



The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018

Dog Day Care

Pre-inspection document

This document highlights the written policies, procedures and records that are required to meet the minimum conditions.

Overview: Dog Day Care

A business or person who provides daytime accommodation for other people's dogs in a non-home environment, as part of, or as the only activity of, requires a dog day care licence. Dogs must be always supervised, and the boarding of dogs overnight is not permitted. The day care facility must provide each dog with a clean, comfortable and warm area where it can rest and sleep and another secure area in which water is provided and in which there is shelter.

A business that looks after dogs in a business owner's own home are licensed under home boarding. If you are providing day care services from your own home, you will need to apply for a home boarding for dogs licence.

The maximum number of dogs that you will be licensed to have on site will be decided upon the following factors:

- 1) Staff and their qualifications/experience (each member of staff should have 10 dogs or less to care for)
- 2) The size of the space available to dogs (each dog must have 6m² available to it)
- 3) Other services offered on site such as grooming

The guidance for the activity of day care for dogs can be viewed here: [Dog day care licensing: statutory guidance for local authorities - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/dog-day-care-licensing-statutory-guidance-for-local-authorities)

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With your completed application form you need to submit the following:

- 1) all your written procedures (these are all listed on pages 2 – 6 of this document)
- 2) your client booking form or register (details of what your booking form/register needs to include can be found on page 7 of this document)
- 3) consents from the owner (all the required consents can be found listed on page 8 this document)
- 4) proof that you have registered with a local veterinary practice (the template on page 9 can be adapted for your own and signed by your nominated veterinary surgery – the form covers proof of registration and confirmation vet will treat client's dogs, preventative health care plan and if isolation facilities can be provided if the need arises. We also accept an email from your vet stating you are registered with the practice, and they are happy to see and treat your client's dogs)

NOTE: IF ANY MINOR FAILINGS ARE IDENTIFIED DURING YOUR INSPECTION, YOU **MAY BE GIVEN A 2 WEEK PERIOD TO PRODUCE SUPPORTING EVIDENCE AND DOCUMENTATION BEFORE YOUR REPORT IS SENT TO YOUR LOCAL AUTHORITY.**

IF THESE MINOR FAILINGS ARE NOT ADDRESSED DURING THIS 2 WEEK PERIOD, THEN THIS WILL RESULT IN A 1 STAR 1 YEAR LICENCE BEING ISSUED IF YOU ARE AN EXISTING BUSINESS OR THE LICENCE BEING REFUSED IF YOU ARE A NEW BUSINESS.



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List of required written procedures for providing Day Care for Dogs

The written procedures are your way of demonstrating to us that your business is operated in accordance with the conditions laid out in the guidance with regards to maintaining high standards of animal welfare.

Procedure	Condition	What the guidance states
<p>Staff training policy</p> <p>The licence holder and any staff as a minimum must have received canine first aid training.</p> <p>Your training policy could include your standard operating procedures which will cover the training for a new member of staff.</p> <p>Your training policy needs to also include annual appraisals, how staff keep their knowledge up to date and relevant (this is what we refer to as continuous professional development or CPD), training courses such as canine first aid.</p> <p>Licence holder, manager and staff are expected to keep a log of all continuous professional development or CPD. This could be a record of training courses, online research, reading books, keeping up to date with any research or developments for specific breeds or health conditions.</p>	<p>4.2</p> <p>4.3</p>	<p>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.</p> <p>Staff must be trained in:</p> <ul style="list-style-type: none">• animal welfare, including recognising poor welfare• animal handling• animal behaviour• cleanliness and hygiene• feeding and preparing food• preventing and controlling disease• recognising sick or injured animals• giving first aid to sick or injured animals <p>There must be a record of all staff training.</p> <p>Staff must either:</p> <ul style="list-style-type: none">• hold a formal qualification such as, a Level 2 qualification regulated by the Office of Qualifications and Examinations Regulation (Ofqual) appropriate for their role• show they have relevant and sufficient knowledge and experience <p>The licence holder must provide and ensure the implementation of a written training policy for all staff.</p>



