and operated in accordance with an approved plan, to be submitted to the Licensing Authority. The licence only applies to the approved plan. Before carrying out any alterations, plans must be submitted to and approved by the Licensing Authority.

Plans and specifications shall include details of the ventilation system, plumbing, finishes of floors, walls, and ceilings and location of areas on the premises the boarded dogs will have access to.

Outdoor areas used for the boarding of dogs shall include details of the perimeter fence, including height of the perimeter fence; location of portable water supply, area lighting, drawings and detailed description of shelter from the sun and rain.

- 5.2 Fencing materials must be secure and safe.

Fences and/or other barriers must be of sufficient height to prevent dogs from escaping and to prevent access by persons not connected or employed by the establishment. It is important that fencing is both secure and high enough to contain the dogs. For added security an inward facing overhang to the fence is desirable.

Where metal bars and frames are used they must be of a suitable gauge with spacing adequate to prevent dogs escaping or becoming entrapped. Any metal edging must not present a risk of injury. Where galvanised welded mesh is used for fencing the wire diameter must not be less than 2.0mm excluding any covering and the mesh size must not exceed 50.0mm.

Doors, fences and /or barriers must be of adequate strength and construction to resist impact and scratching and must be of sufficient height to prevent dogs from escaping and to prevent access by persons not connected or employed by the establishment.

The applicant should have carried out a suitable and sufficient risk assessment of the areas the dogs have access to so as to ensure that there are no risks to the health, safety and welfare of the animals.

- 5.3 A double gate system shall be provided at the entrance/exit to the premises to permit a phased access and egress and thus prevent the escape of dogs. The general construction must be such that the security of dogs is ensured.

- 5.4 All doors must be secure and lockable and gates secured at all times to prevent dogs from escaping and to prevent access by persons not associated with the business.

- 5.5 External exercise areas must not permit persons not connected to or employed by the establishment to have access to dogs.

- 5.6 Wood should not be used in exposed construction of walls, floors, partitions, door frames or doors within the dog indoor common area. The purpose of avoiding wood is due to the possibility of damage to the surface due to scratching. Damaged wood is difficult to keep clean and splinters can cause injury to the dogs.

- 5.7 All exterior wood must be properly treated against wood rot, e.g. tanalised. Only non-toxic products may be used. Wood is not permitted for agility or play equipment.

- 5.8 All internal surfaces used in the construction of walls, floors, partitions, doors and door frames to be durable, smooth and impervious and capable of being easily cleaned and disinfected where necessary. There must be no projections or rough edges liable to cause injury.

- 5.9 Walls with which dogs may come into contact must be of smooth impervious materials capable of being easily cleansed.

- 5.10 Floor finishes of areas used by dogs shall be smooth, impervious and capable of being easily cleansed.
- 5.11 Junctions between the walls and floors in areas used by dogs shall be covered to facilitate cleaning. Where it is impractical to do this, all joints must be sealed.
- 5.12 All internal furnishings shall be maintained in a sound condition to permit thorough cleaning and disinfection. Such furnishings shall be inspected on a daily basis for damage or disrepair. Any damaged or ripped items of furniture shall be immediately repaired or replaced.
- 5.13 No carpets or rugs must be used within the boarding establishment.
- 5.14 All windows which pose a security risk must be escape proof at all times.
- 5.15 Adequate lighting must be provided throughout the establishment such that all areas accessible to dogs are clearly visible. Where practicable this must be natural light.
- 5.16 Adequate ventilation must be provided to all interior areas without the creation of excessive, localised draughts.

6.0 TEMPERATURE

- 6.1 Suitable and safe means shall be provided for heating the common indoor area (s) or a sufficient sized section to accommodate the number of dogs being boarded. When heating an individual area through panel heaters or infrared halogen heaters the individual requirements of all dogs boarded should be considered.
- 6.2 A maximum temperature of 26°C should not be exceeded in normal circumstances. A minimum temperature of 10°C is required. It is accepted that if dogs access external areas of the establishment they may be exposed to temperature below 10°C on a regular basis.

Dogs must have free access to an area where the temperature does not fall below 10°C. This should equate to 1 square meter per dog.
- 6.3 Adequate shade shall be provided in outdoor area(s) to protect animals from direct sunlight. Shading should be sufficient to allow all dogs accommodated outside at any time to protect themselves from the direct rays of the sun and prevent overheating. Shade may be provided by means of a canopy, parasols or other suitable alternative and should be positioned so as to provide maximum protection.

