

## LICENSING COMMITTEE

**Thursday, 19 April 2018**

**5.00 pm**

**Committee Room 1, City Hall**

Membership: Councillors Kathleen Brothwell (Chair), Loraine Woolley (Vice-Chair), Biff Bean, Ronald Hills, Adrianna McNulty, Fay Smith, Ralph Toofany, Paul Gowen, Pat Vaughan, Keith Weaver, Andy Kerry and Gill Clayton-Hewson

Substitute member(s): Councillors Jackie Kirk, Tony Speakman and Peter West

Officers attending: Hanan Awajan, Francesca Bell, John Cunliffe and Democratic Services

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## A G E N D A

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### SECTION A

**Page(s)**

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#### **PLEASE NOTE THE EARLIER START TIME OF THE MEETING DUE TO THE PRE ELECTION PERIOD**

1. Confirmation of Minutes - 21 March 2018 **3 - 6**
2. Declarations of Interest

Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.

3. Application for the Grant of a Licence to Keep an Animal Boarding Establishment **7 - 36**

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**Present:** Councillor Kathleen Brothwell (*in the Chair*),  
Councillor Loraine Woolley, Councillor Biff Bean,  
Councillor Ronald Hills, Councillor Fay Smith, Councillor  
Ralph Toofany, Councillor Paul Gowen and Councillor  
Pat Vaughan

**Apologies for Absence:** Councillor Adrianna McNulty, Councillor Keith Weaver,  
Councillor Andy Kerry and Councillor Gill Clayton-Hewson

**35. Confirmation of Minutes - 22 November 2017**

RESOLVED that the minutes of the meeting held on 22 November 2017 be confirmed.

**36. Declarations of Interest**

No declarations of interest were received.

**37. Hackney Carriage and Private Hire minutes of previous meetings**

RESOLVED that the minutes of the Hackney Carriage and Private Hire Sub-Committee meetings held on 29 November 2017, 4 January 2018 and 1 February 2018 be confirmed.

**38. Application for the Grant of a Licence to Keep an Animal Boarding Establishment**

The Public Protection, Anti-Social Behaviour and Licensing Service Manager:

- (a) Presented a report which provided the Committee with an opportunity to consider the grant of an Animal Boarding Establishment Licence under the Animal Boarding Establishments Act 1963.
- (b) Reported that an application had been received in respect of premises known as 58 Wolsey Way in Lincoln which sought a licence to board dogs from different households under an Animal Boarding Establishment Licence.
- (c) Highlighted that the current model condition for an animal boarding licence stated that 'only dogs from the same household may be boarded at any one time' and that the application was seeking a variation to this model condition to allow the applicant to be able to board four dogs from different homes at the same time.
- (d) Outlined the policy implications and model licence conditions for home boarding, as set out under paragraph four of the report.
- (e) Reported that the applicant was supported by Vippies Ltd, which was a long established Lincolnshire based company providing pet care such as home board, dog walking, pet sitting and pet foster care and it was proposed that the applicant would be affiliated with this company.

(f) Invited members' questions and comments.

Confirmation was sought as to the suitability of the property and its location in terms of close proximity to any neighbouring residents. Officers understood that the property was large enough to accommodate the number of animals set out in the application but suggested that an inspection of the premises could be undertaken by a Licensing Officer and the Council's Animal Warden. The property was located in a residential area, relatively close to neighbouring properties.

A question was raised as to whether any consultation had taken place with neighbouring residents providing them with notice of the licence application in order that they had an opportunity to put forward any comments either in support or objection to the granting of the licence. It was noted that this had not taken place, but that letters could be sent to neighbouring residents for this purpose. The Committee considered whether the licence could be granted on a trial basis in order that any negative impact on neighbouring residents could be monitored and taken into account.

In view of the fact that the applicant already had a licence to accommodate dogs from a single household, confirmation was sought as to whether there was a maximum number of dogs that could currently be boarded on the premises provided they were from a single household. It was clarified that there was nothing in legislation which set out a maximum number of dogs that could be boarded from a single household as part of the applicant's current conditions of the licence. Discussion ensued on the possibility of the applicant owning their own dogs, meaning that this could add to the number of dogs on the premises at any one time. Members expressed their concerns in relation to the potential noise and disturbance that could emanate from the dogs in the applicant's care. Concerns were also raised regarding the general care of the animals, arrangements for walking and their general supervision particularly given that the proposal was to board dogs from different households. It was noted that the licence could be granted subject to specific conditions to provide reassurance in respect of the welfare of the animals.

