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12<sup>th</sup> November 2014

Dear Sir/Madam

### **REGULATORY AND LICENSING COMMITTEE**

A meeting of the above mentioned Committee has been arranged to take place on **THURSDAY 20<sup>TH</sup> NOVEMBER 2014** at **6.00 p.m.** in the **COMMITTEE ROOM**, District Council House, Lichfield to consider the following business.

Yours faithfully



Strategic Director

To: **Members of Regulatory and Licensing Committee:**

Councillors Derrick (Chairman), Yeates (Vice Chairman), Mrs Barnett, Mrs Bacon, Mrs Constable, Constable, Drinkwater, Mrs Eagland, Powell, Salter, Smedley, Mrs Stanhope MBE, Taylor, Walker MBE, and Warfield.



## AGENDA

1. Apologies for absence
2. Declarations of Interest
3. To approve as a correct record the Minutes of the Meetings held on 20<sup>th</sup> May 2014 and the special Meeting held on the 25<sup>th</sup> June 2014 (Copy attached)
4. Chairman's Update (Verbal report)
5. Proposed Temporary Diversion of Public Footpaths at Milestone Way Burntwood - No. 15 (Burntwood) and No. 0.333 (Burntwood) (Copy attached)
6. Responsible Bodies Groups (Copy attached)
7. Food Safety Service Delivery Plan 2014 - 2016 (Copy attached)
8. Review of Cattery Conditions (Copy attached)
9. Minor Review of Taxi Licensing (Copy attached)
10. Street collections 2015 (Copy attached)
11. Work Programme (Copy attached)

### Briefing Papers

Members have asked that we seriously address the use of agendas – both the length and the volume. One of the ways is to provide certain items in a format. The suggestion is that we will from time to time provide briefing papers for members on issues on which Members need to be informed. This is an alternative to placing items on the agenda, enabling us to focus the meetings on the business in hand.

If Members wish the paper to be discussed it can then be scheduled for a future meeting or individual briefings arranged however, Members must give specific reasons for their request.

#### List of Briefing Papers Issued Separately:-

Review of Polling Places and Polling Districts

# REGULATORY AND LICENSING COMMITTEE

20 MAY 2014

**PRESENT:** Councillors Derrick (Chairman), Mrs. Bacon, Mrs. Eagland, Mrs. Stanhope MBE, Smedley, Salter and Warfield

**(APOLOGIES FOR ABSENCE** were received from Councillors Mrs. Barnett, Drinkwater, Powell, Taylor, Walker MBE and Yeates (Vice-Chairman))

## 18 DECLARATIONS OF INTEREST

There were no declarations of interest.

## 19 MINUTES

The minutes of the meeting held on 18 February 2014, as printed and previously circulated were taken as read, approved as a correct record and signed by the Chairman.

## 20 MOBILE HOMES ACT 2013

At the last committee meeting Councillors had received a report on the changes in legislation governing mobile home sites following the passing of The Mobile Homes Act 2013 and delegated authority for officers to be authorised under the Act to use the full range of powers was approved on 24 February 2014 by Full Council. The Director of Community, Housing and Health sought the adoption of the Mobile Homes Fees Policy, which allows Local Authorities to recover costs for exercising their licensing functions including charging site owners a fee for applying for a site licence, an annual charge and recovery of enforcement costs.

It was agreed that the Policy and Fees submitted should be supported.

**RESOLVED:** That the fees and the Mobile Homes Fees Policy be adopted as set out in appendix 1 of the submitted report.

## 21 PROPOSED DIVERSION OF PUBLIC BRIDLEWAY NO 57 IN THE PARISH OF COLTON

Details of a request to divert a Public Bridleway in the Parish of Colton following the grant of planning permission for an irrigation reservoir were reported. It was noted that no objections had been received following informal consultations.

**RESOLVED:** (1) That a Public Footpath Diversion Order be made under the Town and Country Planning Act 1990 to be known as The Lichfield District Council (Bridleway No. 57 in the Parish of Colton) Public Bridleway Diversion Order 2014.

(2) That the Strategic Director – Democratic, Development and Legal Services be authorised to take all necessary action.

## **22 WORK PROGRAMME**

In considering future items it was suggested that reports on the licensing of Narrow Boats, the disposal of garden waste and the opening hours of the Civic Amenity Site in Trent Valley Road could be included.

**RESOLVED:** That the Work Programme as submitted be agreed, with the other items suggested being included if appropriate.

## **23 MR T. R. MATTHEWS**

The Chairman informed Members that this was the last meeting that Mr T. R. Matthews (Environmental Health Manager) would be attending before he left the employment of the District Council.

**RESOLVED:** That the thanks of the Committee for the work done by Mr Matthews be recorded and that he be given best wishes for the future.

(The meeting closed at 6:25pm)

CHAIRMAN

# REGULATORY AND LICENSING COMMITTEE

25 JUNE 2014

**PRESENT:** Councillors Derrick (Chairman), Mrs Barnett, Drinkwater, Mrs Eagland, Powell, Salter, Smedley and Warfield.

**(APOLOGIES FOR ABSENCE** were received from Councillors Mrs. Bacon, Mrs Constable, Constable, Mrs Stanhope MBE, Taylor and Walker MBE.)

## 29 DECLARATIONS OF INTEREST

No Declarations of Interest were made.

## 30 BOUNDARY COMMISSION REVIEW

Members were reminded that the Local Government Boundary Commission for England were now in Phase three of a consultation process on the proposed number of Members of the District Council and a Review of Wards. Several meetings of a Working Group set up to consider the proposals put forward by the Boundary Commission had been held and the views of the Working Group were submitted.

It was agreed that the schedule put forward should be agreed for submission to Full Council subject to some wording amendments. It was noted that, subject to any decisions made at Full Council, the Labour Group were likely to submit their own response to the Boundary Commission.

**RECOMMENDED:** 1) That Council be asked to agree the suggested submission put forward by the Working Group, as amended by the Committee, so that it might forwarded to the Local Government Boundary Commission for England in response to their consultation exercise.

2) That Council be asked to delegate authority to the Strategic Director – Democratic, Development and Legal Services to submit any detailed comments arising out of consideration of the practicalities of the proposals put forward by the Local Government Boundary Commission for England.

3) That the thanks of the Committee to the Working Group, particularly the Chairman, be recorded having regard to the considerable amount of work undertaken in considering the response of the District Council.

(The meeting closed at 6:40 pm)

CHAIRMAN

**REPORT FOR DECISION**

**SUBMISSION TO REGULATORY AND LICENSING COMMITTEE**

**Date: 20 November 2014**

**Agenda Item: Item No. 5**

**Contact Officer and Telephone No. Carol Pepper: 308072**

**SUBMISSION BY STRATEGIC DIRECTOR - DEMOCRATIC DEVELOPMENT AND  
LEGAL SERVICES**

**PROPOSED TEMPORARY OF PUBLIC FOOTPATHS AT MILESTONE WAY, BURNTWOOD –  
FOOTPATHS NO. 15 AND NO.0.333 IN THE PARISH OF BURNTWOOD**

**1. Purpose**

- 1.1 To consider an application received from Taylor Wimpey West Midlands for the temporary diversion of public footpaths No.15 and No. 0.333 in the Parish of Burntwood, to enable the proposed development at Milestone Way, Burntwood to take place should the Planning Application be approved

**2. Summary**

- 2.1 The proposed diversions of Public Footpaths No.15 and No.0.333 in the Parish of Burntwood are being sought Taylor Wimpey West Midlands. The diversion is necessary to allow for the development of the site at Milestone Way, Burntwood.

**3. Detail of Report**

- 3.1 An application for planning permission to develop the site at Milestone Way, Burntwood is to be considered by the Council's Planning Committee. The developer wishes to have in place diversions to the footpaths on a temporary basis prior to development commencing on site
- 3.2 Attached at **APPENDIX A** is a plan showing Footpath No.15, the existing Public Footpath is shown as a bold black line (A to G) 742m. The proposed route of the footpath is shown by bold broken dashes (A to B to C to D to E to F to G).
- 3.3 The existing footpath No.15 (point A to G) runs along the eastern boundary of the site in a south easterly direction the proposed diversion will take the route round the western side of the site boundary joining the existing route at point G, a distance of 1065m. Footpath No.15 is currently blocked.

- 3.4 Attached at **APPENDIX B** is a plan showing Footpath No.0.333, the existing Public Footpath is shown as a bold black line (A to F) 489m. The proposed route of the footpath is shown by bold broken dashes (A to B to C to D to E).
- 3.5 The existing footpath No.0.333 (point A to F) cuts across the field in a south easterly direction the proposed diversion will take the route round the western side of the site boundary, a distance of 714m.
- 3.6 Following completion of the development it is proposed that the temporary diverted routes will become permanent and Public Footpath 0.333 (A) to (F) will be extinguished.

#### **4. Financial Implications**

- 4.1 Administrative and advertisement costs will be incurred in the making of the Public Footpath Order, however, these will be covered by the application fee for diversion of the public footpath plus a separate charge for the advertisement costs.

#### **5. Environmental Issues**

- 5.1 None

#### **6. Strategic Plan Implications**

- 6.1 None

#### **7. Consultation**

- 7.1 An informal consultation has taken place with Outside Bodies and Local Ward Members and there are no outstanding objections.

#### **8. Recommendation**

- 8.1 That following the granting of Planning Permission, a Temporary Public Footpath Diversion Order be made under the Town and Country Planning Act 1990 to be known as The Lichfield District Council (Footpaths No. 15 and No. 0.333 in the Parish of Burntwood) Public Footpaths Diversion Order 2014.
- 8.2 That the Strategic Director – Democratic, Development and Legal Services be authorised to take all necessary action.



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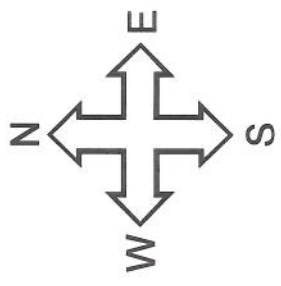
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 Date: 07/11/2014  
 Drawing No:

Drawing Prepared by:  
 Gareth Thomas - GIS Manager

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 Central Meridian: -2.0000  
 Scale Factor: 0.9996  
 Latitude Of Origin: 49.0000  
 Units: Meter



**Legend**  
 Diversion of public Footpath - Burntwood 15

**NAME**

- Proposed Diversion of Public Right Of Way - Burntwood 15
- Public Right Of Way - Burntwood 15





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**Document Name:**  
 PROW\_Defrag

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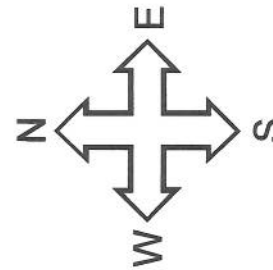
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 Gareth Thomas - GIS Manager

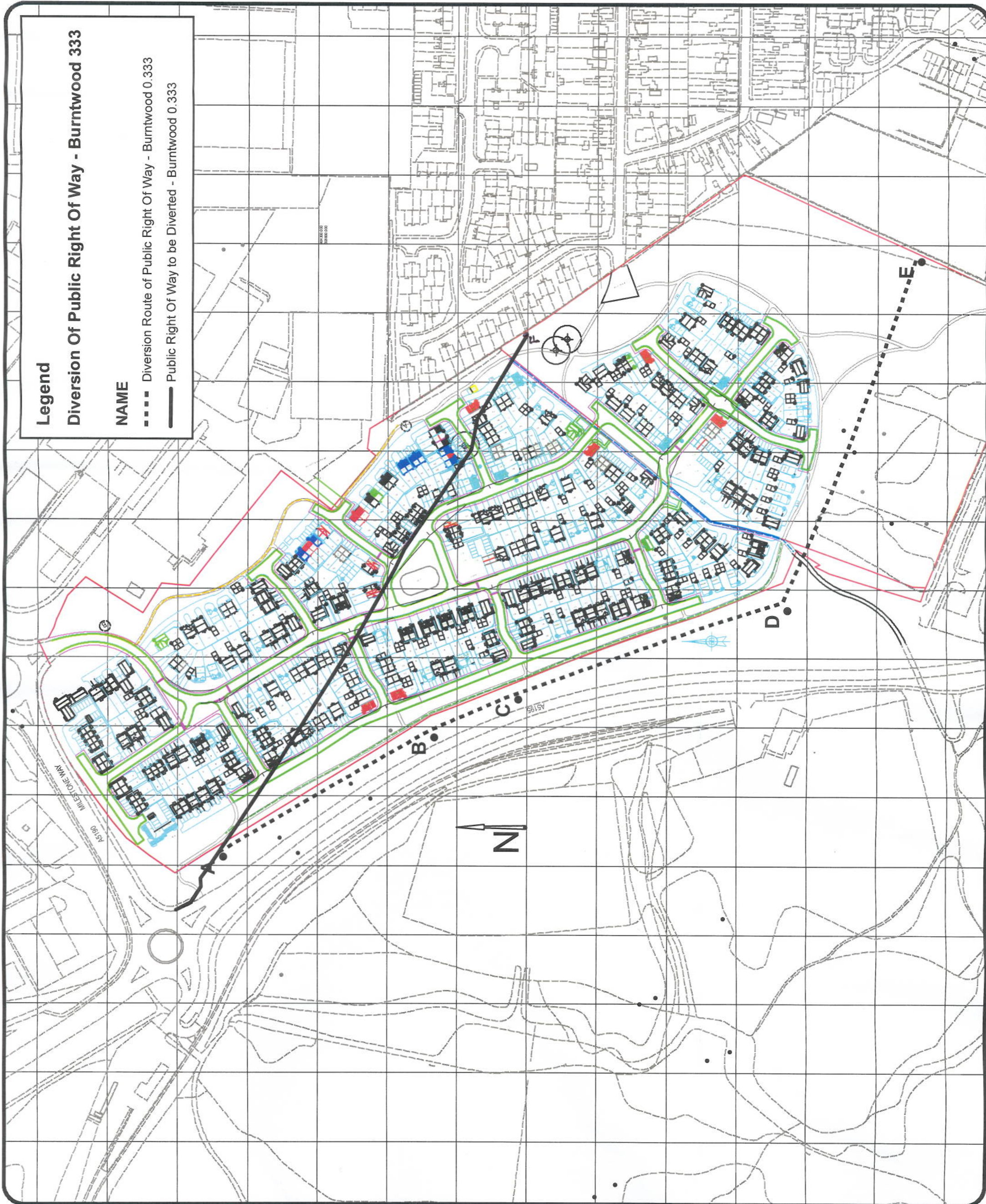
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 Latitude Of Origin: 49.0000  
 Units: Meter



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**Legend**  
**Diversion Of Public Right Of Way - Burntwood 333**

- NAME**
- - - - - Diversion Route of Public Right Of Way - Burntwood 0.333
  - Public Right Of Way to be Diverted - Burntwood 0.333





## REGULATORY AND LICENSING COMMITTEE

Date: 20 November 2014

Agenda Item: 6

Contact Officer: Jenni Coleman

Telephone: 01543 308005

### RESPONSIBLE AUTHORITIES GROUP (RBG)

#### 1. Introduction

Tackling alcohol misuse has been identified as a priority for strategic partners for some time. This is not only because its effects are so damaging and far reaching, it is also because treating and reacting to them is hugely costly to the public purse. The factors supporting the continued growth of this problem are multi-faceted and complex in nature and partners have recognised that to reverse this situation their response must be equally comprehensive.

Following a multi agency Conference in October 2012 a Staffordshire and Stoke-in-Trent Responsible Bodies Group (SSRBG) was set up to facilitate a co-ordinated response to liquor licensing and alcohol related issues across Staffordshire and Stoke-on-Trent.

In response to this a Lichfield District Responsible Bodies Group (RBG) has been set up that will lead the strategic development around alcohol issues within the District. The Lichfield District RBG will report to the Staffordshire and Stoke-on-Trent Responsible Bodies Group (SSRBG) that reports to the Staffordshire Alcohol and Drugs Executive Board, to which it is accountable. It is proposed to incorporate this new group into the remit of the Safer Community Partnership.

#### 2. Lichfield District Responsible Bodies Group

The aim of the RBG is to make a real difference to the health and wellbeing of local people by effective and consistent application of alcohol issues including licensing through education and enforcement.

Representatives include members from the:

- District Council's Licensing Section
- District Council's Environmental Health Section
- Staffordshire Police Licensing
- Lichfield Local Policing Unit
- Public Health
- Staffordshire Trading Standards
- Staffordshire Fire and Rescue
- Lichfield District Safer Community Partnership
- Local Enterprise Partnership
- SCC District Commissioner
- Entrust

An action plan will be produced, based on local knowledge that will support the county group where applicable, and monitored by the Community Safety Partnership.

### **3. Recommendations**

1. To agree with the proposal to incorporate the Responsible Bodies Group into the remit of the Community Safety Partnership.
2. A further report is brought to the group to update members of progress.

# SUBMISSION TO REGULATORY AND LICENSING COMMITTEE

Date: 20 November 2104

Agenda Item: 7  
Food Service Delivery Plan

Contact Officers: Gareth Davies  
Mark Smith

Tel: 01543 308741  
01543 308746

## SUBMISSION BY GARETH DAVIES – ENVIRONMENTAL HEALTH MANAGER

### THE FOOD SAFETY SERVICE DELIVERY PLAN 2014-16

#### 1. Purpose of Report

- 1.1 To recommend the Regulatory & Licensing Committee consider and approve the Food Safety Service Delivery Plan for 2014-16.

#### 2. Summary

- 2.1 It is essential the delivery of Food Safety enforcement is undertaken in an approved and regulated manner in compliance with Government requirements.
- 2.2 Service delivery plans for food safety enforcement are a fundamental part of the process to ensure national priorities and standards are addressed and delivered locally, taking account of local needs.
- 2.3 The Food Safety Service Plan for 2014-16 is detailed in **Appendix A** for consideration and approval.
- 2.4 Highlights of areas of work we hope to deliver and improve upon in 2014-16 includes:-
- the undertaking of approximately **700** intervention/inspection visits to premises
  - to implement the new Food Law Code of Practice England 2014.
  - to improve the percentage of broadly compliant premises
  - to support food business 'Start ups' to achieve a 4 rating or above
  - undertake a service review
  - undertake allergen information and education in catering establishments
  - dealing with complaints, requests for advice, food alerts, planning applications and infectious disease control
  - carrying out food sampling



- to develop our existing '**Primary Authority**' relationships and seek further opportunities for partnerships with other businesses.
- to secure resources through the Food Standards Agency (FSA) to provide coaching for non compliant takeaway premises
- to secure resources through the Food Standards Agency (FSA) to implement the new sampling database (UKFSS)
- to secure resources through the Food Standards Agency (FSA) to implement a sampling program designed by the FSA.

### **3. Recommendations**

- 3.1 Members approve the Food Safety Service Delivery Plan 2014-16 contained in Appendix A.

### **4. Consultation**

- 4.1 Regular feedback about our service is received from our stakeholders in a number of ways:-
- through customer satisfaction surveys
  - comments during inspection
  - course assessments
  - e-mail and 'ratemyplace'
- 4.2 The Plan has been developed through this feedback and is publicised on our website. Comments are welcomed and are considered during the following years planning process.

### **5. Community Benefits**

- 5.1 The delivery of our food service helps protect and improve the public health of those living in our community in connection with the consumption of food and to protect the interests of consumers.

### **6. Financial Implications**

- 6.1 There are no additional implications. Appropriate financial provision for Food Safety enforcement work is provided within the current Budget for Environmental Health Services.

### **7. Human Rights Issues**

- 7.1 We will protect the rights of individuals and businesses by:-
- ensuring we are delivering services to all communities equitably, proportionally and consistently, taking into account the personal beliefs, race, age, disability, gender and sexuality of all our customers.
  - a consistent, proportionate and fair approach to enforcement across the District.

### **8. Crime and Community Safety Issues**

- 8.1 By carrying out functions around food safety we hope to protect the public health of those living in our community and the interests of consumers in connection with the consumption of food.

## **9. Risk Management Issues**

- 9.1 By ensuring we follow our Work/Improvement Programme contained in the Service Plan we will continue to help protect, promote and regulate food production and the consumption in our area.
- 9.2 The Food Standards Agency (FSA) monitor and regulate our performance in food safety activities. The service performance needs to be maintained, and continually adapted in accordance with new guidance, to minimise the risk of action being taken by the FSA.

### **Background Documents:**

Food Standards Agency's Framework Agreement 2010

### **Appendix A**

Food Safety Service Delivery Plan 2014-16



# Food Safety Service Delivery Plan 2014 - 2016

Food Safety

Inspection Services

Advice & Help

Disease Control

Education

Partnership with Business

Liaison

Effective Delivery

Quality

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## Foreword

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## References

**Appendix 1 – Food Safety in the Environmental Health Structure**

**Appendix 2 – Governance Structure & Food Safety Reporting**

**Appendix 3 – Useful Contacts**

**Appendix 4 – Performance Indicators for Food Inspections**

**Appendix 5 - A Breakdown of Net Expenditure for Food Safety by Activity  
from 2012 - 2016**



## FOREWORD

Lichfield District is a growing centre of culture and heritage. Together with its relatively affluent resident population, the tourism industry has led to the development of a thriving and vibrant day and night time economy which is supported by nearly 1000 food businesses including some of Staffordshire's finest and award winning eateries. There has been an increase of over a 100 premises since the last plan.

Whether it is a lunchtime sandwich, three course meal or food which is produced in the area, we want to ensure that all food available to the residents, employees, visitors and the wider public is safe and healthy. Our role is to help food businesses deliver products which are safe and are produced from premises which are hygienic and properly controlled, thereby allowing the business to grow and thrive. It is also to provide information to the public to help them make informed choices about what and where to eat, through education and promotion.

Recently residents were surveyed (Fit for the Future – Your View) and were asked for their view on the importance of our Statutory Services. 95.5% felt that it was important to keep our restaurants safe and clean compared to 3.1% who felt this wasn't important.

This year we have produced a Plan setting out our Food Service Delivery priorities for the coming 2 years. The changes introduced by the Food Law – Code of Practice (England) 2014 have been incorporated. This Plan is developed in order to meet the requirements of the 'Food Standard Agency's Framework Agreement on Local Authority Food Law Enforcement' and covers, in detail:

- ❖ the aims and key priorities of the services provided
- ❖ the organisational structure and the scope of the services provided
- ❖ the ways in which the service will be delivered and the targets for its delivery
- ❖ the human and financial resources involved in providing the service
- ❖ the ways in which the quality of the service will be monitored and improved upon
- ❖ the ways in which the service will be reviewed and improved upon

The Food Safety Service Delivery Plan will next be reviewed in spring 2016. However, before then the Council would welcome not only feedback on the current Service Plan, but also suggestions from interested parties on what they feel should be included in future plans.

This Delivery Plan is available on our website [www.lichfielddc.gov.uk](http://www.lichfielddc.gov.uk)

Comments, observations and any suggestions for improvement should be sent for the attention of Gareth Davies, Community, Housing and Health, Council House, Frog Lane, Lichfield, Staffordshire, WS13 6ZE, or by e-mailing him at [gareth.davies@lichfielddc.gov.uk](mailto:gareth.davies@lichfielddc.gov.uk)

**LICHFIELD DISTRICT COUNCIL**  
**FOOD SAFETY SERVICE DELIVERY PLAN 2014-16**

**INTRODUCTION**

The Council recognises the important role it plays in securing the safety of food consumed in the District. This plan's key focus is to demonstrate how the Council will fulfil its statutory obligations and duties in relation to food safety.

The stated aim of the Food Standards Agency is to ensure that food law enforcement is undertaken by the various agencies in a more effective, comprehensive and collaborative manner. This Food Safety Service Plan sets out to achieve these objectives.

Underpinning our Food Safety Service is the ethos of ensuring we are delivering services to all communities equitably, proportionally and consistently, taking account the personal beliefs, race, age, disability, gender and sexuality of all our customers.

## SECTION 1: SERVICE AIMS & KEY PRIORITIES

### 1.1 SERVICE AIMS

To contribute to the Lichfield District Council's corporate commitment to **'help deliver enhanced quality of life for people who live in, work and visit our district, which relies on improved economic, social and environmental well-being across the district'** by protecting and improving the public health of those living in our community in connection with the consumption of food and likewise to protect the interests of consumers in relation to food.

1. To provide a food service in Lichfield District, to the public and businesses alike, that is **equitable, proportional, consistent, helpful, open and takes into account equality issues.**
2. To actively contribute to the **Food Standards Agency's Strategy for 2011-2015** and its key strategic objective to ensure **safer food for the nation**. To achieve this the Food Standards Agency with its partners e.g. local authorities wants to concentrate on six key outcomes:-
  1. foods produced or sold in the UK are safe to eat.
  2. imported food is safe to eat
  3. food producers and caterers give priority to consumer interests in relation to food
  4. consumers have the information and understanding they need to make informed choices about where and what they eat
  5. regulation is effective, risk-based and proportionate, is clear about the responsibilities of food business operators, and protects consumers and their interests from fraud and other risks
  6. enforcement is effective, consistent, risk-based and proportionate and is focused on improving public health
3. The underpinning outcome for us as a Local Authority Food Service is that of **effective regulation**. To achieve this we aim to follow the headline priorities for regulation laid out by the Food Standard Agency and ensure compliance with the Regulators Code produced by the Better Regulation Delivery Office:-
  - secure effective enforcement and implementation of policies that protect consumers from risks related to food and from fraudulent or misleading practices, targeting the areas where there is highest risk.
  - develop our knowledge of what works in driving up business compliance with regulations.
  - safeguard consumers by making it easier for business to comply with regulations, and minimise burdens on business.

- The implementation of the commitments made within the two Regulatory Charter's agreed by local authorities, regulators and the business community within the Stoke-on-Trent & Staffordshire Local Enterprise Partnership area and the Greater Birmingham and Solihull LEP.

4. To provide a regulatory environment that promotes success in business so that they thrive and can contribute to the local economy whilst continuing to provide public protection.

## 1.2 KEY PRIORITIES

- 1.2.1 In order to achieve our stated service aims, we need to set out some key priorities for our Food Safety Service Delivery. These key priorities are:-

- To ensure that interventions are carried out commensurate with the principles of risk, at food premises within the district, to help them comply with the relevant food laws.
- To ensure as far as reasonably practicable, that imported food used or sold in premises within the District complies with UK and European Food Law.
- To ensure as far as reasonably practicable, that no illegally produced food is used or sold in premises within the District e.g. meat or meat products from unauthorised plants.
- To ensure food complaints are investigated.
- To develop partnerships with small local businesses and larger national companies based in our district, which will help to provide consistent and proportional advice on food safety issues at both local and national levels (Primary Authorities).
- To undertake a food sampling regime based on local and national priorities.
- To provide informed and helpful advice to businesses and the public alike on matters relating to food safety.
- To act on food safety alerts promptly and in a manner that is proportionate to the risks involved.
- To play an active role with neighbouring local authorities in the Staffordshire and Shropshire Chief Environmental Health Officers Food Liaison Group in order to ensure a consistent approach to food law enforcement.
- To contribute to national and local campaigns that enable, motivate, educate and inform all citizens of matters relating to food safety. (Such as Food Safety Week)



- To provide help, advice and support to consumers to protect health and promote healthier lifestyles and consumer choice.
- To review the way we deliver our food service annually that takes into account recognised performance targets and standards.

### 1.3 LINKS TO CORPORATE OBJECTIVES & PLANS

1.3.1 This Food Safety Service Delivery Plan links closely with the strategic themes laid out in **A Plan for Lichfield District 2014-2016**. These essentially govern how the Council in future will deliver its services based on local aspirations, needs and priorities.

1.3.2 To help deliver this objective the Council has identified 3 key '**Themes**' of which are interlinked and built on a **foundation** which is 'a desire to be a good council that provides the community leadership and delivers value for money and services that people want. This aim will be performance assessed and measured alongside our achievements under our key **Themes**.'

Our 3 key '**Themes**':-

- ✓ **We'll support local people**... to ensure our district is a place where everyone shares in an improved quality of life and community well-being.
- ✓ **We'll shape local places**... to ensure our district is a place where people love to live, work and visit, with a high quality residential, community and commercial environment.
- ✓ **We'll boost the local economy**... to ensure our district is a place where businesses and enterprise can flourish, and there is a vibrant economy.

Underpinning these 'Themes' is the principle of **partnerships with the community, business, voluntary organisations and government agencies**.

Different elements of our Food Safety Service make vital contributions to these key '**Themes**'.

1.3.3 Our Food Safety Service Delivery Plan will contribute to the **theme** of '**supporting local people**' by:-

- ensuring we are delivering services to all communities equitably, proportionally and consistently, taking account the personal beliefs, race, age disability, gender and sexuality of all our customers.
- providing help, advice and support to consumers to protect health and promote healthier lifestyles and consumer choice e.g. (Rate My Place; National Food Hygiene Rating Scheme; Health Promotion).
- providing transparent, robust and consistent approaches to investigating and resolving consumer complaints about food and food businesses

Our Food Safety Service Delivery Plan will contribute to the **themes** of **'shaping local place and boosting the local economy'** by:-

- Ensuring consistent, proportionate and fair approach to enforcement is carried out across the District.
- An ongoing commitment by the food service team within Lichfield DC to use regulation to provide a level trading platform that is fair to all business; to communicate consistent accurate advice and support in regard to regulatory controls; and to target our resources on those businesses that have no intention of following the rules.
- Providing appropriate, targeted, specific, transparent and robust advice support to existing businesses when requested and to new businesses prior to a rating inspection and through primary authority / home authority partnerships.
- Pro-actively providing support and taking targeted, proportionate risk based enforcement action, including inspections, coaching and education.
- Supporting major businesses in the district through Primary Authority arrangements to ensure they get assured and consistent advice on regulatory compliance.
- Actively participating in initiatives on regulatory reform as part of the Greater Birmingham Local Enterprise Partnership and the Stoke-on-Trent & Staffordshire Local Enterprise Partnership.

Our Food Safety Service Delivery Plan will be delivered **'through performance management of our achievements around our key themes'** by:-

- identifying what we currently are delivering in our Food Safety Service;
- setting out what we want to do between 2014-2016 in a work programme based on government and local agendas; and
- highlighting the key changes to our Food Safety Service to ensure our key priorities are delivered in an efficient and affordable way, within given timescales which we can be measured against.