7.0 DRAINAGE

- 7.1 The establishment must be connected to mains drainage or an appropriate localised sewage disposal system.
- 7.2 Arrangements must be made with the waste collection authority or a waste management contractor authorised for the purposes of the duty of care, for removal of other wastes from the establishment under the Environmental Protection Act 1990.
- 7.3 External areas accessible to dogs must be suitably drained. Internal drainage to be adequate to prevent ponding of water.
- 7.4 In new construction it is recommended that floors are laid to a minimum fall of 1 in 80 leading to shallow drainage channels or effectively covered deep drainage channels.

8.0 MAINTENANCE

8.1 The interior and exterior of the buildings should be maintained in good repair and good decorative order. Outer paths, gardens, exercise areas and general surroundings must be kept in a good, clean, presentable condition.

9.0 WATER SUPPLY

9.1 Fresh drinking water must be available at all times and changed frequently throughout the day. Drinking vessels must be capable of being easily cleaned and disinfected. They must be cleaned at least once per day and maintained in a clean condition.

10.0 KITCHEN FACILITIES

10.1 A separate area clearly demarked and hygienically constructed shall be provided for the storage and preparation of dog /puppy food.

10.2 A sink with hot and cold water must be provided for the washing of food and drinking vessels. A separate wash and hand basin with hot and cold water must be provided, in an accessible area, for staff use.

10.3 Suitable refrigeration shall be provided for the storage of dog / puppy food unless only shelf stable food e.g. cans are used and any left-over food is discarded.

10.4 Equipment must be capable of being cleaned and disinfected and this should be carried out as required.

10.5 Suitable containers must be provided for the storage of food and shall be so constructed and kept in good condition as to protect against access by insects and other pests.

11.0 CLEANLINESS

11.1 All indoor areas used by dogs must be kept clean and free from accumulations of dirt and must be kept in such a manner as to be conducive to maintenance for disease control and dog comfort.

11.2 All excreta and soiled material must be removed immediately from communal areas used by dogs and as soon as practicable from the isolation kennel(s) or other areas used to house dogs.

11.3 All fittings, bedding and towels must be thoroughly cleaned as required.

11.4 Facilities must be provided for the proper reception, storage and disposal of all waste.

11.5 All cleaning chemicals and materials used must not be harmful to dogs and must be stored in a secure cupboard or cabinet.

11.6 Measures must be taken to minimise the risks from rodents, insects and other pests within the premises.

12.0 SUPERVISION

- 12.1 A fit and proper person with relevant experience must be nominated and be present at all times to exercise supervision and deal with any emergencies.
- 12.2 Employees must not be under the age of 16 and no one under the age of 18 shall be a nominated person.
- 12.3 At no time shall dogs in the common indoor and outdoor areas be left unsupervised.
- 12.4 All dogs attending the establishment should wear a collar and/or tag identifying the name, address and telephone number of the boarding premises.

13.0 EXERCISE

- 13.1 Dog's exercised out with the premises must be kept on a lead at all times unless they are being exercised in a safe and secure area e.g. in a field with the gates closed. Written consent should be obtained from the dog owner to obtain permission to walk the dog outside the premises.

A risk assessment must be carried out to ensure that the number of dogs exercised by a particular person is appropriate.

14.0 STAFF FACILITIES / TRAINING

- 14.1 Staff should be adequately trained in the safe handling of dogs, emergency procedures to be followed and all other aspects of the licence conditions pertinent to their work. Training should include the following topics:

- Animal welfare;
- Cleanliness and hygiene;
- Feeding and food preparation;
- Disease control;
- Recognition and first aid treatment of sick animals;
- Health and Safety;
- Emergency procedures (including dogs escaping);
- Transportation of animals;
- Animal handling and control; and
- Equipment use including the use of dog catching devices.

- 14.2 A written training policy must be provided for permanent, part time and seasonal workers.
- 14.3 Adequate toilet and washing facilities must be available for staff in accordance with Health & Safety requirements.
- 14.4 An adequate First Aid Kit must be available for staff use.
- 14.5 Staff should be offered to be vaccinated against Tetanus.

15.0 ANIMAL WELFARE

- 15.1 Pre-screening of dogs shall be undertaken to ensure that they will be comfortable in the presence of other dogs and will not be a danger to other dogs or staff.

A risk assessment of each individual dog should be carried out to determine its suitability in terms of behaviour and temperament. This will include a trial familiarisation session. Records of these individual assessments should be documented and retained on the premises.

It is good practice to provide an area to slowly introduce the dog to the other dogs before being accepted to the play area.

