

Document Checklist for Kennels

Written procedures are required as a minimum standard for holding an animal activities licence. Failure to have these written procedures in place and to a suitable standard not only invalidates your licence, but it will also invalidate any business insurance you have as you will be in breach of your licence conditions.

Your written procedures are there to be followed so that everyday business operations take place in compliance with your licence and in the interest of animal welfare. They should therefore be written to include how you meet each of the licence conditions. The emergency contact/key holders will rely on these policies to ensure the business operates as normal in your absence. It is imperative that they are written as a step-by-step guide highlighting how the business operates on a daily basis.

Below is a list of the documents you need for this licence type, along with some brief guidance about the sort of thing the Council and DEFRA expect to be included in your procedures.

Standard Operating Procedures

Preventative Healthcare Plan (signed by applicant's registered veterinarian).

This document should detail the steps taken to prevent/mitigate the risk of disease. A template can be provided if required.

This should be filled out by you and then checked and signed off by the businesses registered vet. They will be able to tell you if there's anything that needs to be added.

Training Policy

This document applies to **licence holders** as well as any paid staff and volunteers. It should detail training practices in line with the business.

- Outline how often training/CPD is undertaken
- Details what kind of training is undertaken (formal vs informal)
- Explain how training is documented/recorded
- Explain what processes are in place to review training needs
- Explain the appraisal process (if applicable)
- Explain What induction training is available for new starters (if applicable)

As a minimum, evidence of informal training should be documented every other month.

Formal training with certification is optional, but a canine first aid course with regular refreshers is a mandatory requirement.

Cleaning Policy

This document should detail all cleaning that is carried out across the premises. This includes cleaning vehicles after transportation, cleaning of toys & **any/all** equipment used in relation to the animals (beds, blankets, grooming equipment etc), cleaning bowls and waste disposal, cleaning the premises (hoovering, dusting, carpet cleaning, hard floor cleaning, food prep area) and cleaning the isolation facilities after use.

- List the cleaning chemicals used as part of the activity (including things like detergent & washing up liquid) and where they're stored on the premises
- Explain the daily spot-cleaning process
- Explain the deep cleaning process

- Provide specific information on the dilution ratios for the chemicals used
- Include detailed instruction on where all cleaning equipment (such as cloths, mops, hoovers etc) are kept
- Provide the COSHH sheets for the chemicals used
- If pests have been/are a problem at the premises, include a subheading which explains what provisions have been implemented to manage this (if applicable)
- Outline if animals are removed from areas when they're being cleaned
- Explain waste removal and management

□ **Immature Animals Policy (dogs under 12 months of age)**

This document should outline what provisions the business has in place to accommodate the needs of dogs under 12 months old.

- Outline how exercise (such as walks) will vary depending on a dogs age
- Explain what enrichment opportunities are available (such as licki matts or toys)
- Outline if regular naps are enforced to ensure they don't become over tired
- Explain if basic obedience will be practiced
- Outline toileting opportunities
- Outline socialisation opportunities with other animals and people
- Discuss how their needs differ from those of mature animals

□ **Separating/Grouping of Animals Policy**

This document should outline how the business groups dogs together, taking into account different life stages/sizes/energy levels to ensure cohesive social groups and manages multi-occupancy kennels. It should also highlight the importance of separation where required.

- Outline what consent forms are in place allowing dogs to exercise or be walked together
- Outline what consent forms are in place allowing dogs from the same household to share a unit and be separated if needed
- Explain how you prevent competition when giving toys or feeding enrichment (especially in multi-occupancy kennels)
- Discuss how you manage social interactions to ensure harmonious grouping
- Explain when separation during may be necessary

□ **Feeding Policy**

This document should detail the frequency of feeding and water provision, including how often water is changed or topped up. It should also detail monitoring of food and water intake.

- Outline where food is kept on the premises and how it's stored to deter vermin
- Outline how uneaten food is disposed of
- Outline if fridges and freezers are available
- Outline the time and frequency feeding takes place (is this determined by the owners in the registration form?)
- Outline what equipment is needed for feeding (bowls, puzzle feeders etc) and where it's stored
- Discuss when vet advice would be sought and what records would be kept if eating/drinking habits dipped outside of the norm
- Link this policy with the monitoring & ensuring health policy regarding records for inappetence/changes in drinking habits
- Link this policy with the cleaning policy regarding cleaning of bowls and other feeding equipment

If raw feeding is accepted, there must be a separate procedure in place explaining how it's handled and prepared (e.g. gloves & aprons) and where/what equipment is kept for its

preparation. How the cleaning station and associated equipment are disinfected after use must be referenced in the cleaning policy.

