

**Animal Boarding Establishments Guidance**

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## Section 1: Licence display

### Summary

The kennel owner has an obligation to make sure their business complies with all relevant current legislation and acts accordingly. The principal legislation dealing with animal boarding establishments is the Animal Boarding Establishments Act 1963 which addresses the areas to be covered by the licence relating to animal welfare and management. It is essential that consumers and those responsible for premises management are aware of the licence conditions.

Kennel owners should insure against public liability, third party liability, liability for death/loss of an animal in their care and veterinary fees.

Establishments receiving both dogs and cats: When the granting of the licence is being considered by the local authority, there will be a presumption against cats and dogs being kept within sight of each other, unless good reason can be given otherwise.

### Section 1

Ref	Standard	Guidance
1.1.1	Businesses operating boarding establishments must have a licence	
1.1.2	A copy of the licence must be displayed to the public in a prominent position in, on or about the boarding establishment and a copy of the conditions must be available	The licence should be displayed in a place that is easily visible to visitors.

## Section 2: Animal Welfare

### Summary

The Animal Welfare Act 2006 requires that anyone who has responsibility for an animal has a legal duty to meet the five basic welfare needs- a suitable diet, a suitable environment, to exhibit normal behaviour patterns, to be free from pain and injury, to be free from fear and distress. This legal duty now extends to boarding kennels. Proprietors of kennels will be required to ensure all animals in their care are given at least the minimum standard of care as stated in the five needs. Although this has always been good practice, it is now illegal not to do so.

Ref	Standard	Guidance
<b>2.1 Need for a suitable diet</b>		
2.1.1	Animals must have access to fresh water at all times	Ensure that a system is in place to confirm that there is access to fresh water at all times and that regular checks are continually made to make sure that each animal has enough water.
2.1.2	All animals must be provided with a diet to maintain full health and vigour	Ensure that dogs/cats are offered a wholesome diet that is suitable for the type, age and breed.
<b>2.2 Need for a suitable environment</b>		
2.2.1	All animals must be provided with an appropriate environment including shelter and a comfortable resting area	<ul style="list-style-type: none"> <li>• Ensure that the dog/cat has an appropriate shelter and environment which provides protection from temperature and weather extremes and that the dog/cat has freedom to move to a cooler or warmer place when necessary.</li> <li>• Ensure that the dog/cat has a comfortable resting place of their own where they can feel safe and secure.</li> <li>• Ensure that the dog/cat is housed in an environment free from things that could cause harm.</li> <li>• Dogs/cats should have access to natural light.</li> </ul>
2.2.2.	All animals must be provided with a bedding area or bench large enough and suitable to allow the animal to lie comfortably. Where bedding is used it should be maintained in a clean and dry state.	Movable benches should be removed for thorough cleaning at least twice weekly.
2.2.3	Cats must be provided at all times with a sanitary tray	

<b>2.3 Need to be free from pain, injury or disease</b>		
2.3.1	Any sick or injured animal must receive appropriate care and treatment without delay. Veterinary advice should be sought whenever necessary. Staff training to ensure animals are handled in such a way as to avoid injury or distress	<ul style="list-style-type: none"> <li>• Minimise the risk of disease through providing environmental conditions and staff training so that any signs of disease or injury are referred to the manager and/or the Vet as appropriate</li> <li>• Veterinary advice should be sought for anything other than minor ailments.</li> </ul>
2.3.2	All animal housing and exercise areas should be in a good state of repair to prevent injuries as far as reasonably possible.	<ul style="list-style-type: none"> <li>• Ensure that the dog/cat is housed and exercised in an environment free from hazards that could cause harm.</li> <li>• Ensure there are no sharp edges, cracked or significant chips in glass, rust or bare wood or anything else that could pose a hazard to animals.</li> </ul>
<b>2.4 Need to express normal behaviour patterns</b>		
2.4.1	All animals must be provided with sufficient space to allow for normal behaviour.	Refer to Kennel sizes (Section 7 )
2.4.2	All animals must be given the opportunity for daily interaction and stimulation.	<ul style="list-style-type: none"> <li>• An appropriate schedule of exercise, play, and other human contact should be implemented to ensure that dogs/cats get sufficient human contact,</li> <li>• in so far as is practicable, safe and in proportion to the length of stay at the kennel.</li> <li>• Many dogs/cats have almost constant human companionship but little or no contact with other dogs. To place these dogs/cats in a multi dog/cat environment could cause fear and stress, so when developing a socialisation schedule the individual dog/cat, together with the wishes of the client should be taken into consideration.</li> <li>• In adverse weather the responsible person should decide whether or not dogs should be given free access to the exercise areas.</li> <li>• Exercise and stimulation should be implemented on a daily basis to avoid boredom and frustration. .</li> </ul>