1.3.4 Performance of our service is measured against national and local targets such as:-

- % of food establishments in the area which are broadly compliant with food hygiene law.
- % of premises inspected of those due.
- % improvement in 0, 1 and 2 hygiene rated premises by category in that year.
- % of new food premises start ups which have been provided with regulatory advice that achieve 4\* or above at the initial rating inspection

Performance is reported to our Community, Housing and Health Overview and Scrutiny Committee twice a year and is reported to the Food Standards Agency.

The indicators provide an objective measure on how our premises are improving and the effectiveness of the advice and support given to new businesses.

## SECTION 2: BACKGROUND

### 2.1 District Profile

2.1.1 Lichfield District is one of 9 Staffordshire District Councils. Within commuting distance of both the Black Country Boroughs and Birmingham, the District has a population of circa 101,200, and covers nearly 128 square miles.

The District was formed in 1974, and comprises urban populations in the town of Burntwood and the city of Lichfield, and a substantial rural population in surrounding villages, some of which have significant populations.

2.1.2 We have nationally and internationally renowned visitor attractions in the historic environment of Lichfield City that provides a strong base for tourism. The increased income tourism has brought to the District has led to a proportionate increase in the number of food outlets. Our Food Safety Service needs to ensure that these and all our premises provide food safely.

2.1.3 About 3.9% of our residents originate from other countries throughout the world, providing a rich and diverse cultural mix. The largest minority ethnic group is the Indian community and there are also established Bangladeshi, Chinese, African Caribbean and Eastern European communities.

The challenge for our Food Safety Service is to ensure that we are delivering services to all communities equitably, proportionally and consistently, taking into account the personal beliefs, race, age, disability, gender and sexuality of all our customers.

2.1.4 Although Lichfield District is relatively prosperous, there are communities within the District that do not share in the opportunities and affluence prosperity brings. Some wards within the District are classed as deprived in terms of income, education and skills. Some of our more rural wards have poor access to services such as food shops and health centres.

The challenge for our Food Safety Service is to ensure we encourage fair and equal opportunities to all communities by:-

- Providing or signposting low cost food hygiene courses and targeted health promotion activities
- providing support to those who find it difficult accessing or understanding our services e.g. information packs in other languages

- giving support in maintaining existing businesses and help in the establishment of new food businesses

## 2.2 Organisational Structure

- 2.2.1 The Community, Housing & Health Directorate has a wide range of duties covering the spectrum of public health, environmental and housing functions. The Council's Food Safety Service is delivered by the Commercial Team within the Environmental Health Service. The structure of the team is detailed in **Appendix 1**
- 2.2.2 The Strategic Director for Community, Housing & Health has delegated powers in relation to food safety to act on behalf of the Council.
- 2.2.3 The Council has adopted the 'cabinet and leader' approach to local governance. The committee structure and where our food safety service fits into this is detailed in **Appendix 2**
- 2.2.4 The Regulatory & Licensing Committee has responsibility for policy, review and development in respect of a wide range of environmental health issues including food safety. Performance against this Plan will be reported to this Committee at the end of every financial year.
- 2.2.5 Officers who deliver our Food Safety Service are multi-skilled and work across all the team's work areas at a level depending upon their competence and qualification. The officers with key responsibility for the service are:
- **Environmental Health Manager** – service development, overall management of the service
  - **Senior Environmental Health Officer (Commercial Team)** – day to day management of the service, lead officer food safety, service development, official returns, food safety database management, product specific premises inspection, high risk premises inspection, service requests, food sampling, primary authority liaison
  - **Casual Environmental Health Officer** – high and low risk premises inspection
  - **Technical Officer** – service development, high and low risk premises inspection, food alerts, service requests, food safety database management, food sampling, primary authority liaison, official returns, infectious disease notifications & food poisoning outbreaks
  - **Technical Officer** – service development, high and low risk premises inspection, product specific premises inspection, service requests, food sampling, food complaints, private water supplies, food alerts, infectious disease notifications & food poisoning outbreaks, food safety training & education

- **Technical Officer**– low risk premises inspection, infectious disease notifications, service requests, food complaints, food safety training & education, food sampling, food alerts

2.2.6 The Council uses both Staffordshire County Council Scientific Services based at Stafford and the West Midlands Food, Water & Environmental Services based at Good Hope Hospital, Sutton Coldfield, as its public analysts and food examiners (**see Appendix 3 Useful Contacts**)

2.2.7 In relation to Food Standards Law Enforcement, our colleagues from Staffordshire County Council's Trading Standards Section based at Burton-upon-Trent cover issues relating to food composition, labelling, feed stuffs, premises inspection and weights and measures (**see Appendix 3 Useful Contacts**) Most members of the team have qualifications in Food Standards and are able to deliver some Food Standards Services in relation to composition, food labelling and allergens advice in partnership with the Trading Standards Service.

## 2.3 **Scope of the Food Service**

2.3.1 The Commercial Team is responsible for delivering all the Authority's Food Safety Service as relevant to a District Council. This includes:-

- programmed and ad-hoc food hygiene interventions and revisits
- the investigation of complaints regarding food sold or prepared in the District
- the investigation of complaints regarding hygiene standards or practices
- health education and promotional activities
- the signposting or provision of low cost training in relation to food safety
- infectious disease control including food poisoning and food borne disease
- responding to food alerts issued by the Food Standards Agency
- the provision of advice and information on food safety issues
- the monitoring of approved premises
- consideration of the environmental aspects of planning and licensing applications
- routine / planned sampling programmes organised in liaison with Staffordshire & Shropshire Chief Environmental Health Officers Food Sampling Sub Group and national and regional studies organised by the FSA/Public Health England and local need.
- imported food control

- illegal food control
- private water supply assessments and monitoring

2.3.2 All the officers who deliver services within our Commercial Team also undertake certain duties in relation to the delivery of our Occupational Health & Safety Service and certain licensing functions.

2.3.3 Whilst undertaking food safety intervention, officers are expected to carry out the following additional:-

- hazard spotting in relation to health & safety issues
- no smoking compliance checks
- duty of care checks
- licensing check
- supporting trading standards surveys

2.3.4 All food services are delivered by in house staff, except where food analytical services are used. Casual staff are used to support our work.

## 2.4 Demands on the Food Service

### 2.4.1 Food Hygiene Premises

In the Lichfield District, the Food Safety Team is responsible for 969 premises, ranging from large manufacturers to one-person operations. This is an increase of approximately 10% since the last plan was written. A breakdown of the premises, as defined by type in the Food Standards Agency's Food Hygiene and Food Standards Categories of establishment within the Local Authorities Enforcement Monitoring System (as of 21<sup>st</sup> October 2014) is as follows:

<b>Type of premises</b>	<b>Number</b>
Primary Producers	7
Manufacturer / Packer	31
Importer / Exporter	1
Distributors / Transporters	10
Retailer	176
Restaurant / Caterers	744
<b>Total Number of Premises</b>	<b>969</b>

### 2.4.2 Approved Premises



The Food Safety Team is responsible for 3 premises under Approved Premises Regulations. Details of these premises are given below:-

<b>Establishment Name</b>	<b>Type of Approval</b>	<b>Approval Number</b>
Highfields Dairy	Dairy Products	LF 001
Willow Wharf Farm	Egg Products	LF 004
Gorse Farm	Egg Packing	LF005

These premises are now inspected in accordance with our risk rating programme.

#### 2.4.3 **Regionally & Nationally Significant Companies**

In the District, there are several large manufacturers / processors including **Soleco Ltd.** (Salad Products - Fradley) of which we have a **Home Authority** relationship and **Mizkan Europe Ltd.** (Preservative Products - Burntwood).

Also within the District we have 2 recognised (in accordance with European and National legislation) Natural Mineral Water Sources at Maple Hayes, Burntwood and Elmhurst Spring, Elmhurst.

Lichfield itself is home to the headquarters of **The Central England Co-operative Society** (Retail) and **Busy Bees Nursery's Ltd** (Child Care), both are regionally and nationally significant companies. We have **Primary Authority** relationships with both of these companies.

Referrals from other local authorities into the activities of these companies form a large part of the work generated by such premises. The cost for this work is recovered from the business.

#### 2.4.5 **Other Factors likely to have an impact on Food Safety Service Delivery in 2014-16**

In addition to some of the demands identified above, other factors are likely to influence the way we work in 2014-16, including:-

- further work with our partners in the Greater Birmingham Local Enterprise Partnership and Stoke-on-Trent & Staffordshire Local Enterprise Partnership area to encourage business growth through regulatory support
- further work with our partners as a consequence of the move of the public health function from the NHS to local government (Staffordshire County Council) in April 2013.
- the implementation of government direction in relation to how official food controls are delivered (e.g. the changes to risk rating categories which determines the frequency of inspections)
- the “fit for the future” service review scheduled to commence in January 2015

- a review of our data management systems
- a review of “Ratemyplace”
- a review of our working procedures.
- the implementation of the Regulators Compliance Code
- schemes to support food businesses that arise from Lichfield becoming a ‘Business Improvement District’ (BID)
- the Food Standard’s Agency National food hygiene rating scheme requires the implementation of the ‘Brand Standard’. The ‘Brand Standard’ has introduced the right of appeal to a risk rating score and the right to request a visit to re-rate their premises. The numbers of requests are increasing and are anticipated to carry on increasing due to greater consumer awareness and the pressure this brings on non compliant businesses
- demands from other areas of our work including licensing

#### 2.4.6 **Access to our Service.**

Our Food Safety Service is delivered from The Council House, Frog Lane, Lichfield, Staffordshire. Service users may contact Officers on site or by leaving a message, in the following ways:-

- ❖ **in person** – between 8.45am and 5.15pm Monday to Friday.
- ❖ **by telephone** – on (01543) 308000 or (01543) 308999  
between 8.45am and 5.00pm Monday to Friday.  
Out of hours:- (01543) 254213
- ❖ **by fax** – on (01543) 308728
- ❖ **by e-mail** – [food.safety@lichfielddc.gov.uk](mailto:food.safety@lichfielddc.gov.uk)
- ❖ **by website** - <http://www.lichfielddc.gov.uk/>

For other useful contact addresses and numbers please refer to **Appendix 3**

## 2.5 **Enforcement Policy and its application in Food Safety Service Delivery**

- 2.5.1 The Council has signed up to follow the principles laid out in the Government’s **Enforcement Concordat**, has recently signed Regulatory Charters with two LEPs and is reviewing its policies in accordance with the **Regulators Code**.

## SECTION 3: SERVICE DELIVERY

### 3.1 Food Premises Interventions

- 3.1.1 One of this Service Plan's key priorities is to ensure that all our businesses receive an intervention within the minimum frequency set down in Food Law - Code of Practice (England) 2014.

The category of the premises, i.e. A – E, is defined by scoring premises around potential hazards associated with the business and food safety compliance, this then relates to the interval between inspections. For example category 'A' premises are inspected every 6 months and category D every 2 years.

Interventions are key to improving compliance with food law by food business operators. The range of possible interventions allows authorised officers to use their professional judgement to apply a proportionate level of regulatory and enforcement activity to each business.

Interventions take the form of official control or intervention(s) which are not an official control.

Official Control interventions include:- <ul style="list-style-type: none"><li>➤ monitoring</li><li>➤ surveillance</li><li>➤ verification</li><li>➤ audit</li><li>➤ inspection/partial inspection</li><li>➤ sampling and analysis</li></ul>	Interventions which are not Official Controls:- <ul style="list-style-type: none"><li>➤ targeted education &amp; advice</li><li>➤ coaching</li><li>➤ information &amp; intelligence gathering</li></ul>
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In 2014-16 we intend to continue to use both of these techniques to help businesses to comply and improve.

The techniques and interventions we can use by category of risk are outlined in the Food Law - Code of Practice (England) 2014.

The new Code has changed the requirements to undertake an Official Control or intervention at 'D' and 'E' rated premises. Establishments rated 'D' can alternate between an intervention that is an official control and an intervention that is not an official control. Establishments rated 'E' may be subject to an 'Alternative Enforcement Strategy' (AES). Our Alternative Enforcement Strategies to maintain surveillance of such establishments are set out below.

It is proposed to start introducing these changes from the 1<sup>st</sup> December 2014. To allow the implications of these changes to be monitored, initially only those premises that have been a Category 'D' or less for the last two visits will be subject to an 'Alternative Enforcement Strategy.' This is to prevent those premises that have a fluctuating compliance record from going 4 years without an Official Control or intervention.

The food hygiene minimum intervention frequencies have been changed in the new Code. This has resulted in approximately 65 category 'C' premises becoming category 'D' premises.

Category 'C' premises must have a minimum inspection frequency of at least every 18 months. Category 'D' premises must have a minimum inspection frequency of at least every 24 months.

The changes in the Code will allow us to concentrate our resources on non-compliant and higher risk premises. A programme of support, coaching and advice will be offered to premises that aren't broadly compliant. Once a broadly compliant standard has been achieved an additional visit will be carried out to help the business maintain the standards. This greater focus on higher risk and non compliant premises may result in increased enforcement action being taken against those non compliant businesses that aren't receptive to improvement.

The following is a breakdown of categories of risk; frequency of intervention and number of premises within the District:

Rating	Frequency of Intervention (At least once every)	Number of premises as of the 21 <sup>st</sup> October 2014
A	6 months	11
B	12 months	43
C	18 months	193
D	2 years	289
E	3 years	405
Unrated		28
<b>Total</b>		<b>969</b>

Of the 969 premises, 456 premises & approximately 50 -60 new premises will be due for an intervention in 2014-15. 'A' rated premises receive 2 inspections per year. Non compliant premises that require a second visit to check compliance equates to approximately 160 additional interventions. 15 businesses requested re-rating visits in 2013/14. This averages approximately 58 interventions per month for the team.

3.1.2 The Food Standards Agency (FSA) has made funding available in 2014/15 to deliver a practical food safety coaching programme to support low compliance (0,1 and 2 rated premises) take away food businesses. As part of our commitment to target non compliant premises a project has been run in conjunction with other Shropshire and Staffordshire Councils 26 eligible premises have been identified, all have agreed to participate in the sessions, we will obtain feedback from the coaches and carry out a detailed evaluation of the project, which is detailed in section 6.3.2.

3.1.3 In 2013-14 we measured some of our performance against these targets to collect performance data:-

- The % of food establishments in the area which are broadly compliant with food hygiene law  
**2013-14 - 95%\***

- % of new food premises start ups which have been provided with regulatory advice that achieve 4\* or above **2013-14- 72%**
- % of premises inspected of those due **2013-14 - 99%**
- % improvement in 0,1 and 2 hygiene rated premises by category year **2013-14 - 53%\***

\*Please note changes introduced by the 'Brand Standard' prevent direct comparison with previous year's figures.

3.1.4 Past performance figures on inspections against previous years can be seen in **Appendix 4**

3.1.5 A variety of means will be used to ensure that individuals and organisations meet with their legal responsibilities relating to food safety during an inspection including education, negotiation, advice, guidance, sampling, warning letters, formal notices and prosecution.

3.1.6 If a written warning or notice is required following a visit the customer should receive the notification within 10 working days.

3.1.7 In addition to visits undertaken as part of the risk assessment programme, interventions are also undertaken in respect of:

- complaints regarding food business operations;
- enquiries and requests for advice from a food business;
- investigation following a poor sampling result;
- transient stalls and mobiles
- new business operation or new proprietors
- suspected implication in food poisoning case/s

3.1.8 Alternative Enforcement Strategies (AES) can take many forms. They are designed to review the risk the premises present and target resources at highest risk premises. AES are not official controls. Our 'Alternative Enforcement Strategy' has two themes;

- Self assessment questionnaires and or by an officer making contact by telephone and education
- Using new information as a trigger

Self assessment via a postal questionnaire which is filled in by the proprietor or an officer telephones the business and checks that there are no changes to the business operation or risk factors. If concerns are raised by the information obtained then an intervention would be triggered which could return the premises to the main intervention programme.

An important part of an AES programme is the use of new information about premises which may arise outside that obtained through the planned AES activity. For example the following may be used to trigger action, such as an inspection, phone call or letter.

Possible triggers:

- Consumer Complaints
- New Proprietor identified
- Implicated in a food poisoning outbreak
- Food Alerts for products on sale
- Planning /Building Regulations applications
- Notification of change via registration of food establishment
- Licensee/DPS change

Where new information leads to a visit and subsequent re-rating, this may bring the premises back into the main intervention programme

3.1.8 New businesses registering with the authority will be inspected within 28 days of the business opening for trading or sooner if requested.

### 3.2 **Ratemyplace/National Food Hygiene Rating System**

3.2.1 The 'Scores on the Doors' system [www.ratemyplace.org.uk](http://www.ratemyplace.org.uk) is well established with approximately 55,000 page views each month. The scheme's main aim is to allow consumers to make informed choices of where to eat or where to buy their food. Led by Lichfield and developed in partnership with other Staffordshire Authorities, inspection reports for approximately 8000 premises across the county are now loaded onto the site.

3.2.2 In 2012 we began work to migrate the scoring system [www.ratemyplace.org.uk](http://www.ratemyplace.org.uk) to the National Food Hygiene Ratings system [www.ratings.food.gov.uk](http://www.ratings.food.gov.uk) run by the Food Standards Agency. This project is now completed. A review is planned with partners in Staffordshire to make recommendations about the future development and operational resilience of [www.ratemyplace.org.uk](http://www.ratemyplace.org.uk).

### 3.3 **Food and Premises Complaints**

3.3.1 Food complaints received and investigated by the service fall into one of two broad categories: - a) food contamination or b) complaints about food premises (hygiene and practices).

3.3.2 Investigations of food complaints are carried out in accordance with guidelines issued by the Food Standards Agency

3.3.3 An initial response to a food contamination complaint will be made within 5 working days. Premises complaints will receive an initial response within 5 working days but sooner dependant on the risks and reliability of the source. The team investigated 9 food contamination complaints and 68 premises complaints in 2013/14.



### 3.4 Primary Authority and Home Authority

3.4.1 The Council fully supports the national move towards Primary Authorities for businesses. We currently have Primary Authority arrangements on food with the **Central England Co-operative Society** and **Busy Bees Nurseries Ltd.** This supports the key strategic themes of 'shaping local place and boosting the local economy'

3.4.2 We will continue to develop our **Primary Authority** arrangements actively seeking partnerships with companies like **Soleco Ltd** who we currently have a **Home Authority** relationship with.

### 3.5 Advice to Business

3.5.1 The food team will take a proactive role in providing advice to businesses to help them comply with the law and encourage the use of best practice. Such an approach helps standards of food hygiene to improve and positive relationships to be built with proprietors. This is achieved through:-

- advice given during inspections and other visits
- the provision of advice leaflets
- responding to enquiries
- Safer Food Better Business Coaching

3.5.2 We will also provide advice and assistance to new and proposed businesses at the planning and pre-planning stages and will assist existing businesses that propose to make changes to their operations.

3.5.3 Through [www.talktoreg.co.uk](http://www.talktoreg.co.uk) developed by us (as part of the Regulatory Pilot for the Greater Birmingham Local Enterprise Partnership) we will continue to ensure up to date information on contacts is provided to businesses in an easy accessible way.

3.5.4 An initial response to a request for advice will be made within 5 working days. In 2013/14, 439 enquiries were received from businesses.

### 3.6 Food Sampling

3.6.1 The microbiological and physical examination and analysis of food is undertaken on the basis of:-

- businesses identified for sampling as part of nationwide, regional or local schemes
- businesses subject to consumer complaints
- during a programmed inspection where an inspector deems a sample is necessary.

- targeted sampling aimed at verifying the effectiveness of additional support (advice, training, coaching) provided to non compliant premises
- 3.6.2 The Council will participate in the nationally co-ordinated food sampling programmes organised by the Food Standards Agency and Public Health England Laboratory Services.
- 3.6.3 Such sampling is co-ordinated locally by the Staffordshire & Shropshire Chief Environmental Health Officers Food Liaison Group, administered by the Food Sampling Sub Group and carried out by the Officers within the team. A Staffordshire Food Sampling Strategy document is in place for food sampling as well as our own Food Sampling Policy/Programme.
- 3.6.4 The general principle of this strategy is to make announced surveillance visits with businesses being informed of both the sample collection and results, co-ordinated by each authority in turn. Unannounced sampling is occasionally used to verify complaint allegations and suspicions of contraventions arising from inspection visits.
- 3.6.5 In 2013 The FSA awarded LDC a grant to roll out new cloud based sampling software, provided by the FSA, called Food Surveillance System UK (UKFSS). The system records details of samples taken and communicates this information direct to the laboratories used for analysis and examination. The laboratories then attach details of sample results direct to the system. The FSA have direct access to the data within the database and are able to draw information relating to sampling for the annual LAEMS 1 return direct from UKFSS.

The Software has now been installed. In 2014 label printers will be purchased for the team, to make the system most effective and the system will be tested and fully implemented. All samples from April 2015 onwards will be submitted using UKFSS

- 3.6.6 Samples requiring microbiological examination are sent to the West Midlands Food, Water & Environmental Services based at Good Hope, Sutton Coldfield or otherwise are sent to Staffordshire County Council's Scientific Services. A minimum of 60 samples will be taken annually.
- 3.7 Control and Investigation of Outbreaks and Food Related Infectious Diseases(Food Poisoning)**
- 3.7.1 Investigation of infectious diseases will be in accordance with the Roles and Responsibilities for Investigation of Infectious Diseases jointly issued in April 2014 by Public Health England (PHE) and The Staffordshire & Shropshire Chief Environmental Health Officers Food Liaison Group, (currently under review)
- 3.7.2 The Staffordshire & Shropshire Chief Environmental Health Officers Food Safety Group in conjunction with Public Health England is producing a local Outbreak and Control Plan for the investigation, management and control of limited and major outbreaks in the community as an appendix to the National Guidance.

3.7.3 All food poisoning notifications are followed-up by a standard letter and/or questionnaire where required by PHE guidelines to identify possible sources of infection and recommend practices to prevent its spread. The West Midlands Food, Water and Environmental Services perform sample analysis.

3.7.4 We have a target response time for infectious disease or outbreak notifications of 1 working day. The team receives approximately 160-180 notifications per year. Data related to numbers and types of infectious diseases notified to and investigated by the team are reported nationally to Central Government each week via the Notification of Infectious Diseases (NOIDS) monitoring system operated by PHE England. Numbers of returned questionnaires are also monitored and reported monthly by West Midlands North PHE Team. (Health Protection)

### 3.8 **Food Safety Incidents**

3.8.1 All officers within the food safety team have registered for mobile phone alerts activated by the Food Standards Agency. The team is registered for Food Standards Agency E-mail alerts. Out of hours contact details for the lead food safety officer has been made available to the Food Standards Agency. The procedure for dealing with alerts and the current arrangements is to be reviewed following recent staff structure changes to ensure compliance with the "Code of Practice" this will be completed by April 2015.

3.8.2 We respond to all food alerts that **require action** within 1 working day.

### 3.9 **Liaison with Other Organisations**

3.9.1 Members of the Commercial Team play an active role in the Staffordshire & Shropshire Chief Environmental Health Officers' Food Liaison Group, which is governed by a Core Constitution. The Group's primary aim is to encourage greater consistency in enforcement across the whole of the Authorities represented.

3.9.2 Members of the Commercial Team also attend the Shropshire and Staffordshire Health Protection Liaison Group. The purpose of the group is to;

- develop guidelines on infection control
- act as advisory groups, on all aspects of communicable diseases
- formulate exercises and where necessary, implement outbreak control plans

### 3.10 **Food Safety Promotional Work and Education**

3.10.1 The food safety team has contributed to improving the health of the community by helping to ensure that individuals have access to credible and trustworthy information to enable them to make informed choices that impact on their health. The team will seek affordable opportunities to carry out a health education role to deliver information on food safety and healthy eating.

3.10.2 Promote and support the FSA's National 'Food Safety Week' campaign.

3.10.3 Low cost food safety training courses are also provided to local businesses. Approximately 50-100 people per year will be trained to the Food Hygiene Level 2 qualification. Options are being explored to provide this service in a different way.

## SECTION 4: RESOURCES

### 4.1 Financial Allocation

4.1.1 A breakdown of expenditure for food safety by activity for 2012 to 2016 is included in **Appendix 5**.

4.1.2 If legal action is to be taken by the service, costs are met from within the overall environmental health budget under a specified cost area for prosecutions. Where possible, costs are recovered.

4.1.3 The Council recognises the importance of being able to deal with legal actions and other one off occurrences by maintaining adequate corporate reserves and provisions.

### 4.2 Staffing Allocation

4.2.1 Pressures on staffing resources for food safety service delivery are likely to increase. To ensure the viability of our service we are looking at and implementing ways to deliver our service in a number of different ways such as:-

- joint working and sharing services with other Councils including joint cover arrangements to increase resilience
- the review of our information storage systems
- changing the way we carry out interventions to release resources in 'pressure areas' such as pre inspection advisory visits for new premises
- raising income through the move to 'Primary Authority' arrangements
- greater targeting of resources on high risk and non compliant premises.

4.2.2 The staff resources available to undertake food law enforcement during 2014-15 are equivalent to 3.3 full time officers. A breakdown of this figure based on full time equivalent posts (FTE) is below:-

<b>Post</b>	<b>Full Time Equivalent (FTE)</b>
<b>Environmental Health Manager</b>	0.3
<b>Senior EHO (Commercial Team)</b>	vacant
<b>Casual EHO x2</b>	0.4
<b>Technical Officer</b>	0.9
<b>Technical Officer</b>	0.8
<b>Technical Assistant</b>	0.9
<b>Total (FTE)</b>	<b>3.3</b>

4.2.1 All Officers are qualified to undertake food safety work. The Environmental Health Manager and Casual Environmental Health Officers are registered with the Environmental Health Officers Registration Board (EHORB) and qualified to undertake the whole range of food safety work. The Technical Officers are registered with the EHORB but the duties they can undertake are restricted, dependant on qualification by the Food Standards Agency Food Law Code of Practice. The Technical Officers are qualified as follows:

- The Ordinary Certificate in Food Premises Inspection
- Higher Certificate in Food Control
- Higher Certificate in Food Premises Inspection & Food Standards Module

#### 4.3 **Staff Development**

4.3.1 The Council recognises that there is a need to invest in the continuing development of staff. Each member of staff takes part in a performance and development review (PDR) at the beginning of the financial year in order to establish work and performance targets and identify training and development needs.

4.3.2 Within the Commercial Team, such development is needed in order to meet the continuing professional development (CPD) requirements of the Chartered Institute of Environmental Health and more specifically requirements contained in the Food Standards Agency's Code of Practice.

4.3.3 All necessary training will be undertaken through in house training, formal courses and vocational visits as appropriate. Sufficient resources will be allocated towards such training and the extent and effectiveness of training will be assessed as part of the development review process. A central register of EHORB registrations, qualifications and CPD is maintained.



## SECTION 5: QUALITY ASSESSMENT

### 5.1 Quality Assessment

5.1.1 The work of the team is subject to scrutiny by Members, internal auditors, the Audit Commission, the Food Standards Agency and peer review by other Staffordshire Local Authorities.

5.1.2 In July 2009 the Food Standards Agency carried out an Audit of our Service and on the whole the report was positive. Recommendations from this report were implemented.

5.1.3 Inter Authority Audits designed by the Food Standards Agency are organised and run through the Staffordshire and Shropshire Chief Environmental health Officers Food Safety Liaison Group. Lichfield District Council participates in these audits.

5.1.4 The following monitoring arrangements are currently in place to assist in the quality assessment of the work carried out by the food team :-

- sample inspection audits
- customer satisfaction questionnaires
- sample audits of food files and associated paperwork
- performance and development reviews
- performance monitoring of target response times
- performance monitoring against targets set down by National Indicators
- 1:1 meetings with team members
- team meetings

5.1.5 We aim to continue to build on the qualitative aspects of our work and recognise that through the introduction of a new database, the reporting and monitoring of key aspects of our service will improve.

5.1.5 In our work programme we will review and improve our documented food procedures required within the Food Standards Agency's Framework Agreement.

## **SECTION 6: REVIEW**

### **6.1 Review against the Service Plan**

6.1.1 The process of review will be commenced in March/April each year based on:-

- performance and resources available over the previous 12 months
- responses to feedback from local businesses and the community
- observations from members and the food safety team
- advice and guidance issued by the Food Standards Agency, the Local Authority Co-ordinating Body on Regulatory Services and examples of best practice.

6.1.2 The new Service Plan for 2014-16 will be submitted to the Regulatory & Licensing Committee before being forwarded for endorsement by Council. A briefing paper on the previous year's performance against the Food Safety Service Delivery Plan will be submitted to this Committee in 2015.

### **6.2 Identification of any Variation from the Service Plan**

6.2.1 Quarterly performance figures are produced for our National & Local Indicators through our performance monitoring software 'Covalent'. Regular performance reports are submitted to Committee. Any variances against the Food Safety Service Plan, including resource implications, will be addressed during this process.

### **6.3 Work Programme and Areas of Improvement**

6.3.1 Both a work and improvement programme has been developed as part of this Service Plan, details of which can be found in the tables below.