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		<p>The training policy must be reviewed and updated annually, and must include:</p> <ul style="list-style-type: none">• an annual appraisal• planned continued professional development• recognition of any knowledge gaps <p>This applies to all staff including the licence holder.</p>
<p><u>DEFRA Authorisation Type 1 or 2 / Animal Transport Certificate</u></p> <p>A transporter is anyone who transports animals in connection with an economic activity. If you provide a pick up / drop off service for your clients then the transportation of the dogs will be part of an economic activity</p> <p>Transporting animals in Great Britain - GOV.UK</p> <p><u>DEFRA Transporter Authorisation</u></p> <p>Type 1 or 2 - required for all businesses which move animals more than 65km as part of an economic activity. There are two types of Transporter Authorisation:</p> <p>“short journey” authorisation (Type 1) is required for journeys over 65km which last no more than 8 hours</p> <p>“long journey” authorisation (Type 2) is required for journeys that are over 8 hours duration</p> <p><u>Animal transport certificate – if you transport animals, you must have a written record which confirms:</u></p> <ul style="list-style-type: none">• origin and ownership• place of departure• date and time of departure• intended place of destination• expected duration of the intended journey	<p>5.6</p>	<p>The animals must be transported and handled in a manner (for example, in relation to housing, temperature, ventilation and frequency) that protects them from pain, suffering, injury and disease.</p> <p>All animals must be transported according to the regulations laid down in current legislation. The Welfare of Animals (Transport) (England) Order 2006</p> <p>The licence holder must demonstrate that a suitable vehicle is available to transport the dogs. It does not have to be owned by the licence holder.</p>



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For local journeys up to 65km and under 8 hours only the Animal Transport Certificate is required		
Enrichment policy Tell us how you will provide enrichment; will toys/enrichment items be available?	7.1	Active and effective environmental enrichment must be provided to the animals in inside and any outside environments. 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: <ul style="list-style-type: none">• grooming• socialisation• play
Dogs under 1 policy Your puppy policy needs to include your vaccination policy (primary vaccination courses must be completed at least 2 weeks before a dog is accepted for boarding). It also will need details of how you will meet the specific needs of younger dogs.	7.5	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 (b) become habituated to noises, objects and activities in their environment 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.
New dog policy This is a trial familiarisation session for all new dogs, tell us what will happen during this trial and how it will be recorded (it can be logged on the booking form with notes on how the trial went)	8.2	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. The facility must be able to keep new dogs away from others if needed. The facility will need to be able to show how they can do this.
Operating procedures Your written procedures are very much a guide to how your business operates and you should aim to	9.1	Written procedures (a) Written procedures must be in place and implemented covering: <ul style="list-style-type: none">(i) feeding regimes(ii) cleaning regimes



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<p>provide at least a paragraph of text for each procedure. For example, for feeding you would include requesting feeding requirements from the owner via them completing the client booking form, will clients provide their own food or will you provide food (and if you are providing what will it be), how will food be stored, how often will dogs be fed and where?</p> <p>Your written procedures need to be accessible to all staff e.g. kept in a folder in the office</p>		<p>(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) Written procedures must also be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency</p> <p>These procedures must show how the facility will meet these conditions.</p>
<p>Isolation of sick dogs</p> <p>Your plan should tell us how you will isolate an ill, injured or potentially infectious dog. This could be within a separate room inside your home and the owner is contacted to collect or at your nominated veterinary practice (if they have isolation facilities – confirmation of this is required).</p>	9.3	<p>Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.</p> <p>The facility must be able to isolate animals that are sick, injured, or infectious or might be carrying serious infectious diseases.</p> <p>All staff must understand the procedures to prevent the spread of infectious disease between infected animals and the other dogs.</p>
<p>Emergency plan</p> <p>Your emergency plan should be one to two sides of A4 and cover all the requirements stated within the guidance.</p>	10.1	<p>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. It must be 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.</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</p>



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		<p>emergency drill as part of their induction programme.</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>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.</p>
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Records to be kept by operator and will be checked during inspections:

All records must be available to view at inspections. Records must be retained for three years. Electronic records must be backed up.

