



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

Dog kennel boarding

Pre-inspection document

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

Overview: Dog Kennel Boarding

All dog kennel boarding activities need a licence if they are carried out as a commercial business. Dogs must be boarded within a kennel unit. Only dogs from the same household are permitted to share the same kennel unit (with consent from the owner).

A kennel unit is defined within the Regulations (Schedule 4, Part 2) as a physical structure and area that consist of a sleeping area and an exercise run. Within Part 1, 2 Interpretation the “sleeping area” means a fully enclosed indoor area in which a dog, or, in the context of Part 1 of Schedule 4, a cat, can rest, sleep or avoid seeing other people or animals. For new builds (built after October 2018) the sleeping area must have a floor space of at least 1.9m²

The guidance for the activity of dog kennel boarding can be viewed here:

[Dog kennel boarding licensing: statutory guidance for local authorities - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/dog-kennel-boarding-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 – 3 of this document)
- 2) Your client booking or registration form (details of what your booking form/register needs to include can be found on pages 4 & 6 of this document)
- 3) Consents from the owner (this could be part of your client booking form or a separate terms and conditions form (all the required consents can be found listed on pages 6 & 7 this document)
- 4) Proof that you have registered with a local veterinary practice (the template on page 9 can be adapted for your own use 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)
- 5) A plan of your boarding kennels with measurements of the kennel units

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 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.



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List of required written procedures for Dog Kennel Boarding

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><u>Staff training policy</u></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. You also need to include how staff are trained to handle dogs appropriately and how to recognise and act upon undesirable behaviours.</p> <p>Even if you have no staff, you as the licence holder 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>	4.3 & 8.1	<p>The licence holder must provide and ensure the implementation of a written training policy for all staff.</p> <p>A policy must be in place for dealing with difficult dogs, to include members of staff appropriately trained in dog handling and the use of appropriate equipment. They must also have the ability to recognise and act upon undesirable behaviours, as well as anxious or fearful dogs.</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 pickup / drop off service for your clients, then the transportation of the dogs will be part of an economic activity</p>	5.6	<p>The animals must be transported and handled in a manner (including for example, in relation to housing, temperature, ventilation and frequency) that protects them from pain, suffering, injury and disease.</p> <p>If the licence holder collects or delivers any animals, they must be transported according to the regulations laid down in</p>



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<p>Transporting animals in Great Britain - GOV.UK</p> <p>DEFRA Transporter Authorisation</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: “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>Animal transport certificate – if you transport animals, you must have a written record which confirms:</p> <ul style="list-style-type: none">origin and ownershipplace of departuredate and time of departureintended place of destinationexpected duration of the intended journey <p>For local journeys up to 65km and under 8 hours only the Animal Transport Certificate is required</p>		current legislation (The Welfare of Animals (Transport) (England) Order 2006)
<p>Dogs under 1 year policy</p> <p>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.</p>	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 Documented processes must be in place to accommodate the needs of dogs under one year of age.
<p>Dealing with difficult dogs policy</p>	8.1	All people responsible for the care of the animals must be competent in the appropriate handling of each animal to



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<p>Your policy could include dog body language, use of equipment, how to keep your staff safe.</p>		<p>protect it from pain, suffering, injury or disease.</p> <p>A policy must be in place for dealing with difficult dogs</p>
<p>Standard operating procedures</p> <p>Your written procedures are very much a guide to how your business operates and you should aim to 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 client's 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>	9.1	<p>Written procedures must—</p> <p>(a) be in place and implemented covering—</p> <p>(i) feeding regimes, (ii) cleaning regimes, (iii) transportation(iv) the prevention of, and control of the spread of, disease, (v) monitoring and ensuring the health and welfare of all the animals, vi) the death or escape of an animal (including the storage of dead animals);</p> <p>(b) 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>Isolation plan</p> <p>Your plan should tell us how you will isolate an ill, injured or potentially infectious dog. This could be within a separate isolation kennel 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 business must have a facility to isolate any dog that is:</p> <ul style="list-style-type: none">• injured• sick• infectious or carrying a serious infectious disease <p>If the isolation facility is at another location, such as a local veterinary practice, the licence holder must be able to provide evidence that the</p>