### 6.3.2 Work/Improvement Programme 2010-11

Work Activity	Ongoing Work / Improvement Action	Links to Strategic Themes and Foundation.				Performance Measures –	Timescales	Responsibility
		1	2	3	4			
<b>Interventions</b>	Interventions at food premises in accordance with our annual programmes for 2014-15; 2015-16  Target worst performing premises to improve standards  To produce LAEMS return		✓	✓	✓	Annual Programme – 702 interventions approx	End of March 2015 & 2016	EHM,SEHO, Food Team
					✓	Monthly target - 58 interventions	End of March 2015 & 2016	
						100% of all interventions by year end	End of March 2015 & 2016	
					✓	To improve the % 'Broadly Compliant' Premises and those premises in the 0,1 & 2 category	End of March 2015 & 2016	
						The % of 'Broadly Compliant' Premises that became non compliant	New performance measure to be implemented 01/04/15 reported end of March 2016	
				✓	✓	% of new food premises start ups which have been provided with regulatory advice that achieve 4* or above	End of March 2015 & 2016	
						95% performance in the 10 day target for turnaround of paperwork	End of March 2015 & 2016	

Work Activity	Ongoing Work / Improvement Action	Links to Strategic Themes and Foundation.				Performance Measures –	Timescales	Responsibility
		1	2	3	4			
	To undertake management checks to monitor consistency of intervention and enforcement.				✓	To check 20% post intervention paperwork against procedures on monitoring of intervention and enforcement	Monthly	TO
					✓	To undertake minimum 2 intervention monitoring visits per year per officer		SEHO & EHM
					✓	95% compliance / training needs acted upon if identified		SEHO & EHM
	Secure resources through FSA to provide coaching for 26 non compliant takeaways	✓	✓	✓	✓	Post coaching interventions (Including inspection, re- rating and sampling)	End of March 2015	TO's, & EHM
	To work in partnership with Staffordshire Trading Standards to deliver new regulation around 'allergens' and joint initiatives or investigations		✓	✓	✓	To provide 'Allergen' information and education to Catering Establishments.  Compliance 'monitoring' as part of Hygiene Inspection.  To carry out joint visits to identified premises  To undertake work on joint investigations and initiatives	Ongoing  Ongoing  As required  As required	EHM,SEHO, Food Team
<b>Food &amp; Premises Complaints</b>	To investigate all food and premises complaints	✓	✓	✓	✓	To respond to 95% of all food and premises complaints within 5 working days	End of March 2015 & 2016	EHM,SEHO, Food Team
<b>Home Authority/Primary Authority</b>	To continue to develop our working arrangements and partnership where we act as a primary authority.  Actively seek new partnerships	✓	✓	✓	✓	Work with partners to introduce development programs for the activity.  New partnerships agreed	End of March 2016  End of March 2016	TO/SEHO/EHM

Work Activity	Ongoing Work / Improvement Action	Links to Strategic Themes and Foundation.				Performance Measures –	Timescales	Responsibility
		1	2	3	4			
		1. We'll support local people 2. We'll shape local places 3. We'll boost the local economy 4. Performance management						
<b>Provision of Advice to Business &amp; other Service Users</b>	To respond to all requests for advice from businesses and service users  Transfer <a href="http://www.talktoreg.co.uk">www.talktoreg.co.uk</a> to another partner to allow further development and actively participate in the GBLEP Regulatory Pilot	✓		✓	✓	To respond to 95% of all requests for advice within 5 working days	End of March 2015 & 2016  End of March 2015	EHM,SEHO, Food Team  EHM
<b>Food Sampling</b>	To undertake a food sampling programme based around the Staffordshire Food Safety Liaison Group and the National annual sampling programme  To seek FSA funding for sampling studies.  Verification sampling to assist in measuring the effectiveness of the coaching exercise for 26 non compliant takeaway premises	✓		✓	✓	To take a minimum 60 food samples each year   Each premises- 1 x Cooked ready to eat food 1 x uncooked ready to eat food 3x Environmental swab samples 3 x ATP Environmental swab samples for comparison	End of March 2015 & 2016   End of March 2015	EHM,SEHO, Food Team   Food Team
<b>Food Poisoning &amp; Outbreak Investigations</b>	To undertake investigations of all food poisoning or outbreak notifications received	✓		✓	✓	To respond to 95% of all food poisoning or outbreak notifications within 1 working days	End of March 2015 & 2016	Food Team/EHM

Work Activity	Ongoing Work / Improvement Action	Links to Strategic Themes and Foundation.				Performance Measures –	Timescales	Responsibility
		1	2	3	4			
	Review the Roles and Responsibilities for Investigation of Infectious Diseases in conjunction with Public Health England (PHE) and The Staffordshire & Shropshire Chief Environmental Health Officers Food Liaison Group.	✓		✓	✓	Agree and implement revised plan	End of March 2015	TO, EHM and partners
	Produce a local Outbreak and Control Plan for the investigation, management and control of limited and major outbreaks in the community in conjunction with PHE and other Staffordshire Authorities.	✓		✓	✓	Agree and implement revised plan	End of March 2015	TO, EHM and partners
<b>Food Safety Incidents</b>	To respond to food alerts issued by the Food Standards Agency	✓		✓	✓	To respond to all food alerts received in accordance with guidance issued by the FSA	End of March 2015 & 2016	EHM,SEHO, Food Team
<b>Liaison with Other Organisations</b>	To actively participate on the Staffordshire & Shropshire Food Safety Liaison Group	✓	✓	✓	✓	Attendance by a member of the Food Team at 4 meetings	End of March 2015 & 2016	EHM,SEHO, Food Team
	To actively participate on the local Public Health England Community Control of Infection Committee.	✓		✓	✓	Attendance by a member of the Food Team at each meeting.	End of March 2015 & 2016	EHM,SEHO, Food Team



Work Activity	Ongoing Work / Improvement Action	Links to Strategic Themes and Foundation.				Performance Measures –	Timescales	Responsibility
		1	2	3	4			
	Participate in the peer review exercise run by the Staffordshire & Shropshire Food Safety Liaison Group - audit South Staffs District Council and provide a report of findings – implement findings of Cannock Chase District Council audit of Lichfield and implement findings	✓	✓	✓	✓	Report any significant findings and implement all agreed recommendations	April 2015	TO & EHM
	To obtain feedback from businesses and the local community to allow for the better understanding of how our service works		✓	✓	✓	Evaluate feedback and implement any improvements needed	End of March 2015 & 2016	EHM,SEHO, Food Team
<b>Food Safety Promotion &amp; Education</b>	To support National Food Safety Week in June 2014 & 15	✓		✓	✓	Publicity & Press Releases	June 2014 & 15	Food Team
	To undertake Foundation Level 2 Food Hygiene Training and seek alternatives	✓		✓	✓	To run 5 courses and achieve a candidate pass rate of 100%  To evaluate the viability and suitability of alternatives	March 2015  End of March 2016	Food Team
<b>Additional Work in Food Safety</b>	To review documented procedures for food safety and train officers in their implementation				✓	Completion of procedures and their implementation	Ongoing	EHM,SEHO, Food Team
	To review existing data management facilities and identify options for a new back office system in order for us to report through LAEMS.				✓	Evaluate options and implement the most appropriate course of action	End of March 2016	EHM,SEHO, Food Team

Work Activity	Ongoing Work / Improvement Action	Links to Strategic Themes and Foundation.				Performance Measures –	Timescales	Responsibility
		1	2	3	4			
	All officers undertaking food safety work to have received at least 10 hours training in relevant subject areas	✓	✓	✓	✓	Completion of 10 hours of training	End of March 2015 & 2016	EHM,SEHO, Food Team
	Review <a href="http://www.ratemyplace.org.uk">www.ratemyplace.org.uk</a> ongoing viability and support resilience.  Identify further development opportunities.			✓	✓	Report on proposed outcomes of the review	December 2015	TO, EHM and Sub Committee of partners
	Monitor and review the implementation of the Food Law – Code of Practice (England) 2014 including a resource analysis			✓	✓	Report and implement any outcomes of the review	July 2015	EHM
	Implement the requirements of the FSA Grant for the Food Surveillance System UK (UKFSS)				✓	All samples will be submitted using UKFSS	April 2015	TO
	Review and update the Business Continuity Plans for 'Critical Services' identified in this area				✓		April 2015	EHM

## REFERENCES

Framework Agreement on Local Authority Food Law Enforcement 2004 (as amended 2010)

Food Standards Agency Strategy Plan for 2011 - 2015

Lichfield District Council - Strategic Plan 2012-2016

Food Law – Code of Practice (England) 2014

Food Law - Practice Guidance Notes (2012)

Lichfield District Council's Operational Services & Community, Housing and Health Enforcement Policy 2009

Regulators Code. Better regulation Delivery Office (BDRO) 2014

Staffordshire and Stoke on Trent Regulators Charter 2014

Local Authority Co-ordinating Organisation for Regulatory Services; Guidelines for Home Authorities – Detailed Guidance for Authorities Acting as a Home Authority 2003

Staffordshire Food Sampling Strategy

Roles and Responsibilities for Investigation of Infectious Diseases agreement with Public Health England (PHE)

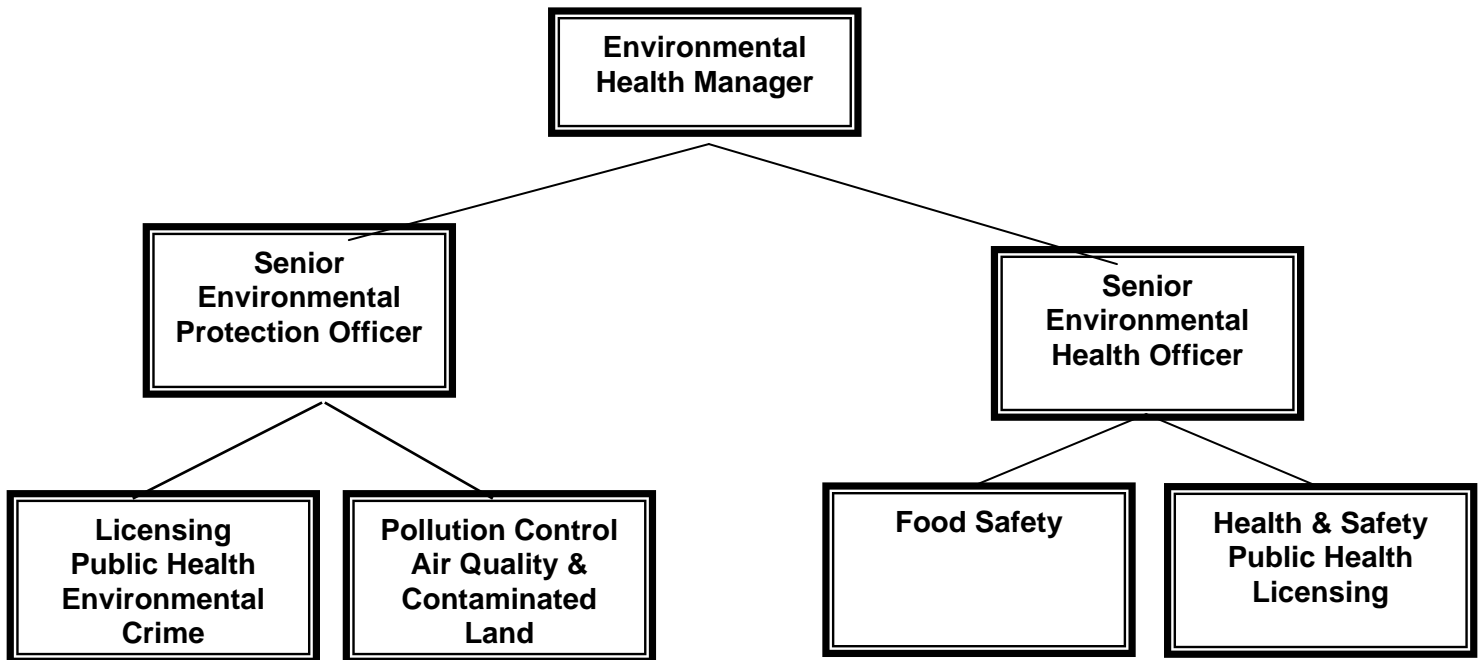
Communicable Disease Outbreak Management: Operational guidance PHE 2014

South Western Staffordshire Primary Care Trust Major Communicable Disease Outbreak Plan (under review)

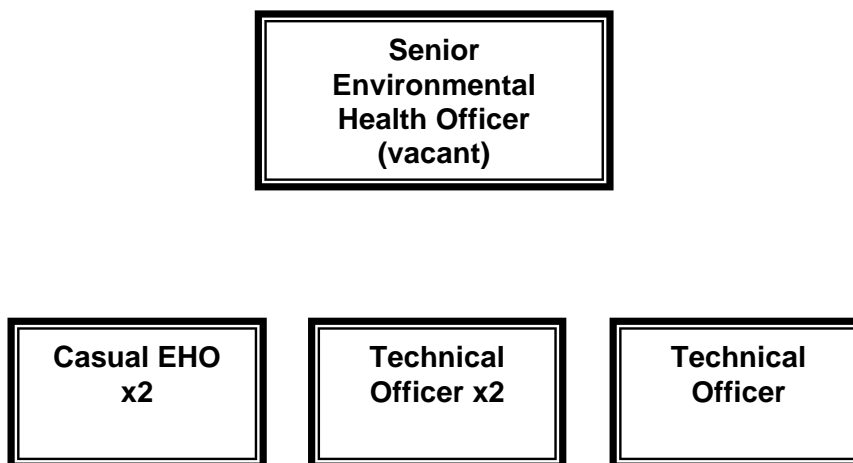
Staffordshire Chief Environmental Health Officers Food Safety Group – Investigating Notifications of Food Poisonings and Similar Gastrointestinal Illness (under review)

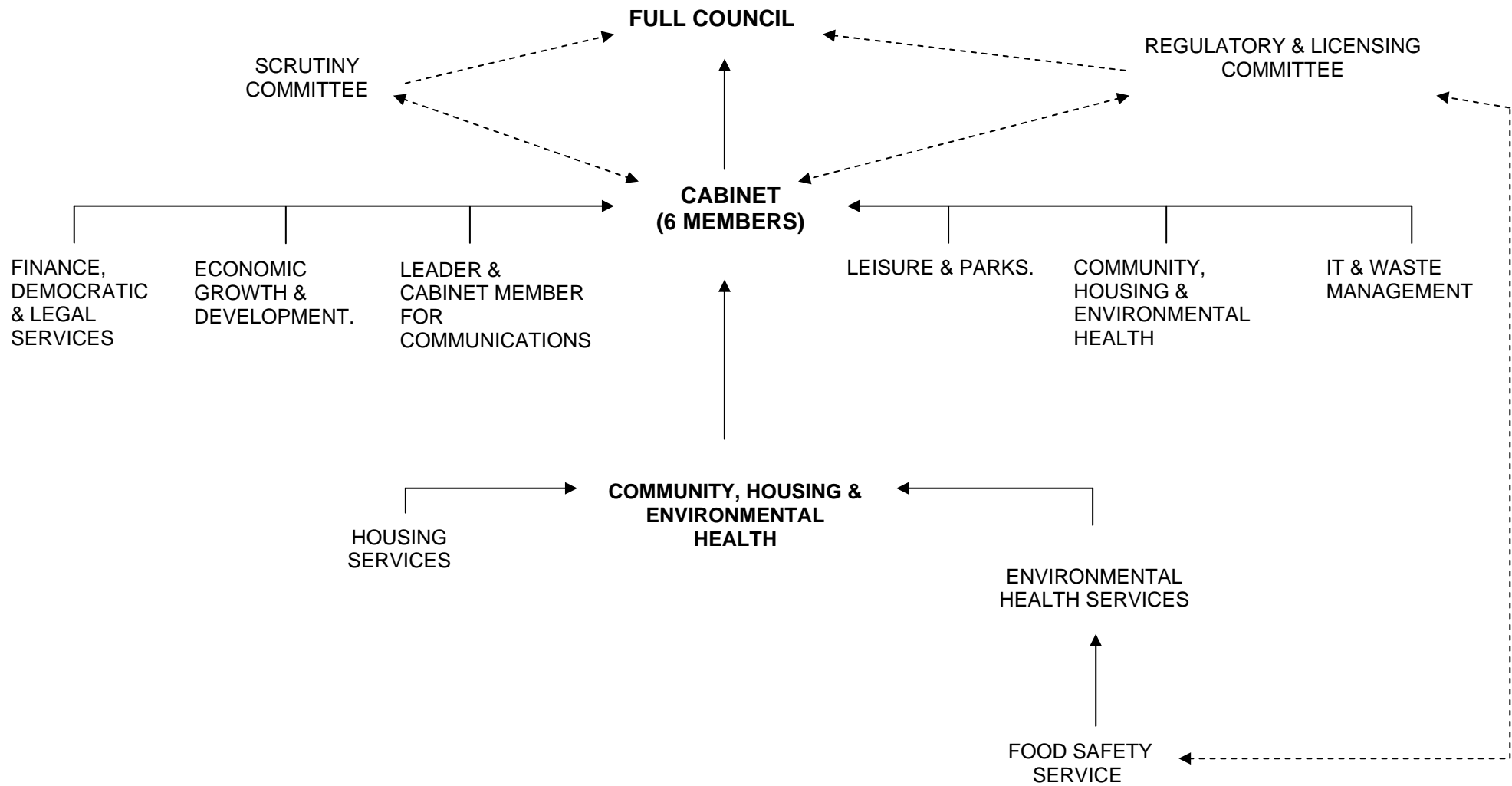
## Appendix 1 - Food Safety in the Environmental Health Structure

### Environmental Health



### Commercial Team - Food Safety Service Delivery





## Appendix 3 - Useful Contacts

Lichfield District Council  
Community, Housing & Health  
Food Safety Team  
Council House  
Frog Lane  
Lichfield  
W13 6ZE

Tel:- 01543 308000  
Out of Hours Tel:- 01543 254 213  
Fax:- 01543 308728  
E-mail:- [food.safety@lichfielddc.gov.uk](mailto:food.safety@lichfielddc.gov.uk)  
Web address:- [www.lichfielddc.gov.uk](http://www.lichfielddc.gov.uk)

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Council House  
Frog Lane  
Lichfield  
W13 6ZE

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Staffordshire County Council Scientific Services  
Public Analyst  
Consumer Services  
14 Martin Street  
Stafford  
ST16 2LG

Tel:- 01785 277825  
Fax:- 01785 277812  
E-mail:- [county.analysts@staffordshire.gov.uk](mailto:county.analysts@staffordshire.gov.uk)  
Web address:- [www.leics-staffs-scientific.gov.uk](http://www.leics-staffs-scientific.gov.uk)

HPA Food, Water & Environmental Microbiology  
Laboratory  
Pathology Department  
Good Hope Hospital  
Rectory Road  
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B75 7RR

Tel:- 0121 424 9241  
Fax:- 0121 424 7244  
E-mail address:- [deborahfenalon@hpa.org.uk](mailto:deborahfenalon@hpa.org.uk)

Health Protection Agency  
West Midlands Health Protection Unit  
Stonefield House  
St Georges Hospital  
Stafford  
ST16 3SR

Tel:- 01785 221126  
Fax:- 01785 255432  
E-mail address:- [harsh.duggal@sws;pct.nhs.uk](mailto:harsh.duggal@sws;pct.nhs.uk)  
Web address:- [www.hpa.org.uk](http://www.hpa.org.uk)

Staffordshire County Council Consumer Services  
Trading Standards  
57-60 High Street  
Burton upon Trent  
BE14 1JE

Tel:- 01283 233304  
Fax:- 01283 239915  
E-mail address:- [consumeradvice@staffordshire.gov.uk](mailto:consumeradvice@staffordshire.gov.uk)  
Web address:- [www.staffordshire.gov.uk/trading](http://www.staffordshire.gov.uk/trading)

Food Standards Agency  
Local Authority Enforcement Division  
Aviation House  
125 Kingsway  
London  
WC2B 6NH

Tel:- 020 7276 8000  
Fax:- 020 7276 8463/8446  
E-mail address:- [helpline@foodstandards.gsi.gov.uk](mailto:helpline@foodstandards.gsi.gov.uk)  
Web address:- [www.food.gov.uk](http://www.food.gov.uk)



#### Appendix 4 - Performance Indicators for our food safety service

	2013-14		2014-15		2015-16	
	Target	Actual	Target	Actual	Target	Actual
The % of food establishments in the area which are broadly compliant with food hygiene law.	97%	95%	97%		97%	
% of new food premises start ups in the last month which have been provided with regulatory advice that achieve 4* or above	No target	72%	75%		75%	
% of premises inspected of those due	100%	99.2%	100%		100%	
% improvement in non compliant premises to broadly compliant (Rating 3 or above): 0 FHR premises 1 FHR premises 2 FHR premises	25% 25% 25%	Figures for each category not available- overall improvement 53%	Overall improvement 60%		Overall improvement 70%	

**Appendix 5 - A Breakdown of Net Expenditure for Food Safety by  
Activity covering the period 2012 to 2016**

Budget Detail	Actual 12/13 £000	Actual 13/14 £000	Budget 14/15 £000	Budget 15/16 £000	Budget 16/17 £000
	Food Safety				
Employees	125	135	84	85	89
Premises	0	0	0	0	0
Transport	4	5	5	5	5
Supplies & Services	11	7	5	5	5
Third Party Payments	0	0	0	0	0
Transfer Payments	0	0	0	0	0
Central Support	58	62	70	71	73
Capital Charges		0	0	0	0
<b>Total Expenditure</b>	<b>198</b>	<b>209</b>	<b>163</b>	<b>165</b>	<b>172</b>
External Income	(43)	(49)	(40)	(40)	(40)
Recharges to Other Services	(35)	(38)	(39)	(40)	(41)
<b>Total Income</b>	<b>(78)</b>	<b>(87)</b>	<b>(78)</b>	<b>(79)</b>	<b>(80)</b>
<b>Net Expenditure</b>	<b>120</b>	<b>122</b>	<b>85</b>	<b>86</b>	<b>92</b>

**SUBMISSION BY NEIL WAIT – SENIOR ENVIRONMENTAL PROTECTION OFFICER**

**NEW LICENCE CONDITIONS FOR CAT BOARDING ESTABLISHMENTS**

**1.0 PURPOSE OF THE REPORT**

- 1.1 To provide the Council with an up to date licensing regime, which reflects changes in the law, the industry and the progress in animal care.

**2.0 SUMMARY HIGHLIGHTS OF THE REPORT**

- 2.1 The report seeks adoption of new licensing conditions for cat boarding establishments (APPENDIX C). The new cat boarding conditions will be based on the Chartered Institute of Environmental Health (CIEH) Model Licence and Conditions and Guidance (November 2013) (APPENDIX B).

**3.0 BACKGROUND & INTRODUCTION.**

- 3.1 The Council is responsible for the licensing of animal boarding establishments under the Animal Boarding Establishments Act 1963. A licence is required by any person who wishes to carry on a business of providing accommodation for other people's dogs and/or cats.
- 3.2 Each animal boarding establishment licence issued by the Council is subject to the standard conditions adopted by this Authority. In addition to a standard condition the Council may decide that a licence may also contain special conditions that are only applicable to the premise or class of premise concerned. The Authority's current cat boarding licence conditions are attached in Appendix A of this report.
- 3.3 The Chartered Institute of Environmental Health (CIEH) has worked in partnership with a number of groups to produce a new set of model conditions for cat boarding establishments (APPENDIX B).
- 3.4 We propose adoption of conditions (APPENDIX C) that are based on the model conditions and guidance created by CIEH in 2013.
- 3.5 Adoption of the new licence conditions bring the previous licence conditions up to date, reflecting changes in the law, the industry and progress in animal care.
- 3.6 In granting a licence under the Animal Boarding Establishments Act 1964 the Council may attach relevant conditions to ensure that the aims of the legislation are upheld. It has power to inspect the licensed premises at all reasonable times; and may refuse a

licence if the standards are unsatisfactory or if the terms of the licence are not being complied with.

- 3.7 The purpose of the licensing regime is to ensure that the following:
- That animals will be kept in suitable accommodation, for example in regards to temperature, size, lighting, ventilation and cleanliness
  - Adequate food and drink will be provided to the animals and they will be visited at suitable intervals.
  - That steps are taken to prevent disease spreading among the animals.
  - That adequate fire and emergency provisions are in place.

#### **4.0 THE PROPOSALS FOR CONSIDERATION.**

4.1 The proposed new conditions bring the previous conditions up to date. The aim is to safeguard animal welfare and improve cattery management. As the conditions are based on the Model Conditions created by the CIEH it helps to provide a consistent approach across Local Authorities.

- 4.2 The Animal Welfare Act 2006 made owners and keeper of animals responsible for ensuring that welfare needs are met in terms of:
- A suitable environment
  - A suitable diet
  - To exhibit normal behaviour patterns
  - To be housed with, or apart from other animals, if appropriate
  - To be protected from pain, suffering, injury and disease.

These are known as the five freedoms. The five freedoms have been taken into account when the new conditions have been written.

4.3 The 2006 Act is supposed to be followed by secondary legislation to make changes to the licence conditions but that appears to have stalled. We are, however, still required to ensure that the welfare needs as set out above are met by areas where we have the licensing responsibility.

4.4 On 10<sup>th</sup> June 2014 the CIEH Model Licence Conditions and Guidance for Cat Boarding Establishments 2013 was sent to proprietors of currently licensed cat boarding establishments. Licence holders were given until the 18<sup>th</sup> July 2014 to comment on the model licensing conditions and guidelines. We received 3 responses that are enclosed in Appendix D.

- 4.5 Of the three responses we received the main points from there letters were:
- Overall a positive response to these types of conditions, with some minor concerns.
  - One respondent was concerned regarding the requirements of sneeze barriers. However, the requirements are only slightly different to existing conditions in that establishments need to protect boarded cats to animals outside of the establishment.
  - Concern regarding obtaining microchip numbers. However, we consider the benefit out weighs any negatives.
  - Concern over the separate entrance to isolation facilities required within the model standards. On Environmental Health's suggested new conditions for adoption we have made this a requirement of new

establishments, but consider that existing premises current isolation facilities are satisfactory.

- Other minor considerations are also mentioned in the responses.

4.6 We currently licence six catteries and those annual licences expire at the end of December 2014. If the revised conditions are adopted we would expect new premises to be fully compliant immediately. Existing premises will be given a reasonable period of time to adjust to the new requirements.

4.7 A brief summary of key changes from our existing conditions to the proposed new conditions are:

- The new conditions refer to complying with current regulations e.g. fire and electrical safety.
- The 5 freedoms are taken into consideration, resulting in more conditions in relation to the mental and behavioural needs of the cats.
- New build conditions are brought in line with the CIEH model standards.

4.8 The requirements of the new conditions are not considered to be unduly burdensome to businesses.

## **5.0 FINANCIAL IMPLICATIONS**

5.1 There are no identified financial considerations identified.

## **9.0 RECOMMENDATIONS**

9.1 Members are requested to:-

- Adopt the new cat boarding establishment conditions in Appendix C with immediate effect for new cat boarding establishments.
- Adopt the new cat boarding establishment conditions in Appendix C by 1<sup>st</sup> January 2015 for existing cat boarding establishments who will be given a suitable period of time to comply.

## ANIMAL BOARDING ESTABLISHMENTS ACT 1963

### LICENCE CONDITIONS FOR CAT BOARDING PREMISES

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- 1.1 Unless otherwise stated, these conditions shall apply to all buildings and areas to which cats have access and/or are used in association with the boarding of cats. Use of the term 'unit' refers to combined sleeping and individual exercise areas.

#### LICENCE DISPLAY

- 2.1 A copy of the licence and its conditions must be suitably displayed to the public in a prominent position in, on or about the boarding establishment.

#### CONSTRUCTION

##### 3.1 GENERAL

- 3.1.1 The establishment must, at all times, be laid out and operated in accordance with an approved plan, to be attached to the licence. Before carrying out any alterations, plans must be submitted to and approved by the licensing officer of the local authority.
- 3.1.2 Units must be built on a concrete base with a damp proof membrane to Building Regulation standards. This should have a minimum fall of 1 in 80 (see- 3.3.2)
- 3.1.3 All exterior wood must be smooth and properly treated against wood rot. Only products which are not toxic to cats may be used. 3.1.3
- 3.1.4 All internal surfaces used in the construction of walls, floors, partitions, doors and door frames to be durable, smooth and impervious. There must be no projections or rough edges liable to cause injury.
- 3.1.5 Sleeping areas of units must be so insulated as to prevent extremes of temperature.
- 3.1.6 Fencing material must be secure and safe.
- 3.1.7 The construction must be such that the security of the cat is ensured.
- 3.1.8 All areas to which cats have free access must be roofed (see 3.4.2).

##### 3.2 WALLS

- 3.2.1 Walls with which cats may come into contact must be of smooth impervious materials, capable of being easily cleansed. Where concrete or other building blocks are used in such walls, they must be sealed so as to be smooth and impervious, and resealed when necessary.
- 3.2.2 Junctions between verticals and horizontal sections should be covered. If impractical in existing premises, all joints must be sealed.
- 3.2.3 Full length sneeze barriers must be provided where the gap between units is less 625mm (2ft)

##### 3.3 FLOORS AND CONCRETE BASES

- 3.3.1 The concrete base and floors of all buildings, must be of smooth, impervious materials, capable of being easily cleansed.
- 3.3.2 Floors of all units and individual exercise areas must be constructed and maintained in such a condition as to prevent ponding of liquids (See condition 3.1.2).

##### 3.4 CEILINGS AND ROOFING

- 3.4.1 Ceilings must be capable of being easily cleansed and disinfected.
- 3.4.2 All exercise areas and the safety passage should be covered with mesh and impermeable material, a proportion of which must be translucent.

##### 3.5 DOORS

- 3.5.1 Doors must be strong enough to resist impact and scratching and must be fitted to be capable of being effectively secured.
- 3.5.2 Where metal edging is used, this must not present a risk of injury to the cat.
- 3.5.3 Adequate constructional precautions must be taken to prevent and control the spread of infectious disease particularly by droplet infection.

### **3.6 WINDOWS**

- 3.6.1 All windows which pose a security risk must be escape proof at all times.

### **3.7 DRAINAGE**

- 3.7.1 Kitchens must be connected to mains drainage or an approved, localized sewage disposal system.

### **3.8 LIGHTING**

- 3.8.1 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.
- 3.8.2 Adequate supplementary lighting must be provided throughout the establishment.

### **3.9 VENTILATION**

- 3.9.1 Ventilation must be provided to all interior areas without the creation of excessive, localised draughts in the bedding area.

### **3.10 MAINTENANCE**

- 3.10.1 Maintenance and repair of the whole establishment must be carried out regularly.

## **NUMBERS OF ANIMALS**

### **4.1 NUMBER OF CATS PERMITTED**

- 4.1.1 The maximum number of cats to be kept at any one time is to be determined by the local authority.
- 4.1.2 Each cat must be provided with a separate unit except that cats from the same household may share a unit of adequate size with the written consent of the cats' owner.
- 4.1.3 Holding units may be provided for temporarily boarding a cat for not more than 24 hours. Holding units, if provided, must comply with conditions are required for main units. Holding must be a minimum area of 9 sq ft. **The floor area must be a minimum of 12 sq ft.** Holding units must have a minimum height of 3ft (0.9m).
- 4.1.4 No animals other than cats are to be boarded within the facilities without the written approval of the local authority.
- 4.1.5 Where stray cats are accepted by the kennels they must be kept in a separate area away from the boarded dogs.