A point was made that any resident in the city was entitled to own as many dogs as they wanted, with any complaints of noise or disturbance dealt with accordingly through the Council's usual processes.

A question was asked as to whether any other authorities had granted similar applications. It was noted that West Lindsey District Council had approved a similar application, also affiliated with Vippias Ltd, whereas an application had recently been refused by North Kesteven District Council which had been appealed and was scheduled to be heard by the Magistrate's Court in due course.

Councillor Paul Gowen proposed a motion to defer the decision to allow for an inspection of the premises to be undertaken by the Licensing Officer and Animal Protection Officer. The proposal was seconded.

During discussion of this motion, Councillor Gowen withdrew his motion.

Councillor Ron Hills proposed a motion to grant the licence as applied for, subject to the undertaking of an inspection of the premises by the Licensing Officer and Animal Protection Officer and that they be delegated to grant the licence should

they be satisfied with the outcome of that inspection. This motion was not seconded.

The decision was made as follows:

That the licence application be granted subject to the Council's standard home boarding licence conditions.

Reasons for the decision:

The Committee:

- had concerns relating to the welfare and supervision of the animals from the perspective of them being from different households;
- was unclear how animals would be controlled when out in public, particularly if there were multiple animals from different households;
- agreed that neighbouring residents should be given an opportunity to comment on the application due to the fact that the proposed premises were located in a residential area;
- was not satisfied with the information available in respect of the number of dogs, the proximity of the property to neighbours and the measures in place inside the property to protect the animals;
- was concerned that the granting of the application would set a precedent outside of the Council's standard home boarding licence conditions.

The Committee was therefore not satisfied that all of the grounds of Section 1(3)(a)-(e) of the Animal Boarding Establishments Act 1963 had been met.

### **39. Application for a Sex Establishment Licence**

The Public Protection, Anti-Social Behaviour and Licensing Service Manager:

- (a) Presented a report which provided the Committee with an opportunity to consider an application for a sex establishment licence.
- (b) Reported that an application had been received in respect to premises known as Simply Pleasure situated at 72 High Street, Lincoln, LN5 8QD.
- (c) Highlighted that, due to administrative errors on the part of the Licensing team and the licence holder, the renewal deadline had been missed resulting in the requirement to submit a new licence application.
- (d) Reported that the premises had been a licensed sex establishment since 2001 and transferred into the current applicant's name in 2005/06.
- (e) Reported that no problems, complaints or matters of concern during inspections had been raised since the granting of the original application.
- (f) Invited members' questions and comments.

The decision was made as follows:

That the application be granted with the Council's standard conditions for such a licence and no additional conditions.

Reasons for the decision:

The Committee was content with the details of the application, acknowledging that the application was only necessary due to administrative error and that no problems, complaints or matters of concern had been raised since the original application was granted in 2005.

It was also noted that this application would have been granted by officers under delegated powers had the applicant met the deadline for renewal.

**SUBJECT: APPLICATION FOR THE GRANT OF A LICENCE TO KEEP AN ANIMAL BOARDING ESTABLISHMENT**

**DIRECTORATE: COMMUNITIES AND ENVIRONMENT**

**REPORT AUTHOR: FRANCESCA BELL, PUBLIC PROTECTION, ASB & LICENSING SERVICE MANAGER**

## 1. Purpose of Report

- 1.1 Licensing Committee is asked to consider the grant of an Animal Boarding Establishment Licence under the Animal Boarding Establishments Act 1963.
- 1.2 The purpose of this report is to assist the committee in determining the outcome of the home boarding licence application.
- 1.3 This report outlines an application for the grant of a licence for a home boarding establishment for dogs made by Mrs Leary in respect of the premises known as 58 Wolsey Way, Lincoln, LN2 4SJ.
- 1.4 Under the Animal Boarding Establishments Act 1963 a licence is required if a person carries on a business of providing accommodation for other people's animals (dogs and cats). The requirement for a licence includes those businesses that provide dog day boarding facilities. This includes boarding of dogs in a home environment.
- 1.5 The Applicant has held an animal boarding establishment licence with this Authority for the boarding of up to 4 dogs from the same household since 7<sup>th</sup> November 2017. To date no complaints or concerns have been received.

## 2. Executive Summary

- 2.1 An application has been received from Mrs Leary in respect of the premises known as 58 Wolsey Way, Lincoln, LN2 4SJ. The applicant seeks a licence to board dogs from different households under an Animal Boarding Establishment Licence.
- 2.2 The current model condition for an animal boarding licence states that '**only dogs from the same household may be boarded at any one time**'. The applicant is seeking a variation to this model condition to allow her to be able to board 4 dogs from different homes at the same time.
- 2.3 The committee should consider if the applicant should be granted this exception and be allowed to board dogs from different households.

