

Home Boarding - Document Checks

Understanding the Checklist

The documents required to be submitted with the licensing application are assessed against the Licence Conditions and Defra requirements for documentation. This checklist is designed to assist applicants in fulfilling the legal requirements and minimum standards for documentation at the point of application. Recommendations are included for those looking to achieve higher standards.

Areas for specific attention are in **bold**. Address these to meet expected requirement/s.

Within the Checklist there are **legal requirements** and *recommendations*.

Recommendations are in italics. All checks come from the Defra Guidance Documents*: <https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities> (*except data compliance advice).

Legal Requirements are required to be followed. Legal requirements are licence conditions or legislation that explicitly state the need for documentation. This includes the Defra Guidance, description, 'must', or a similar given instruction. Failure to comply with legal requirements will affect your compliance rating.

In the column 'Conditions/Guidance Notes Reference' the 'guide' items come from the Defra guidance. The suggested compliance for a 'guide' item may be different to the method stated by the legal requirement, the condition must still be met.

Recommendations in italics represent much of the document. *Recommendations* are useful to do, they help fulfil higher standards, demonstrate risk compliance and they improve animal welfare. *Recommendations* are practiced by the best premises.

		Conditions / Guidance Notes Reference
Boarding dates and times	Arrival date; departure date (<i>expected and actual</i>)	Specific 17.1(a) - leg
REGISTRATION / BOOKING FORM – REQUIREMENTS		
Animal details	Name; age; sex; neuter status; microchip number; description of breed; number of dogs from the same household; a record of dogs from the same household	Specific 17.1(b), (c) and (d) - leg
Customer home details	Name; address; telephone number; email	Specific 17.1(e) - leg
Customer emergency / destination details	Contact Details – <i>mobile number and/or contact details for holiday location (where available)</i>	Specific 17.1(e) - leg
Local emergency contact	Name; address; telephone number; email	Specific 17.1(f) - leg
Veterinary surgery details	Name; contact details (<i>address; telephone number; email; opening hours</i>)	Specific 17.1(g) - leg
Dogs Own Pet insurance	Details: (<i>company, policy number, phone number</i>)	Specific 17.1(g) - leg
Animal conditions	Relevant medical (including treatment) and behavioural history; and include any restrictions on exercise	Specific 17.1(h)(l) - leg; <i>General 9.4 - guide</i>
Dietary requirements	Diet and related requirements	Specific 17.1(i) - leg; <i>General 6.1 & 7.1 - guide</i>
Vaccinations	A record of the date(s) of most recent vaccinations (<i>also see RECORDS</i>)	Specific 17.1(k) - leg

Parasite treatment	A record of the date(s) of most recent flea and worming treatments (<i>also see RECORDS</i>)	Specific 17.1(k) - leg; General 9.4 - guide,
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Registration / Booking Form – Recommendations		
The following are Requirements , <i>recommended</i> for inclusion in the Registration Form: <ul style="list-style-type: none"> Dogs' own items (15.1) list of all items brought with animal during their stay e.g. beds, toys etc. (see RECORDS) Dogs under 1 year (<i>if applicable</i>) (7.5) documented process (<i>relevant information agreed with the owner</i>) for interaction - requirements e.g. habituation and socialisation. (see PROCEDURES). Documented trial familiarisation (8.2, 13.1) behavioural integration with resident dogs (see RECORDS and <i>Records Written – rec.</i>) 		
Grooming arrangements	<i>Dependent on specific requirements</i>	General 5.3
Enrichment/exercise	<i>Enrichment and exercise programme or alternative requirements (grooming, socialisation, and play) agreed with owner</i>	General 7.1; Specific 15.3
Normal behaviour	<i>Included to aid monitoring of abnormal behaviour</i>	General 7.3
<i>Higher Standards – Written Daily Exercise Regime</i>	<p><i>- A clear plan must indicate 2 walks per dog each day for a minimum of 20 minutes each. There must be an alternative form of enrichment planned for dogs that cannot be exercised for veterinary reasons for the same periods of time.</i></p> <p><i>- Dogs must be exercised at least twice per day. Each dog must have a written daily exercise regime including lead exercise and free running in a secure area. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time. (see <i>Records – rec.</i>)</i></p>	General 7.1; Specific 15.3
Confirmation of details -	<i>Numerous sections at the form end or on a separate form to confirm details include - owners name and signature; date signed; notes on changes to form e.g. new dates for vaccinations and parasite treatments or any minor changes in behaviour from last stay. Use to prevent a new registration form for each stay.</i>	-