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		<p>practice can do this (for example, a letter from the practice).</p> <p>All staff must understand the procedures to prevent the spread of infectious disease.</p> <p>Where infectious disease is present in the whole premises, barrier nursing procedures, and people trained in these, must be implemented. This includes use of protective clothing and footwear (where applicable) changed between enclosures, separate storage of equipment and segregation of waste.</p>
<u>Emergency plan</u> Your emergency plan should be one to two sides of A4 and cover all the requirements stated within the guidance.	10.1 & 10.2	<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, 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.</p> <p>There must be a plan for housing of the dogs should the premises become uninhabitable.</p> <p>There must be a documented policy in place for dealing with emergencies, including extremes of temperature and weather conditions (both hot and cold).</p> <p>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. Dogs must be monitored if they remain inappetent (without appetite) for longer than 24 hours. If there are concerns, staff must seek veterinary advice. Water intake must be checked and staff must seek veterinary advice if the dog is not drinking or is drinking excessively. The general condition of all long-stay dogs must be monitored and dogs displaying significant weight loss or gain must be evaluated by a vet and treated as necessary.
7.3	The animals' behaviour and any changes of behaviour must be monitored. Advice must be sought, as appropriate and without delay, from a vet or, in the case of fish, any person competent to give such advice if adverse or abnormal behaviour is detected. The behaviour of each dog must be monitored daily. Changes in behaviours must be recorded and acted upon if there are signs of: <ul style="list-style-type: none">• suffering• stress• fear• aggression All staff must be able to identify dogs that are anxious or fearful about contact. Records of assessment must be kept.
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)• Leptospirosis• Other relevant diseases
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 vet (or in the case of fish, of an appropriately competent person) must be sought and followed. Records and any associated checklists must be made available to inspectors. Presence or absence of faeces and urine must be monitored daily. Any abnormalities must be recorded and acted upon as appropriate.



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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 this as part of their induction programme.
Specific condition 9.1	<p>A register must be kept of all the dogs at the premises which must include: (all the information below must be contained in your client booking form)</p> <ul style="list-style-type: none">(a) the dates of each dog's arrival and departure(b) each dog's name, age, sex, neuter status, microchip number and a description of it or its breed(c) the number of any dogs from the same household(d) a record of which dogs (if any) are from the same household(e) the name, postal address, telephone number and email address of the owner of each dog and emergency contact details(f) the name, postal address, telephone number and email address of a local contact in an emergency for each dog(g) the name and contact details of the dog's normal veterinarian and details of any insurance relating to the dog(h) details of each dog's relevant medical and behavioural history, including details of any treatment administered against parasites and restrictions on exercise(i) details of the dog's diet and related requirements(j) consent forms (<i>the consents are below- you could add these to your client booking form or a separate terms and conditions forms</i>)(k) a record of the date or dates of each dog's most recent vaccination, worming and flea treatments(l) details of any medical treatment each dog is receiving.

9.1 j) Client Consent

Condition Number	Consent
6.1	The diet must be agreed with the dog's owner. Dogs must be fed separately from other dogs, unless the owner has agreed dogs from the same household can share a unit.
7.1	A facility must create a written programme that shows how they provide an enriching environment inside and outside. This must be agreed with the owner.
7.2	Outdoor areas must not be used by more than one dog at any one time, unless they are from the same household or prior written consent has been obtained from the owners. The owner's consent is needed for a dog to walk with other dogs.
8.2	Only dogs from the same household can share a kennel unit and they must be monitored. The owner must give written authorisation to do this and consent must also include the authority to separate the dogs if there are problems.



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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	Any preventive treatment must be administered with written consent from the owner and under the direction of a veterinarian.
9.8	The licence holder will decide which vet they will use. They must get written consent from the dog's owner before taking the dog to the vet.
9.10	All medications must only be used with prior consent of the owner and in discussion with a vet.
9.12	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 imperative for the welfare of the dog, euthanasia must not take place until consent is given
7.8	Only dogs from the same household may share a kennel unit. Written authorisation from the owner is required.

Veterinary (which we need to see evidence of during the inspection)

Note: The preventative health care plan template (page 7) can be used to cover all 3 of the conditions below

Condition	Details
9.3	Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals. 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 (e.g. a letter/email from your nominated veterinary practice)
9.8	The licence holder must register with a vet that has an appropriate level of experience in the health and welfare requirements of any animals specified in the licence. The contact details of that vet must be readily available to all staff on the premises used for the licensable activity. The vet's details must be displayed where they can be easily seen by all staff members. This must include: <ul style="list-style-type: none">• name• address• telephone number• out of hours telephone number The veterinary practice must be within a reasonable travel distance.
10.2	A preventative healthcare plan agreed with the vet with whom the license holder has registered with (we have created a preventative health care template for this purpose on page 7)



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Operators logo

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Preventative Healthcare Plan for Business providing the following boarding activities