- 2.4 Mrs Leary has held an Animal Boarding Licence issued by City of Lincoln Council allowing her to board up to 4 dogs from one household since 7<sup>th</sup> November 2017. To date no complaints or concerns have been raised about the operation of this licence.
- 2.5 In considering the animal boarding establishment (home boarding) licence application the Committee has a number of options;
- To grant the licence application subject to the Council's standard home boarding licence conditions – this would allow only dogs from the same household to be boarded.
  - To grant the licence application subject to a variation of the Council's standard home boarding conditions – this would allow dogs from up to 4 households to be boarded.
  - To reject the licence application.

### **3. Animal Boarding Establishment Act 1963**

- 3.1 The Council's policy is that applications for animal boarding establishment licences will normally be determined by Licensing Officers acting under delegated powers. Where there are specific concerns regarding a particular premise or application the matter shall be brought before the Licensing Committee.
- 3.2 The current model home boarding licence conditions, used by the council, prohibit dogs from different homes from being boarded at the same time. The applicant is asking the authority to relax this condition in order to allow the boarding of dogs from different homes at the same time.
- 3.3 Within the City of Lincoln Council boundary we do not currently have any home boarding licences that permit dogs from different households.

In determining whether to grant a licence under this Act the Committee are asked to have particular regard to the need for securing:

a) that animals will at all times be kept in accommodation suitable as respects construction, size of quarters, number of occupants, exercising facilities. Temperature, lighting, ventilation and cleanliness

b) that animals will be adequately supplied with suitable food, drink and bedding material, adequately exercised and (so far as necessary) visited at suitable intervals.

c) that all reasonable precautions will be taken to prevent and control the spread among animals of infectious or contagious diseases, including the provision of adequate isolation facilities

d) that appropriate steps will be taken for the protection of the animals in case of fire or other emergency

e) that a register be kept containing a description of any animals received into the

establishment, date of arrival and departure, and the name and address of the owner, such register to be available for inspection at all times by an officer of the local authority, veterinary surgeon or veterinary practitioner authorised under section 2 (1) of this act

Without prejudice to their discretion to withhold a licence on other grounds.

#### **4. Other Applicable Policy**

4.1 The LACORS 2005 model licence conditions for home boarding state that:

- Only dogs from the same household may be boarded at any one time.

This model condition was intended to protect the safety of the dogs and to protect the licensee from any claim for a dog attack, injury, etc. As dogs in home boarding situations have the freedom to move around, there are risks that are not present in boarding kennels. For example, if dogs that are strangers to each other are left unattended, there is the potential for one dog to turn on another (e.g. over feeding time, or to become protective over an area/ corner of a room).

4.2 In October 2009 LACORS issued further guidance for local authorities. Stating that they were aware that some local authorities were choosing to relax the requirement for dogs to be from the same household provided the licensee was able to meet a number of additional requirement / licence conditions. Examples of those additional requirements include:

- Specific written consent of each household showing confirmation that they are content for their dogs to be boarded with others.
- A mandatory, trial (documented) familiarisation session for all dogs prior to stay.
- Separation of dogs from different households in secure areas when left unattended.
- Separate feeding of dogs to minimise the likelihood of dispute and aggression.

4.3 In the application submitted by Mrs Leary and supported by Vippies, documentation of how they intend to achieve the above measures is set out. The documents can be found in Appendix C - I.

#### **5. Supplementary Information**

5.1 The applicant is an employee of Vippies and is proposing to be affiliated with Vippies Ltd. Vippies Ltd are a Lincolnshire based company providing pet care such as home boarding, dog walking, pet sitting and pet foster care. Further information can be found on the Vippies website at: [www.vippies.co.uk](http://www.vippies.co.uk).

- 5.2 The Licensing Officer has received documents from the applicant relating to the measures intended to be put in place to ensure the animals safety and adequate provision of care is met at all times. This is attached at Appendices C - I. The committee needs to determine if these measures are substantial enough.
- 5.3 It is understood from the applicant that their intention is to have a maximum of 3 dogs from different households with the 4<sup>th</sup> space being only for emergencies should owners be delayed in collecting their pet.
- 5.4 The Licensing Officer assisted by the Animal Warden from the Public Protection and Anti-Social Behaviour Team are due to inspect 58 Wolsey Way on Thursday 12<sup>th</sup> April 2018. This has been delayed due to illness of the applicant. The committee will be updated of the findings once the inspection is complete.