Condition	Details of what to record
4.3	Staff training records (records of courses, written or online learning, keeping up to date with any research or developments and annual appraisals)
6.2	Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed. 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.
7.3	The animals' behaviour and any changes of behaviour must be monitored. Changes of behaviour must be recorded and the owner must be told if there are signs of: <ul style="list-style-type: none">• Suffering• Stress• Fear• Aggression• Anxiety
9.4	An up-to-date veterinary vaccination record must be seen to show that dogs, including resident dogs, have current vaccinations against: <ul style="list-style-type: none">• Canine parvovirus• Canine distemper• Infectious canine hepatitis (adenovirus)



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	<ul style="list-style-type: none">• Leptospirosis• Other relevant diseases <p>You are required as a minimum to sight the proof of vaccination and record the expiry date and vaccination type. You could keep copies of the proof of vaccination. You will need to update your records each year when the vaccination expires.</p>
9.14	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. Presence or absence of faeces and urine must be monitored daily. Anything unusual must be recorded and acted upon.
10.1	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.
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. You must keep a record of each screening you do.
25.1	A register must be kept of all the dogs on the premises which must include: Note: all the information below must be contained in your client booking form <ol style="list-style-type: none">Arrival and departure datesName of dog and its age, sex, neuter status, microchip number and a description of it or its breedThe owner's name, postal address, telephone number, email address and emergency contact detailsIn an event of an emergency, a local contact's name, postal address, telephone number and email addressThe name and contact details of the dog's normal veterinarian and details of any insurance relating to the dogDetails of the dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exerciseDetails of the dog's diet and related requirementsConsent forms (see <i>table below</i>)Record of the date or dates of each dog's most recent vaccination, worming and flea treatmentsDetails of any medical treatment the dog is receiving



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17.1 j) Client Consent

Condition Number	Details of consent
Note: these could be included as part of your client booking form or a separate terms and conditions page	
5.2	A dog must not be 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.
6.1	If a dog needs to be fed during the day, they must be fed according to its individual needs. Any dietary requirements must be discussed and agreed with the owner. Dogs must be separated for feeding unless the owner has given written consent allowing them to eat with others.
7.1	A facility must create a written programme that shows how they provide an enriching environment. This must be agreed with the owner.
7.2	The owner must consent to their dog being walked with others.
7.5	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 consent for them to mix with other dogs.
9.4	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.
9.7	Where necessary, animals must receive preventative treatment by an appropriately competent person. Any treatment must have: <ul style="list-style-type: none">• Consent of the owner• Direction from a vet
9.8	The dog owner and licence holder must agree which vet will be used. This decision must be recorded.
9.10	Medicine must only be used: <ul style="list-style-type: none">• With the owner's consent• Following a discussion with a vet
9.12	The licence holder must keep a record of all euthanasia and the identity of the qualified veterinarian that carried it out. The owner or designated main point of contact must be contacted to give consent. Unless imperative for the welfare of the dog, euthanasia must not take place until consent is given.
22.1	Dogs must be fed to meet the individual dog's needs and with the owner's written consent



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Preventative Healthcare Plan for Business providing the following boarding activities

- Boarding Kennels for dogs
- Catteries
- Home Boarding of Dogs
- Day care for dogs

Dear {VETS PRACTICE NAME}

As a licensed and insured provider of dog and / or cat boarding (delete as necessary) under the above legislation we are required to operate as per the required licence conditions. One of the licence conditions is to provide a Preventative Healthcare Plan in accordance with our business.

Please could I ask by signing this letter that you agree that you are my businesses' nominated veterinary practice with which I am registered and confirm that you are able to treat and / or isolate any animals as required that are in my care as part of my boarding business.