### **4.2 UNIT SIZE, LAYOUT AND EXERCISE FACILITIES**

- 4.2.1 **Each unit must have a sleeping area and an adjoining exercise area, which is exclusive to that unit.**
- 4.2.2 **Each unit must be provided with a sleeping area of at least 0.85 sq m ( 9 sq ft) for one cat, 1.5 sq. m (16sq ft) for two cats, 1.85 sq m (20 sq ft) for up to four cats.** Units may be designated as suitable for a specific number of cats, greater than 4, at the discretion of the licensing authority.
- 4.2.3 Units must have a minimum internal height of 1.8m
- 4.2.4 **The height of the sleeping area must be at least 3ft (91cm) in existing and 4ft (1.22m).**
- 4.2.5 Suitable bedding equipment must be provided which allows the cats to be comfortable and which is capable of being easily and adequately cleaned and disinfected. Such equipment must be sited out of draught. All bedding material must be maintained in a clean, parasite free and dry condition.
- 4.2.6 **Each unit must be provided with an exercise area of at least 1.7 sq m (18 sq ft) for a single cat; 2.23 sq m (24 sq ft) for two cats; 2.78 sq m (30sq ft for up to four cats.**
- 4.2.7 Units areas must open onto secure corridors or other secure areas so that cats are not able to escape from the premises.
- 4.2.8 Exercise areas must not be used as sleeping areas.
- 4.2.9 There must be direct and voluntary access to exercise areas.

## **MANAGEMENT**

### **5.1 TRAINING**

- 5.1.1 A written policy must be provided. Systematic training of staff must be demonstrated to have been carried out.

### **5.2 TEMPERATURE KENNELS**

- 5.2.1 Heating facilities must be available in the unit and used according to the requirements of the individual cat.
- 5.2.2 There must be some part of the sleeping area where the cat is able to enjoy a temperature of 10°C
- 5.2.3 In isolation kennels, there should be a means of maintaining the temperature at a level suitable for the conditions of the cat and dependent on veterinary advice.

### **5.3 CLEANLINESS**



- 5.3.1 All units, corridors, common areas, kitchens etc. must be kept clean 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 cat comfort.
- 5.3.2 Each occupied unit must be cleansed daily. All excreta and soiled material removed from all areas used by cats at least daily and more often if necessary.
- 5.3.3 All bedding areas must be kept clean and dry.
- 5.3.4 Suitably sited litter trays, which are easy to clean and impermeable, must be provided. These must be emptied and cleansed at least once a day and as necessary at any time during the day if found to be unduly soiled. A suitable material for litter must be provided.
- 5.3.5 Each unit must be thoroughly cleansed and disinfected and dried upon vacation. All fittings and bedding must be cleansed and thoroughly disinfected at that time.
- 5.3.6 Facilities must be provided for the proper reception, storage and disposal of all waste. Particular care should be taken to segregate clinical waste arising from the treatment and handling of cats with infectious diseases. The final disposal route for all such waste must be incineration.
- 5.3.7 Measures must be taken to minimise the risks from rodents, insects and other pests within the establishment.

#### **5.4 FOOD AND WATER SUPPLIES**

- 5.4.1 All cats must be adequately supplied with suitable food. At least two meals a day must be offered at approximately 8 hours apart, Wholesome water must be available at all times and changed daily.
- 5.4.2 Eating and drinking vessels must be capable of being easily cleansed and disinfected to prevent cross contamination. They must be maintained in a clean condition. Disposable eating dishes may be used.
- 5.4.3 Eating vessels must be cleansed or disposed after each meal.
- 5.4.4 Drinking vessels must be cleansed at least once daily.

#### **5.5 KITCHEN FACILITIES**

- 5.5.1 Exclusive facilities, hygienically constructed and maintained, must be provided for the storage and preparation of food for the cats.

- 5.5.2 Where fresh and cooked meats are stored, refrigeration facilities must be provided, and potential food contamination must be avoided.
- 5.5.3 A sink with hot and cold water must be provided for the washing of food equipment and eating and drinking vessels. A separate wash-hand basin with hot and cold water must be provided for staff use.
- 5.5.4 Containers must be provided for the storage of foods and shall be so constructed and kept in such good order, repair and condition as to be proof against insects and other pests.

#### **5.6 DISEASE CONTROL AND VACCINATION**

- 5.6.1 Adequate precautions must be taken to prevent and control the spread of infectious and contagious disease and parasites amongst the cats, staff and visitors.
- 5.6.2 Proof must be provided that cats boarded or resident have current vaccination against Infectious Feline Enteritis, Feline respiratory disease and other relevant diseases. The course of vaccination must have been completed at least four weeks before the first date boarding or in accordance with manufacturer's instructions. A record that this has been supplied must be kept on site throughout the period that the cat is boarded.
- 5.6.3 Advice from a veterinary surgeon must be sought in case of signs of disease, injury or illness. Where any cat is sick or injured any instructions for its treatment which have been given by a veterinary surgeon must be strictly followed.
- 5.6.4 A well stocked first-aid kit suitable for use on cats must be available and accessible on site.

#### **5.7 ISOLATION**

- 5.7.1 Isolation facilities must be provided.
- 5.7.2 **These isolation facilities must be in compliance with other boarding requirements but must be separate and physically isolated from the main units. This must be approximately 3m from neighbouring pens.**
- 5.7.3 Adequate facilities to prevent the spread of infectious disease between the isolation and other units, must be provided.
- 5.7.4 Hands must be washed after leaving the isolation facilities before visiting the other units.

## **5.8 REGISTER**

- 5.8.1 A register must be kept of all cats boarded. The information kept must include the following:
- date of arrival
  - name of cat, any identification system such as a microchip, number of tattoo.
  - description, breed, age and gender of cat.
  - name, address and telephone number of owner or keeper.
  - Name, address and telephone number of contact person whilst boarded
  - name, address and telephone number of cat's veterinary surgeon
  - anticipated and actual date of departure
  - health, welfare and nutrition requirement
- 5.8.2 The register must be kept readily available for a minimum of 24 months and kept in such a manner as to allow an authorised officer easy access to such information.
- 5.8.3. Where records are computerized, a back-up copy must be kept. The register must also be available to key members of staff of the establishment at all times.

## **5.9 IDENTIFICATION OF UNITS**

- 5.9.1 Each unit must be clearly marked (e.g. numbered), and a system in place which ensures that relevant information about the cat in that unit is readily available.

## **5.10 SUPERVISION**

- 5.10.1 A fit and proper person must always be present to exercise supervision and deal with emergencies whenever cats are boarded at the premises.
- 5.10.2 Cats must be visited at regular intervals, as necessary for their health, safety and welfare.

## **5.11 FIRE PRECAUTIONS**

- 5.11.1 Appropriate steps must be taken for the protection of the cats in case of fire or other emergencies.
- 5.11.2 A proper emergency evacuation plan and fire warning procedure must be drawn up and posted on the premises. This must include instructions to where cats are to be evacuated to in the event of a fire or other emergency.
- 5.11.3 Fire fighting equipment must be provided in accordance with advice given by the Fire Prevention Officer.

- 5.11.4 All electrical installations and appliances must be maintained in a safe condition. There must be a residual current circuit breaker system on each block of kennels.
- 5.11.5 Heating appliances must not be sited in a location or manner where they may present a risk of fire.
- 5.11.6 Precautions must be taken to prevent any accumulation which may present a risk of fire.
- 5.11.7 There must be adequate means of raising an alarm in the event of fire or other emergency.



# CIEH Model Licence Conditions and Guidance for Cat Boarding Establishments 2013



February 2014

This document has been prepared in the best interests of animal welfare and to advise those tasked with inspecting, advising and licensing catteries under the Animal Boarding Establishments Act 1963. No liability rests with contributing bodies for the circumstances arising out of the application of conditions contained within the document.

Thanks to Rachel and Brian Bland, The Cats Whiskers, Wilstead MK45 3DP for use of the front page photograph

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# Introduction

The Chartered Institute of Environmental Health (CIEH) model licence conditions and guidance for cat boarding establishments was first produced in 1995.

Since then there have been developments in understanding of animal welfare and also the introduction of the Animal Welfare Act in 2006. It was, therefore, felt timely to revise and update this document so that it better reflects the legal and animal welfare considerations inspectors should consider when looking at catteries and making recommendations for licensing and any conditions applicable.

This document is aimed at all those who are tasked with inspecting, advising and licensing catteries under the Animal Boarding Establishments Act 1963 ('the 1963 Act'). It may also be useful to owners and managers of catteries and those planning to build boarding catteries who wish to better understand what their legal requirements are under both the 1963 Act and the Animal Welfare Act 2006 ('the 2006 Act') as well as other related legislation.

## The main legal requirements

There are two main pieces of legislation that attention should be drawn to, namely; the Animal Boarding Establishments Act 1963, and the Animal Welfare Act 2006.

### 1. Animal Boarding Establishments Act 1963

The 1963 Act requires anyone who wishes to keep a boarding establishment (i.e. in this context a cattery) to be licensed by the local authority and abide by the conditions of the licence. If they do not they are in breach of the law. In particular the local authority will consider the ability of the establishment to ensure:

- accommodation is suitable as respects construction, size, number of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness,
- adequate supply of suitable food, drink and bedding material for the animals and that they are adequately exercised, and visited at suitable intervals,

- all reasonable precautions are taken to prevent and control the spread of infectious or contagious diseases, including the provision of isolation facilities,
- appropriate steps are taken for the protection of animals in the case of fire or other emergency,
- a detailed register is maintained of any animals received into the establishment that is available for inspection at all times.

Those responsible for a cattery must ensure that a copy of the licence and its conditions (maximum number of cats and number of holding units) is displayed prominently in the boarding establishment.

No animals other than cats are to be boarded within the licensed facilities without the written approval of the local authority.

### 2. Animal Welfare Act 2006

Sections 1 and 2 of the 2006 Act set out which animals are protected. This includes any animal (vertebrate) other than man (section 1) which is commonly domesticated in the British Isles, or under the control of man whether on a permanent or temporary basis, or is not living in a wild state (section 2). Thus cats and kittens are protected by this piece of legislation.

Section 3 of the 2006 Act sets out who can be found to be responsible for an animal and this includes on a permanent or temporary basis as well as being in charge of it or owning it. Therefore, the establishment owner as well as their employees can be found liable under this piece of legislation. No one under the age of 16 years can be deemed to be responsible for an animal.

Section 4 of the 2006 Act sets out offences concerning unnecessary suffering. An offence is committed here if someone's act or failure to act causes an animal to suffer, whether the person knew (or ought to have reasonably known) that the act (or failure to act) was likely to cause such suffering - it is still an offence as the suffering was unnecessary. An offence can also be committed whereby someone permits this to happen. Again, this can apply

to not just employees of an establishment but also an owner. In particular the suffering may be deemed unnecessary if it could reasonably have been avoided or reduced, if it was not in compliance with relevant legislation, licence, or codes of good practice, if it was not for a legitimate purpose, if it was not proportionate, if it was not the conduct of a reasonably competent and humane person.

Under Section 9 of the 2006 Act those responsible for animals (in England and Wales) have a duty to ensure reasonable steps are taken to ensure the welfare needs of the animals are met to the extent required by good practice. This includes:

- its need for a suitable environment,
- its need for a suitable diet,
- its need to be able to exhibit normal behaviour patterns,
- any need it has to be housed with, or apart from, other animals, and
- its need to be protected from pain, suffering, injury and disease.

This guidance also notes that additionally there are Codes of Practice concerning cats that the Welsh Government and DEFRA have produced and they provide further information on these points. To access copies of these Codes please see –

[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/69392/pb13332-cop-cats-091204.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/69392/pb13332-cop-cats-091204.pdf)

[www.wales.gov.uk/docs/drah/publications/110817catcodea5en.pdf](http://www.wales.gov.uk/docs/drah/publications/110817catcodea5en.pdf)

### **Other current relevant regulations and legislation:**

Other Legislation which is relevant to the running of a boarding cattery includes, but is not restricted to the following:

- The Regulatory Reform (Fire Safety) Order 2005
- Health and Safety at Work etc Act 1974
- Environmental Protection Act 1990

- Electricity at Work Regulations 1989
- Control of Substances Hazardous to Health Regulations 1988
- Controlled Waste Regulations 1992
- Town & Country Planning Act 1990
- Welfare of Animals (Transport) (England) Order 2006
- Welfare of Animals (Transport) (Wales) Order 2006
- Regulation on the protection of animals during transport (EC) 1/2005

Further information on the above is available from Business Link – [www.businesslink.gov.uk](http://www.businesslink.gov.uk)

### **Training**

All staff who handle and care for cats must be adequately trained in ensuring the cats' welfare (as per the Animal Welfare Act) as well as their safe handling.

Staff must also be trained in emergency procedures to follow, and all other aspects of the licence conditions which are pertinent to their work. Obtaining relevant qualifications is strongly recommended.

This guidance document recommends that written policies and procedures setting out how the cattery will ensure all aspects of the welfare of cats in their care as well as their staff should be provided. It further recommends that a systematic training programme should be implemented including provision of evidence of its use for permanent, temporary, and part-time employees and regular reviews of training.

### **Supervision/responsibility**

The cattery proprietor or a responsible person over the age of 18 years should always be present to exercise supervision and deal with any emergencies whenever cats are boarded at the premises.

It is strongly recommended that the cattery proprietor or a responsible person lives on site or a key-holder must live within a reasonable distance of the cattery. An emergency contact number must be clearly displayed at the entrance to the cattery.



**The groups consulted included:**

- British Small Animal Veterinary Association
- British Veterinary Association
- Cats Protection
- Chartered Institute of Environmental Health
- Corporation of London
- Daisy Bank Kennels & Cattery
- Dogs Trust
- Epping Forest DC
- International Cat Care (Formerly Feline Advisory Bureau)
- Kennel Design (David & Kay Key)
- Pet Industry Federation (Formerly Pet Care Trust)
- Royal Society for the Prevention of Cruelty to Animals

## How to use this document:

Each of the sections relates to a Requirement, elaborating why it is important to meet this from the perspective of the cat and/or legal requirements where applicable. Good care is based on some simple principles and these are shown where relevant as bullet points (•) in the document.

In order to link the licence guidelines with the check lists for use by Licence inspectors, each factor which enables the associated legal requirement to be met has been given an individual code linking it to the appropriate section. These must be followed in order to achieve the licence. It should be noted that the order in which the requirements are listed under each section is arbitrary and does not indicate any order of importance. All requirements listed under the sections are equally important.

The Identification code is made up of a 'letter. number' combination, the letter indicating the section (relating to each of the 5 welfare needs as stipulated under the Animal Welfare Act 2006), and the number relating to the requirement's numerical order within that section:

SECTION	IDENTIFICATION CODE
Environment	A
Diet	B
Behaviour	C
Company	D
Health and welfare	E

Attached at Annex A is a Model Licence Conditions Inspection Sheet for Cat Boarding Establishments.

## Section A – Environment: Providing the cat(s) with a suitable place to live/stay

Good care is based on some simple principles and these are shown where relevant as bullet points (•) in the document.

Poor housing has a substantially negative impact on both the health and wellbeing of cats. Housing systems must be suitable for the needs of the species in question. The cattery must be designed, built and managed to provide safe, disease free, comfortable, clean, draught free, animal friendly conditions, which are minimally stressful and which offer environmental choice for the animal, sensory stimulation, physical and mental exercise.

The following requirements list what must be present in a cat's environment, and details further measures that can be taken. Please note that the requirements are not presented in any order of importance but all hold equal standing with respect to the environmental needs of cats.

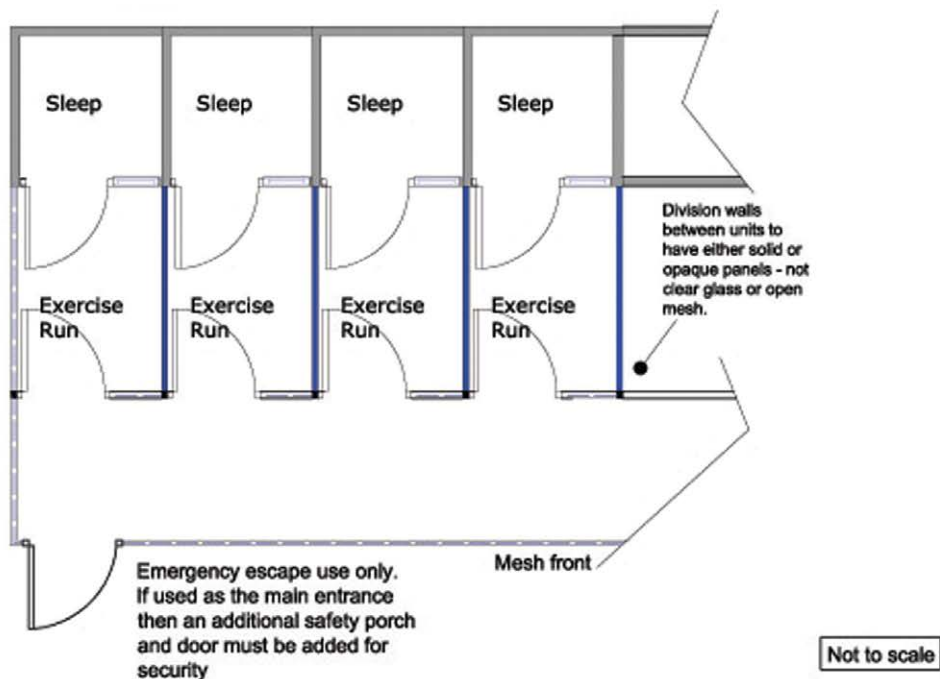
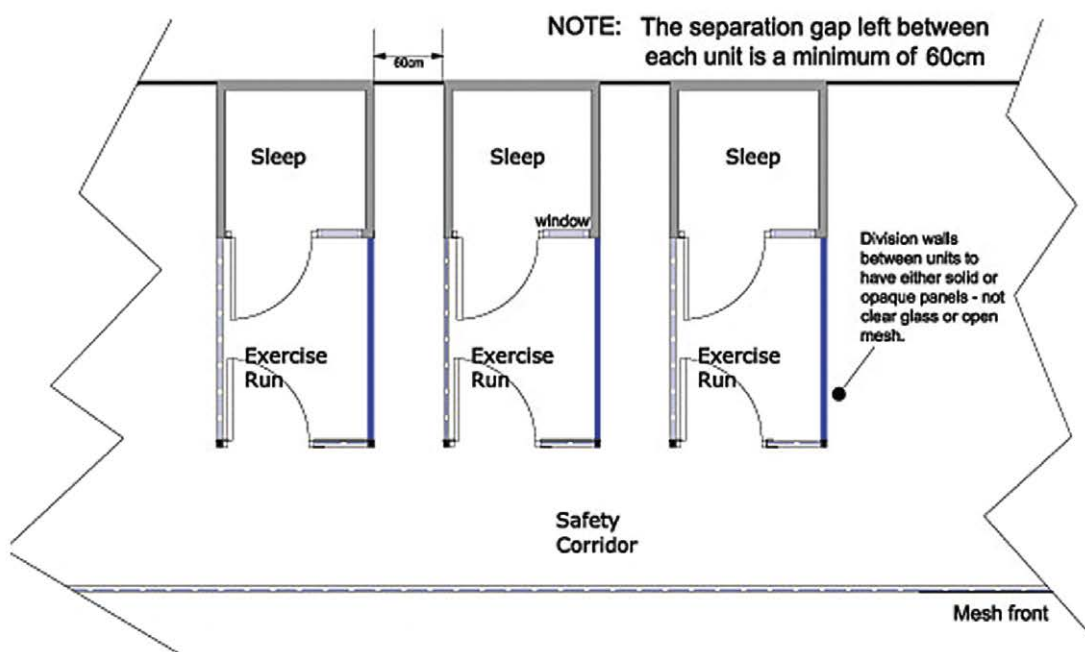
### Cattery construction and principles of design

- The correct design and construction of a cattery is vital to prevent escape, minimise disease spread and stress to the cats, and to make maintenance and hygiene management straightforward and achievable by cattery proprietors.
- For disease control there must be no possibility of cats within the cattery (other than those from the same household), or other animals outside the cattery, coming into direct contact with each other or contacting droplets sneezed out by cats (for further information see Section E – Health and Welfare).
- **Designs MUST include:**
  - Cat units with sleeping accommodation (with solid sides) and an individual attached run.
  - Full height, full width, sneeze barriers between units. Alternatively, some catteries have gaps between units (minimum 0.6 m (see page 27 – New Build).

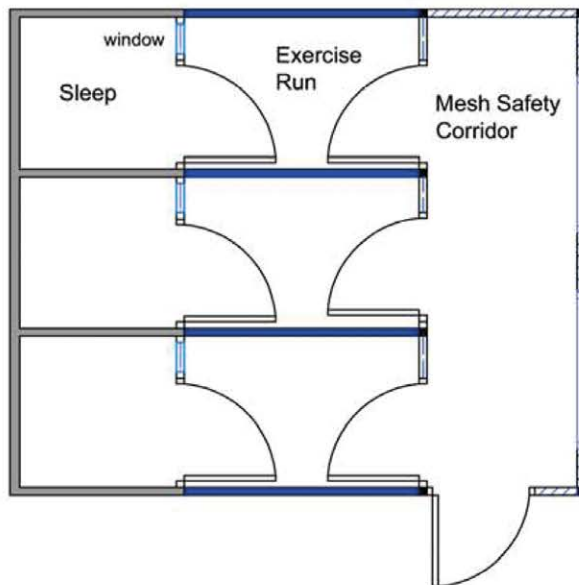
- An enclosed area (corridor or lobby) outside the cat unit to minimise risk of escape.
- Provision to isolate cats if necessary.
- Ancillary facilities including a separate kitchen with hot and cold running water and refrigeration for food.
- A separate hand-washing facility for staff.
- A litter tray cleaning area.
- A reception area.

- Cattery design usually falls into three categories with the sleeping accommodation comprising of a full-height walk-in area or a penthouse (see A3):

**Outdoor – catteries with indoor sleeping accommodation and individual covered outdoor exercise runs – accessed individually from a covered outdoor safety corridor.**

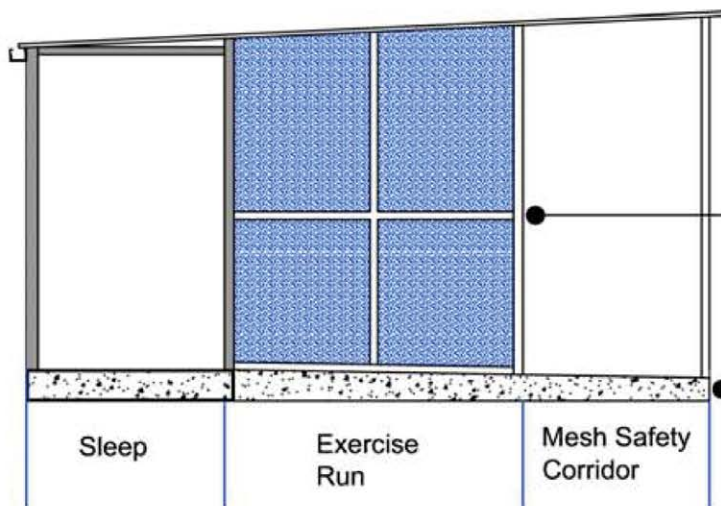


**Semi-outdoor/indoor – catteries with indoor sleeping accommodation and individual covered outdoor exercise runs – usually accessed individually from a common indoor safety corridor.**



Staff access the sleeping and exercise run via the safety corridor in front of the units

Typically the safety corridor has a solid appearance with large opening windows with mesh safety guards to allow light and fresh air into the units

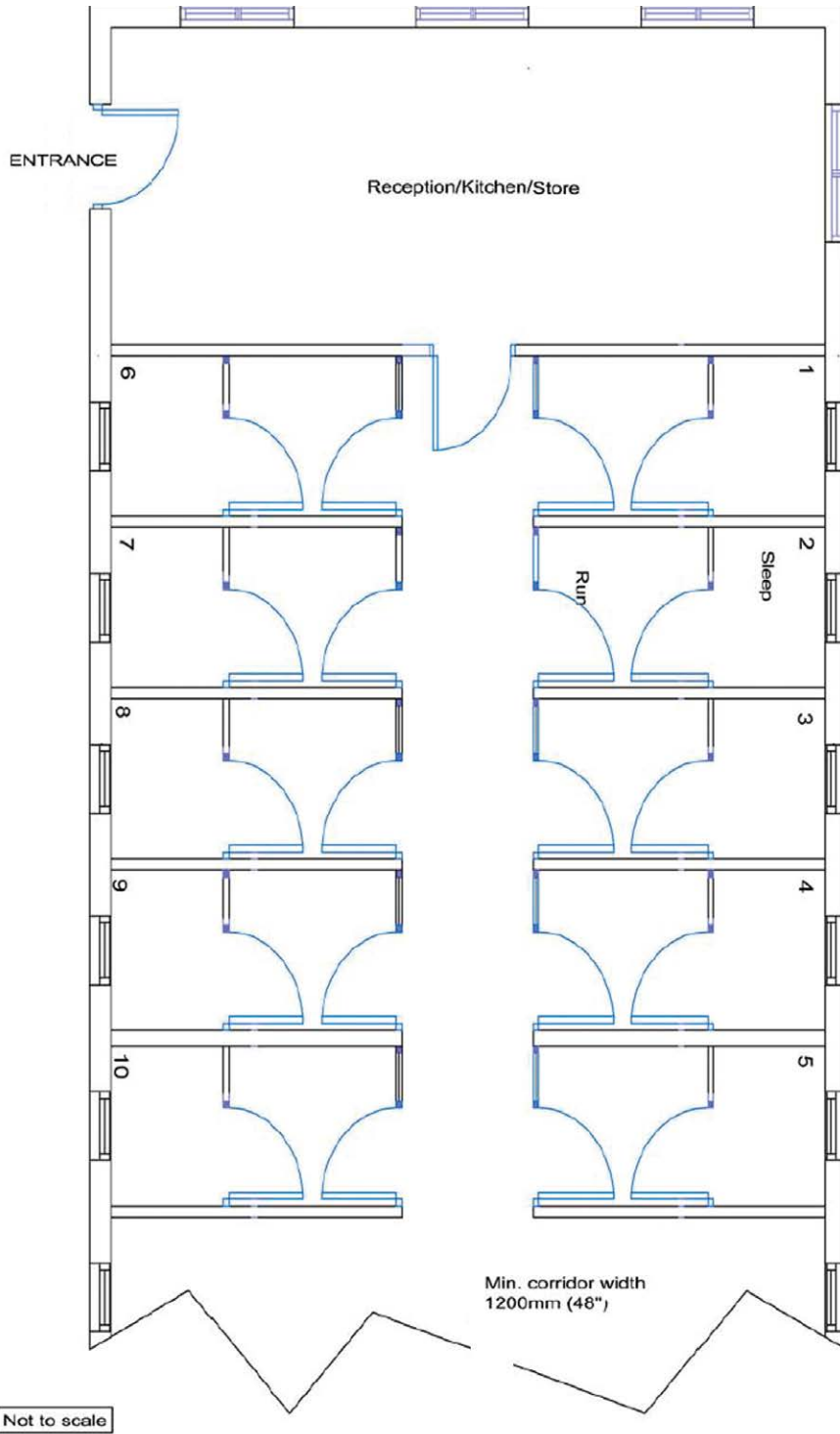


Division walls between units to have either solid or opaque panels – not clear glass or open mesh

Concrete surface laid to fall to allow rain water to drain

2013 minimum size (suitable for up to 2 cats):  
Sleep – 1.5m<sup>2</sup> (1.2m x 1.25m)  
Run – 2.2m<sup>2</sup> (1.2m x 1.85m)

**Totally indoor** – catteries with indoor sleeping accommodation and indoor exercise runs – usually accessed individually from a common indoor corridor.



## A.1 Physical construction and integrity

### General

- The cattery must be safe, secure and free from hazards, to minimise any chance of injury to a cat or escape of a cat.

- A.1.1 The cattery must be structurally sound.
- A.1.2 The cattery must be constructed of materials that are robust, safe and durable and be well maintained in good decorative order and repair.
- A.1.3 Materials used in construction or maintenance must not expose cats to any harmful chemicals.
- A.1.4 The cattery must be built in compliance with good building practice (e.g. local authority guidelines), on a concrete base with a damp proof membrane. Where Building Regulations apply these must be adhered to.
- A.1.5 There must be no sharp edges, projections, rough edges or other hazards which present risk of injury to a cat.
- A.1.6 Windows must be escape-proof at all times.
- A.1.7 Doors must have secure latches or other closing devices.
- A.1.8 All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape-proof structure.
- A.1.9 Timber, if used, must be of good quality, well maintained and any scratched areas sealed or over-clad.
- A.1.10 Any storage areas must be dry and free from vermin.
- A.1.11 Electrical equipment must be installed in line with current legislation and maintained in a safe condition.

### Drainage

- Drainage must be effective to ensure there is no standing water in the cattery, as this can be a reservoir for infectious agents.
- A.1.12 Waste water must not run off into adjacent pens.

A.1.13 Adequate drainage must prevent pooling of liquids.

A.1.14 Any drain covers in areas where cats have access must be designed and located to prevent toes/claws from being caught.

### Safety corridor/entrance lobby

- An enclosed area (safety corridor/entrance lobby) is essential to ensure that if cats manage to slip out from their individual cat unit, they are still kept safely inside the cattery.
- A.1.15 There must be an escape-proof area (safety corridor/entrance lobby) at the exit of each cat unit.
- A.1.16 For catteries where there are facing units accessed by an indoor corridor, the corridor must be at least 1.2 m wide, or the doors of the units must be solid or have sneeze barriers.
- A.1.17 At the end of the safety corridor there must be a securable door through which the inside of the cattery can be viewed from the outside and this must be kept closed when not in use.
- A.1.18 The door from the cat unit to the safety corridor must be escape-proof, securable, strong enough to resist impact and scratching and kept closed at all times.
- A.1.19 The floor must be finished to produce a smooth, impervious surface which is easy to clean and disinfect. Holes or gaps between tiles or paving slabs are not acceptable.
- A.1.20 Outdoor safety corridors must be roofed.
- A.1.21 External doors/gates must be lockable and staff must have easy access to keys in case of emergency.
- A.1.22 Sufficient lighting must be provided in the safety corridor to illuminate all year round. Where practicable this should be natural light during the day.
- A.1.23 The safety corridor must not be used as an exercise area.