CONSENT FORM(S) – REQUIREMENTS		
Enrichment	Consent to enrich with treats and toys	General 7.1 - guide
Sharing space	Consent to share outside garden/space with other dogs	General 7.2 - guide
	Consent to board with dogs from different households	Specific 13.1 - leg
	Consent to keep dogs from the SAME household in the same room.	Specific 13.2 - guide
	Consent to feed in a room with other dogs	General 6.1 - guide
	Consent to feed outside designated room	Specific 14.1 - leg
	Consent to allow dogs to be kept in a room with dogs from other households	Specific 16.1 - leg
Veterinary treatment	Written agreement to determine which vet will be used – owners or business vet	General 9.8 - guide
	Consent to take to a veterinary for preventative treatment	General 9.7 - guide
Walking	Consent to walk the dog off the lead	Specific 15.2 - guide
	Consent to walk outside of the home environment / garden	Specific 15.2 - guide
	Consent to walk with dogs other than those from its household – including resident dogs	Specific 15.2 - guide (General 7.2)
Crates	Consent to use a crate if already habituated and used to it	Specific 13.6 - leg

Programme of enrichment inside and outside	Consent to written programme of environment enrichment inside and outside. Including: - Grooming - Socialisation - Play - Appropriate toy or feeding enrichment (or both)	<i>General 7.1 - guide</i>
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Consent Form(s) - Recommendations		
<i>Veterinary treatment</i>	When issue occurs - consent to allow administration of treatment for external or internal parasites under the guidance of a veterinarian.	<i>General 9.4 & 9.6</i>
<i>Grooming</i>	<i>Consent where grooming is required</i>	<i>General 5.3</i>
<i>Crates</i>	<i>A space to allow the owner to record, in their own words, how a crate is to be used.</i>	<i>Specific 13.6</i>
<i>Confirmation - allocated spaces for</i>	<i>See confirmation of details under Registration Form. Same principle to save a new consent form for each stay.</i>	-

PROCEDURES – WRITTEN - REQUIREMENTS		For reference to when writing
Feeding regimes		General 9.1 (a)(i); General 6.1 - 6.6
Cleaning and disinfection procedure = Cleaning regimes Include: - Designated rooms (general 5.5 guide) - Excreta removal (general 9.5 guide) - Disinfectant products virucidal and bactericidal (general 9.11 guide)		General 9.1 (a)(ii); General 9.5, 9.11 & 5.5; Specific 18.1
Transportation		General 9.1 (a)(iii) & 5.6
The prevention of, and the control of, disease		General 9.1 (a)(iv) & 9.3 - 9.12; Specific 18.2
<u>Monitoring</u> and ensuring the health and welfare of all the animals		General 9.1 (a)(v); General 5.2 - 5.4, 5.7 - 5.9, 6.2, 7.1, 7.3 & 9.13
The <u>death or escape of animals</u> (including the storage of dead animals)		General 9.1(a)(vi), 9.12; Specific 17.2
<u>Care of animals</u> for following: the suspension or revocation of the licence; and facilities failures e.g. heating, cooling, aeration or filtration loss. (see also POLICIES – Emergency policy)		General 9.1(b) & 10.1
<u>Site specific emergency evacuation plan</u> for the extraction of the animals should the premises become uninhabitable including: a telephone list of the emergency services. <small>If dangerous wild animals on site, detail specific plans for their removal and immediate rehoming.</small>		General 10.1 & 10.2
Boarding dogs under 1 year of age (u1)	Document (policy statement) indicating not take u1; or documented process to accommodate needs of u1 including interactions and habituation	<i>General 7.5 - guide</i>

Procedures – Written – Recommendations		
<i>Under 16's</i>	<i>Document how you will safeguard children and dogs</i>	<i>Specific 16.3</i>
<i>Long stay dogs</i>	<i>i.e. record the weight and condition of dogs on arrival and diarise appropriate dates throughout their stay to formally record/monitor weight and condition. (see RECORDS)</i>	<i>General 6.2</i>