In order to establish a group it is recommended that dogs attend at least once weekly

- 15.2 Any injuries which occur to dogs in the care of the license holder must be recorded and such records will be retained and made available for inspection by the Licensing Authority.
- 15.3 Due to the unique arrangements within the day boarding establishment which allows the free mixing of dogs, all dogs over the age of 6 months old shall be neutered / dressed.
- 15.4 A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site.
- 15.5 If puppies are to be accepted on the premises there must be a separate area provided.
- 15.6 Dogs that require food shall be fed on the premises in a suitably isolated area.
- 15.7 There must be a method of review to ensure that dogs are excluded if they exhibit any aggressive behaviour.
- 15.8 Resting facilities shall be provided for "time out" for vulnerable, bullied or tired dogs.
- 15.9 Dogs must have access to a suitable secure outside area.
- 15.10 The Licensing Authority must be informed of any animal death on the premises. The Licence holder must make arrangements for the body to be stored at a veterinary surgeons premises until the owners return.

16.0 DISEASE CONTROL AND VACCINATIONS

- 16.1 Adequate precautions must be taken to prevent and control the spread of infectious and contagious disease and parasites amongst the dogs, staff and visitors.

Staff should be observant and look out for any signs of illness when admitting dogs to the establishment. Animals showing any signs of illness shall not be boarded. Any animal becoming ill during the period of boarding shall be returned home. Where this is not feasible the dog shall be separated from other dogs on the premises until it is collected by its owner or if the condition requires veterinary treatment, taken to a vet.
- 16.2 It is recommended that the Licence holder has an Infection Control Policy detailing the steps to be taken in the event of a sick dog arriving at the premises or becoming ill during the period of stay. Staff shall be trained in and dog owners shall be made aware of such a policy.
- 16.3 Good cleaning and disinfection are essential where there is evidence of external parasites including flees, ticks and lice.
- 16.4 All insecticide and disinfectants must be used strictly in accordance with the manufacturer's instructions.

- 16.5 The Licence holder should ensure that all the dogs attending are routinely treated against worms, fleas and giardia and obtain written documentation to confirm this has been carried out.
- 16.6 Communal water facilities with static water e.g. baths and troughs are not permitted as they are considered to present a potential route for the spread of infection. Communal water facilities must have continual running or flowing water.
- A pool with flowing water or hose pipes may be useful to keep dogs cool during periods of high temperature.
- 16.7 Dogs attending the day care facility must have current vaccinations against Canine Distemper, kennel cough, Infectious Canine Hepatitis (Canine adenovirus), Leptospirosis (*L.canicol* and *L. icterohaemorrhagiae*) and canine Parvovirus and other relevant diseases. Annual vaccination must thereafter be kept up to date. A copy of all up to date certificates must be kept on-site throughout the period that the dog attends the day care facility and shall be made available to officers of the licensing authority for inspection on request.
- 16.8 The first complete course of vaccination must have been completed at least four weeks before the first date of boarding.
- 16.9 The licence holder should be registered with a veterinary practice that can provide advice and assistance. The telephone number of the veterinary practice used by the establishment should be displayed in a suitable place close to the telephone. A list of the dogs own vet details should be accessible to all staff.
- Advice from a veterinary surgeon must be sought in case of signs of disease, injury or illness. Where any dog is sick or injured any instructions for its treatment which have been given by a veterinary surgeon must be strictly followed.
- 16.10 Following diagnosis of an infectious disease the establishment must undergo a reasonable quarantine period based on veterinary advice.
- 16.11 The licence holder must inform the licensing authority by the next working day of any dog boarded in the establishment that develops an infectious disease.
- 16.12 The Licensing Authority must be informed of the death of any dog in the establishment by the next working day.
- 16.13 A well stocked first-aid kit suitable for use on dogs must be available and accessible on site.

16 ISOLATION FACILITIES

- 16.6 Suitable isolation facilities must be provided, with adequate heating and ventilation, to house any sick or injured dog until such time as it can be returned to its owner or transported to a vet. There must be means of maintaining the temperature within the isolation facilities at a level suitable for the condition of the dog and dependant on veterinary advice. In any event the temperature of the isolation facilities should not be allowed to fall below 15.5°C unless specific advice is given to the contrary by the veterinary surgeon.

In certain circumstances it may be acceptable for isolation facilities to be a vehicle where the dog is removed to for immediate transport to the owners' home or to a vet as appropriate. Adequate cleaning and disinfecting must take place before the vehicle is used for any other purpose.