## Roofing

- Roofing provides protection from the weather and prevents escape of cats. In a timber construction it is strongly recommended that the run should also be roofed with wire mesh, as an added precaution against escape. The mesh should extend over the top of the run under the roof and be attached firmly to the framework.

In catteries where substantial roofing is placed over the whole cattery (including the safety corridor) the need for wire mesh roofing is diminished. However, care must be taken to ensure that no gaps appear to allow escape of a cat.

- A.1.24 There must be a safe, secure, waterproof roof over all of the cat units (sleeping accommodation and run) and the safety corridor. For the run, materials used must be capable of filtering UV light and providing adequate shade.

## A.2 Cat units

- A boarded cat is accommodated in a 'unit' comprising enclosed sleeping accommodation and an adjoining individual covered exercise run.

- A.2.1 Cats from different households must not share cat units.

## Lighting

- Lighting enables adequate observation of the animals and for cleaning and working in the cattery.

- A.2.2 There must be adequate lighting in the cat unit.

## Ventilation and humidity

- Fresh air is essential for the maintenance of good health and well-being as well as limiting the spread of infectious disease. Proper ventilation removes heat, dampness, odour, airborne microbes and pollutant gases such as ammonia.

- A.2.3 Ventilation must be appropriate all year round (both cool in hot weather and avoiding cold draughts in winter). Localised draughts in the sleeping accommodation

must be avoided.

## Interior surfaces

- For disease prevention units must be easy to clean and disinfect.

- A.2.4 All interior surfaces to which cats have access must be durable, smooth and impervious, capable of being cleaned and disinfected, and be kept in good decorative order and repair.

- A.2.5 Where concrete or other building blocks or bricks are used, they must be sealed to be smooth and impervious.

- A.2.6 Surfaces which are peeling, scratched, chipped or in disrepair must be repaired or resealed to an acceptable standard, or replaced.

- A.2.7 Ceilings must be capable of being easily cleaned and disinfected.

- A.2.8 Junctions between sections must be covered or sealed.

- A.2.9 Floors must be finished to produce a smooth, non-slip, solid surface and all surfaces must be capable of being easily cleaned and disinfected. (There must be no open gaps if using concrete slabs or tiling).

## Accessing the cat unit

- Each unit needs to be easily accessible and provide a means of identification for each cat.

- A.2.10 Each unit must be designed to allow staff to access and clean all parts of the cat unit safely. (For further information on cleaning see Section E – Health and Welfare).

- A.2.11 The unit must have a securable, full height door for access.

- A.2.12 Each unit must be clearly marked (e.g. numbered) and a system in place which ensures that relevant information about the cat in that unit is readily available.



### **Litter trays**

- Cats are meticulous animals and a dirty litter tray may deter use. Natural behaviour is to scratch in loose material (litter), to dig a hole or cover waste. The tray should be large enough (average size is 30 x 42 cm (12" x 16")) to let the cat turn around and the litter deep enough (a minimum of 3 cm is recommended) to allow digging activity. Loose sawdust, shredded or sheet newspaper, or soil, are not considered acceptable as litter material.
- A.2.13 Litter trays of a suitable size or type must be provided at all times.
- A.2.14 Each unit must have space to allow for at least 60 cm separation between the litter tray, resting place and feeding area. This allows cats to sit, rest and eat away from areas where they urinate and defecate.
- A.2.15 Trays must be impermeable, easy to clean and disinfect, or be disposable.
- A.2.16 A safe and absorbent litter material must be provided.
- A.2.17 In a multiple cat unit the number of trays must be appropriate to the number of cats (see also D3).
- A.2.18 Trays must be regularly and appropriately cleaned (See section E – Health and Welfare, for information on cleaning protocols, and waste disposal).

### A.3 Sleeping accommodation

- Cats need separate sleeping accommodation which in most cases (except some indoor catteries) must be separate from the run and provide somewhere for the cat to hide away. Most designs fall within the guidelines detailed here:

**Full-height unit** – cat sleeping accommodation in the form of a full-height ‘shed’ which opens into the exercise run and is accessed via a full-height door.

**Penthouse unit** – cat sleeping accommodation in the form of an enclosed raised ‘box’ which opens into the exercise run and is accessed via a ramp from the cat flap.

It can also be accessed by opening the front door(s) to the box.

The sleeping accommodation must be large enough to allow cats to move and lie comfortably and provide enough space to spread resources.



Timber full height walk-in unit



Timber penthouse style unit



uPVC full height walk-in unit



uPVC penthouse style cattery unit

#### Size of full height walk-in unit sleeping accommodation:

- A.3.1 The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

Existing buildings, floor area and dimensions of full height walk-in sleeping accommodation			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
One cat	0.85 m <sup>2</sup>	0.9 m (eg 0.90 m x 0.95 m)	1.8 m
Up to two cats	1.5 m <sup>2</sup>	1.2 m (eg 1.20 m x 1.25 m)	1.8 m
Up to four cats	1.9 m <sup>2</sup>	1.2 m (eg 1.20 m x 1.60 m)	1.8 m

#### Shelving or raised area for a full height walk-in unit

- Shelves or raised areas are important to allow cats to rest high up. Shelving must be able to be kept clean, be large enough for cats to lie on (usually between 0.75 and 1.5 m above the ground) and accessible.

- A.3.2 All resting areas/shelving must be large enough for each cat to lie on.

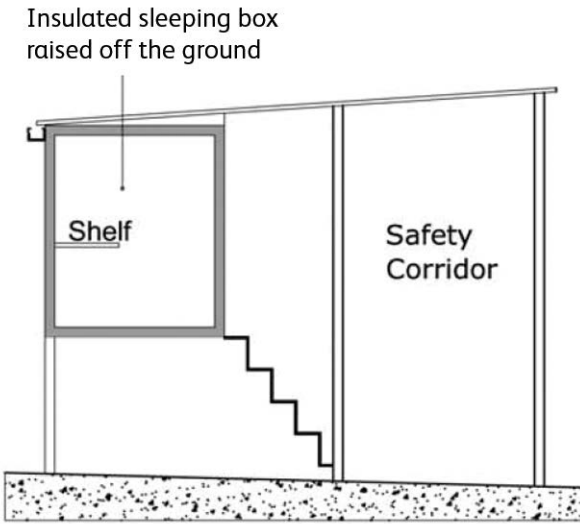
- A.3.3 Facilities must be easily accessible and provide safe easy access to the shelf for elderly, ill, very young or disabled cats if required.

- A.3.4 Shelving or raised areas must be made of impervious, easily cleanable materials.

**Size of penthouse sleeping accommodation (an enclosed boxed sleeping area raised off the ground)**

A.3.5 The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

A.3.6 Facilities must be easily accessible and provide safe easy access (ramp/steps) to the penthouse. Extra consideration may be needed for elderly, ill, very young or disabled cats. Existing buildings, floor area and dimensions

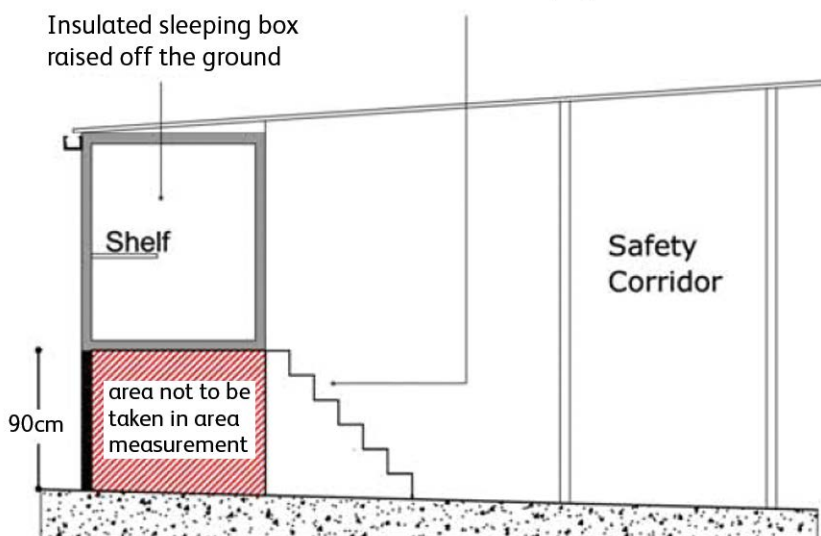


Pre-2013 standard with space under the box taken into the overall footprint allowance

Existing buildings, floor area and dimensions of penthouse sleeping accommodation (box)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height of box
One cat	0.85 m <sup>2</sup>	0.9 m (eg 0.90 m x 0.95 m)	1m
Up to two cats	1.1 m <sup>2</sup>	0.9 m (eg 0.9 m x 1.20 m)	1m
Up to four cats	1.7 m <sup>2</sup>	0.9 m (eg 0.9 m x 1.90 m)	1m

Ladder or ramp for cats to gain access into the sleeping unit

FOR NEW BUILD SEE PAGE 29



The 2013 standard requires that a minimum distance of 1.85m is given from the front of the sleeping unit. The space under the sleeping area is not to be taken into the overall footprint allowance for exercise run space

### Temperature in sleeping accommodation

- Cats like warmth and some indoor cats are used to high ambient temperatures. In a cattery the cat needs an adequate ambient temperature and additional heating facilities if this cannot be guaranteed at times of excessively cold weather. Breed, body condition, medical condition, coat and age can affect an individual's ability to maintain its body temperature.

- A.3.7 There must be a means of measuring, monitoring and recording temperature (maximum and minimum temperatures) representative of the temperature in the cat sleeping accommodation.
- A.3.8 Insulation and temperature regulation in the cattery must aim to keep the ambient temperature in the cat sleeping accommodation above an absolute minimum of 10°C.
- A.3.9 There must be part of the cat's sleeping accommodation where the cat is able to enjoy a minimum temperature of 15°C -this additional heat may be in the form of a heated bed/pad etc.
- A.3.10 The cat must be able to remove itself from the source of heat.
- A.3.11 Heaters must not be sited in a manner or location where they present a risk of burning or electrocution to cats or humans, or a risk of fire.
- A.3.12 Open flame appliances must not be used.
- A.3.13 All heating equipment must be installed and maintained in a safe condition.
- A.3.14 Additional forms of heating can be in the form of heated beds, heated pads or similar but these must not be the main source of heat for the cats. Use should be tailored to the needs of individual cats.

A.3.15 Any sockets in the sleeping accommodation must be waterproof and as far out of reach of cats as possible.

A.3.16 There must be a policy in place for dealing with high temperatures and a means of keeping cats cool.

### Bedding

- Bedding is important to help animals regulate their body temperature, to give traction and to keep animals comfortable. Old or infirm cats can have difficulty rising if surfaces are slippery, and old, very young or infirm animals may have difficulty regulating their body temperature.

A.3.17 There must be a clean resting place to provide comfort and warmth which is situated out of draughts.

A.3.18 Soft bedding materials must be provided and adapted if necessary for old, young or infirm cats to help regulate their body temperature.

A.3.19 Bedding must be made of a material that is easy to wash/disinfect, or is disposable.

### Access to run

- A cat flap allows free access to the run while maintaining indoor temperature. It can be locked if necessary.
- A.3.20 A cat must have access between the sleeping accommodation and run (eg a cat flap) so it can easily and safely access all parts of its unit.

### A.4 Exercise run (in addition to and not including sleeping accommodation)

- The exercise run must be large enough to allow cats to play/exercise.
- A.4.1 Any part of the run to which the cat has access must be easily cleanable and not damaged by scratching. Any replacement wood must be clad with a smooth impervious material.
- A.4.2 The floor must be finished to produce a smooth, impervious surface and all surfaces must be capable of being easily cleaned and disinfected. There must be no open gaps if using concrete slabs or tiling.
- A.4.3 Where cats have access to mesh (catteries with gaps rather than sneeze barriers), the diameter of the wire must not be less than 1.6 mm (16 gauge welded mesh). Mesh size must not exceed 25 mm in one direction and should be positioned on the inside of the framework of runs to prevent damage of uprights by cats scratching any woodwork.
- A.4.4 All exercise runs must be roofed to provide protection from the elements.
- A.4.5 Communal exercise areas must not be used.

#### Size of exercise run for full height walk-in unit and penthouse style unit

- A.4.6 The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

Existing buildings, floor area and dimensions of full height and penthouse exercise runs			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
One cat	1.65 m <sup>2</sup>	0.9 m (eg 0.90 m x 1.85 m)	1m
Up to two cats	2.2 m <sup>2</sup>	0.9 m (eg 1.20m x 1.85 m)	1m
Up to four cats	2.8 m <sup>2</sup>	1.20 m (eg 0.9 m x 2.35 m)	1m

### Sneeze barriers

- It is important to ensure that cats from different households cannot come into direct contact with one another or sneeze on each other.
- A.4.7 Full height, full width solid sneeze barriers must be installed between cat units.
- A.4.8 Sneeze barriers must be in place on the end walls of the exercise run at each end of the cattery block to prevent contact with animals from outside.

### Shelving or raised areas in exercise run

- Shelves or raised areas are important to allow cats to rest high up where they feel more secure (usually between 0.75 and 1.5 m above the ground).
- A.4.9 Shelving must be made of impervious, easily cleanable materials.
- A.4.10 There must be a shelf or facility for providing a raised area in the exercise area.
- A.4.11 All resting areas/shelving must be large enough for each cat to lie on.
- A.4.12 Extra help (eg steps) to provide safe easy access to the shelf for elderly, ill, very young or disabled cats must be available if required.

## A.5 Fire and other emergencies

- Appropriate steps will be taken for the protection of the animals in case of fire and other emergencies.
- This should include instructions on where staff and cats are to be evacuated to in the event of emergencies such as fire or flooding. An emergency telephone list should include fire, police and vets.
- Fire and electrical safety certificates should be available for inspection.

- A.5.1 There must be a written emergency plan (agreed by the local authority) which must be on display and known to staff and a contingency plan should the premises be destroyed or uninhabitable.
- A.5.2 Premises and activities must be risk assessed (including fire). These risk assessments must be recorded and relayed and understood by all staff.
- A.5.3 Fire fighting equipment must be provided, maintained in good working order (maintenance must be evident and should show date checked) and easily accessible.
- A.5.4 Fire exits must be clearly marked and access left unrestricted.
- A.5.5 The premises must comply with current legislation with regards to electricity and gas (if connected).

A model Emergency and Evacuation Plan is attached as Annex B.

## Section B – Diet: Providing the cat(s) with an appropriate diet

Fresh clean water and a suitable diet are basic nutritional requirements for physical health.

### B.1 Drinking

- Water is essential for all cats. It is especially important for those fed on dry food. Cow's milk should not be fed to cats because many cats have lactose intolerance. Wide water bowls allow cats to drink without bending their whiskers.

- B.1.1 Fresh water must be available at all times. Clean water must be provided daily in a clean container or changed sooner if it is visibly soiled.
- B.1.2 Food and water must be kept separate (Joint feeding and water bowls must not be used).
- B.1.4 Water must be positioned well away from the litter tray, as cats will not drink if it is placed too close to a toilet site (see also D.3).
- B.1.4 Adequate water bowls must be provided for multi-cat units (see also D.3).
- B.1.5 Water bowls must be non-porous and easy to clean/disinfect.

### B.2 Eating

- Cats have very specific dietary needs which can vary, dependent on a number of factors (i.e. age, health status, activity, weight). However, all cats are obligate carnivores and require a well-balanced, meat-based diet to stay fit and healthy. Ideally cats should be fed several small meals per day. Kittens, or cats with additional needs, will need more frequent feeding. The feeding of raw food diets is not recommended due to the risk of bacterial and parasite contamination and the public health risk. Cats should not remain inappetent (not eating) for longer than 2 days without seeking veterinary advice.

- B.2.1 There must be exclusive facilities, hygienically constructed and maintained, for the storage and preparation of food for the cats.
- B.2.2 Refrigeration facilities must be provided.

B.2.3 A sink with hot and cold water must be provided for the washing of food equipment and eating and drinking vessels.

B.2.4 Clean, safe containers must be provided for the storage of foods and must be insect and rodent proof

B.2.5 Cats must be fed a balanced diet suitable for their age, health status, reproductive status and lifestyle. The type of food, specific diet or prescription diet is usually by agreement with the owner.

B.2.6 Food must be unspoilt, palatable, and free from contamination.

B.2.7 For healthy adult cats at least two meals a day must be offered at a minimum of 8 hours apart, as appropriate to the individual's requirements.

B.2.8 Unconsumed wet or fresh food must be removed before it deteriorates, and before the next feed time. Dry food can be fed as indicated by the manufacturer.

B.2.9 Food must not be left for excessive periods to prevent it being spoiled and attracting flies. This will vary with temperature conditions and type of food.

B.2.10 All food must be positioned well away from the litter tray, (minimum 60cm), as cats will not eat if it is placed too close to their toilet site.

B.2.11 One feeding bowl must be provided per cat.

B.2.12 Food bowls must be non-porous and easy to clean and disinfect, or disposable.

B.2.13 Food intake must be monitored daily and any problems recorded.

B.2.14 Veterinary advice must be followed if feeding debilitated, underweight or ill cats, or those with specific dietary requirements.

B.2.15 Cats displaying marked weight loss/gain must be evaluated by a vet and treated as necessary.

## Section C – BEHAVIOUR: Allowing the cat(s) to express normal behaviour patterns

Good welfare depends on meeting both the mental and behavioural needs of cats, as well as their physical needs. How a cat behaves can indicate how successfully an individual is coping in its environment.

### C.1 General points on cat behaviour

- Physical and mental health can affect cat behaviour. Cats are intelligent active creatures but changes can upset them, as can being off their own territory. Some cats can become stressed or bored in a boarding situation. This can lead to poor appetite, shedding viruses or greater susceptibility to disease. Staff should be appropriately trained to recognise common behaviours and behaviour changes. A cat should never be punished as this is likely to make it more nervous or scared. A regular routine will help cats to predict what is going to happen.
- Ideally cats should be able to view the outdoors and have an interesting outlook.

C.1.1 The behaviour of individual cats must be monitored on a daily basis and abnormalities or changes noted and acted upon if necessary.

C.1.2 Cats must be able to access different levels within the unit (see A.3 for more information).

C.1.3 Cats must be given the opportunity for play and exercise.

### Hiding places

- Hiding is a behaviour that cats can use to help them cope with changes in their environment. Cats hide to avoid interactions with other cats or people, or stressful situations. Providing cats with places to hide can reduce stress and can be as simple as providing a cardboard box, an igloo-type bed or other structures within the unit.

C.1.4 A hiding place must be provided for cats in the sleeping accommodation (see also D.3).

### Play

- Encouraging cats to play can be a good way of keeping them active.
- Cats are playful animals (but individuals vary in their desire to play) and enjoy playing with toys (especially those which mimic prey), and with people. Cats have a need to express the innate predatory behaviour which is natural for them and therefore show most interest in toys that mimic prey.
- Environmental enrichment such as changing toys regularly, can reduce boredom.

C.1.5 Any toys provided must be safe and be disinfected between use in the cattery, or disposed of. If provided by the owner toys must be kept within that cat's unit and used solely for that cat and returned to the owner and the end of the cat's stay.

### Scratching

- Cats are highly motivated to show scratching behaviour and naturally use objects to scratch to mark their territory, strengthen their muscles and sharpen their claws. Cats often prefer scratch posts tall enough for the cat to use fully stretched.

C.1.6 Cats must be provided with suitable facilities for scratching.

C.1.7 Any surface available for scratching must either be disinfected between use for different cats, or disposable. If provided by the owner it must be kept within that cat's unit and used solely for that cat and returned to the owner and the end of the cat's stay. (See Section E -Health & Welfare).



## **C.2 Noise**

- Cat hearing is more sensitive than human hearing and thus noise levels uncomfortable for humans are likely to be very uncomfortable for cats. Excessive noise contributes to adverse behavioural and physiological responses. Cats are adversely affected by the sound of barking dogs.
- The cattery environment should be as calm and quiet as possible with noise producing equipment located as far away from animals as possible.

C.2.1 Cats must not be exposed to excessive noise of barking boarded dogs or other excessive/continuous noise.

## **C.3 Long stay cats**

- Occasionally cats stay in a boarding cattery for periods over 3 weeks and these cats require special consideration such as environmental enrichment, regular health checks and extra attention from staff.

C.3.1 A Standard Operating Procedure (SOP) must be in place explaining how to ensure the health and welfare of long-term stay cats.

## Section D – COMPANY: Providing the cat(s) with the appropriate company

It is important from a welfare perspective to ensure that any need that a cat has to be housed, with or apart from, other animals, is met. The cat is by nature a solitary animal, and contact with or seeing unfamiliar/strange cats can be very stressful.

### D.1 Feline company and interactions

- Most adult cats will only be friendly to siblings or certain other cats they live with. Strange cats are usually avoided. Cats can find the presence of other cats very stressful and can suffer if they cannot avoid cats with whom they are not familiar or do not like. Housing cats at high densities increases the potential for them to be stressed. Only cats from the same household may share a unit.
- Where possible cats must be able to avoid seeing other cats by being provided with hiding places and translucent (allowing light to pass through, but only diffusely, so that objects on the other side cannot be clearly distinguished) barriers between units. (See page 29 – New Build).

D.1.1 Cats from different units must not share exercise runs or an exercise area either at the same time or sequentially.

### D.2 Human company and interactions

- Most cats enjoy and benefit from human company, but prefer to interact with people on their own terms. Cats socialised to humans can find human company stimulating and may show signs of stress when this interaction is decreased. However, other cats will prefer minimum contact.
- Cattery staff should find out from the owner and monitor each cat to ascertain how much human contact it wants and adapt to provide this.
- A cat should never be forced to interact with a person/people, and a facility should be provided for a cat to avoid people should they wish. (Ref to hiding place).

- Scruffing of cats (picking up a cat by the scruff of its neck) should not be done except as an absolute last resort.

D.2.1 Cats must always be handled humanely and appropriately to suit the requirements of the individual cat.

### D.3 Multi-cat units

- Proprietors have a responsibility to monitor units where more than 1 cat is housed. Even though these cats originate from the same household, cats sharing a home may not necessarily get on well, especially when confined. Therefore proprietors must monitor cats to ensure that they are not experiencing stress/distress/aggression from another cat. Only cats from the same household can share a unit.

D.3.1 For any multi-cat unit (cats from the same home) cats must be monitored and consent obtained from the owner for separating cats, should problems arise (e.g. cats fighting or 'stressed').

D.3.2 There must be multiples of all resources (food and water bowls, litter trays and sleeping areas (warmed if required), depending on the number of cats, to ensure that some cats cannot monopolise resources and prevent the others from accessing them.

D.3.3 A separate bed must be provided for each cat.

D.3.4 A separate hiding place must be provided for each cat eg a cardboard box, igloo bed.

D.3.5 Separate feeding bowls (not double feeders) must be provided for each cat.

D.3.6 Several sources of water must be provided if multiple cats are housed.

## Section E – HEALTH AND WELFARE: Protecting the cat(s) from pain, suffering, injury and disease

Many points covered under the previous four sections (A – D) can be considered to relate to Section E and assist in protecting cats from pain suffering, injury and disease.

### E.1 Monitoring cats

- In order to keep cats healthy the proprietor needs to have an organised system for registering and monitoring all cats at the cattery.
- It is recommended that a late-night round be carried out to check on all cats, heating etc.
- The well-being of the boarded cat is paramount. It is recommended that all cats are weighed on entry and exit from the cattery. This allows the proprietor to monitor any changes and provides information should clients challenge the cat's condition on their return. This is especially important for older cats and kittens. Geriatric, ill or debilitated cats should also be monitored more closely for appropriate management.
- It is recommended that cats that are boarded for longer than 2 weeks are weighed every 2 weeks, and older cats and kittens weighed weekly, and records kept.

E.1.1 All cats must be observed regularly throughout the day. Cats must be checked daily for signs of illness and/or injury and to ensure that their needs are being met. Any signs of ill health or unusual behaviour must be recorded and advice sought without delay.

E.1.2 The cattery proprietor or responsible person must visit the cats at regular intervals (of no more than 4 hours apart during the working day), or as necessary for the individual health, safety and welfare of each cat.

E.1.3 Presence or absence of faeces and urine in trays must be noted daily. Any signs of abnormalities in excreta must also be noted or acted upon as appropriate.

E.1.4 Drinking and eating habits must be monitored and any problem investigated. (Refer back to Section B).

### E.2 Keeping records

- A register must be kept of all cats boarded and available to key members of staff and to local authority inspectors if requested. Records should be backed up and records kept for a minimum of 24 months. It is also useful to know if cats are insured, should problems occur.

The information kept must include the following:

E.2.1 Date of arrival and departure.

E.2.2 Name, sex, description of cat and microchip number.

E.2.3 Number of cats sharing from same household.

E.2.4 Name, address, phone number and email of owner (including emergency contact details).

E.2.5 Name, address, email and phone number of emergency local contact (who is able to take the cat if necessary).

E.2.6 Cat's veterinary surgeon.

E.2.7 Cat's diet and relevant requirements.

E.2.8 Cats' relevant medical history.

E.2.9 Consent forms eg veterinary treatment, consent to share or separate cats if needed, record of baskets/toys etc left at the cattery (Check vet consent forms i.e. own vet or designated vet if not in area).

E.2.10 Record of vaccination.

E.2.11 Any medical treatment must be recorded and visible to prevent mis-dosing.

### E.3 Disease control

- Cats are vulnerable to a range of serious infectious diseases, therefore disease control and rapid response to any signs of illness is critical.
- The potential for infectious disease problems escalates where many cats are kept together and a cat's immune system can also be affected by stress.
- As outlined elsewhere, construction materials and equipment need to be easy to clean and disinfect (see Section A).
- No cats should be allowed in the safety corridor or to share an exercise area (unless they come from the same household).
- Infectious agents are spread in various ways –
  - Feline leukaemia virus (FeLV) and feline immunodeficiency virus (FIV) need direct contact between cats, which should be impossible in the boarding situation.
  - Cat flu viruses such as feline herpesvirus [FHV], feline calicivirus [FCV], and other respiratory pathogens such as Bordetella bronchiseptica, are spread in sneeze droplets, on hands, clothes, shoes, equipment and environment.
  - Feline parvovirus (aka feline infectious enteritis (FIE)) can be spread on hands, clothing and shoes, litter trays and environment, and can remain in the environment for a long time.
- The source of feline parvovirus (FIE) is faeces from an infected cat and several other agents are spread via contact with other cats' faeces/litter trays and include Coronavirus, Salmonella and Campylobacter etc.

Ringworm spores can remain infectious in the environment for prolonged periods of time.
- Preventing cat-to-cat contact, ensuring excellent hygiene protocols and management protocols to minimise stress can reduce the risk of disease spread.
- The movement of people through the cattery should be minimised and supervised.

- If rescue cats are boarded, these should be handled last.
- E.3.1 Where work with rescue cats or breeding cats is also undertaken, this must be kept completely separate, and extra precautions taken to prevent the spread of disease.
- E.3.2 When there is any cause for concern regarding the health status of a cat, that cat must be handled last and the unit must be cleaned after all the others.
- E.3.3 Cats must remain in their assigned unit and not be moved to other units (rotation) or to a holding unit for cleaning purposes, except for moving to an isolation facility.
- E.3.4 Standard operating procedures (SOPs) must be in place and followed to prevent spread of disease, and staff trained in these procedures.
- E.3.5 Facilities must be provided for the proper reception, containment and disposal of all waste and meet with local authority approval.
- E.3.6 Isolation facilities must be available (see E.6).

### E.4 Hygiene practices

- Proper cleaning and disinfection helps to reduce the spread of infectious disease to both animals and people. Cats are particularly susceptible to poisoning from phenolic compounds (those that turn cloudy when added to water), therefore these must not be used.

#### Cleaning and disinfectant products

- E.4.1 Products must be suitable to use and effective against the pathogens, (especially feline parvovirus (FIE) and ringworm)) for which the cats are at risk and under the conditions present in the environment in which they are used.
- E.4.2 Cleaning agents and disinfectants must be non-toxic to cats.

E.4.3 The compatibility of different bactericides, fungicides and virucides (if used together and/or with a detergent) must also be taken into account.

Manufacturers' recommended guidelines for use, correct dilutions and contact time for use in cleaning and disinfection products must be followed. Standing water must not be allowed to accumulate in areas around the cat units due to the possibility of pathogens residing in these moist environments.

#### Cleaning and disinfecting routines for units when cats are resident

- Litter tray hygiene is very important as cats may refuse to use trays if they are soiled; faeces is also a high risk source of infection for some feline diseases.
- Cats prefer clean, comfortable dry bedding. Bedding should not be a source of infection.
- Cats can ingest infective agents from dirty dishes and may excrete viruses themselves in saliva. Clean and disinfected dishes reduce the risk of disease.
- On a daily basis (and more often if necessary) the unit needs to be spot cleaned and any obvious food or waste removed, and all excreta and soiled material removed from all areas used by cats.
- Litter trays need to be cleaned and disinfected in a separate area away from food preparation.
- Food and water dishes need to be cleaned and disinfected, and not at the same time in the same sink or area as litter trays or other items soiled with body waste.

If only one sink is available, strict protocols need to be in place between use to ensure adequate disinfection after cleaning litter trays and before cleaning dishes, as faeces is the major source of many infective pathogens. Sinks need to be disinfected thoroughly between uses.

E.4.4 There must be cleaning and disinfection routines in place for day-to-day management of the cats and for ensuring a cat unit and all equipment is cleaned and disinfected effectively before a new cat comes in.

E.4.5 Each unit must be supplied with its own dustpan, brush and scoop, to be used exclusively in, and kept in that unit, until departure of the cat, and then cleaned and disinfected before re-use, or disposed of prior to the next resident.

E.4.6 Litter trays must be emptied and cleaned and disinfected at least once a day, or more frequently as necessary.

E.4.7 Beds and bedding material must be checked daily and be maintained in a clean, dry and parasite-free condition.