□ **Biosecurity/Disease Control and Prevention Policy**

This document should detail how you minimise and control the risk of disease entering the premises

- Outline what measures are in place to stop disease from entering your premises (e.g. all dogs must be two weeks clear of vaccinations, not accepting dogs showing signs of illness)
- Outline what measures are in place to manage zoonoses
- Outline what measures are in place to mitigate illness when taking an animal off site (if applicable)
- Explain parasite control protocol
- Explain vaccinations/booster protocol
- Link this policy to your cleaning policy to show how the premises/associated equipment are kept clean to reduce the risk of disease manifesting
- Link this policy to your isolation policy to show how animals displaying illness are managed

□ **Transport Policy**

This document should outline how often you transport animals and how this is done safely in accordance with good welfare practice and law. This document is applicable even if animals are only transported in an emergency.

- Outline how animals are secured in transit (e.g. doggy seatbelts or crates)
- Outline how young dogs are transported if this differs from adult dogs
- Outline how the temperature is regulated throughout the journey
- Outline which vehicle/s are available
- Discuss what provisions are kept in the vehicle (such as bottled water or blankets) if a journey takes longer than expected
- Link this policy with the cleaning policy to show how the vehicle is cleaned after use
- Link this policy with the emergency policy to discuss the care/management of the animals if there was an accident or if the vehicle broke down

□ **Monitoring and Ensuring Health Policy**

This document should outline how often animals are checked, where observation records are kept and how often they should be filled out.

- Outline when/if grooming or bathing takes place and the frequency
- Outline if basic health checks are performed (checking eyes, nose teeth etc) and the frequency
- Discuss how long would pass before seeking vet advice if a dog were off their food or showing signs of illness/injury
- Explain what extra monitoring processes are in place for young, geriatric or less mobile dogs
- Outline what is in place for medicine management and storage
- Outline under what circumstances changes in behaviour or health are recorded

□ **Isolation Policy**

This document should outline comprehensive steps to isolate a potentially infectious or injured animal.

- Outline where the isolation facilities are on the premises
- If isolation is off-site, discuss how are animals separated prior to transfer to the facility (If isolation facilities are off site, a letter from the vet/appropriate person agreeing to this must be provided)

- Outline what dedicated equipment is kept for isolation (bedding, bowls and any cleaning utensils) and where it is stored
- Outline how equipment specifically kept for isolation is identified so that it is not put in general circulation (e.g. stored in a labelled box)
- Explain how contaminated waste is disposed of
- Outline what PPE is available, where it's stored and how is it disposed of after use
- Explain what barrier nursing provisions and techniques are used to manage infectious disease on the premises
- Explain what provisions are in place for isolating animals on restricted movement due to injury
- Outline how often animals in isolation are monitored and where the records are kept
- Outline how equipment used on/for an infectious animal is disinfected or disposed of after use
- Explain how a dog in isolation would use the toilet (e.g. puppy pads) as they cannot use any shared space including the garden.
- Link this policy with the cleaning policy to detail how the isolation facilities are cleaned

□ **Death and Escape Policy**

This document should outline what would happen in the event of an unexpected death.

- Explain where the deceased animal would be stored on the premises until it could be transported to a vet (e.g. wrapped in a blanket and placed in the coldest part of the residence)
- Outline when the owner or emergency contact would be contacted
- Outline if the licensing officer would be contacted
- Detail what records would be kept

This document should outline what would happen if an animal escaped during their stay.

- Explain when the owner would be notified
- Outline who notifies the microchip company
- Discuss if signs would be placed in the local area or of social media would be utilised
- Outline who else the loss reported to (e.g. local vets, neighbours, dog warden, licensing officer)
- Explain how a search would be carried out
- Explain what provisions are already in place to minimise the chance of escape
- Detail what records would be kept

□ **Emergency Policy**

This document should outline what would happen in different emergency scenarios.

- Include a list of **all** emergency contacts (fire, ambulance, power company, water company, designated key holder etc)
- **Fire** – Outline evacuation routes, what firefighting equipment is available, how animals are evacuated and kept safe during the emergency, smoke & CO2 detector locations & how often they're tested and how frequently emergency drills are practiced
- **Loss of utilities** - Outline how accommodation would be heated or kept cool in the absence of gas or electric. Discuss how water could be provided if it as shut off and how cleaning could be affected. Discuss emergency lighting (such as torches and where they're stored)
- **Extremes of temperature** – Outline what happens if temperatures get too high or low and cannot be controlled adequately. Think about hypothermia or heat stroke and consider breeds that are particularly at risk. Outline who is first aid trained and what records/additional monitoring would be implemented.