POLICIES – WRITTEN – REQUIREMENTS		
Emergency policy	To include dealing with extremes of temperature and weather conditions (both hot and cold) (see above PROCEDURES – ‘site specific emergency evacuation plan’)	General 10.1 - leg & guide
Staff training policy or Licence holder training	Documented to demonstrate the following: - Annual review and update. - Staff annual appraisal. - Planned continued professional development. - Recognition of knowledge gaps.	General 4.3 - leg & guide

	- Use of learning media e.g. online/books. - Up-to-date research and development of species needs.	
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Policies – Written – Recommendations		
Policy for monitoring new dogs coming into the home	Demonstrates how newly introduced dogs may be separated if required (is a procedure but in Defra guidance it states it as a policy)	General 8.2
Policy for protection of resident cat or another animal	Demonstrates how stressors would be mitigated to protect animal welfare	General 8.2
Maintenance	A planned maintenance repair and replacement policy for infrastructure and equipment (see Records – rec.) Include what needs maintenance for you.	Risk 3c

Plan - REQUIREMENT		
Preventive Healthcare Plan	Agreed with the vet (<i>signed</i>) the licence holder is registered with.	Specific 18.2 - leg

RECORDS – REQUIRED – to be checked on visits			
<i>Monitoring records will be present to gain a low risk score for Risk 4c. To gain a low risk score for Risk 3b records will include evidence where risks are present. (It is recommended the proposed solution or actions taken are also recorded – see Additional Notes 6 – Daily Checklist)</i>			
Recent dog treatments	Vaccinations;		Specific 17.1(k) - leg (9.4)
	Worming and flea treatments		Specific 17.1(k) - leg (9.4)
Trial familiarisation	Behavioural integration with resident dogs and home environment		Specific 13.1 - guide, 7.2)
List	Dogs' own items	Record of items brought with dog(s)	Specific 15.1 - guide
Monitoring concerns recorded	Feeding	Inappetence & weight gain/loss	General 6.2 - leg
	Behaviour	Recorded in relation to - pain; suffering; injury; stress; fear; aggression; anxiety	General 9.13 - leg, (General 7.3)
		Any assessment records kept or notes on advice sought (including vet advice)	General 7.3 - guide
	Faeces and urine	Abnormalities recorded	General 9.13 - guide
Training (also see POLICES)	Evidence	Certificates held and / or annual training records	General 4.3 - leg; (General 4.2); Risk 3d
	Staff	Documented Annual Appraisal	General 4.3 - guide

Records – Recommendations			
Trial familiarisation	Behavioural integration with other resident animals (cats, rabbits etc.)		Specific 13.1
	Walking different dogs together		General 7.2
Veterinary Intervention Record (Blank)	If sick or injured dogs any veterinary instructions for treatment must be recorded. Include concerns, action taken, monitoring notes and what done. Record available for use if required.		General 9.2
Euthanasia Record (Blank)	Details of vet undertaking the euthanasia must be recorded include if consent was given / if not, why not. Record available for use if required.		General 9.12
Maintenance	Pre-enter diary dates for common regular maintenance; infrastructure (home e.g. gas electric, fencing etc.); and equipment (toys, bowls, bedding etc.). In diary write - checks done; contact made with competent persons (gas & electric); issues e.g. why not done; or why unexpected maintenance arisen. (see Polices-rec)		Risk 3c

<i>Higher Standards –Written Daily Exercise Regime</i>	<p>- A clear plan must indicate 2 walks per dog each day for a minimum of 20 minutes each. There must be an alternative form of enrichment planned for dogs that cannot be exercised for veterinary reasons for the same periods of time.</p> <p>- Dogs must be exercised at least twice per day. Each dog must have a written daily exercise regime including lead exercise and free running in a secure area. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time. (See Registration / Booking Form – Recommendations above)</p>		General 7.1; Specific 15.3
Monitoring concerns recorded - include proposed solutions or actions taken.	<i>Behaviour</i>	Recommend normal behaviour recorded on registration (see Registration– rec.)	General 7.3
	<i>Feeding</i>	Competition between dogs	General 5.8
	<i>Long stay dogs</i>	Any problems recorded including weight gain / loss as above and evaluation by veterinarian recorded.	General 6.2 - leg
Training (also see POLICES and RECORDS)	<i>Staff</i>	Planned training programme for review and assessment of competency	Risk 4d
		Annual training on Specific Procedures – Staff sign off understanding	-
	<i>All</i>	Recommend 5 hours annual training documented	Risk 4d
		Higher Standard - Level 3 OFQUAL qualification or equivalent present during working day	General 4.2
Feedback documented	Demonstrates a willingness to listen, address issues and improve. Record of actions taken, or reasons they are not		Risk 2b
Daily staff rota – indicating current training level	Completed records indicate staff are competent or supervised where needed; not over worked; and there is enough time for monitoring		Risk 4b, Risk 3d

Throughout:

- *Italics* = Recommendations.

