

# Commercial Dog Boarding Higher Standards (Kennels)

**To obtain a 4 or 5 Star rating, all the below criteria must be met**

- Staffing levels will be up to 1 full-time equivalent attendant per 15 dogs kept.
- Dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities must be provided. This can be achieved by, for example, inclusion of raised platforms.
- All individual dogs must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).
- There must be a clear plan setting out two walks per dog each day for a minimum of 20 minutes each or two sessions of access to a secure open area away from the kennel unit.
- A member of staff must be on site at all times
- The sleeping area must be at least 2.85m<sup>2</sup>.
- There must be a documented daily enrichment plan setting out two or more sessions per day.
- There must be separate buildings used for different activities with separate staff and separate equipment.

**2 of the 3 below criteria must also be met**

- A member of staff with a relevant OFQUAL regulated Level 3 qualification must be present during the working day.
- Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.
- A noise management plan must be in place e.g. physical barriers, sound absorbing build structure, positive reinforcement training to keep barking down, kennel design to prevent noise generation with demonstration of effectiveness.

# **Commercial Cat Boarding Higher Standards (Cattery)**

**To obtain a 4 or 5 Star rating, all the below criteria must be met**

- Staffing levels will be up to 1 full-time equivalent attendant per 20 cats kept or a higher ratio of qualified staff.
- Cats must be provided with a design and layout that provides them with choice. This can be achieved by, for example, inclusion of raised platforms.
- Temperature in the sleeping environment must be above 18°C.
- All individual cats must be inspected at least once at an appropriate interval during the out of hours period (e.g. 1800-0800).
- Where more than one cat share a unit daily behavioural observations are recorded – these should especially focus on any signs of stress/aggression.
- A competent person must be on site at all times.
- Units must be 1.5 times the minimum areas stated. The calculation of the total area available can include raised areas.
- Each cat must have access to at least two raised areas – one of which must be in the sleeping area and one must be in the exercise area.
- There must be completely opaque sneeze barriers rather than translucent up to 600mm and behind any shelves.
- Where applicable, there must be a completely separate unit for any other activities such as rescue or breeding.

**3 of the 5 below criteria must also be met**

- A member of staff with an OFQUAL regulated Level 3 qualification in a relevant subject must be present during the working day.
- Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.
- Provision must include a choice of hiding places and different levels/shelves.
- Behavioural observations must be recorded daily.
- Designated on site isolation facilities must be available and must follow the same size and facility requirements as normal cattery unit.

# **Dog Day Care Higher Standards**

**To obtain a 4 or 5 Star rating, all the below criteria must be met**

- Dogs must be provided with a design and layout that provides them with choice. Separate areas for different activities should be provided. This can be achieved by, for example, inclusion of raised platforms.
- There must be a clear plan setting out two walks per dog each day for a minimum of 20 minutes each or two sessions of access to a secure open area away from the kennel unit. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.

**2 of the 4 below criteria must also be met**

- Staffing levels will be up to 1 full-time equivalent attendant per 8 dogs kept.
- A member of staff with a relevant accredited Level 3 qualification must be present during the working day.
- Ventilation must be a managed, fixed or portable, air system to ensure appropriate temperatures are maintained in all weathers. This can be an air conditioning unit or use of removable fans.
- Dogs must receive beneficial human interactions throughout the day and these must be documented.

# Home Dog Boarding Higher Standards

**To obtain a 4 or 5 Star rating, all the below criteria must be met**

- There must be a designated other person or member of staff who can cover any emergency or absence of leave so that the dogs are never left alone.
- There must be a clear plan setting out two walks per dog each day for a minimum of 20 minutes each. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.
- Dogs must be exercised at least twice per day. Each dog must have a written daily exercise regime including lead exercise and free running in a secure area. There must be an alternative form of enrichment planned for dogs which cannot be exercised for veterinary reasons for the same periods of time.

**1 of the 2 below criteria must also be met**

- A person responsible for the care of the dogs with a relevant OFQUAL regulated Level 3 qualification must be present during the working day.
- Any outside space will have two secure physical barriers between any dog and any entrance/exit.