In the event of the death of an animal, I would ask your practice to cold store the body upon the owners return.

In the event of an infectious disease of a dog, I would ask your practice to provide an isolation area until such disease is brought under control and/or upon the return of their owners.

In any of the above events, the owners will have already been contacted and have signed my vet release form, giving me permission to seek care for their animal at my nominated veterinary practice. I would supply their owners' written consent form, their own vet's details and an up to date copy of their animals vaccination records.

I confirm that all animals boarded as part of my business are fully vaccinated and have been treated for parasites in accordance with veterinary recommendations and I operate as per the procedures and conditions set out in the regulations

If you agree to this please could you sign this letter and return to me via email or post, or alternatively I can collect the letter at a convenient time for yourself.

My email is {YOUR EMAIL ADDRESS}

My address is {YOUR ADDRESS}

My mobile number is {YOUR MOBILE NUMBER}

Kind regards

{YOUR NAME}

I _____ of {VETS PRACTICE NAME} Date _____



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Star ratings:

As part of the Regulations each premises will receive a star rating following their formal inspection. To achieve the best star rating possible each premises will need to have covered all the minimum conditions and have all records, policies and procedures in place.

New businesses are automatically classed as high risk as there is no compliance history. New businesses are also not permitted to have any minor failings, therefore if any of the minimum conditions aren't met then a licence will not be issued.

Existing businesses may be categorised as low risk at the renewal inspection.

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

The local authority is also required to carry out one unannounced mid-licence inspection during the term of the licence. The intention of the mid-licence inspections is to confirm ongoing compliance with the animal welfare requirements of the regulations.

Higher standards have been agreed for each licensable animal activity. It is optional to meet these. Meeting the higher standards is the only way to gain a 4- or 5-star rating. If you would like to qualify for the higher standards, your business must meet:

- All the minimum conditions
- 100% of the higher standards classified as required
- 50% (or more) of the higher standards classified as optional



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Higher standards for dog day care

Higher standards (Required)
The design and layout of the facility must give the dogs a choice of areas.
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.
Higher Standards (Optional) 50% required
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
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.
Dogs must receive beneficial human interactions throughout the day and these must be documented.



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Final checklist before your inspection

Once you apply for a licence you are telling the Council that you are ready to start caring for animals as a dog day care business. You are therefore saying that your premises is suitable and compliant with the legislation and statutory guidance and that you have all the necessary paperwork in place. If you do not have the necessary paperwork in place, then your application may be refused and you will need to re-apply when you are ready.

This final checklist is not an exhaustive list of everything within the guidance but has been created to help you prepare. Please ensure you have all the following in place and ready to check during the inspection:

Summary	What you need to have available	
Staff training 4.2 & 4.3	<ul style="list-style-type: none">Training certificates including an up-to-date canine first aid training certificate for licence holder and any staff employed to care for the dogsEvidence of continuous professional development (CPD log) for licence holder and all staffStaff training policy and sign off sheet to demonstrate that individual staff have been signed off when initial training has been completed.	✓
Environment 5.1, 5.2, 5.4, 21.1, 21.2	<ul style="list-style-type: none">All areas, equipment and appliances that animals can access must present minimal risks of injury, illness and escape. They must be constructed in materials that are:<ol style="list-style-type: none">robustsafe and durablein good state of repairwell-maintainedThere 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.Fencing must be:<ol style="list-style-type: none">strong and rigidsufficient heightin good repair to prevent an escapedig proofGaps 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. The diameter of the wire must not be thinner than 2 millimetres (British Standard 14 gauge welded mesh).Dogs must not be kept in areas where the temperature may cause them distress. The area where dogs sleep should be above an absolute minimum of 10°C and below a maximum of 26°C.A dog must not be put in a crate for longer than one hour in any 8-hour period.Where the facility is indoor-only there must be a suitable area provided with a range of substrates to encourage toileting.	