E.4.8 Drinking vessels must be changed/cleaned and disinfected at least once a day.

E.4.9 Grooming equipment must either be cleaned and disinfected between use on different cats, or be disposable. If provided by the owner, it must only be used on that cat and must be sent home with the cat.

E.4.10 Toys and scratch posts must be cleaned and disinfected between use for different cats, disposed of, or returned to the cat's owner (if they came in with the cat).

#### Handling cats

- Hand sanitiser dispensers should be available in all cat care areas and should only be used on clean hands. It should be noted that hand sanitisers are ineffective against some of the more dangerous pathogens (eg calicivirus) and cannot be relied upon as the sole means of hand sanitation. Washing of hands thoroughly or wearing of gloves is preferable.
- Fresh protective garments should be worn when handling vulnerable individuals. Kittens and young cats should be handled before adult cats.

E.4.11 Hygiene protocols must be observed between handling cats. Hands must be washed/ disinfected or hand sprays or alcohol gel used between handling of each cat.

E.4.12 Protective garments must be changed and laundered with an appropriate disinfectant/ disposed of immediately after handling a cat with a suspected infectious disease.

### **E.5 Vaccination, fleas, worms and other parasites**

- There must be a policy for cats coming to the cattery having vaccinations against appropriate diseases (Occasionally there will be veterinary advice on a specific cat regarding vaccination and its health status and this should be taken into account).
- If owners have treated their cats for worms and fleas before entry to the cattery, the proprietor should note when this occurred and what products were used.

- E.5.1 An up-to-date veterinary health record must be seen to ensure that cats boarded have current vaccinations against feline parvovirus (feline infectious enteritis) (FIE)) and against feline respiratory viruses (feline herpesvirus and feline calicivirus).
- E.5.2 Vaccination (including boosters) must have been completed, at the very least, 2 weeks before the cat's arrival in order to ensure maximum protection.
- E.5.3 Homoeopathic vaccination is not acceptable as it will not protect against infectious diseases.

### **E.6 Isolation facilities**

- All establishments must have a means of providing isolation that will allow for the care of sick cats which develop signs of infectious diseases, to minimise the risk to other cats. How this is physically provided (ranging from being able to shut off an end unit of the cattery and using a separate door, to having a separate building) may vary. In many catteries the cat is taken straight to the vet (catteries are advised to check with the vet whether this service is available). If not, isolation protocols (below) must be observed.

- E.6.1 The area must provide separate, self contained facilities for the isolation of suspected infected cats and must have a separate entrance to the rest of the units.
- E.6.2 Separate cleaning supplies and clothing must be designated for the isolation area and other cattery sections.

E.6.3 Protective clothing and footwear must be worn when handling cats in the isolation facility, and sanitation protocols adhered to, to avoid the transmission of disease. Whilst in use, the clothing should be kept in the isolation unit and not be removed other than for cleaning and disinfection.

E.6.4 Hands must be washed/disinfected between handling cats.

E.6.5 Separate feeding and water bowls, litter trays, litter, a dedicated safe cat basket, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.

E.6.6 Any cats in the isolation facility must be checked regularly and unless a separate person is caring for them, they should be visited after the other cats.

E.6.7 A Standard Operating Procedure (SOP) for barrier nursing and information must be provided for staff.

E.6.8 Should a cat need to be removed from its unit, it must be carried in a secure and disinfected cat carrier, and the carrier disinfected after use.

E.6.9 In emergency cases, such as admission of unvaccinated cats because of owner hospitalisation, there must be provision to be able to place these animals in isolation.

### **E.7 Veterinary treatment and health care**

- Access to veterinary care is vital for the cat, should it be required.
- If medication is necessary, it should only be used for the cat for which it is prescribed and following a veterinary surgeon's instructions.

E.7.1 A veterinary practice must be appointed for the establishment. The name, address and telephone number of the establishment's veterinary service must be displayed in a prominent position for staff.

E.7.2 Where cats require wiping of eyes, grooming or other cleaning regimes, these must be carried out frequently enough to keep the cat clean and comfortable providing it is safe to do so.

E.7.3 When a cat is suspected of being ill or injured (staff should be trained to recognise when a cat requires veterinary care), a veterinary surgeon must be contacted for advice immediately. Any instructions for treatment given by a veterinary surgeon must be strictly followed with further advice sought if there is ongoing concern.

E.7.4 Medicines must be stored safely, securely, at the correct temperature and labelled correctly according to manufacturer's instructions. Any unused medications must be returned to the owner or prescribing vet.

#### E.8 Holding units for temporary housing

- Routine use of holding units is not recommended as they are small (minimum size should be 1 m in each dimension) and are an additional source of cross infection to cats.
- Holding pens should only be used in exceptional circumstances ideally for no longer than 12 hours and not in areas where other cats are housed.
- The licensed capacity of the cattery does not include holding pens.

E.8.1 If, in an emergency, holding units/pens are used, they must not be sited in the reception.

E.8.2 Cats must be provided with a bed, litter tray, food and water.

#### E.9 Transportation of animals

- Transportation can increase risk for cats, both of disease (from unclean vehicles or carriers) or of escape. A vehicle can be viewed as an extension of the premises and therefore the same principles of hygiene, care and disease control apply. If the journey is long, appropriate resources must be provided.

E.9.1 Any transport legislation must be complied with.

E.9.2 Cats must be secured in durable carrying baskets any time they are transported/carried outside the cat unit (A spare cat carrier should be kept at the cattery for situations where owners do not arrive with their cat in a secure carrier).

E.9.3 All vehicles and equipment must be kept clean and disinfected after each collection or delivery.

E.9.4 Cats must not be left in vehicles except for transportation.

## SECTION F – New Build

As knowledge and materials change, recommendations for better construction and care can change. For anyone undertaking a new build cattery the following advice and recommendations must be followed. When replacing (or adding to) parts of an existing cattery, new build must be followed.

### NB.1 Cat units

- Previous smallest size units (for 1 cat) are considered difficult to clean and manage efficiently.
- Having 2 cat size units gives much greater flexibility for the cattery.

#### NB.1.1 Sleeping accommodation sizes

For new build the smallest unit must be large enough for up to 2 cats and to allow for adequate staff space for cleaning.

- Penthouse accommodation has a number of drawbacks in the cleaning and management of the cat and the units:
  - Cleaning adequately under the box can be difficult.
  - The box must not be too deep or the internal height of the sleeping box too high, in order to be able to clean it.

- Cleaning inside the sleeping box can be difficult and health and safety issues arise if the person doing the cleaning has to climb on a stool or climb into the box to reach the top or back.
- Cats in the box are at face height which could be potentially dangerous with an aggressive cat.
- Very young, old/infirm or disabled cats may find the ramp difficult /dangerous. It is advisable to have at least one full height unit for use for blind, old, infirm or severely disabled cats, or suitable provision made for these cats.

Full height, walk-in units – floor area and dimensions of sleeping accommodation			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
Up to two cats	1.5 m <sup>2</sup>	1.2 m (eg 1.2m x 1.25 m wide)	1.8 m
Up to four cats	1.9 m <sup>2</sup>	0.9 m (eg 1.2m x 1.6 m wide)	1.8 m

### In new build

NB.1.2 Penthouse accommodation measurements for the exercise run must be taken from the front of the sleeping accommodation/box, not under the box.

NB.1.3 When measuring floor area, shelving areas must not be included.

NB.1.4 The box must be 0.9 m off the ground both to enable the area underneath to be cleaned effectively, and to enable a person to reach inside to clean the walls and ceiling of box.

Penthouse accommodation sleeping accommodation (box) – floor area and dimensions			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height of box
Up to two cats	1.1 m <sup>2</sup>	0.9 m (eg 0.9 m deep x 1.2 m wide)	1.8 m
Up to four cats	1.7 m <sup>2</sup>	0.9 m (eg 0.9 m deep x 1.9 m wide)	1.8 m



### Exercise run sizes

Full height, walk-in units and penthouse accommodation exercise run			
New build – the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be a minimum of:	Minimum height
Up to two cats	2.2 m <sup>2</sup>	1.20 m (eg 1.2 m x 1.85 m)	1.8 m
Up to four cats	2.8 m <sup>2</sup>	1.20 m (eg 1.20 m deep x 2.35 m)	1.8 m

### Sneeze barriers

In new build sneeze barriers must be at a minimum, translucent (Allowing light to pass through, but only diffusely, so that objects on the other side cannot be clearly distinguished) to reduce stress caused by cats seeing one another. Opaque barriers are acceptable but may cut down on the light entering the cattery.

### Gaps between units

Where gaps between units are used as disease control, one side of the gap must have a full height, full width translucent sneeze barrier.

### Hygiene facilities

In new build there must be separate sinks for cleaning of litter trays and feeding utensils.

### Materials

In new build any wood to which the cat has access must be clad with an impervious smooth material to prevent damage and make cleaning and disinfection easier.

### Noise

If a new cattery is being built near existing kennels serious consideration must be given to positioning of the building to minimise the level of noise from the dogs which can be very stressful to cats.

# Annex A

LICENCE CONDITIONS INSPECTION SHEET FOR CAT BOARDING ESTABLISHMENTS										Tick boxes ✓/x
Name of Cattery	Date of Inspection		Boarding		Rescue	Breeding				
Address of Cattery	Person seen	Inspectors name(s)	Signature		Full Inspection	Overall score				
	Pest Control policy/contract		Cattery Vet details displayed				Accident Book (H&S)	Emergency Contact displayed		
Licence on Display	Insurance									
Has copy of Licence Con & Legislation	Register and Back up									

Outdoor Cattery	Indoor Cattery	Semi-outdoor/indoor	Full height Unit (walk-in)	Penthouse Style Unit	Home boarding
Timber	PVCu	Fibreglass	Other	Number Units	

## Index

Identification code	Section	Range	Score	Range	Score
A	Environment	Cattery Unit: Drainage: Exercise Run: Fire/Emergency: Interior Surfaces: Lighting: Litter Trays: Roofing: Safety C: Sizes: Sneeze Barriers and Shelving: Temperature: Ventilation			
B	Diet	Drinking: Eating: Refrigeration: Storage of foods: Washing equipment			
C	Behaviour	Scratching: Long stay cats: Environmental enrichment: Toys:			
D	Company	Multi-Cat Units: Monitoring: Shared cats			
E	Health and Welfare	Cleaning: Disease Control: Hygiene Practices: Holding Units: Isolation: Monitoring Cats: Records/S.O.Ps: Register: Transport			
Rating	0	Does not meet the minimum standard			
Rating	1	0 - 56	0	114 - 170	2
<b>Rating</b>	<b>2</b>	57 - 113	1	171+	3
Rating	3	Exceeds the standard			
N/A = 2					

# Annex A

Area	Identification Code	Description	√	x	Score	Actions or Comments	Done √
Records	A.5.1/2	Written emergency plan and risk assessment					
Records	C.3.1	Long stay cats S.O.Ps					
Records	D.3.1	Multi-cat unit consent					
Records	E.1	Monitoring cats					
Records	E.2	Register and Back-up					
Records	E.3.4	S.O.Ps					
Records	E.5.1 - E.5.3	Vaccinations					
Records	E.6.7	Barrier nursing S.O.Ps					
Records	E.7.1	Veterinary details/displayed					
Records	A.5.1 - A.5.5.5	Fire and other emergencies					
Records	A.3.7	Temperature records					
Records	D.2.1	Monitoring of cats for human contact					
Records	D.3.1	Multi-Cat Unit consent					
Kitchen/Eating	B.2.1	Exclusive facilities					
Kitchen	E.3.2	Cleanliness					
Kitchen/Eating	B.2.2	Refrigeration					
Kitchen/Eating	B.2.3	Washing equipment					
Kitchen/Eating	B.2.4	Storage of foods					
Kitchen/Eating	B.2.5 – B.2.7	Feeding regime					
<b>Page Total</b>							

# Annex A

Area	Identification Code	Description	√	x	Score	Actions or Comments	Done √
Cattery Unit	A.1.1 – A.1.4	Sound and safe construction					
Cattery Unit	A.3.1, A.3.5 – A.3.6	Sleeping accommodation sizes					
Cattery Unit	A.1.5	Sharp edges/Other hazards					
Cattery Unit	A.1.6 – A.1.8, A.2.12	Secure windows, doors & fencing					
Cattery Unit/Drainage	A.1.12 – A.1.14	Drainage/Drain covers					
Cattery/safety corridor	A.1.15	Escape-proof area					
Cattery/safety corridor	A.1.16 – A.1.18,21	Corridor width/secure doors					
Cattery/safety corridor	A.19	Flooring					
Cattery/safety corridor	A.1.22	Lighting					
Cattery/Sneeze B	A.4.7 – A.4.8	Sneeze Barriers					
Cattery/Roofing	A.1.24	Safe and Waterproof roofing					
Cattery/Lighting	A.2.2	Adequate lighting					
Cattery/Ventilation	A.2.3	Ventilation/Draughts					
Cattery/Interior	A.2.4 – A.2.10	Good repair, clean & sealed joints					
Cattery/Accessing	A.2.1, A.2.12	Sharing Units/Numbered Units					
Cattery/Temperature	A.3.7	Max-Min Thermometer					
Cattery/Temperature	A.3.11 – A.3.14	Safe Appliances					
Cattery/Temperature	A.3.15	Waterproof sockets					
Cattery/Bedding	A.3.17 – A.3.19	Bedding materials					
Cattery/MultiCat Units	D.3.1 – D.3.6	Facilities and monitoring of multi-cat units					
<b>Page Total</b>							

# Annex A

Area	Identification Code	Description	√	x	Score	Actions or Comments	Done √
Cattery/Litter Trays	A.2.13 – A.2.18	Suitable litter tray cleanliness & position					
Cattery/Shelving	A.3.1 – A.3.4	Sleeping accommodation and shelving					
Cattery/Exercise Run	A.4.6	Exercise Run sizes					
Cattery/Exercise Run	A.3.20	Access to Run					
Cattery/Exercise Run	A.4.1 – A.4.4	Clean and secure Run					
Cattery/Exercise Run	A.4.9 – A.4.12	Shelving in Run					
Cattery/Scratching	C.1.6 – C.1.7	Scratching Posts					
Cattery/Behaviour	C.1.6	Toys/Environmental enrichment					
Cattery/Behaviour	C.1.4	Hiding places					
Cattery/Company	D.1.1	Cats from different households					
Cattery/Hygiene	E.4.1	Cleaning products					
Cattery/Cleaning	E.4.5	Dust pan, brush and scoop					
Handling Cats	E.4.11 – E.4.12	Hygiene protocols and protective garments					
Health Care	E.7.3 - E.7.4	Veterinary instruction/legislation					
Holding Units	E.8	Facilities					
Isolation	E.6.1 – E.6.5	Cleanliness and procedures for use					
Transport	E.9	Use of vehicles for transportation					

Page Total

**OVERALL SCORE**

## Annex B

# Emergency and Evacuation Plan

### Introduction

All appropriate steps will be taken for the protection of the cats in case of fire or other emergency; Animal Boarding Establishments Act 1963 section 1 (3) (d).

There should be an Emergency Evacuation Plan (EEP) and fire warning procedure in place. This should be posted where staff may become familiar with it. This procedure should include instructions dealing where cats are to be evacuated to and contingency for their accommodation/care if the premises are rendered unsafe or unsuitable.

Prior to formulating an Emergency and Evacuation Plan carry out a Fire Risk Assessment (FRA) to identify any potential fire risk hazards within your establishment.

Emergency situations and the requirement to evacuate from the establishment can arise from a number of situations like; Fire, Flooding, Damage to building, Power failure and disease.

Being prepared and planning a simple but well understood procedure to be carried out in the event of an emergency is essential to offer maximum protection for you, your staff and the animals in your care. This need not be a lengthy document but should include a plan of the site giving exit points, location of telephone, emergency equipment (fire extinguishers and storage of baskets/cages) RVP and designated holding area for cats. The emergency contact details of a supervisor or the proprietor and the establishments Veterinary Surgeon should also be displayed.

Fire fighting equipment and detectors must be properly maintained. All electrical installations and appliances must be maintained in a safe condition. There should be a residual current circuit breaker system on each cattery block for the premises. Heating appliances should not be sited in a location or manner where they may present a risk of fire/risk to cats. Precaution should be taken to prevent any accumulation of material which may present a risk of fire.

### Fire Risk Assessment

1. Identify potential fire risk hazards in the workplace
2. Decide who might be in danger (staff, Visitor, animal) in each area
3. Evaluate the risks arising from hazards and what can be done
4. Record your findings
5. Keep assessment under review

There should be adequate means of raising an alarm in the event of a fire or other emergency. In the event of a fire breaking out within your establishment, remember that your safety and those of your staff is of prime importance and no risks should be taken which may compromise any person's safety. No task in tackling the fire or evacuating animals should be undertaken unless it is safe to do so.

### Upon Discovery of Fire

- Leave fire area immediately
- Close all doors behind you
- Alert occupants of building by sounding alarm (if present) or yell "Fire"
- Telephone Fire and Rescue Services dialling 999 from a safe location
- Evacuate animals when it is safe to do so to the designated holding area
- Use exit to leave building

### Upon Hearing of a Fire Condition

- If safe, staff can assist with evacuating animals /occupants
- Leave building via nearest safe exist
- Close doors behind you
- Remain Calm
- Proceed to the designated RV area

## Fire and Evacuation Action Plan

<b>Planning Your Escape</b>	<p>You only have a short time to get out so prepare a plan of escape in advance rather than waiting until there is a fire or evacuation of the establishment. Think of another way out in case the normal route is blocked.</p> <p>Know where door and window keys are kept.</p> <p>Know where spare baskets/ cages are stored.</p> <p>Know where the RVP/Holding areas are.</p>	
<b>If You Discover a Fire</b>		<p>Leave fire area immediately.</p> <p>Close all doors behind you.</p> <p>Sound the alarm and call 999 from any phone.</p> <p>Stay calm, speak clearly and listen to the operator.</p> <p>Where safe to do so, assist others to evacuate and remove animals to the safe holding area.</p> <p>If there is a fire elsewhere in the establishment, stay where you are and await instructions or if you have to move remember to check doors with the back of your hand before opening. If it feels warm, do not open it and go another way.</p> <p>If there is a lot of smoke, crawl along floor where the air will be cleaner.</p> <p>If in doubt – Get out, Stay out and get the Fire &amp; Rescue Services Out.</p>
<b>Contacts in an Emergency</b>	<p><b>(enter details here)</b></p> <ul style="list-style-type: none"> <li>• Proprietors name and Telephone Number(s)</li> <li>• Supervisors Name and Telephone Number(s)</li> <li>• Establishments Veterinary Surgeons Name(s) and Telephone Number(s)</li> </ul>	<p><b>(enter details here)</b></p> <ul style="list-style-type: none"> <li>• Telephone at (enter location)</li> <li>• Emergency equipment at (enter location)</li> <li>• RVP at (enter location)</li> <li>• Animal Holding area at (enter location)</li> <li>• Fire Extinguishers located at (enter location)</li> <li>• Keys kept at (enter location)</li> </ul>
<p>RVP = Rendezvous Point</p>		

The onus is upon the cattery to ensure adequate fire prevention precautions are in place.

It is recommended that plans and details for large catteries are lodged with the police and fire authorities. Fire prevention advice may be sought from the Fire Prevention Officer based at your local fire station. This officer can give advice on fire drills, fire escapes, equipment and should be consulted when new buildings are constructed or existing buildings modified.

Smoke detectors are recommended and you must make sure that Fire Detection and fighting equipment are easily accessible and regularly tested. Exit routes should be kept clear. Staff should be familiar with the fire evacuation procedure by use of fire drills and how to use the fire extinguishers.

The Fire Precautions (Workplace) Regulations 1997 place a duty on employers to carry out a risk assessment for the premises not covered by a fire certificate.

## Useful Contacts

### **Chartered Institute of Environmental Health**

Chadwick Court, 15 Hatfields, London SE1 8DJ  
Telephone: 020 7928 6006  
[www.cieh.org](http://www.cieh.org)

### **British Veterinary Association**

7 Mansfield Street,  
London W1G 9NQ  
Telephone: 020 7636 6541  
Email: [bvahq@bva.co.uk](mailto:bvahq@bva.co.uk)  
[www.bva.co.uk](http://www.bva.co.uk)

### **Pet Industry Federation**

Bedford Business Centre,  
170 Mile Road, Bedford MK42 9TW  
Telephone: 01234 273 933  
[www.petcare.org.uk](http://www.petcare.org.uk)

### **Royal Society for the Prevention of Cruelty to Animals**

RSPCA Enquiries Service, Wilberforce Way,  
Southwater, Horsham, West Sussex RH13 9RS  
Telephone: 0300 1234 555  
[www.rspca.org.uk](http://www.rspca.org.uk)

### **Cats Protection**

National Cat Centre  
Chelwood Gate, Haywards Heath  
Sussex RH17 7TT  
[www.cats.org.uk](http://www.cats.org.uk)

### **International Cat Care**

Taeselbury High Street, Tisbury,  
Wiltshire SP3 6LD  
Telephone: 01747 871872  
Email: [info@icatcare.org](mailto:info@icatcare.org)  
[www.icatcare.org](http://www.icatcare.org)

### **Dogs Trust**

17 Wakley Street, London EC1V 7RQ  
Telephone: 0207 833 7685  
Email: [info@dogstrust.org.uk](mailto:info@dogstrust.org.uk)  
[www.dogstrust.org.uk](http://www.dogstrust.org.uk)





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## ANIMAL BOARDING ESTABLISHMENTS ACT 1963

### LICENCE CONDITIONS FOR CAT BOARDING PREMISES

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#### A1 LICENCE DISPLAY

A copy of the licence and its conditions must be adequately displayed to the public in a prominent position in, on or about the boarding establishment.

#### B1 PHYSICAL CONSTRUCTION AND INTEGRITY

##### GENERAL

- B1.1 The establishment must, at all times, be laid out and operated in accordance with an approved plan, to be attached to the licence. Before carrying out alterations, plans must be submitted to and approved by the licensing officer of the local authority.
- B1.2 The cattery must be structurally sound.
- B1.3 The cattery must be constructed of materials that are robust, safe and durable and be well maintained in good decorative order.
- B1.4 Materials used in construction or maintenance must not expose cats to any harmful chemicals.
- B1.5 The cattery must be built in compliance with good building practice, on a concrete base with a damp proof membrane. Where Building Regulations apply these must be adhered to.
- B1.6 There must be no sharp edges, projection, rough edges or other hazards which present risk of injury to a cat.
- B1.7 Windows must be escape proof at all times.
- B1.8 Doors must have secure latches or other closing devices.
- B1.9 All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape-proof structure.
- B1.10 Timber, if used, must be a good quality, well maintained and any scratched areas sealed or over-clad.
- B1.11 Any storage areas must be dry and free from vermin.
- B1.12 Electrical equipment must be installed in line with current legislation and maintained in a safe condition.

##### DESIGN

- B1.13 The design of the cattery must include:
  - Cat units with sleeping accommodation (with solid sides) and an individual attached run must be provided.
  - An enclosed area (corridor or lobby) outside the cat unit to minimise risk of escape.
  - Provision of isolation facilities
  - Ancillary facilities including a separate kitchen with hot and cold water and refrigeration for food
  - A separate hand-washing facility for staff
  - A litter tray cleaning area.
  - A reception area.

## **DRAINAGE**

- B1.14 Kitchens must be connected to mains drainage or an approved localised sewage system.
- B1.15 Waste water must not run off into adjacent pens.
- B1.16 Adequate drainage must prevent pooling of liquids.
- B1.17 Any drain covers in areas where cats have access must be designed and located to prevent toes/ claws from being caught.

## **SAFETY CORRIDOR/ ENTRANCE LOBBY**

- B1.18 There must be an escape-proof area (safety corridor / entrance lobby) at the exit of each cat unit.
- B1.19 For catteries where there are facing units accessed by an indoor corridor, the corridor must be at least 1.2m wide, or the doors of the units must be solid or have a sneeze barrier.
- B1.20 At the end of the safety corridor there must be a securable door through which the inside of the cattery can be viewed from the outside and this must be kept closed when not in use.
- B1.21 The door from which cat unit to the safety corridor must be escape proof, securable, strong enough to resist impact and scratching and kept closed at all times.
- B1.22 The floor must be finished to produce a smooth, impervious surface which is easy to clean and disinfect. Holes or gaps between tiles or paving slabs are not accepted.
- B1.23 Outdoor safety corridors must be roofed.
- B1.24 External doors/ gates must be lockable and staff must have easy access to keys in case of an emergency.
- B1.25 Sufficient lighting must be provided in the safety corridor to illuminate all year round. Where practicable this should be natural light during the day.
- B1.26 The safety corridor must not be used as an exercise area.

## **ROOFING**

- B1.27 There must be a safe, secure and waterproof roof over all of the cat units (sleeping accommodation and run) and the safety corridor. For the run, materials used must be capable of filtering UV light and providing adequate shade.

## **B2 CAT UNITS**

- B2.1 Cats from different households must not share cat units.
- B2.2 Units must have a minimum internal height of 1.8m

## **LIGHTING**

- B2.3 There must be adequate lighting in the cat unit.

## **VENTILATION AND HUMIDITY**

- B2.4 Ventilation must be appropriate all year round (both cool in hot weather and avoiding cold draughts in winter). Localised draughts in the sleeping area must be avoided.

## **INTERIOR SURFACES**

- B2.5 All interior surfaces to which cats have access must be durable, smooth and impervious, capable of being cleaned and disinfected, and kept in good decorative order and repair.
- B2.6 Where concrete or other building blocks or bricks are used, they must be sealed to be smooth and impervious.
- B2.7 Surfaces which are peeling, scratched, chipped or in disrepair must be repaired or sealed to an acceptable standard, or replaced.
- B2.8 Ceilings must be capable of being easily cleaned and disinfected.
- B2.9 Junctions between sections must be coved or sealed.
- B2.10 Floors must be finished to produce a smooth, non slip, solid surface and all surfaces must be capable of being easily cleaned and disinfected (There must be no open gaps if using concrete slabs or tiling).

## **ACCESSING THE CAT UNIT**

- B2.11 Each unit must be designed to allow staff to access and clean all parts of the cat unit safely.
- B2.12 The unit must have securable, full height door for access.
- B2.13 Each unit must be clearly marked (e.g. numbered) and a system in place which ensures that relevant information about the cat in that unit is readily available.

## **LITTER TRAYS**

- B2.14 Litter trays of a suitable size or type must be provided at all times.
- B2.15 Each unit must have space to allow for at least 60cm separation between the litter tray, resting place and feeding area. This allows cats to sit, rest and eat away from areas where they urinate and defecate.
- B2.16 A safe and absorbent litter material must be provided.
- B2.17 In a multiple cat unit the number of trays must be appropriate to the number of cats.
- B2.18 Trays must be regularly and appropriately cleaned.

## B3 SLEEPING ACCOMMODATION

### SIZE OF FULL HEIGHT WALK-IN UNIT SLEEPING ACCOMMODATION

- B3.1 The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for the ease of cleaning and management

Existing buildings, floor area and dimensions			
	Minimum area	Smallest dimension must be of a minimum of:	Minimum height
One cat	0.85m <sup>3</sup>	0.9m (e.g. 0.90m x 0.95m)	1.8m
Up to two cats	1.5m <sup>3</sup>	1.2m (e.g. 1.20m x 1.25m)	1.8m
Up to four cats	1.9m <sup>3</sup>	1.2m (e.g. 1.20m x1.60m)	1.8m

### SHELVING OR RAISED AREA FOR A FULL HEIGHT WALK- IN UNIT

- B3.2 All resting areas/ shelving must be large enough for each cat to lie on.  
B3.3 Facilities must be easily accessible and provide safe easy accessible and provide safe easy access to the shelf for the elderly, ill very young or disabled cats if required.  
B3.4 Shelving or raised areas must be made of impervious, easily cleanable materials.

### SIZE OF PENTHOUSE SLEEPING ACCOMMODATION (AN ENCLOSED BOXED AREA RAISED OFF THE GROUND)

- B3.5 The following minimum must be achievable in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

Existing buildings, floor area and dimensions			
	Minimum area	Smallest dimension must be of a minimum of:	Minimum height
One cat	0.85m <sup>2</sup>	0.9m (e.g. 0.90m x 0.95m)	1m
Up to two cats	1.1m <sup>2</sup>	0.9 m (e.g. 0.9 m x 1.20m)	1.m
Up to four cats	1.7m <sup>2</sup>	0.9m (e.g. 0.9m x1.90m)	1m

- B3.6 Facilities must be easily accessible and provide safe access (ramp/steps) to the penthouse. Extra consideration may be needed for elderly ill, very young or disabled cats. Existing buildings, floor area and dimensions.

## **TEMPERATURE IN SLEEPING ACCOMMODATION**

- B3.7 There must be means of measuring, monitoring and recording temperature (maximum and minimum temperatures) representative of the temperature in the cat sleeping accommodation.
- B3.8 Insulation and temperature regulation in the cattery must aim to keep ambient temperature in the cat sleeping accommodation above an absolute minimum of 10°C.
- B3.9 There must be part of the cat's sleeping accommodation where the cat is able to enjoy a minimum temperature of 15°C this additional heat may be in the form of a heated bed/pad etc.
- B3.10 The cat must be able to remove itself from the source of heat.
- B3.11 Heaters must not be sited in a manner or location where they present a risk of burning or electrocution to cats or humans, or a risk of fire.
- B3.12 Open flame appliances must not be used.
- B3.13 All heating equipment must be installed and maintained in a safe condition.
- B3.14 Additional forms of heating can be in the form of heated beds, heated pads or similar but these must not be in the main source of heat for the cats. Use should be tailored to the needs of individual cats.
- B3.15 Any sockets in the sleeping accommodation must be waterproof and as far out of reach of cats as possible.
- B3.16 There must be a policy in place for dealing with high temperatures and a means of keeping cats cool.

## **BEDDING**

- B3.17 There must be a clean resting place to provide comfort and warmth which is situated out of draughts.
- B3.18 Soft bedding materials must be provided and adapted if necessary for old, young or infirm cats to help regulate their body temperature.
- B.19 Bedding must be made of material that is easy to wash/disinfect, or is disposable.