- **Extremes of weather lightning storms/flooding/snow** – Outline if monitoring is increased. Discuss what measures would be taken to reduce stress. Explain how traditional exercise and toilet breaks may change.
- **Breakdown of vehicle/accident/traffic jams** - Outline who would recover you. Outline who could collect the animals so they wouldn't need to wait extended periods for recovery. Discuss what additional monitoring would be undertaken & where this would be recorded. Discuss what would happen in the event of an accident whilst animals are in transit. Outline what emergency provisions are kept in the vehicle (e.g. water bottles or blankets)
- **Alternative accommodation if the premises became uninhabitable** - Discuss how the animals would be housed if the premises became uninhabitable (e.g. the emergency contact would be engaged, or they'd be transferred to another licenced premises). Outline who would notify the licensing officer.
- **Alternative accommodation if the licence were revoked or suspended** – Explain that trading would cease immediately and any animals in situ would either be returned to the emergency contact or transferred to another licenced premises. Outline that future bookings would be cancelled until the licence was reinstated. Outline that the business would work with the licensing officer to rectify any outstanding issues so the licence could be reinstated.

Repair and maintenance procedure/programme

This document should outline where and how any repairs or defects are recorded and what maintenance jobs are planned/scheduled for the premises throughout the year. A specific diary or logbook alongside the policy is appropriate

Other Documents

Site plan of premises including dimensions for kennels & exercise areas

This does not have to be to scale but it should show how the premises is laid out and give measurements of the animal accommodation (including isolation) and exercise areas

Public Liability Insurance Certificate

This should be for at least £5 million cover (not to be confused with employers' liability which is different).

List of qualifications & certificates

A list of qualifications, including copies of all formal training certificates and records of informal training that have been undertaken by staff (volunteer or otherwise) and the licence holder/s must be provided.

Training and development plans

The licence holder/s and all staff (including volunteers) must have a training record and development plan.

Activity Specific Documents

Enrichment Procedure/Plan

This document should outline how the premises provides an enriching environment.

- Outline what daily exercise the animals receive including on/off lead and off site
- Outline how each dog is walked or allowed free access in the secure exercise areas for a minimum of 40 minutes per day (taking into consideration life stage and fitness)
- Outline if specific exercise requirements can be requested by the owner and where this information is kept (e.g. the registration form)
- Discuss what additional enrichment opportunities are available for geriatric/young dogs or those that cannot be exercised traditionally
- Discuss what forms of enrichment the premises offers (e.g. play/human interaction, grooming, socialisation, toys, feeding enrichment, paddling pools)
- Outline how often toys/enrichment equipment are checked for damage and replaced
- Link this policy to the cleaning policy to detail how toys/enrichment equipment are kept clean

□ **Difficult Dogs Policy**

This document should outline how difficult dogs and associated behaviours are managed in line with the business

- Outline who is trained to handle difficult dogs
- Explain what would happen if undesirable behaviour was identified
- Outline what equipment is available for handling difficult dogs (e.g. muzzles and catch pole) and where they're stored on the premises
- Outline who/which staff members are trained to manage difficult dogs
- Explain the procedure if it became unsafe to handle a dog (e.g. would they remain at the kennels or would they need to be collected by the owner/emergency contact for their welfare)

□ **A copy of the booking in/registration form and any associated consent forms**

The registration/booking in form must include the following:

- The date of each dog's arrival and departure
- Each dog's name, age, sex, neuter status, microchip number and a description of it or its breed
- A record of any dogs from the same household
- The full name, postal address, contact number & email address of the owner
- The full name, postal address, contact number & email address of the emergency contact
- The name and contact details for the dogs normal vet and details of any pet insurance
- A section for the owner to include any relevant information on medical & behavioural history
- A section for the owner to include exercise restrictions/preferences
- The dates of the most recent parasite treatment (flea & wormer)
- A section for the owner to include dietary requirements/restrictions
- The dates for the most recent vaccinations
- Details on any medical treatment the dog is currently receiving

The consent forms must cover the following:

- Consent for dogs from the same household to share a kennel unit and to be separated if needed
- Consent for dogs to be walked with other dogs
- Consent for dogs from different households to share outdoor space
- Consent for a dog to be seen/treated by a vet and receive treatment/be prescribed medication as needed

□ **A noise management plan (optional higher standard)**

This document should outline how the business minimises noise in the surrounding areas by the implementation of certain physical parameters and ensuring the dogs needs are met

- Outline what is in place to reduce noise carrying and disturbing nearby premises or neighbours (e.g. kennels are insulated, dogs are called back in when barking)
- Outline daily enrichment and exercise opportunities to minimise dogs barking out of boredom
- Explain ongoing positive reinforcement training to minimise barking
- Discuss the design of the kennels which should mitigate noise (e.g. extra insulation or sound absorbing materials)

□ **Individual enrichment plans (required higher standard)**

Each plan should outline what enrichment opportunities are available to individual dogs during their stay in addition to their regular daily exercise. The plan must set out a minimum of two sessions per day and should include preferences/restrictions on activities as advised by the owner or the dogs registered vet.

ALL REQUIRED RECORDS WILL BE CHECKED DURING INSPECTIONS