- Dog kennel boarding
- Cat boarding
- Home boarding for dogs
- Dog day care

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 licence holder needs to have at least one full-time member of staff for every 15 dogs kept.
Dogs must be provided with a design and layout that gives them choice.
All individual dogs must be checked at least once at an appropriate interval during the out of hours period (for example, between 6pm and 8am) by CCTV or in person. There must be documented records for checking.
There must be a clear plan setting out 2 periods of exercise per dog each day for a minimum of 20 minutes each. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.
The sleeping area must be at least 2.85 square metres.
There must be a documented daily enrichment plan setting out 2 or more sessions with toys or feed enrichment per day (in addition to their exercise).
Higher Standards (Optional) 50% required
There must be a member of permanent, full-time staff with an appropriate Level 3 OFQUAL regulated qualification.
Ventilation must be a managed, fixed or portable air system to make sure appropriate temperatures are maintained in all weathers (a minimum of 10°C and a maximum of 26°C). This can be an air conditioning unit or removable fans safely installed away from animals.
A noise management plan to reduce noise to the dogs must be in place. For example, physical barriers, sound-absorbing build structure, positive reinforcement training to keep barking down, kennel design to prevent noise generation with demonstration of effectiveness.
A member of staff must be on site at all times.



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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 kennel boarder. You are therefore saying that your premises are 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 and covers the minimum requirements. 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(s), designated manager and any staff employed to care for the dogsDocumented annual appraisalsEvidence of continuous professional development (CPD) for licence holder, manager and all staff	
Environment 5.1, 5.2, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 8.6	<ul style="list-style-type: none">Kennels and buildings must be maintained in good repair. If timber is used it must be good quality, well maintained and sealed.If dogs have access to mesh, the thickness of the wire must be a minimum of 2mm thick (British Standard 14-gauge welded mesh). The square mesh size must not exceed 5cm x 5cmEach kennel unit must be clearly numbered / named so that they are identifiableAll dogs must have constant access to a clean, dry, comfortable bedExercise runs must have a roof over a minimum of half its total areaThere must be an area within each kennel unit in which a dog can avoid seeing people and other dogs outside its kennel unit	
Transport 5.6	<ul style="list-style-type: none">Suitable methods of restraint for dogs during transport. This could be a dog crate, harness or a dog guard.	
Food storage 6.1, 6.3, 6.4, 6.5, 6.6	<ul style="list-style-type: none">Fridge available for wet food storageDry food must be stored in a cool and dry place and protected from vermin (such as within containers with lids)	
Hygiene 6.6	<ul style="list-style-type: none">Hot water, soap and hygienic hand drying facilities must be available	
Resources 5.8	<ul style="list-style-type: none">If two dogs from the same household share a kennel unit multiple resources (in terms of beds, water bowls, toys) must be available to them	



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Written policies and procedures 4.2, 7.5, 8.1, 9.1, 9.3, 10.1 & 10.2	<ul style="list-style-type: none">• All the procedures listed on pages 2 - 5 need to be available to view	
Dealing with difficult dogs 8.1	<ul style="list-style-type: none">• Muzzles (of varying sizes) and suitable dog catching device must be on site	
Dogs in isolation 9.3	<ul style="list-style-type: none">• Protective clothing and footwear (latex gloves, coveralls) must be available for staff.• Separate food and water bowls, bedding and cleaning equipment must be available for dogs in isolation• Isolation facility – this could be designated isolation kennels or your nominated veterinary practice (evidence must be supplied that the practice can accept dogs that require isolation)	
Storage of excreta and soiled bedding 9.5	<ul style="list-style-type: none">• Clearly marked bin to be used which dogs cannot access	
Vet's details displayed 9.8	<ul style="list-style-type: none">• You must register with a veterinary practice and provide evidence of this (can be an email, letter or signed preventative health care plan (template on page 9))• Your nominated veterinary practice details (name, address, daytime telephone number and out of hours telephone number) must be displayed where it can easily be seen by staff	
Medication 9.9	<ul style="list-style-type: none">• Locked cabinet for medication to prevent unauthorised access.• Fridge available for medication required to be kept at low temperatures	
Disinfectant 9.11	<ul style="list-style-type: none">• This must be effective against bacteria and viruses We recommend the product you use is effective against canine parvovirus	
Emergencies 10.1	<ul style="list-style-type: none">• Electrical installations must not be located where they pose a risk to dogs or staff• Entrances and fire exits clear of obstructions• A fire extinguisher (ensure this is not expired) or fire blanket• At least one working smoke detector• Canine first aid kit	
ID tags 9.2	<ul style="list-style-type: none">• If dogs are walked off site, they must wear an identity tag which includes the license holder's name and contact details	



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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 4.3, 6.2, 7.3, 9.4, 9.14, 10.1, 9.1	<ul style="list-style-type: none">• All your records (listed on pages 6-8) must be available to view during the inspection.

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