## **ACCESS TO RUN**

- B.20 A cat must have access between the sleeping accommodation and run (e.g. a cat flap) so it can easily and safely access all parts of its unit.

## **B4 EXERCISE RUN (in addition to and not including sleeping accommodation)**

- B4.1 Any part of the run to which the cat has access must be easily cleanable and not damaged by scratching. Any replacement wood must be clad with a smooth impervious material.
- B4.2 The floor must be finished to produce a smooth impervious surface and all surfaces must be capable of being easily cleaned and disinfected. There must be no open gaps is using concrete slabs or tiling.
- B4.3 Where cats have access to mesh (catteries with gaps rather than sneeze barriers), the diameter if the wire must not be less than 1.6mm (16 gauge welded mesh). Mesh size must not exceed 25mm in one direction and should be positioned on the inside of the framework of runs to prevent damage of uprights by cats scratching any woodwork.

- B4.4 All exercise runs must be roofed to provide protection from the elements.  
 B4.5 Communal exercise areas must not be used.

**SIZE OF EXERCISE RUN FOR FULL HEIGHT WALK-IN UNIT**

- B4.6 The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

Existing buildings, floor area and dimensions			
	Minimum area	Smallest dimension must be of a minimum of:	Minimum height
One cat	1.65m <sup>2</sup>	0.9m (e.g. 0.90m x 1.85m)	1m
Up to two cats	2.2m <sup>2</sup>	0.9m (e.g. 1.20m x 1.85m)	1m
Up to four cats	2.8m <sup>2</sup>	1.2m (e.g. 1.20m x 2.35m)	1m

**SNEEZE BARRIERS**

- B4.7 Full height, full width solid sneeze barriers must be installed between cat units.  
 B4.8 Sneeze barriers must be in place on the end walls of the exercise run at each end of the cattery block to prevent contact with animals from the outside.

**SHELVING OR RAISED AREAS IN THE EXERCISE RUN**

- B4.9 Shelving must be made of impervious, easily cleanable materials.  
 B4.10 There must be a shelf or facility for providing a raised area in the exercise area.  
 B4.11 All resting areas/ shelving must be large enough for each cat to lie on.  
 B4.12 Extra help (e.g. steps) to provide safe easy access to the shelf for elderly, ill very young or disabled cats must also be provided if required.

**KITCHEN FACILITIES**

- B4.13 Exclusive facilities, hygienically constructed and maintained, must be provided for the storage and preparation of food for the cats.  
 B4.14 Where fresh and cooked meats are stored, refrigeration facilities must be provided, and potential food contamination must be avoided.  
 B4.15 A sink with hot and cold water must be provided for the washing of food equipment and eating and drinking vessels.

**NUMBER OF CATS PERMITTED**

- B4.16 The maximum number of cats to be kept at any one time is to be determined by the local authority.  
 B4.17 Each cat must be provided with a separate unit except cats from the same household may share a unit of adequate size with the written consent of the cats' owner.

## **B5 FIRE AND OTHER EMERGENCIES**

- B5.1 There must be a written emergency plan (agreed by the local authority) which must be on display and known to staff and a contingency plan should the premises be destroyed or uninhabitable.
- B5.2 Premises and activities must be risk assessed (including fire). These risk assessments must be recorded and relayed and understood by all staff.
- B5.3 Fire fighting equipment must be provided, maintained in good working order (maintenance must be evident and show date checked) and easily accessible.
- B5.4 Fire exits must be clearly marked and access left unrestricted.
- B5.5 The premises must comply with current legislation with regards to electricity and gas (if connected).

## **C DIET PROVIDING THE CAT(S) WITH AN APPROPRIATE DIET**

### **C1. DRINKING**

- C1.1 Fresh water must be available at all times. Clean water must be provided daily in a clean container or changed sooner if it is visibly soiled.
- C1.2 Food and water must be kept separate (Joint feeding and water bowls must not be used).
- C1.3 Water must be positioned well away from the litter tray, as cats will not drink if it is placed too close to a toilet site.
- C1.4 Adequate water bowls must be provided for multi-cat units.
- C1.5 Water bowls must be non-porous and easy to clean/ disinfect.

### **C2 Eating**

- C2.1 There must be exclusive facilities, hygienically constructed and maintained, for the storage and preparation of food for the cats.
- C2.2 Refrigeration facilities must be provided.
- C2.3 A sink with hot and cold water must be provided for the washing of food equipment and eating and drinking vessels.
- C2.4 Clean, safe containers must be provided for the storage of foods and must be insect and rodent proof.
- C2.5 Cats must be fed unspoilt, palatable, and free from contamination.
- C2.7 For healthy adult cats at least two meals a day must be offered at a minimum of 8 hours apart, as appropriate to the individual' requirements.
- C2.8 Unconsumed wet or fresh food must be removed before it deteriorates, and before the next feed time. Dry food can be fed as indicated by the manufacturer.
- C2.9 Food must not be left for excessive periods to prevent it being spoilt and attracting flies. This will vary with temperature conditions and type of food.
- C2.10 All food must be positioned well away from the litter tray, (minimum 60cm), as cats will not eat if it is placed too close to their toilet site.
- C2.11 One feeding bowl must be provided per cat.
- C2.12 Food bowls must be non-porous and easy to clean and disinfect, or disposable.
- C2.13 Food intake must be monitored daily and any problems recorded.
- C2.14 Veterinary advice must be followed if feeding debilitated, underweight or ill cats, or those with specific dietary requirements.
- C2.15 Cats displaying marked weight loss/gain must be evaluated by a vet and treated as necessary.



## **D BEHAVIOUR: Allowing the cat(s) to express normal behaviour patterns**

### **D1 GENERAL POINTS ON CAT BEHAVIOUR**

- D1.1 The behaviour of individual cats must be monitored on a daily basis and abnormalities or changes noted and acted upon if necessary.
- D1.2 Cats must be able to access different levels within the unit.
- D1.3 Cats must be given the opportunity for play and exercise.
- D1.4 A hiding place must be provided for cats in the sleeping accommodation
- D1.5 Any toys provided must be safe and disinfected between use in the cattery, or disposed of. If provided by the owner toys must be kept within the cats unit and used solely for the cat and returned to the owner at the end of the cats stay.
- D1.6 Cats must be provided with suitable facilities for scratching.
- D1.7 Any surface available for scratching must either be disinfected between use for different cats, or disposable. If provided by the owner it must be kept within the cats unit and used solely for that cat and returned to the owner at the end of the cats stay.

### **D2 NOISE**

- D2.1 Cats must not be exposed to excessive noise or barking boarded dogs or other excessive/ continuous noise.

### **D3 LONG STAY CATS**

- D3.1 A Standard Operating Procedure (SOP) must be in place explaining how to ensure the health and welfare of long-term stay cats.

## **E COMPANY: Providing the cat(s) with the appropriate company**

### **E1 FELINE COMPANY AND INTERACTIONS**

- E1.1 Cats from different units must not share exercise runs or an exercise area wither at the same time or sequentially.

### **E2 HUMAN COMPANY AND INTERACTIONS**

- E2.1 Cats must always be handled humanely and appropriately to suit the requirements of the individual cat.

### **E3 MULTI-CAT UNITS**

- E3.1 For any multi-cat unit (cats from the same household) cats must be monitored and consent obtained from the owner for separating cats, should problems arise (e.g. cats fighting or 'stressed').
- E3.2 There must be multiples of all resources (food and water bowls, litter trays and sleeping areas (warmed if required), depending on the number of cats, to ensure that some cats cannot monopolise resources and prevent the others from accessing them.
- E3.3 A separate bed must be provided for each cat.

- E3.4 A separate hiding place must be provided for each cat e.g. a cardboard box, igloo bed.
- E3.5 Separate feeding bowls (not double feeders) must be provided for each cat.
- E3.6 Several sources of water must be provided if multiple cats are housed.

## **F HEALTH AND WELFARE: Protecting the cat(s) from pain, suffering injury and disease**

### **F1 MONITORING CATS**

- F1.1 All Cats must be observed regularly throughout the day. Cats must be checked daily for signs of illness and /or injury and to ensure their needs are being met. Any signs of ill health or unusual behaviour must be recorded and advice sought without delay.
- F1.2 The cattery proprietor or responsible person must visit the cats at regular intervals (of no more than 4 hours apart during the working day), or as necessary for the individual health, safety and welfare of each cat.
- F1.3 Presence or absence of faeces and urine in trays must be noted daily. Any signs of abnormalities in excreta must be noted or acted upon as appropriate.
- F1.4 Drinking and eating habits must be monitored and any problems investigated.

### **F2 KEEPING RECORDS**

- F2.1 Information kept must include the following:
  - Date of arrival and departure.
  - Name, sex, description of cat and microchip number.
  - Number of cats sharing from the same household.
  - Name, address, phone number and email (where available) of the owner (including emergency contact details).
  - Name, address, phone number and email (where available) of the emergency local contact (who is able to take the cat if necessary).
  - Description, breed, age and gender of the cat.
  - Name, address and telephone number of cat's veterinary surgeon.
  - Cat's diet and relevant requirements.
  - Cat's relevant medical history.
  - Consent forms e.g. veterinary treatment, consent to share or separate cats if needed, record of basket/ toys left etc left at the cattery.
  - Record of vaccination.
  - Any medical treatment must be recorded and visible to prevent mis-dosing.
- F2.2 The register must be kept for a minimum of 24 months and kept in such a manner as to allow an authorised officer easy access to such information.
- F2.3 Where records are computerised a back-up copy must be kept. The register must also be available to key members of staff of the establishment at all times.

### **F3 DISEASE CONTROL**

- F3.1 Where work with rescue cats or breeding cats is also undertaken, this must be kept completely separate, and extra precautions taken to prevent the spread of disease.
- F3.2 Where there is any cause for concern regarding the health status of a cat, that cat must be handled last and the unit be cleaned after all others.

- F3.3 Cats must remain in their assigned unit and not moved to other units (rotation) or to a holding unit for cleaning purposes, except for moving to an isolation facility.
- F3.4 Standard Operating Procedures (SOPs) must be in place and followed to prevent the spread of disease, and all staff trained in these procedures.
- F3.5 Facilities must be provided for the proper reception, containment and disposal of all waste and meet with local authority approval.
- F3.6 Isolation facilities must be available.

#### **F4. HYGIENE PRACTICES**

- F4.1 Products must be suitable to use and effective against pathogens, (especially feline parvovirus (FIE) and ringworm) for which the cats are at risk and under the conditions present in the environment in which they are used.
- F4.2 Cleaning agents and disinfectants must be non-toxic to cats.
- F4.3. The compatibility of different bactericides, fungicides and virucides (if used together and/or with a detergent) must also be taken into account.  
Manufacturers' recommended guidelines for use, correct dilutions and disinfection products must be followed. Standing water must not be allowed to accumulate in areas around the cat units due to the possibility of pathogens residing in these moist environments.
- F4.4 There must be cleaning and disinfection routines in place for day-to-day management of the cats and for ensuring a cat unit and all equipment is cleaned and disinfected effectively before a new cat comes in.
- F4.5 Each unit must be supplied with its own dustpan, brush and scoop, to be used exclusively and kept in that unit, until the departure of the cat, and then cleaned and disinfected before, reuse, or disposed of prior to the next resident.
- F4.6 Litter trays must be emptied and cleaned and disinfected at least once a day, or more frequently as necessary.
- F4.7 Beds and bedding materials must be checked daily and be maintained in a clean, dry and parasite-free condition.
- F4.8 Drinking vessels must be changed/cleaned and disinfected at least once a day.
- F4.9 Grooming equipment must be either cleaned and disinfected between use on different cats, or be disposable. If provided by the owner, it must only be used on that cat and must be sent home with the cat.
- F4.10 Toys and scratch posts must be cleaned and disinfected between use for different cats, disposed of, or returned to the cat's owner (if they came with the cat).

#### **HANDLING CATS**

- F4.11 Hygiene protocols must be observed between handling cats. Hands must be washed/ disinfected or hand sprays or alcohol gel used between handling of each cat.
- F4.12 Protective garments must be changed and laundered with an appropriate disinfectant/ disposed of immediately after handling a cat with a suspected infectious disease.

#### **F5 VACCINATION, FLEAS, WORMS AND OTHER PARASITES**

- F5.1. An up-to-date veterinary health record must be seen to ensure that cats boarded have current vaccinations against feline parvovirus (feline infectious enteritis) (FIE) and against feline respiratory viruses (feline herpesvirus and feline calicivirus)

- F5.2 Vaccination (including boosters) must have been completed, at least two weeks before the cat's arrival in order to ensure maximum protection.
- F5.3 Homeopathic vaccination is not acceptable as it will not protect against infectious diseases.

## **F6 ISOLATION FACILITIES**

- F6.1 The area must provide separate, self-contained facilities for the isolation of suspected infected cats and in new build catteries must have a separate entrance to the rest of the units.
- F6.2 Separate cleaning supplies and clothing must be designated for the isolation area and other cattery sections.
- F6.3 Protective clothing and footwear must be worn when handling cats in the isolation facility, and sanitation protocols adhered to, to avoid the transmission of disease. Whilst in use, the clothing should be kept in the isolation unit and not be removed other than for cleaning and disinfection.
- F6.4 Hands must be washed/ disinfected between the handling of cats.
- F6.5 Separate feeding and water bowls, litter trays, litter, a dedicated safe cat basket, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use.
- F6.6 Any cats in the isolation facility must be checked regularly and unless a separate person is caring for them, they should be visited after the other cats.
- F6.7 A standard operating procedure (SOP) for barrier nursing and information must be provided for staff.
- F6.8 Should a cat need to be removed from the unit, it must be carried in a secure disinfected carrier, and carrier disinfected after use.
- F6.9 In emergency cases, such as admission of unvaccinated cats because of owner hospitalisation, there must be provision to be able to place these animals in isolation.

## **F7 VETERINARY TREATMENT AND HEALTH CARE**

- F7.1 A veterinary practice must be appointed for the establishment. The name, address and the telephone number must be displayed in a prominent position for staff.
- F7.2 Where cats require wiping of eyes, grooming or other cleaning regimes, these must be carried out frequently enough to keep the cat clean and comfortable providing it is safe to do so.
- F7.3 When a cat is suspected of being ill or injured (staff should be trained to recognise when a cat requires veterinary care), a veterinary surgeon must be strictly followed with further advice sought if there is ongoing concern.
- F7.4 Medicines must be stored safely and securely at the correct temperature and labelled correctly according to the manufacturer's instructions. Any in-use medications must be returned to the owner or prescribing vet.

## **F8 HOLDING UNITS FOR TEMPORARY HOUSING**

- F8.1 Holding units may be provided for temporary boarding a cat for not more than 24 hours.
- F8.2 If, in an emergency, holding units/pens are used, they must not be sited in the reception.

F8.3 Cats must be provided with a bed, litter tray, food and water.

## **F9 TRANSPORTATION OF ANIMALS**

F9.1 Any transport legislation must be complied with.

F9.2 Cats must be secured in durable carrying baskets any time they are transported/ carried outside the cat unit (A spare cat carrier should be kept at the cattery for situations where owners do not arrive with their cat in a secure carrier).

F9.3 All vehicles and equipment must be kept clean and disinfected after each collections or delivery.

F9.4 Cats must not be left in vehicles except for transportation.

## **TRAINING**

F9.5 A written policy must be provided. Systematic training of staff must be demonstrated to have been carried out

## **SUPERVISION**

F9.6 A fit and proper person must always be present to exercise supervision and deal with emergencies whenever cats are boarded at the premises.

## **OTHER**

F9.7 A well stocked first-aid kit suitable for use on cats must be available and accessible on site.

F9.8 Each unit must be clearly marked (e.g. numbered), and a system in place which ensures that relevant information about the cat in that unit is readily available.

## **NB- NEW BUILD**

### **NB1 CAT UNITS**

NB1.1 For new build the smallest unit must be large enough for up to 2 cats and to allow for adequate staff space for cleaning.

NB1.2 Penthouse accommodation measurements for the exercise run must be taken from the front of the sleeping accommodation / box not under the box.

NB1.3 When measuring floor area, shelving areas must not be included.

NB1.4 The box must be 0.9m off the ground both to enable the area underneath to be cleaned effectively, and to enable a person to reach inside to clean the walls and ceiling of the box.

NB1.5 The following minimum areas and dimensions must be achieved in order to give cats a suitable and appropriate comfortable space and for ease of cleaning and management.

Sleeping area- Full height, walk in units- floor area and dimensions			
New build- the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be of a minimum of:	Minimum height
Up to two cats	1.5m <sup>2</sup>	1.2m (e.g. 1.20m x 1.25m wide)	1.8m
Up to four cats	1.9m <sup>2</sup>	0.9m (e.g. 1.20m x1.6m wide)	1.8m

Penthouse accommodation- floor area and dimensions			
New build- the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be of a minimum of:	Minimum height
Up to two cats	1.1m <sup>2</sup>	0.9m (e.g. 0.9m deep x 1.2m wide)	1m
Up to four cats	1.7m <sup>2</sup>	0.9m (e.g. 0.9m deep x1.6m wide)	1m

Exercise area- full height, walk in units and penthouse accommodation			
New build- the minimum size must be as below (2 cats)			
	Minimum area	Smallest dimension must be of a minimum of:	Minimum height
Up to two cats	2.2m <sup>2</sup>	1.20m (e.g. 1.2m x 1.85m)	1m
Up to four cats	2.8m <sup>2</sup>	1.20m (e.g. 1.20m deep x 2.35m wide)	1m

- NB1.6 Sneeze barriers must be at minimum translucent to reduce stress caused by cats seeing one another. Opaque barriers are acceptable but may cut down on the light entering the cattery.
- NB1.7 Gaps between units are used as disease control, one side of the gap must have a full height, full width translucent sneeze barrier.
- NB1.8 Hygiene facilities- there must be separate sinks for cleaning of litter trays and feeding utensils.
- NB1.9 In new builds any wood in which the cat has access must be clad with an impervious smooth material to prevent damage and make cleaning and disinfection easier.
- NB1.10 If a new cattery is being built near existing kennels serious consideration must be given to positioning of the building to minimise the level of noise from the dogs which can be very stressful to cats.

what is at the moment a very pleasant  
relaxing environment in the isolation  
unit and I am sure my owners would  
totally agree with me.  
A lot of the details in this document are  
as far common sense, I appreciate there  
have to be certain guidelines in place  
but my concern is for domestic family  
cats not ones in quarantine.

Yours sincerely

Shirley 11/11/14

"Kupin Kop of Muesli" Boarding Cattery,  
39 Hillfield Road,  
Kings Bromley,  
Burlton-on-Avont,  
DE13 7SE.

July 16<sup>th</sup> 2014.

Dear Miss Whittle

I write regarding the "Chartered  
Institute of Environmental Hygiene Conditions &  
Evidence for Cat Boarding Establishments  
2013" that you are considering adopting and  
thank you for the opportunity to comment on  
some of the content of this document.  
A lot of the content in this document I feel  
I already comply with + others I am more than  
happy to do so but I do feel some points  
are intended for cats in quarantine not a  
much loved free roaming family pet.

Section A - Environment

I feel strongly that full height screen  
partitions on all sides would be very  
beneficial to the cats as it would turn

# Posh Paws Cattery

Westview Cottage  
Tuppenhurst Lane  
Rugeley  
Staffs  
WS15 4HL  
Tel: 01543 491150  
Email: enquiry@poshpawscattery.co.uk

Thursday, 17 July 2014

Jennifer Whittle  
Environmental Health  
Lichfield District Council House  
Frog Lane  
Lichfield  
WS13 6ZE

Dear Jennifer,

Thank you for the consultation on the proposal to adopt the CIEH licence conditions.

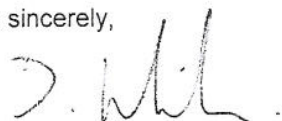
I would make the following comments:

1. On the whole these seem to be a reasonable set of requirements that are in the best interests of the cats welfare. We currently meet the majority of these points.
2. E.2.2 I question the validity of collecting the microchip number.
  - a. Not all cats are microchipped and some owners don't know if their cat is microchipped.
  - b. Most owners do not know the microchip number or how to find it. When the cat is microchipped they are registered but very few people note the number
  - c. For what purpose is the cattery collecting this? We could do nothing with it – we don't have a scanner and if for some reason that cat escaped and was found and subsequently scanned it would direct the finder to the owner.
3. E.2.4 Not all owners have an email address.
4. E.4.5 We do not clean pens using dustpan and brush – with 61 pens this requirement is impractical. We use a vacuum cleaner and mop. Each unit is vacuumed and mopped. I think there should be some flexibility in this area to allow alternative cleaning practices which maintain good hygiene practices.
5. E.5.1 This could be clearer to allow catteries to see a vaccination certificate once per year. We have a number of regular customers who bring their cat several times a year. Within a 12 month period we would only need to see the vaccination certificate once. We then record this on computer so that the next time they book (within 12 months) we already have it on record.
6. E.7.1 I would suggest that the Cattery vets details should be on display for customers as well.

I have not really looked at the new build section as we are not intending any new build in the foreseeable future.

I trust you find these comments useful.

Yours sincerely,



David While



**Whittle, Jennifer**

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**From:** Bromley Hayes Cattery [bromleyhayescattery@gmail.com]  
**Sent:** 16 July 2014 19:01  
**To:** Whittle, Jennifer  
**Subject:** Chartered Institute of Environmental Health Licence Conditions and Guidance for Cat Boarding Establishments 2013

Thank you for your letter of 10th June 2014 regarding the above proposals. I have taken some time looking through this in detail and think that these improvements are a positive step to ensuring cats in catteries are safe and happy.

Luckily majority of the points I already have in place. If these were to become conditional in our area there are only a few points where I would need to consider changes to my cattery.

There are a few points that I would like to comment on as follows:

- A.5.3 - Who should the maintenance check of fire fighting equipment be carried out by? The owner of the cattery or an official body?
- E.5.2 - I have a concern about the 2 week rule after vaccination for a few reasons. Firstly this means newly vaccinated cat owners will need to plan 5 weeks ahead and this is not always possible. Secondly, some vets have advised people that the first vaccination is sufficient to cover their cat and they are disappointed when I turn them away because they have to wait the 3 weeks. Finally, on discussion with vets, most vaccinations now are allowed a 3 month window if they have "run out of date" before starting all over again and so this 2 week rule seems to contradict what the vet is saying. I would obviously comply with the licence ruling but I personally think a further 2 weeks is a little over the top. After discussions with various vets about vaccinations, I think the current rule of full vaccination of both the first and the second after 3 weeks should be sufficient, unless the cat is showing obvious signs of reaction to the injection.
- E.6.1 - If this rule of a separate entrance to the isolation unit were to be put in force I would be concerned about building work that would be needed to my cattery mainly because I would need to obtain planning permission for this and I struggled to get approval for the existing cattery building as it is. I would be worried that any amendments to the building would not be approved.

On a more positive note, I would be very pleased to see the conditions changed to larger units as standard and less wood inside the units being used. I think the more room a cat has the happier it is and that wood can so easily harbour disease, so these changes can only be for the better.

Thank you for giving me the opportunity to comment on these potential changes.

--

*Kind Regards*

*Julia @ Bromley Hayes Cattery*  
*01543 472991 or 07877033815*

Opening Hours:

Weekdays - 9.30am to 11am and 5pm to 6.30pm  
Saturdays - 9.30am to 11 am, closed evenings  
Sundays - closed mornings, open 5pm to 6.30pm  
Closed all bank holidays

**All arrivals, collections and viewings by appointment, please call to arrange.**

**[www.bromleyhayescattery.com](http://www.bromleyhayescattery.com)**

18/07/2014

# SUBMISSION TO REGULATORY AND LICENSING COMMITTEE

Date: 25<sup>th</sup> November 2014

Agenda Item: 9

Contact Officer: Neil Wait

Tel: 01543 308734

## SUBMISSION BY NEIL WAIT – SENIOR ENVIRONMENTAL PROTECTION OFFICER

### Hackney Carriage and Private Hire Licensing criminal conviction disclosure amendment

#### 1. Purpose of Report

- 1.1 To advise members of a recently identified inconsistency between hackney carriage and private hire drivers conditions AND the Councils adopted criminal convictions policy regarding the timescales for existing drivers to disclose new criminal convictions.
- 1.2 For members to consider resolving the inconsistency by approving an amendment to either the driver conditions and/or the criminal convictions policy as set out in the reports recommendations.

#### 2. Background to the report

- 2.1 This Committee in September 2011 adopted both a revised set of 'Combined Hackney Carriage and Private Hire Drivers Conditions of License' [Appendix 1] and 'Taxi and Private Hire Vehicle Licensing Criminal Convictions' Policy' [Appendix 2].
- 3.2 The drivers conditions of license contain a requirement for existing drivers to report new convictions within **7 days**. This is a historic requirement and was not amended in September 2011 [The full condition is shown in 3.1 of Appendix 1].
- 3.3 The criminal conviction policy was a new policy for Lichfield DC in September 2011. The contents are derived from national guidance provided by the Local Government Regulation body. This guidance states that existing drivers should report new convictions within **28 days** [The full requirement is shown in 5.5 of Appendix 2].
- 3.3 The Local Government Regulation national guidance comes with the following caveat:  
*The following Criminal Convictions Policy has been developed through consultation with local councils, drawing elements from existing policies with the view to creating a standard document for reference. Comments have also been received from the Department for Transport, NALEO, Institute of Licensing and Transport for London. The policy is guidance only and local councils may wish to depart from any suggested conditions based on the*

*specific details of each applicant. We will keep the document under review and welcome further suggestions to ensure it is relevant to councils' needs.*

**Note to licensing practitioners:**

*Unless indicated the timescales suggested within this template are intended as **guidelines only** for licensing authorities and are not statutory.*

- 3.4 The inconsistency between the condition 'within 7 days' and policy 'within 28 days' requirement for reporting new convictions was recently discovered during an enforcement investigation, and is now presented to the next available Regulatory & Licensing Committee for correction.

<b>4. Proposals</b>
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- 4.1 The Committee to resolve the inconsistency by bringing into line the policy and condition timescale requirement for licensed drivers to report new convictions.
- 4.2 Then amend accordingly either the 'Combined Hackney Carriage and Private Hire Drivers Conditions of License' and/or 'Taxi and Private Hire Vehicle Licensing Criminal Convictions' Policy.

<b>5. Recommendations</b>
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- 5.1 That the Committee resolves the inconsistency between the 'Combined Hackney Carriage and Private Hire Drivers Conditions of License' and 'Taxi and Private Hire Vehicle Licensing Criminal Convictions' Policy' regarding the timescale for existing drivers to report new convictions.
- 5.2 That the Committee decides whether existing licensed drivers should report new convictions within 7 or 28 days, or another amount of time.
- 5.3 The Committee then amend the 'Combined Hackney Carriage and Private Hire Drivers Conditions of License' and/or 'Taxi and Private Hire Vehicle Licensing Criminal Convictions' Policy' accordingly.

# Lichfield District Council



## COMBINED HACKNEY CARRIAGE AND PRIVATE HIRE DRIVERS

### Conditions of License

#### Introduction

The Combined Private Hire and Hackney Carriage Drivers Licence is granted to you subject to you complying with the following conditions of licence.

All references to the "Council" in these conditions mean Lichfield District Council, District Council House, Frog Lane, Lichfield, Staffs, WS13 6YX.

#### General Conditions

##### 1.0. Licence Document

1.1. A Combined Hackney Carriage and Private Hire drivers licence is issued for a maximum of three years and allows a person to drive Lichfield District Council licensed Hackney Carriage and Private Hire Vehicles.

##### 2.0. Medical

- 2.1. An applicant will be required on initial application and at the request of the Council, to undertake a medical examination to assess their medical fitness to drive as a licensed driver. The examination will be prescribed by the Council, and the period of recall shall be determined by the Medical Officer, appointed by the Council.
- 2.2. If you have any illness or medical condition which prevents you from driving or requires you to notify DVLA Swansea you must notify the Council immediately.
- 2.3. Further medical examinations will be required after any serious illness or injury.

##### 3.0. Convictions

3.1. If you are convicted of any offence, or you receive an endorsement for a motoring offence including a fixed penalty, you must report the details in writing to the Council within 7 days. In the case of a motoring endorsement, do not wait for your driving licence to be returned from DVLA, Swansea.

##### 4.0. Accidents

4.1. Any accident or damage involving the licensed vehicle must be reported to an officer in the Environmental Health Department at the Council and the proprietor of the vehicle within 72 hours. This may be an oral report in the first instance to both parties and must be followed up by completing and returning to the Council an Accident Report Form within 120 hours of the accident occurring.

##### 5.1 Theory and Local Knowledge Tests

5.1. Applicants must satisfy the council's theory and local knowledge tests prior to the licence being granted.

## **6.0 Driver's Licence and Insurance**

- 6.1 If you agree to work for a Licensed Operator then before starting to drive you must ensure that a copy of the combined drivers licence is given to that operator until such time as you cease to be permitted to or employed to drive any of the operator's vehicle(s) when your licence will be returned to you immediately.

## **7.0. Change of Details**

- 7.1 The licence holder shall notify the Council in writing and within 7 days of any changes:-
- 7.1.1 of address.
- 7.1.2 in any of the particulars disclosed or submitted in order to make an application for a combined drivers licence.
- 7.1.3 or in respect of any forms or documents submitted in order to make an application for a combined drivers licence.

## **8.0. Conduct of Driver**

- 8.1 The driver shall :-
- 8.1.1 Give all reasonable assistance to passengers with their luggage.
- 8.1.2 At all times be clean and respectable in his/her dress and person and behave in a civil and orderly manner.
- 8.1.3 At all times have a good standard of personal hygiene.
- 8.1.4 Take all reasonable steps to ensure the safety of passengers conveyed in, entering, alighting from the vehicle driven by him/her.
- 8.1.5 Not eat or drink in the vehicle whilst carrying a fare.
- 8.1.6 Not without the express consent of the hirer play any radio or sound producing instrument or equipment in the vehicle other than for the purpose of sending or receiving messages in connection with the operation of the vehicle.
- 8.1.7 At no time cause or permit the noise emitted by any radio or previously mentioned equipment in the vehicle which he/she is driving to be a source of nuisance or annoyance to any person, whether inside or outside the vehicle.
- 8.1.8 Shall not use the horn to signal the vehicles presence to any customer awaiting the vehicle.
- 8.1.9 A driver shall at all times when acting as a Combined Hackney Carriage and Private Hire driver, display their personal licence in a position as to be plainly and distinctly visible to the hirer(s).
- 8.1.10 If requested to do so by the passenger, provide a written receipt of the fare paid including:
- 8.1.10.1 - Date journey started
  - 8.1.10.2 - Time journey started
  - 8.1.10.3 - Cost
  - 8.1.10.4 - Lichfield District Council issued driver number
  - 8.1.10.5 - Drivers Full Name
  - 8.1.10.6 - Starting address
  - 8.1.10.7 - Finishing address.