		<ul style="list-style-type: none"><li>• A correct balance between mental wellbeing and clinical hygiene should be found.</li><li>• A dog should not be deprived of sensory stimulation simply to “keep it quiet”. Barking is often a dog’s way of exhibiting normal behaviour and within reason should be seen as part of normal behaviour.</li></ul>
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2.4.3	Animals housed in indoor accommodation* must be let out of their accommodation at suitable and regular intervals.	It is recommended that this should be at least 1 hour a day. This can be walking, playing or letting dogs run free in a secure exercise area, but can also include times spent in the grooming room or other social interactive activities. *Indoor accommodation is an inside kennel unit with no attached run.
<b>2.5 Need to be free from fear and distress</b>		
2.5.1	All establishments must provide conditions and care for animals which avoid fear and distress.	<ul style="list-style-type: none"> <li>• Some dogs thrive on the exciting and hectic kennel life while others are frightened by the proximity of strangers, both human and animal. Wherever possible kennels should have a “quiet corner” or prevent direct view of other dogs to cater for the timid type of dog. Animals must be offered the opportunity to hide as a natural instinct.</li> <li>• Where possible kennels should be designed to provide an area where timid dogs can feel safe.</li> </ul>

### Section 3 - Operational Management

Ref	Standard	Guidance
<b>3.1 Hygiene</b>		
3.1.1	All animal accommodation, including corridors, common areas, kitchens etc. must be kept clean, dry and free from accumulations of dirt and dust and must be kept in such a manner as to be conducive to maintenance of disease control and dog comfort.	A written cleaning policy must be formulated and updated regularly.
3.1.2	All occupied accommodation must be cleaned at least once daily.	Excreta and soiled material must be removed from all areas used by dogs/cats at least daily and more often if necessary.
3.1.3	All bedding must be kept clean and dry as far as reasonably possible.	Bedding should be changed as required.

3.1.4	Upon vacation, a dog unit including all fittings and bedding must be thoroughly cleaned, disinfected and dried, before another dog is placed in the unit.	As each kennel is vacated, the kennel including all fittings, beds bedding, water bowls and other furniture should be removed and be disinfected prior to another dog being placed in the kennel.
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3.1.5	Facilities must be provided for the proper storage and disposal of all waste.	
3.1.6	Measures must be taken to minimize the risks from rodents and other pests within the establishment.	
<b>3.2 Kitchen facilities</b>		
3.2.1	There should be a suitable “fit for purpose” area that is used exclusively for the storage and preparation of boarders' meals.	This should include a food preparation area, food storage and a sink with hot and cold water for the washing of bowls and other equipment.
3.2.2	All animal feeds must be stored appropriately.	Where fresh and cooked meats are used, refrigeration facilities should be provided, and potential food contamination must be avoided. <ul style="list-style-type: none"> <li>• Dry food should be kept in dry, rodent and insect proof containers. A dry and vermin proof area should be provided for bulk storage of food stock.</li> <li>• All other food stuffs should be stored appropriately.</li> </ul>
3.2.3	All eating and drinking bowls must be capable of being easily cleaned and disinfected to prevent cross-contamination. They must be maintained in a clean condition.	All equipment used for feeding and providing water must be kept in a clean and hygienic condition. <ul style="list-style-type: none"> <li>• The use of disposable dishes is acceptable but is intended for single use only.</li> </ul>
3.2.4	All feeding bowls must be cleaned after each meal. Drinking bowls must be cleaned at least once a day.	
<b>3.3 Temperature in kennels/cattery</b>		
3.3.1	An adequate written procedure should be in place to protect dogs/cats from extremes of temperature.	<ul style="list-style-type: none"> <li>• It is recommended that temperatures should not normally fall below 10°C (at night )or exceed 26°C</li> <li>• Establishments should have a hot and cold weather policy to protect animals from extreme temperatures</li> </ul> Note: different dogs tolerate different ranges of temperature and this should be considered when considering and setting temperatures.
3.3.2	Heating facilities must be available in the sleeping area of the dog/cat unit and used according to the requirements of the animal.	There should be some part of the dog/cat's sleeping area where the dog is able to enjoy a night time temperature suitable for the age/breed/type.



