

Preparing for inspection

A quick guide for new and renewing dog home boarding licensees

We use the [national guidance](#) to develop our approach to inspections, all those caring for animals must meet a minimum standard set out in the regulations, this document is intended to provide clarification on what our inspector needs to see at the time of the inspection.

Record keeping

Requirements for keeping records are mentioned in several places in the regulations. All records you keep must be kept for three years and be available for inspection.

The information you need to record from each of your customers is:

- dates of each dog's arrival and departure
- each dog's
 - name
 - age
 - sex
 - neuter status
 - microchip number
 - a description of it or its breed
- the number of and which, if any, dogs are from the same household
- contact details of the owner of each dog including their:
 - name
 - postal address
 - telephone number (if any)
 - email address (if any)
- contact details for an emergency contact including:
 - name
 - postal address
 - telephone number (if any)
 - email address (if any)
- name and contact details of each dog's normal veterinarian
- details of any insurance relating to the dog
- details of each dog's relevant medical and behavioural history, including details of any medical treatment administered including against parasites
- any restrictions on exercise
- the dates of each dog's most recent vaccination, worming and flea treatments
- details of each dog's diet and related requirements
- consent forms (if applicable) for:
 - boarding with dogs from other households
 - use of a crate
 - feeding without separation
 - walking and/or socialising with other dogs
- the ability to record and report to the owner any concerns relating to health, feeding or behaviour.

If you are applying for your first licence, we recommend you prepare a template for or sample of how you will keep records so that we can see you understand what is required of

you. For licence renewals, please have your records for the past three years ready for inspection.

Policies and procedures

You will also need to have a range of written policies and procedures in place, the inspector will want to see policies and/or procedures covering the following:

- monitoring a new dog's introduction to the environment
- dogs under one year of age
- feeding
- cleaning
- transportation
- prevention and control of disease
 - including how you would isolate an animal
- monitoring health and welfare of all animals
- death or escape of an animal.

If you employ any staff, you will also need to show us your staff training policy.

If you have children under 16 living at the property you will also need to make a risk assessment and have a procedure to show how the children and dogs will be safe.

Things you need

There are some items you will need when your business is up and running, you may already have them, or you may need to purchase them before you start trading. You don't need to have bought these items when we inspect your premises, but we do need to know that you will be purchasing any items you need but don't already have.

You must have (or be ready to purchase on the receipt of your licence):

- public liability insurance appropriate for your business
- identity tags with licence holders name and contact details
- water and food bowls
- cleaning supplies including disinfectant that kills viruses as well as bacteria
- smoke detector
- poo bags
- carbon monoxide detector
- first aid kit suitable for dogs
- any items needed for transporting a dog in your nominated vehicle, such as a dog guard, travel crate or seatbelt harness. If you are unsure what you need the inspector can help you choose but cannot recommend specific brands
- protective clothing (for example, disposable gloves and overshoes) in case you need to isolate a sick dog
- lock, chain or bolt for gates leading to the outside (if not already fitted).

The following list are things that you must have, but may often be provided by the dog's owner, we strongly recommend that you have your own supply in case these are not supplied:

- toys and enrichment items
- soft bedding.

Your property and providing a suitable environment

How many animals you can have on the premises will depend upon the space you have in your home. For each dog that you plan to have on the premises (including any of your own) each dog needs to have a suitable room. You can't use a room with a glass roof (for example, a conservatory) or a garage, cellar or loft storage space unless converted to a standard for human habitation. You also can't use a room normally occupied by someone under 16 years of age. The inspector will consider each room individually.

The inspector will also consider the outside of the property, your outside space needs to be private, secure and safe. Dogs must not be able to jump over or dig under any boundaries and gates should be lockable to prevent accidental escape. You must provide regular access to the outside space for toileting.

If your garden has any features such as ponds you must ensure they cannot be accessed when the dog is not supervised. You should also consider whether any plants in your garden are toxic and how you will ensure any risks are minimised.

Transport

You must have access to a suitable vehicle to be able to transport dogs, this does not have to be owned by you and you do not need to be able to drive. You should have the appropriate means to transport a dog in the vehicle, this may be a crate, harness or dog guard.

Qualifications

You do not need to hold any formal training or qualifications to hold a licence, but you need to be able to demonstrate you have sufficient knowledge and experience to identify abnormal behaviour and signs of injury or disease. We would always recommend taking an appropriate animal first aid course and you should check the terms of your insurance to ensure any training needs required by your insurer are covered.

Support

You will need to ensure you have support in case you are unwell or unable to return home. You will be asked to provide an emergency contact; your emergency contact should be no more than 30 minutes away and should have a thorough understanding of all your policies and procedures. This individual should be genuinely capable of looking after the animals in your care in the event of an emergency meaning you cannot.

Medicine

Any treatment must have the consent of the owner, be used in accordance with instructions from the vet and be stored in accordance with the manufacturers or vets instructions. The health and safety of yourself and the dog you are looking after comes first so if you are not confident or competent in administering any given medicine to any given animal you should consider declining the booking.

Displaying your licence

When you receive your licence, you must display it in a public facing area of your premises

If you have a website or social media page for your business, your name and licence number needs to be displayed on that page or website.

Things to avoid

Kennels - to have a licence for home boarding dogs should be housed within the home, therefore outdoor kennels are not permitted.

Training - the regulations require training methods to focus on reward of good behaviour, do not invest in any training aid that punishes negative behaviours.