## 6. Options Available to the Committee

- 6.1 1. To grant the licence application subject to the Council's standard home boarding licence conditions – this would allow only dogs from the same household to be boarded.
- 6.2 2. To grant the licence application subject to a variation of the Council's standard home boarding conditions – this would allow dogs from up to 4
- 6.3 households to be boarded.
3. To reject the licence application.

## 7. Options Explored in Further Detail

- 7.1 The Committee could grant the application for an animal boarding establishment (home boarding) licence, with a maximum number of 4 dogs. There should be a maximum of 2 additional resident dogs, that is, pets who normally reside in the house, should the applicant have more than 2 resident dogs the number of boarding dogs may need to be reduced accordingly. The committee are to consider whether the licence is granted;
- A. Subject to the Council's standard home boarding licence conditions, **including** the requirement that only dogs from the same household may be boarded at any one time, or
- B. Subject to the Council's standard home boarding licence conditions, **excluding** the requirement that only dogs from the same household may be boarded at any one time.
- 7.2 If the licence is granted, excluding the requirement to only board dogs from the same household, as outlined in 7.1B above then it is recommended that the standard conditions be varied to reflect the decision to allow dogs from multiple households and that the requirements recommended by LACORS in 2009 (set out in 4.2 above) be incorporated onto the licence.
- 7.3 In addition, if the Committee is minded to allow the boarding of dogs from different households at the same time, then the Committee may wish to indicate that:

1. The relaxation of the dogs from one household requirement, in this particular case, will only initially be for a trial period until the end of 2018.
2. During the period from now until the end of 2018 the premise should be subject to interim inspections and reports by an Officer of this Authority. The Committee to decide on appropriate intervals (e.g. four or six monthly) for the inspections.
3. Any licence renewal application, relating to a licence with an expiry date of 31 December 2018, to be submitted by the applicant at least six weeks in advance of the licence expiry date. The purpose of this early application period being to review the success or not of the arrangements for the boarding of dogs from different homes.
4. The licence renewal application, relating to a licence with an expiry date of 31 December 2018, will be determined by the General Licensing Committee rather than Officers acting under delegated powers.
5. Any complaints or concerns raised relating to this licence be brought before the licensing committee for consideration.
6. The committee may consider reducing the number of dogs to be boarded during the trial period.

## **8. Summary**

- 8.1 The Licensing Committee is presented with an application for an animal boarding licence, to board dogs from different household instead of the boarding of dogs from the same household.
- 8.2 The Licensing Committee is also asked, if minded to grant the licence applied for, to consider amending the model conditions.

## **9. Considerations**

### **9.1 Human Rights**

Article 1, Protocol 1 – peaceful enjoyment of possessions

“Every natural or legal person is entitled to the peaceful enjoyment of his possessions. No one shall be deprived of his possessions except in the public interest and subject to the conditions provided for by law and by the general principles of international law.

The preceding provisions shall not, however, in any way impair the right of a State to enforce such laws as it deems necessary to control the use of property in accordance with the general interest or to secure the payment of taxes or other contributions or penalties.”

The right to engage in commercial activities under the benefit of a licence or registration is a possession

Tre Traktorer Aktiebolag v Sweden 1989

## **10. Organisational Impacts**

### **10.1 Legal Implications**

- 10.2 If the Applicant does not agree with a decision of the Licensing Committee to refuse the application she is able to appeal the decision to the Magistrates' Court. The licensee has 28 days from the date of refusal to appeal.

## **11. Financial Implications**

- 11.1 The cost of any appeal cannot be assessed but any costs incurred would have to be met from the Legal Expenses budget.

## **12. Equality & Diversity Implications**

- 12.1 The potential for any Equality and Diversity issues to arise has been considered and it is concluded that no issues relating to this, nor the Human Rights Act 1988 are relevant.

## **13. Recommendation**

- 13.1 That Licensing Committee consider the application and provide reasons for their decision.