3.3.3	Heating appliances must <u>not</u> be sited in a location or manner where they may present a risk of fire, or risk to dogs.	
<b>3.4 Disease control and vaccination</b>		
3.4.1	Adequate precautions must be taken to prevent and control the spread of disease and parasites amongst the dogs/cats.	An appropriate written procedure for dealing with infectious diseases must be established. This must include provision for isolating infectious animals.
3.4.2	Before admittance to the kennels verification of current vaccination or acceptable titre levels must be obtained. This record of vaccination must be kept on site throughout the period that the cat and/or dog is boarded.	In the absence of a valid certificate, veterinary verification of immunity should be sought before admitting the dog/cat. e.g. by phoning the vet. This must be verified in writing.
3.4.3	A first-aid kit suitable for use on dogs must be available and accessible on site.	First aid materials and equipment should be available on the premises. The location of the kit should be away from public areas and be easily identifiable and accessible to all trained staff. Commercial kits are available but must be kept fully stocked.
3.4.4	A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site.	
<b>3.5 Supervision of animals</b>		
3.5.1	A competent person must be present at all reasonable times whenever dogs/cats are boarded at the premises.	
3.5.2	Dogs/cats must be visited at regular intervals as necessary for their health, safety and welfare.	

3.5.3	The licensee shall ensure that a responsible person shall at all times be in, or within, reasonable distance from the premises for the purpose of giving warning and taking other necessary steps in the event of fire or other emergency. In case of absence of the responsible resident, the licensee shall appoint a responsible person residing within reasonable distance of the premises to have custody of a duplicate key. The name and address and telephone number of such person shall be displayed in legible characters on the front door, or windows of the premises and be notified to the local fire brigade and police.	
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#### Section 4: Staff management

Ref	Standard	Guidance
4.1.1	A written training policy must be provided. Systematic training of staff must be demonstrated to have been carried out.	<ul style="list-style-type: none"> <li>• A written training policy must be formulated and updated regularly. All staff must have a specific or individual training record kept in a secure place on the premises. It is recommended that at least one member of staff must be studying for, or hold, a relevant level 3 qualification, or an industry recognised equivalent award.</li> </ul>

## Section 5 : Kennel/Cattery administration and management

Ref	Standard	Guidance
<b>5.1 Register</b>		
5.1.1	<p>A register must be kept of all dogs/cats boarded. The information kept must include the following:</p> <ul style="list-style-type: none"> <li>• Date of arrival.</li> <li>• Name of dog/cat.</li> <li>• Description, breed, age and gender of dog/cat.</li> <li>• Name, address &amp; telephone number of owner or keeper.</li> <li>• Name and telephone number of local contact person if owner or keeper is abroad.</li> <li>• Name and address and telephone number of the dog's veterinary surgeon.</li> <li>• Anticipated and actual date of departure.</li> <li>• Health, welfare and nutrition requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• A mobile phone number should also be noted if applicable, but should not be the sole means of contact.</li> <li>• Information from the register essential for the daily care and welfare of the animals currently on site must also be available to key members of staff at all times.</li> </ul>
5.1.2	the register must be kept available for a minimum of 24 months and kept in such a manner as to allow an authorised officer easy access to such information.	Where records are computerised, a backup copy should be kept.
<b>5.2 Identification of Kennel/Cattery</b>		
5.2.1	Each kennel/cattery must be clearly marked (e.g. numbered).	It is common practice to remove dogs' collars while in kennels. This is to avoid the possibility of the collars becoming caught on an obstruction and also owners' collars shouldn't be relied on to be secure. Care should

		therefore be taken to ensure that each dog is returned to its correct kennel.
5.2.2	A system must be in place to ensure that relevant information about the dog/cat in that kennel is readily available.	This can be a wipe clean board or a card clipped to the front of each unit. .

<b>5.3 Emergency procedures</b>		
5.3.1	There must be a written emergency plan which must be on display and known to staff.	<ul style="list-style-type: none"> <li>• The plan should include instructions on where staff and dogs are to be evacuated to in the event of emergencies such as fire or flooding.</li> <li>• Emergency telephone list should include fire, police, and vets.</li> </ul>
<b>5.4. Written procedures</b>		
5.4.1	Any written procedure which is required as a condition of this licence must be capable of being produced on demand by a constable or other authorised officer.	
5.4.2	<p>The Licensing Authority must be informed within 12 hours of the death of an animal whilst in the care of the establishment or as soon as possible where a dog has died within 14 days of any length of stay at the establishment.</p> <p>The Licensing Authority must be informed within 12 hours of a dog being taken seriously ill at the establishment and requiring any veterinary intervention.</p>	The integrity of the licensing system must be upheld. Early intervention will allow a full investigation of the facts to be ascertained and therefore ensure public confidence is maintained in the establishment and the council.
5.4.3	The Licensing Authority must be informed within 12 hours of a dog's escape from the establishment.	
5.4.4	The Licensing Authority must be informed within 12 hours of any incident deemed by the licence holder to be a serious threat to the welfare of any dog boarded at the establishment, any member of the staff or the general public.	