## **9.0. Vehicle Cleanliness**

- 9.1 The driver shall ensure that the interior of the vehicle being driven shall be kept clean and tidy at all times when in use as a Licensed Vehicle. The exterior of the vehicle to be clean at all times, having due regard for the weather conditions on that day.

#### **10.0. Passengers**

- 10.1 The driver shall not allow to be carried in the front of a licensed vehicle any child below the age of 3 years and no more than one person per seat.
- 10.2 The driver shall not without consent of the hirer of a vehicle carry or permit to be carried any other person in that vehicle.

#### **11.0. Guide / Hearing Dogs**

- 11.1 The driver may at his/her discretion accept or refuse to carry any animal not exempt under the Disability Discrimination Act 1995 that belongs to; or is in the custody of any passenger.
- 11.2 The driver must display the Notice of Exemption by affixing it in a prominent position on the dashboard of the vehicle facing upwards, or affixed to the windscreen of the vehicle facing outwards. The Notice of Exemption must be removed from the vehicle when the vehicle is used by other licensed drivers.
- 11.3 No exempt driver shall alter, lend or allow another person to use the Exemption Certificate or Notice.

#### **12.0 Fares to be demanded**

- 12.1 Private Hire Vehicle - The driver shall not demand from any hirer of a Private Hire vehicle a fare in excess of any previously agreed for that hiring between the hirer and the operator.

#### **13.0 Prompt Attendance**

- 13.1 The driver shall, once the vehicle has been hired in advance, punctually attend at that appointed time and place, unless delayed or prevented from so doing by any cause beyond their reasonable control.

#### **14.0 Lost Property**

- 14.1 The proprietor or driver of a licensed vehicle shall immediately after the termination of any hiring or as soon as practicable afterwards carefully search the vehicle for any property which may have been accidentally left in the vehicle.
- 14.2 The proprietor or driver of a licensed vehicle shall, if any property is left in the vehicle by any person who may have been carried in the vehicle take it as soon as possible and in any event within 48 hours, if not sooner claimed by or on behalf of its owner of the property to the Local Police Station.

#### **15.0 Revocation and Modification of Conditions**

- 15.1 The Council reserves the right,(at its own behest and at any time) to revoke, vary, or modify any of these conditions and/or to make such additional conditions as it may deem requisite, either generally or in respect of any particular licence or occasion.

## Taxi and PHV Licensing Criminal Convictions' Policy

### 1. Introduction

- 1.1 The purpose of this policy is to provide guidance on the criteria taken into account by the council when determining whether or not an applicant or an existing licence holder is a fit and proper person to hold a hackney carriage and/or private hire driver or operator licence.
- 1.2 The overriding aim of the licensing authority is to protect the safety of the public. The licensing authority is concerned to ensure:
- That a person is a fit and proper person
  - That the person does not pose a threat to the public
  - That the public are safeguarded from dishonest person
  - The safeguarding of children and young persons
- 1.3 This policy provides guidance to any person with an interest in taxi and private hire licensing. In particular, but not exclusively:
- Applicants for drivers' licences
  - Existing licensed drivers whose licences are being reviewed
  - Licensing officers
  - Members of the licensing committee/ panel (or other relevant decision making body)
  - Magistrates hearing appeals against local authority decisions
- 1.4 Where licensing officers have delegated powers to grant licences, they will utilise these guidelines when making a decision to grant a licence. In all other cases applications for licences will be referred to the licensing committee/panel (or other relevant decision-making body). Whilst officers and the committee/panel will have regard to the guidelines contained in the policy, **each case will be considered on its individual merits and, where the circumstances demand, the committee/officer may depart from the guidelines.**

### 2. General policy

- 2.1 There may be occasions where it is appropriate to depart from the guidelines, for example where the offence is a one-off occasion or there are mitigating circumstances or alternatively where there are many or continuous offences which may show a pattern of offending and unfitness.
- 2.2 A person with a conviction for a serious offence need not be automatically barred from obtaining a licence, but would normally be expected to:
- a. Remain free of conviction for an appropriate period; and
  - b. Show adequate evidence that her or she is a fit and proper person to hold a licence (the onus is on the applicant to produce such evidence). Simply remaining free of conviction may not generally be regarded as adequate evidence that a person is a fit and proper person to hold a licence.



2.3 **Where an applicant has been convicted of a criminal offence, the licensing authority cannot review the merits of the conviction** [Nottingham City Council v. Mohammed Farooq (1998)].

### 3. Appeals

3.1 Any applicant refused a driver's licence on the grounds that the licensing authority is not satisfied he is a fit and proper person to hold such a licence has a right to appeal to the Magistrates' Court within 21 days of the notice of refusal [**Local Government Miscellaneous Provisions Act 1976, s 77 (1)**].

### 4. Powers

4.1 Section 61 and Section 62 of the Local Government Miscellaneous Provisions Act 1976 allow the licensing authority to suspend, revoke or refuse to renew a licence if the application/licence holder has been convicted of an offence involving dishonesty, indecency, violence; failure to comply with the provisions of the Town Police Clauses Act 1847; failure to comply with the provisions of Part II of the Local Government (Miscellaneous Provisions) Act 1976; or any other reasonable cause.

4.2 The Rehabilitation of Offenders Act 1974 (Exceptions)(Amendment) Order 2002, allows the licensing authority to take into account all convictions recorded against an applicant or the holder of a private hire vehicle or hackney carriage driver's licence, whether spent or not. Therefore the licensing authority will have regard to all relevant convictions, particularly where there is a long history of offending or a recent pattern of repeat offending.

4.3 In this policy the term "disqualification" refers to the period served, in order to take account of the fact that a court may reduce the period of disqualification from driving. An applicant must provide evidence in advance to prove that the court agreed a reduction in the period of disqualification.

### 5. Consideration of disclosed criminal history

5.1 Under the provisions of Sections 51, 55, and 59, Local Government (Miscellaneous Provisions) Act 1976, the licensing authority is required to ensure that an applicant for the grant or renewal of a hackney carriage and/or a private hire vehicle drivers' licence and/or private hire vehicle operators licence is a 'fit and proper' person to hold such a licence. However, if an applicant has any convictions, warnings, cautions or charges awaiting trial, the licensing authority will look into:

- How relevant the offence(s) are to the licence being applied for
- How serious the offence(s) were
- When the offence(s) were committed
- The date of conviction
- Circumstances of the individual concerned
- Sentence imposed by the court
- The applicant's age at the time of conviction
- Whether they form part of a pattern of offending
- Any other character check considered reasonable (e.g. personal references)
- Any other factors that might be relevant





- 5.2 Existing holders of drivers' licenses are required to notify the licensing authority in writing within twenty-eight days of receiving a driving licence endorsement, fixed penalty notice or criminal conviction (including cautions).
- 5.3 Applicants can discuss further what effect a caution/conviction may have on any application by contacting the licensing officer Stephen Pearce in confidence for advice.
- 5.4 The licensing authority conducts enhanced disclosures from the Criminal Records Bureau (CRB) of any applicant for a driver licence. The licensing authority follows the CRB's Code of Practice on the fair use of disclosure information. A copy is available on request.
- 5.5 Applicants applying for the grant or a renewal of a drivers' licence will be required to obtain an enhanced disclosure at their expense. The licensing authority abides by the CRB's Policy on the secure storage, handling, use, retention and disposal of disclosure information, which is available on request.
- 5.6 More information about the CRB can be found on their website at [www.disclosure.gov.uk](http://www.disclosure.gov.uk).
- 5.7 The licensing authority is also entitled to use other records and information that may be available to it in determining applications or an entitlement to continue holding a licence. This may include information held by the licensing authority or other licensing authorities, and information disclosed by the police under the Home Office scheme for reporting offences committed by notifiable occupations.
- 5.8 It is an offence for any person knowingly or recklessly to make a false declaration or to omit any material particular in giving information required by the application for a licence. Where an applicant has made a false statement or a false declaration on their application for the grant or renewal of a licence, the licence will normally be refused.

## **6 Serious offences involving violence**

- 6.1 Licensed drivers have close regular contact with the public. A firm line is to be taken with those who have convictions for offences involving violence. An application will normally be refused if the applicant has a conviction for an offence that involved the loss of life.
- 6.2 In other cases anyone of a violent disposition will normally be refused to be licensed until at least 3 years free of such conviction. However, given the range of the offences that involve violence, consideration must be given to the nature of the conviction.
- 6.3 Unless there are exceptional circumstances a licence will not normally be granted where the applicant has a conviction for an offence such as:
- Murder
  - Manslaughter
  - Manslaughter or culpable homicide while driving
  - Terrorism offences
  - Or any similar offences (including attempted or conspiracy to commit) offences which replace the above



- 6.4 A licence will not normally be granted where the applicant has a conviction for an offence of similar offence(s) which replace the offences below and the conviction is less than 10 years prior to the date of application:
- Arson
  - Malicious wounding or grievous bodily harm which is racially aggravated
  - Actual bodily harm which is racially aggravated
  - Grievous bodily harm with intent
  - Robbery
  - Possession of firearm
  - Riot
  - Assault Police
  - Common assault with racially aggravated
  - Violent disorder
  - Resisting arrest
  - Or any similar offences (including attempted or conspiracy to commit) offences which replace the above
- 6.5 A licence will not normally be granted where the applicant has a conviction for an offence or similar offence(s) which replace the offences below and the conviction is less than 5 years prior to the date of application:
- Racially-aggravated criminal damage
  - Racially-aggravated offence
  - Or any similar offences (including attempted or conspiracy to commit) offences which replace the above
- 6.6 A licence will not normally be granted where the applicant has a conviction for an offence or similar offence(s) which replace the offences below and the conviction is less than 3 years prior to the date of application:
- Common assault
  - Assault occasioning actual bodily harm
  - Affray
  - S5 Public Order Act 1986 offence (harassment, alarm or distress)
  - S.4 Public Order Act 1986 offence (fear of provocation of violence)
  - S4A Public Order Act 1986 offence (intentional harassment, alarm or distress)
  - Obstruction
  - Criminal damage
  - Or any similar offences (including attempted or conspiracy to commit) offences which replace the above
- 6.7 A licence will not normally be granted if an applicant has more than one conviction in the last 10 years for an offence of a violent nature.
- 6.8 In the event of a licence being granted, a strict warning both verbally and in writing should be administered.



## **7. Possession of a weapon**

- 7.1 If an applicant has been convicted of possession of a weapon or any other weapon related offence, this will give serious concern as to whether the person is fit to carry the public.
- 7.2 Depending on the circumstances of the offence, an applicant should be free of conviction for 3 years (or at least 3 years must have passed since the completion of the sentence, whichever is longer), before a licence is granted.

## **8. Sex and indecency offences**

- 8.1 As licensed drivers often carry unaccompanied and vulnerable passengers, applicants with convictions for sexual offences must be closely scrutinised. Those with convictions for the more serious sexual offences will generally be refused. For other offences, applicants will be expected to show a substantial period (normally at least 5 years) free of conviction for such offences before a licence will be granted.
- 8.2 (a) Unless there are exceptional circumstances, an application will normally be refused where the applicant has a conviction for an offence such as:
- Rape
  - Assault by penetration
  - Offences involving children or vulnerable adults
  - Or any similar offences (including attempted or conspiracy to commit) offences which replace the above
- 8.3 (b) Before an application is allowed, an applicant should be free of conviction for at least 10 years (or at least 3 years must have passed since the completion of the sentence, whichever is longer), if he/she has a conviction for an offence such as:
- Sexual assault
  - Indecent assault
  - Possession of indecent photographs, child pornography etc.
  - Exploitation of prostitution
  - Trafficking for sexual exploitation
  - Or any similar offences (including attempted or conspiracy to commit) offences which replace the above
- 8.4 (c) Before a licence is granted, an applicant should be free of conviction for at least 3 years (or at least 3 years must have passed since the completion of the sentence, whichever is longer), if he/she has a conviction for an offence such as:
- Indecent exposure
  - Soliciting (kerb crawling)
  - Or any similar offences (including attempted or conspiracy to commit) offences which replace the above
- 8.5 In addition to the above the licensing authority will not normally grant a licence to any applicant who is currently on the Sex Offenders Register.
- 8.6 A licence will not normally be granted if an applicant has more than one conviction for a sex or indecency offence.



## 9. Dishonesty

- 9.1 A licensed PHV or taxi driver is expected to be a trustworthy person. They deal with cash transactions and valuable property may be left in their vehicles. Taxi drivers are required to deposit such property with police within 24 hours. PHV drivers must pass lost property to the operator. The widespread practice of delivering unaccompanied property is indicative of the trust that business people place in licensed drivers. Moreover, it is comparatively easy for a dishonest driver to defraud the public by demanding more than the legal or agreed fare, etc. Overseas visitors can be confused by our currency and may be vulnerable to an unscrupulous driver. For all these reasons, a serious view is taken of any conviction involving dishonesty.
- 9.2 In general, a minimum period of 3 years free of conviction or at least 3 years from completion of sentence (whichever is longer) should be required before granting a licence. Offences involving dishonesty include:
- theft
  - burglary
  - fraud
  - benefit fraud
  - handling or receiving stolen goods
  - forgery
  - conspiracy to defraud
  - obtaining money or property by deception
  - other deception
  - taking a vehicle without consent
  - Or any similar offences (including attempted or conspiracy to commit) offences which replace the above

## 10. Drugs

- 10.1 A serious view is taken of any drug related offence. The nature and quantity of the drugs, whether for personal use or supply are issues which should be considered.
- 10.2 A licence will not normally be granted where the applicant has a conviction for an offence related to the supply of drugs and has not been free of conviction for 5 years.
- 10.3 A licence will not normally be granted where the applicant has more than one conviction for offences related to the possession of drugs and has not been free of conviction for 5 years.
- 10.4 An application from an applicant who has an isolated conviction for an offence related to the possession of drugs within the last 3-5 years may be granted a licence, but consideration should be given to the nature and quantity of the drugs.
- 10.5 If there is evidence of persistent drugs use, misuse or dependency a specialist medical examination (in accordance with DVLA Group 2 medical standards) may be required before the licence is granted. If the applicant was an addict then they would normally be required to show evidence of 5 years free from drug taking after detoxification treatment.



## **11 Driving offences involving the loss of life**

- 11.1 A very serious view is to be taken of any applicant who has been convicted of a driving offence that resulted in the loss of life.

A licence will not normally be granted unless the applicant is free of conviction for 7 years or (or at least 3 years must have passed since the completion of the sentence, whichever is longer) if he has a conviction for:

- Causing death by dangerous driving
- Causing death by careless driving whilst under the influence of drink or drugs
- Or any similar offences (including attempted or conspiracy to commit) offences which replace the above

- 11.2 Before a licence is granted, an applicant should be free of conviction for 3 years (or at least 3 years must have passed since the completion of the sentence, whichever is longer), if he has a conviction for:

- Causing death by careless driving
- Causing death by driving: unlicensed, disqualified or uninsured drivers

## **12 Drink driving/driving under the influence of drugs**

- 12.1 As licensees are professional vocational drivers, a serious view is taken of convictions for driving, or being in charge of a vehicle while under the influence of drink or drugs. An isolated incident would not necessarily debar an applicant from proceeding on the restoration of his DVLA driving licence but he should be warned as to the significant risk to his licence status in the event of re-offending. More than one conviction for these offences raises significant doubts as to the applicant's fitness to drive the public. At least 3 years, after the restoration of the driving licence following a drink drive conviction should elapse before an application will be considered. If there is any suggestion that the applicant is alcohol or drug dependent, a satisfactory special medical report must be provided before the application can be allowed to proceed.

## **13 Outstanding charges or summonses**

- 13.1 If the individual is the subject of an outstanding charge or summons their application can continue to be processed, but the application will need to be reviewed at the conclusion of proceedings. Where information is received through the Notifiable Occupations Scheme on existing licence holders, consideration will be made at committee.
- 13.2 If the outstanding charge or summons involves a serious offence and the individual's conviction history indicates a possible pattern of unlawful behaviour or character trait, then in the interests of public safety the application may be put on hold until proceedings are concluded or the licence may be refused.
- 13.3 A suspension or revocation of the licence of a driver takes effect at the end of the period of 21 days beginning with the day on which notice is given to the driver. If it appears that the interests of public safety require the suspension or revocation of the licence to have immediate effect, and the notice given to the driver includes a statement that is so and an explanation why, the suspension or revocation takes effect when the notice is given to the driver. [[Road Safety Act 2006, s 52, 2A&2B](#)]



## **14 Non-conviction information**

- 14.1 If an applicant has, on more than one occasion, been arrested or charged, but not convicted, for a serious offence which suggests he could be a danger to the public, consideration should be given to refusing the application. Such offences would include serious violent offences and serious sex offences.
- 14.2 In assessing the action to take, the safety of the travelling public must be the paramount concern.

## **15 Cautions**

- 15.1 Admission of guilt is required before a caution can be issued. Every case will be considered on its own merits including the details and nature of the offence.

## **16 Licensing offences**

- 16.1 Certain offences under taxi legislation such as plying for hire, overcharging and refusing to carry disabled persons would normally prevent a licence being granted or renewed until a period of 3 years has passed since .

## **17 Insurance offences**

- 17.1 A serious view will be taken of convictions of driving or being in charge of a vehicle without insurance. An isolated incident in the past will not necessarily stop a licence being granted provided he/she has been free of conviction for 3 years; however strict warning should be given as to future behaviour. More than one conviction for these offences would normally prevent a licence being granted or renewed.
- 17.2 At least three years should elapse (after the restoration of the DVLA driving licence), before a licence would normally be granted for a hackney carriage or private hire drivers licence. An operator found guilty of aiding and abetting the driving passengers for hire and reward whilst without insurance will have his operators' licence revoked immediately and prevented from holding a licence for three years.

## **18 Overseas residents**

- 18.1 If a private hire operator applicant has spent six continuous months or more overseas the licensing authority will expect to see evidence of a criminal record check from the country/countries covering the period.

## **19 Licences issued by other licensing authorities**

- 19.1 Applicants who hold a licence with one licensing authority should not automatically assume that their application will be granted by another. Each case will be decided on its own merits.



## **20 Summary**

- 20.1 To summarise, a criminal history in itself may not automatically result in refusal and a current conviction for a serious crime need not bar an applicant permanently from becoming licensed. As the preceding paragraphs indicate, in most cases, an applicant would be expected to remain free from conviction for 3 to 10 years, according to circumstances, before an application can be considered. However, there may be occasions when an application can be allowed before 3 years free from conviction have elapsed.
- 20.2 Any person who has committed an offence and has to wait before an application is positively considered is more likely to value their licence and act accordingly.
- 20.3 While it is possible that an applicant may have a number of convictions that, individually, meet the above guidelines, the overall offending history must be considered when assessing an applicant's suitability to be licensed. A series of offences over a period of time is more likely to give cause for concern than an isolated minor conviction. Obviously some discretion can be afforded if an offence disclosed is isolated and there are mitigating circumstances, but the overriding consideration is the protection of the public.

**See overleaf for Annex A – Motoring offences and penalty points**



## Annex A – Motoring offences and penalty points

The following is a guide to the number of penalty points a court may impose, it does not reflect the fact that some offences may incur a disqualification. These codes are recorded from information supplied by the courts (accurate at the time of this document).

Code	Offence	Penalty Points
<b>Accident Offences</b>		
AC10	Failing to stop after an accident	5-10
AC20	Failing to give particulars or to report an accident within 24 hours	5-10
AC30	Undefined accident offences	4-9
<b>Disqualified Driver</b>		
BA10	Driving whilst disqualified by order of court	6
BA30	Attempting to driver while disqualified by order of court	6
<b>Careless Driving</b>		
CD10	Driving without due care and attention	3-9
CD20	Driving without reasonable consideration for other road users	3-9
CD30	Driving without due care and attention or without reasonable consideration for other road users	3-9
CD40	Causing death through careless driving when unfit through drink	3-11
CD50	Causing death by careless driving when unfit through drugs	3-11
CD60	Causing death by careless driving with alcohol level above the limit	3-11
CD70	Causing death by careless driving then failing to supply a specimen for analysis	3-11
CD71	Causing death by careless driving then failing to supply A specimen for drug analysis	3-11
CD80	Causing death by careless, or inconsiderate, driving	3-11
CD90	Causing death by driving: unlicensed, disqualified or Uninsured drivers	3-11
<b>Construction &amp; Use Of Offences</b>		
CU10	Using a vehicle with defective brakes	3
CU20	Causing or likely to cause danger by reason of use of unsuitable vehicles or using a vehicle with parts or accessories (excluding brakes, steering or tyres) in a dangerous condition	3
CU30	Using a vehicle with defective tyre(s)	3
CU40	Using a vehicle with defective steering	3
CU50	Causing or likely to cause danger by reason of load or passengers	3
C80	Using a mobile phone while driving a vehicle	3
<b>Dangerous Driving</b>		
DD40	Dangerous Driving	3-11
DD60	Manslaughter or culpable homicide while driving a vehicle	3-11
DD90	Furious Driving	3-9





<b>Drink or Drugs</b>		
DR10	Driving or attempting to drive with alcohol level above limit	3-11
DR20	Driving or attempting to drive while unfit through drink	3-11
DR30	Driving or attempting to drive then failing to supply a specimen for analysis	3-11
DR40	In charge of a vehicle while alcohol level above limit	10
DR50	In charge of vehicle while unfit through drink	10
DR60	Failure to provide a specimen for analysis in circumstances other than driving or attempting to drive	10
DR61	Failure to supply a specimen for drug analysis in circumstances other than driving or attempting to drive	10
DR70	Failing to provide specimen for breath test	4
DR80	Driving or attempting to drive when unfit through drugs	3-11
DR90	In charge of a vehicle when unfit through drugs	3-11
<b>Insurance Offences</b>		
IN10	Using a vehicle uninsured against third party risks	6-8
<b>Licence Offences</b>		
LC20	Driving otherwise than in accordance with the licence	3-6
LC30	Driving after making a false declaration about fitness when applying for a licence	3-6
LC40	Driving a vehicle having failed to notify a disability	3-6
LC50	Driving after a licence has been revoked or refused on medical ground	3-6
<b>Miscellaneous Offences</b>		
MS10	Leaving a vehicle in a dangerous position	3
MS20	Unlawful pillion riding	3
MS30	Play street offences	2
MS50	Motor racing on the highway	3-11
MS60	Offences not covered by other codes	As Appropriate
MS70	Driving with uncorrected defective eyesight	3
MS80	Refusing to submit to an eyesight test	3
MS90	Failure to give information as to identity of driver etc.	3
<b>Motorway Offences</b>		
MW10	Contravention of Special Roads Regulations (excluding speed limits)	3
<b>Pedestrian Crossings</b>		
PC10	Undefined Contravention of Pedestrian Crossing Regulation	3
PC20	Contravention of Pedestrian Crossing Regulations with moving vehicle	3
PC30	Contravention of Pedestrian Crossing Regulations with stationary vehicle	3
<b>Speed Limits</b>		
SP10	Exceeding goods vehicle speed limits	3-6
SP20	Exceeding speed limit for type of vehicle (excluding goods or passenger vehicles)	3-6
SP30	Exceeding statutory speed limit on a public road	3-6
SP40	Exceeding passenger vehicle speed limit	3-6
SP50	Exceeding speed limit on a motorway	3-6



<b>Traffic Directions And Signs</b>		
TS10	Failing to comply with traffic light signals	3
TS20	Failing to comply with double white lines	3
TS30	Failing to comply with 'Stop' sign	3
TS40	Failing to comply with direction of a constable/warden	3
TS50	Failing to comply with a traffic sign (excluding stop signs, traffic signs or double white lines)	3
TS60	Failing to comply with a school crossing patrol sign	3
TS70	Undefined failure to comply with a traffic direction sign	3
<b>Special Code</b>		
TT99	To signify a disqualification under totting-up procedure. If the total of penalty points reaches 12 or more within 3 Years, the driver is liable to be disqualified	
<b>Theft or Unauthorised Taking</b>		
UT50	Aggravated taking of a vehicle	3-11

**Aiding, abetting, counseling or procuring** - Offences as coded, but with 0 changed to 2 e.g. LC10 becomes LC12.

**Causing or permitting** - Offences as coded, but with 0 changed to 4 e.g. LC10 becomes LC14.

**Inciting** - Offences as coded, but with the end 0 changed to 6 e.g. DD40 becomes DD46.

**Non-endorsable offences** - Some offences are non-endorsable. A non-endorsable offence is an offence which courts do not endorse onto paper counterpart. No penalty points are attributed to these offences but they carry a period of disqualification. At the end of the disqualification (over 56 days) the driver will have to apply for a renewal licence together with the appropriate fee. Any queries about offences and endorsements should be directed to the convicting court.

**Period of time** - Periods of time are signified as follows: D=Days, M=Months, Y=Years

Endorsements remain on a counterpart licence for the following periods of time:

Endorsements must remain on a licence for 11 years from date of conviction if the offence is:

- Drinking/drugs and driving (shown on the licence as DR10, DR20, DR20 and DR80).
- Causing death by careless driving whilst under the influence of drink/drugs (shown on the licence as CD40, CD50 and CD 60).
- Causing death buy careless driving, then failing to provide a specimen for analysis (shown on the licence as CD70).

Or 4 years from the date of conviction if the offence is as listed below:

- Reckless/dangerous driving (shown on the licence as DD40, DD60 and DD80).
- Offences resulting in disqualification.
- Disqualified from holding a full licence until a driving test has been passed.

Or 4 years from the date of offence in all other cases.



**REPORT FOR DECISION**

**FOR: REGULATORY AND LICENSING COMMITTEE**

**Date: 20 November 2014**

**Agenda Item: 10**

**Contact Officer: Sarah Pearce  
Telephone Extension: 308008**

**REPORT OF SARAH PEARCE, LICENSING AND ELECTORAL SERVICES MANAGER**

**STREET COLLECTIONS 2015**

**1. Purpose**

- 1.1 To ask Members to approve the allocation of Street Collection Permits for 2015.

**2. Recommendation**

- 2.1 It is recommended that permits be allocated in accordance with **APPENDIX 'A'**.

**3. Summary of Background Information**

- 3.1 Street Collections are regulated by the Police Factories etc (Miscellaneous Provisions) Act 1916 with regulations drawn from The Charitable Collections (Transitional Provisions) Order 1974.
- 3.2 A list of charities that carry out street collections regularly is prepared annually and put before Members for their approval. The charities whose collections have been approved can then apply for a street collection permit for the following year.
- 3.3 One permit is issued per week (Monday to Friday) and one for each weekend for individual areas of the district. An exception is made for the "Santa Float" collections which are carried out throughout December in the residential areas and do not interfere with the collections in the city or town centre. Permits are issued on a first come first served basis.
- 3.4 When requests for additional collections are received the Licensing Team check that the charity is registered with the Charity Commission and that the person applying has been given authority to apply on the charities behalf. The request is then referred to the Chair of the Regulatory and Licensing Committee. If approved a permit is issued.
- 3.5 Collectors must be at least 16 years of age, must not receive payment and must use a sealed container clearly bearing the name of the organisation they are collecting for. After the collection is carried out the organisation completes a statement showing the amount collected and any expenses that have been deducted.

- 3.6 Only the collection of cash and the sale of goods are covered by the Act. Face to Face fundraisers asking for donations by direct debit are not. However, many do contact us as a matter of good practice to ensure that only one group of fundraisers is in the area at any one time.

#### **4. Financial Implications**

- 4.1 There will be no direct financial implications for the Council. Street Collections are an important source of income for the organisations that apply for permits.

## **Appendix A**

### **Street Collections 2015**

#### **Lichfield**

Alzheimer's Society  
British Heart Foundation  
Cancer Research  
Children in Need  
Compassion in World Farming  
Kidney Cancer Care  
Leukaemia & Lymphoma Research  
Lichfield Folk Festival  
Lichfield Greenhill Bower  
Lichfield Mysteries  
Lichfield Proms  
Lichfield Roundtable  
Macmillan Cancer Support  
Pathway Project  
RNLI  
Salvation Army  
Sorooptimist International  
St. Giles Hospice  
The Society for the Protection of  
Animals Abroad

#### **Burntwood**

Bowel Cancer UK  
Marie Curie Cancer Care  
Phoenix Children's Foundation  
Rotary Club of Burntwood  
Rottweiler Welfare Association  
Royal Air Forces Association  
**Fazeley and Mile Oak**  
Tamworth & District Round Table

#### **Handsacre & Armitage**

The Friends of Hayes Meadow  
School

#### **Whole District**

Royal British Legion

**REGULATORY AND LICENSING COMMITTEE  
WORK PROGRAMME FOR 2014-15**

Item	20 MAY 2014	20 NOV 2014	19 JAN 2015 SPECIAL	4 FEB 2015	Purpose of the Report	Lead
Mobile Homes Act 2013	✓				To adopt the Mobile Homes Fees Policy and the related fee schedule be adopted	GD
Food Safety Service Delivery Plan 2014 - 2016		✓			To endorse the Plan	GD
Minor Review of Taxi Licensing Conditions		✓			To synchronise taxi licensing conditions and the criminal convictions policy	NW/GD
Environmental Health 2014/15 Fees & Charges				✓	To agree the schedule of fees and charges for EH functions during 15/16	NW/GD
Responsible Bodies Groups		✓			To receive an update about the role of the County and Local Groups and make recommendations about PASS cards and training for Members	JC
Street collections 2015		✓				SP
Review of polling districts and polling places			✓			SP
Air Quality Update				✓		NW
Review of Cattery Conditions		✓				NW/JW
Child Exploration Safeguarding				✓		SB
Enforcement Policy				✓	Revised Policy to be endorsed (incorporating revised Regulators' Code)	NW
HS2 Update				✓		NW