- **Bold** = Specific documentation areas not met on the documents submitted.

Conditions / Guidance Notes Reference:

- 'leg' = Legal requirement / a condition that must be followed.

- 'guide' = A requirement specifically stated in the Defra guidance document. Alternatives that meet the required condition / legal requirement may be possible for 'guide' items. Alternatives require approval from the inspecting officer.

- Risk numbering corresponds to the CBC 'Risk Scoring Table – Information for Licence Holders'

Additional Notes on Documentation

1. Recommended **review dates** are entered in the footers of all documents and review of them undertaken when stated (Risk 3b & 4a).

2. It is recommended a **record of what has been reviewed**, is kept demonstrating document review. Good review records will indicate where changes have been made and save assessment time.

3. **Keep all documents for 3 years** (2.1 & 2.2) and **ensure they are always**

available for inspection (Risk 4c. 'Records' include those in the tables above; and along with any other maintenance or testing documents associated with the licenced premises/business.

4. All 'REQUIRED' documents are in place to ensure:

a) A **lower risk rating** is gained under 'appreciation of hazards / risks - general', **Risk 3b**, where hazards to staff and animals need to be clearly understood, properly controlled, reviewed and appropriate supporting evidence available.

b) A **lower risk rating** is gained under 'welfare management procedures – written procedures', **Risk 4a**, written procedures / polices need to be clearly documented, implemented, and reviewed appropriately.

5. Information to Client

To be provided before the stay:

- Vaccinations must be completed two weeks before boarding (Condition 9.4).
- Registration and consent forms need to be completed, signed, and dated before boarding commences.
- Please inform the host if your bitch is or is likely to be coming into season during their stay. This is because entire males and in season bitches cannot be accepted for boarding at the same time (Condition 16.2)

To be provided at the time of boarding if not supplied prior:

- Evidence of up-to-date vaccinations (9.4) (vaccination card) (17.1 k)
- Dates of last treatment for external (flea) and internal (worming) parasites (9.4) & (17.1k)
- Any written veterinary advice including for prescribed medicines (9.9) or other welfare requirements.
- Manufacturer's instructions and any veterinarian instructions on a dog's medication (9.10)
- Freshly cleaned and disinfected dog equipment (18.1).
- A list of the items accompanying your dog (15.1) (or photo of all items accompanying your dog)
- A list of any additional information / updates about the dog - since last registration form was completed.

6. Daily Checklist – prompt for monitoring record

Required Concerns/ Abnormalities:

- Inappetence (6.2)
- Weight gain or loss (6.2)
- Any pain, suffering, injury (7.3)
- Stress, fear (7.3)
- Aggression or anxiety shown (7.3)
- Absence of faeces and urine and action taken (9.13)

Dogs u1 Checks (when applicable) (7.5):

- people interactions
- dog interactions

- other animals
- exposure to noise
- objects and
- activities

Recommended Records:

- *Environment concerns or incidents:*
 - *temperature regulation*
 - *behaviour needs*
 - *noise exposure reaction (5.2)*
- *Grooming undertaken (5.3) (any particular attention to coat, teeth, ears & nails)*
- *Any parasites found (5.3)*
- *Enrichment items checked daily (7.1) (23.2):*
 - *removed items logged*
 - *relevant conditions of items noted &*
 - *competition issues noted*
- *Medication administered (date, timings, and dose) (9.6, 9.7, 9.9, 9.10)*
- *Feedback received and actions taken (Risk 2b) (see Records - rec.)*
- *Any maintenance, repair issues - structure or equipment record what do (Risk 3c) (see Policies- rec. and Records- rec.).*
- *U1's general behaviour and exposure recorded and fed back to the owner (see PROCEDURES)*