## Section 6: Construction (new and existing buildings)

**Note: There are several recognised layouts for construction and refurbishment**

Ref	Standard	Guidance
<b>6.1 General</b>		
6.1.1	The establishment must be constructed in accordance with planning permission and building regulations.	<ul style="list-style-type: none"> <li>• Application for building works may require approval from the building control section and/or development control section.</li> <li>• Before carrying out any substantial alterations plans should be submitted and approved by the licensing team. <ul style="list-style-type: none"> <li>• A record of plans and supporting paperwork should be kept by the owner on their licence file.</li> </ul> </li> </ul>
6.1.2	The owner should have a fire risk assessment for the premises.	<ul style="list-style-type: none"> <li>• Owners should seek advice from West Sussex Fire and rescue on their fire risk assessments and implement such advice.</li> </ul>
<b>6.2 Layout</b>		
6.2.1	All new buildings must be constructed to offer visual stimulation and distraction to the dogs/cats being housed where applicable.	All buildings should be constructed in such way as to be conducive to health, hygiene and disease control while simultaneously offering all dogs boarded a stimulating environment which should be as stress free as possible. Some dogs may need a visual barrier. e.g. those which are aggressive, fearful or agitated.
6.2.2	The premises, buildings, grounds and perimeters must offer a safe and secure environment for boarders.	The design and construction should offer a safe environment for both boarders and staff.
<b>6.3 Walls and Partitions</b>		
6.3.1	Walls should be of smooth impervious materials, capable of being easily cleansed.	
6.3.2	Junctions between vertical and horizontal sections must be sealed.	
6.3.3	Internal partition walls must be of solid construction.	The height should be a minimum of 1.20m but recommended at 1.83m in new build.

<b>6.4 Floors</b>		
6.4.1	Floors of all buildings, individual exercise areas and kennels, must be of smooth, impervious materials, capable of being easily cleaned.	Floors of kennels and related exercise areas should be constructed in impervious material and be readily cleanable while providing sufficient grip for the dog/cat to walk or run without sustaining injury.
<b>6.5 Ceilings</b>		
6.5.1	Ceilings must be capable of being easily cleaned.	
6.5.2	New kennel units within these buildings should have a minimum height of 1.83m to facilitate adequate access by kennel staff	
<b>6.6 Doors</b>		
6.6	Kennel doors must be secure and fit for purpose.	<ul style="list-style-type: none"> <li>• Where metal bars and frames are used, they must be of suitable gauge (minimum of 2mm) with spacing adequate to prevent dogs escaping or becoming entrapped. Where metal edging is used, this must not present a risk of injury to the dog.</li> <li>• the spacing of the wire should not exceed 50mm.</li> </ul>
<b>6.7 Windows</b>		
6.7.1	All windows must be escape proof at all times.	In cases where a window poses a security risk it must be protected by welded mesh, or be made of reinforced glass, polycarbonate or other impact resistant material.
6.7.2	Windows should be of suitable size and placement.	
<b>6.8 Drainage</b>		
6.8.1	The establishment must be connected to mains drainage or an approved, localised sewage disposal system.	

<b>6.9 Lighting</b>		
6.9.1	During daylight hours light must be provided to exercise and sleeping areas so that all parts are clearly visible. Where practicable this must be natural light.	Access to natural light ensures that animals can enjoy natural light during daylight hours.
6.9.2	Adequate supplementary lighting must be provided throughout the establishment.	Natural lighting may need to be supplemented even during day light to enable staff to work safely to allow efficient working throughout the year.
<b>6.10 Ventilation</b>		
6.10.1	Ventilation must be provided to all interior areas without the creation of excessive, localised draughts in the bedding area.	Opening a hatch should not be the only means of ventilation as there will be times when this will need to be closed.
<b>6.11 Maintenance</b>		
6.11.1	Maintenance and repair of the whole establishment must be carried out as required to maintain a safe clean environment.	
<b>6.12 Electrical installations</b>		
6.12.1	All electrical wiring and lighting etc. to be at a suitable height or position that is out of the reach of the animals.	All electrical wiring such as cables, lighting, sockets or electrical appliances should be positioned to prevent the cat/dog coming into contact with it.