Any dog in isolation shall be checked regularly and shall not be left unattended on the premises at any time. The isolation facility will only be used until such time as the dog can be returned to its owner or taken to a vet.

- 16.7 Isolation facilities must be separate and physically isolated from the main activity areas. The separation distance must be a minimum 5 m.
- 16.8 Adequate facilities shall be provided to prevent the spread of infectious disease between the isolation facilities and communal dog areas.
- 16.9 Hands must be washed after leaving the isolation facilities and before visiting any other area used to house dogs.

17 FIRE / EMERGENCY PRECAUTIONS

- 17.6 Appropriate steps must be taken for the protection of the dogs in case of fire or other emergencies
- 17.7 A proper emergency evacuation plan and fire warning procedure must be drawn up and posted in the premises. This should be posted where staff may become familiar with it. This procedure should include:
 - How people will be warned if there is a fire
 - What staff should do if they discover a fire
 - What staff should do in the event of a fire
 - The arrangements for calling the Fire and Rescue Service
 - The specific action to be taken by the person in charge when the fire alarm activates or a fire is discovered
 - The procedure to be followed to evacuate the premises, taking into account any personal emergency egress plans
 - Where persons / animals will be taken after they have left the premises and procedures for checking whether the premises have been evacuated.
- 17.8 Fire fighting equipment must be provided in accordance with advice given by the Fire Prevention Officer.
- 17.9 There must be adequate means of raising an alarm in the event of a fire or other emergency.
- 17.10 Advice must be sought from the Fire Prevention Officer to ensure compliance with fire safety requirements.
- 17.11 Precautions must be taken to prevent any accumulation which may present a risk of fire.
- 17.12 All electrical installations and appliances must be maintained in a safe condition with no loose trailing cables.
- 17.13 All heating appliances must be free of risk of fire as is reasonably practicable.

Dogs must not have direct access to open flame heating devices.

Where gas heating is provided the Licence holder shall ensure that the appliances are serviced on an annual basis by a Gas Safe registered engineer.
- 17.14 The establishment must have a standard procedure in place for dealing with dogs that have escaped. This should include:

- All staff must be trained in dealing with escaped dogs
- In the event of a dog escaping, the dog owner and Licensing Authority must be contacted immediately.
- Equipment must be available for securing dogs which have escaped. All staff must be trained in the use of such equipment.

18 TRANSPORTATION OF DOGS

- 18.6 All vehicles used by the establishment for the transportation of dogs must be regularly serviced and kept clean.
- 18.7 They must be fitted with secure cages of adequate size for the safe transportation of dogs. Unless members of the same family each boarded dog should have an individual cage where they must be housed during transit. Cages must be sufficiently large to permit dogs to stand turn and lie down.
- 18.8 The vehicle must provide adequate ventilation and be maintained at a comfortable temperature.
- 18.9 All vehicles must be secure and should not be left unattended other than to drop off or pick up dogs.
- 18.10 A written emergency break down procedure should be in place in the event of a vehicle which is being used for transporting dogs breaking down. This should include sufficient leads to safely evacuate the dogs.
- 18.11 Journeys must be planned to minimise the time dogs spend in the vehicle. On journeys likely to last more than 2 hours and during exceptionally hot days water must be available in the vehicle.
- 18.12 The licence holder must provide a well-stocked first aid kit suitable for use on dogs and available in all vehicles used to transport dogs.
- 18.13 Dogs must be collected from and returned to houses on a lead to minimise the risk of any dog escaping. During transit dogs must not travel with a lead on to prevent strangulation.

19 RECORD KEEPING

- 19.1 A register must be kept of all dogs attending the facility. The information kept must include the following:
- Date of first attending and days of week normally attending by each dog;
 - Name of dog, any identification system such as microchip number or tattoo;
 - Description, breed, age, gender of dog;
 - Name, address and telephone number of owner or keeper;
 - Name address and telephone number of dogs veterinary surgeon;
 - Health, welfare and nutrition requirements;
 - Emergency contact details; and
 - Written agreement in respect of emergency veterinary treatment.
 - Written agreement to exercise the dog off the premises if appropriate

- 19.2 The register is to be available for inspection at all times by an officer of the Licensing Authority or a veterinary surgeon.
- 19.3 The register must be kept readily available for a minimum of 2 years and kept in such a manner as to allow an authorised officer easy access to such information.
- 19.4 Details of any medication administered must be recorded including type of medication, quantity and time administered.
- 19.5 Where records are computerised, a back-up copy must be kept. The register must also be available to key members of staff of the establishment at all times.

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