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	<p>Individual dogs which do not toilet indoors must be given regular opportunities to toilet outdoors.</p> <ul style="list-style-type: none">• Dogs must have exposure to natural light for at least some parts of the day and must not be exposed to excessive noise.• Electrical sockets and appliances in the dog designated rooms and where dogs have access must be secure and protected against damage.	
Transport 5.6	<ul style="list-style-type: none">• During transport, dogs must be restrained using a dog crate, transport harness or dog guard. Dog crates need to be large enough so that the dog can stand, lie down and turn around freely inside. Crates must be well ventilated and firmly secured.• Vehicles must be cleaned and disinfected after collecting or delivering any new dogs.• Dogs must be collected from or delivered to houses on a lead.	
Food storage & feeding 6.3, 6.4	<ul style="list-style-type: none">• The facility must have fridges available to store dog food. Food must be stored away from vermin and in cool and dry places.• Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.	
Hygiene 6.6	<ul style="list-style-type: none">• There must be a separate hand wash basin with hot and cold water for staff to wash their hands. This needs to be connected to a drainage system.• Soap and hygienic hand drying facilities must also be available.	
Resources 5.8	<ul style="list-style-type: none">• 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. In a communal area, there must be multiple resources such as:<ol style="list-style-type: none">foodwaterenrichment itemsresting and sleeping areas	
Written procedures 9.1	<ul style="list-style-type: none">• All the procedures listed on pages 2 - 6 need to be available to view	
Dogs in isolation 9.3	<ul style="list-style-type: none">• Protective clothing and footwear must be worn when handling dogs in the isolation facility, and correct sanitation rules must be followed. Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation facility ready for immediate use.	
Storage of dog waste 9.5	<ul style="list-style-type: none">• Dog waste and soiled bedding must be put in a clearly marked bin. All dog waste must be stored away from areas where animals or food are kept.	
Registered with a vet and their	<ul style="list-style-type: none">• The business must register with a vet 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	



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details displayed 9.8	<p>vet must be readily available to all staff on the premises used for the licensable activity.</p> <ul style="list-style-type: none">• This must include the vet's:<ol style="list-style-type: none">nameaddresstelephone numberout of hours telephone number	
Medication 9.9	<ul style="list-style-type: none">• Prescribed medicines must be stored safely and securely in a locked cupboard, at the correct temperature.• Medicines must be stored in a fridge at the correct temperature, where needed.	
Disinfectant 9.11	<ul style="list-style-type: none">• Disinfectant products must kill viruses as well as bacteria.• Cleaning products must be kept entirely out of the reach of animals.	
Emergencies 10.1	<ul style="list-style-type: none">• A fire extinguisher (ensure this is not expired) or fire blanket• At least one working smoke detector• A carbon monoxide detector• Canine first aid kit• Entrances and fire exits must be clear of obstructions at all times.	
Area provided for a dog to hide 21.3	<ul style="list-style-type: none">• There must be an area where any dog can avoid seeing other dogs and people if it so chooses. This can be done by using open crates, screening with blankets as well as by separate areas.	
ID tags 25.2	<ul style="list-style-type: none">• When dogs are walked off site they must wear an identity tag which includes the license holder's name and contact details	
For renewals		
License display 1.1, 1.2	<ul style="list-style-type: none">• Your licence must be clearly and prominently displayed• Name of licence holder and licence number must be clearly stated on your website / social media page (if you have one in use)	
Records 2.0, 6.2, 7.3, 9.4, 9.12, 9.14, 10.1, 23.1	<ul style="list-style-type: none">• All your records (listed on pages 7 & 8) must be available to view during the inspection.	

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IF THESE MINOR FAILINGS ARE NOT ADDRESSED DURING THIS TWO WEEK PERIOD, THEN THIS MAY RESULT IN A 1 STAR 1 YEAR LICENCE BEING ISSUED IF YOU ARE AN EXISTING BUSINESS OR THE LICENCE BEING REFUSED IF YOU ARE A NEW BUSINESS.