## Section 7: Number of animals

### Summary

For reasons of clarity and to avoid misinterpretation the following terminology is used in reference to kennels:

**Kennel:** An inside kennel unit and sleeping area used for housing the dogs.

**Cattery:** An inside kennel unit and sleeping area used for housing the cat

**Run:** An enclosed area directly adjoining and exclusive to the kennel.

**Exercise/play area:** A large fenced area used for exercising dog and not used for housing dogs.

Ref	Standard	Guidance
<b>7.1 Number of dogs/cats boarded</b>		
7.1.1	The maximum number of dogs/cats to be kept at any one time is <b>X</b>	
7.1.2	Each dog/cat must be provided with a separate kennel/cattery except dogs/cats from the same household /family which may share a kennel of adequate size with the written consent of the dog/cat owner.	Dogs/cats that may not know each other may become distressed or fight if sharing a kennel/cattery.
7.1.3	Holding kennels may be provided for temporarily kennelling of a dog/cat for not more than 24 hours.	The size of the holding kennel must be large enough for the animal to stand up, turn round and lie down.
7.1.4	No animals other than dogs/cats are to be boarded within the licensed facilities.	
7.1.5	Where stray dogs are accepted by the kennels they must be kept in a separate area away from boarded dogs.	
<b>7.2 Kennel/Cattery sizes</b>		
7.2.1	All kennels must offer adequate floor area to allow the dog/cat sufficient room to move without hindrance.	The floor area measurement of each kennel/cattery will determine the maximum size of dog and numbers of dogs permitted in each kennel. If there is no attached run then the kennel area should be large enough to allow separate sleeping and activity areas.

7.2.2	Newly built kennels must be provided with a covered run.	<ul style="list-style-type: none"> <li>• The cover should be at least part solid to offer protection from adverse weather conditions.</li> <li>• The exercise area must be of sufficient size to allow the dog to exhibit normal behaviour.</li> </ul>
7.2.3	Kennels and run areas must open onto secure corridors or other secure areas so that dogs are not able to escape from the premises.	All reasonable precautions should be taken to prevent illegal access to or escape of the animals.
7.2.4	Exercise areas must not be used as sleeping areas.	
<b>7.3 Exercise facilities / Play areas (Dog Boarding Establishments)</b>		
7.3.1	New built animal boarding establishments must offer out of kennel exercise/play areas where appropriate in addition to the run.	<ul style="list-style-type: none"> <li>• New build from January 2013.</li> </ul>
7.3.2	In new build exercise areas must be of sufficient size to allow dogs to run free and must be a minimum of <b>100m<sup>2</sup> with a shortest length of 10m.</b>	<ul style="list-style-type: none"> <li>• The exercise pen is designed for dogs to be able to gallop freely.</li> <li>• Consideration should be given to the height of the enclosure which should be a minimum of 2m if no jump guard is present.</li> </ul>
7.3.3	To reduce the risk of infection an effective hygiene and cleaning procedure should be established to minimise the risk of infection. A written cleaning policy must be formulated and updated regularly.	<ul style="list-style-type: none"> <li>• Any faeces should be cleaned up between dogs.</li> </ul>
7.3.4	In establishments without exercise/play areas a dog walking system must be implemented and records kept.	Walking dogs outside the premises requires the written consent of the owners.
7.3.5	Exercise facilities shall be provided as follows: <i>Dogs:-</i> All small runs must be paved or surfaced in such a way as to allow adequate cleansing and disinfection. Grass runs are only allowable in	

	paddocks large enough to prevent the ground from becoming unduly fouled or trodden and the entrance and inside perimeter should be paved or surfaced with suitable material.	
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### Kennel Sizes - for new builds and refurbishments

		Sleeping	Exercise	Total
Kennel and run sizes	Dogs under 40- 55cm at the shoulder	2.5m <sup>2</sup>	2.5m <sup>2</sup>	5.0m <sup>2</sup>
	Dogs over 55cm at the Shoulder	3.0m <sup>2</sup>	3.5m <sup>2</sup>	6.5m <sup>2</sup>

Note:

1. Recommended minimum widths of 1.2m
2. When more than one dog is boarded in the same kennel the minimum size for the kennel must be increased. It is recommended that this be by an additional 20% per dog.
3. When dogs of different sizes are boarded together the shoulder height of the larger dog should be used.