**How many appendices does the report contain?**

9

### **List of Background Papers:**

Appendix A – Animal Boarding Model Conditions  
Appendix B – Application for an Animal Boarding Licence  
Appendix C - Vippies – General Notes  
Appendix D – Vippies – Foster Care and Day Care  
Appendix E – Vippies – Visit Details  
Appendix F – Vippies – Pet Details  
Appendix G – Vippies – Pet Care Medication Sheet  
Appendix H – Vippies – If a Dog goes Missing  
Appendix I – Vippies – Emergency Procedure  
Appendix J – Inspection report of 58 Wolsey Way – *to Be circulated following inspection on 12<sup>th</sup> April.*

### **Lead Officer:**

Francesca Bell – Public Protection, ASB and  
Licensing Service Manager  
Telephone (01522) 873204



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## Appendix A

### **MODEL LICENCE CONDITIONS FOR HOME BOARDING ( DOGS)** **ANIMAL BOARDING ESTABLISHMENTS ACT 1963.**

#### **1. INTRODUCTION**

- 1.1 Unless otherwise stated, these conditions shall apply to all buildings and areas to which dogs have access and/or which are used in association with the boarding of dogs.
- 1.2 Normally planning permission will not be required for the home boarding of animals on the scale proposed, however should complaints be received because of particular noise or odour problems, then the Council reserves the right to consider whether there has been a change of use which requires a planning application to be submitted.
- 1.3 The Licensee must ensure that the establishment is covered by adequate and suitable public liability insurance and, where necessary, adequate and suitable employers liability insurance.
- 1.4 No dog registered under the Dangerous Dogs Act 1991 must be accepted for home boarding.
- 1.5 Dog hybrids registered under the Dangerous Wild Animal Act 1976 (e.g. Wolf Hybrids) are not to be accepted for home boarding.
- 1.6 Entire males and bitches in season or bitches due to be in season during the boarding, must not be boarded together or boarded with resident dogs. Puppies under 6 months of age must not be boarded with other dogs including resident dogs.

#### **2. LICENCE DISPLAY**

- 2.1 A copy of the licence and its associated conditions must be suitably displayed to the public in a prominent position in, on or about the premises or made available to each boarder.

#### **3. NUMBERS OF ANIMALS**

- 3.1 The maximum number of dogs to be kept at any one time is
- 3.2 **Only dogs from the same household may be boarded at any one time.** Dogs must not be boarded with any cat, unless they normally live together in the same household.
- 3.3 Where there is a resident dog or cat kept at the household, written consent from the owners of the boarded dog must be gained following a trial familiarisation session.

- 3.4 The Licensee will be required to make an assessment of the risks of home boarding to include the risk to or caused by children who are likely to be at the property.

#### **4. CONSTRUCTION**

- 4.1 Dogs must live in the home as family pets. There must be no external construction of buildings, cages or runs.
- 4.2 The premises shall have its own entrance and must not have shared access e.g. communal stairs.
- 4.3 There must be adequate space, light, heat and ventilation for the dogs.
- 4.4 As far as reasonably practicable all areas/rooms within the home to which boarded dogs have access, must have no physical or chemical hazards that may cause injury to the dogs.
- 4.5 There must be sufficient space available to be able to keep the dogs separately if required.
- 4.6 If a collection and delivery service is provided, a suitable vehicle with a dog guard or cage in the rear must be provided.

#### **5. MANAGEMENT**

##### **5.1 TRAINING**

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

##### **5.2 CLEANLINESS**

- 5.2.1 All areas where the dogs have access to, including the kitchen 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 dog comfort.
- 5.2.2 All excreta and soiled material must be removed from all areas used by dogs at least daily and more often if necessary. Disposal facilities for animal waste must be agreed with the Licensing Authority.
- 5.2.3 All bedding areas must be kept clean and dry.
- 5.2.4 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 dogs with infectious diseases. The final route for all such waste shall comply with current waste regulations.
- 5.2.5 Measures must be taken to minimise the risks from rodents, insects and other pests within the premises.

### **5.3 FOOD AND WATER SUPPLIES**

- 5.3.1 All dogs shall have an adequate supply of suitable food as directed by the client.
- 5.3.2 Fresh drinking water must be available at all times (unless advised otherwise by a veterinary surgeon) and the drinking vessel cleaned daily. The water must be changed at least twice a day.
- 5.3.3 Clients must be encouraged to provide each dog with its own bedding, bowls, grooming materials etc. These items must be cleaned regularly to prevent cross-infection. The Licensee however should also be able to provide extra bedding material.
- 5.3.4 Where necessary, eating and drinking vessels must be provided, and where so, they must be capable of being easily cleansed and disinfected to prevent cross-contamination. They must also be maintained in a clean condition. Feeding bowls must be cleaned or disposed of after each meal and each dog must be provided with its own bowl.

### **5.4 KITCHEN FACILITIES**

- 5.4.1 Airtight containers must be provided for the storage of dry foods. Uncooked food and the remains of opened tins must be stored in covered, non-metal, leak proof containers in the fridge.
- 5.4.2 All bulk supplies of food shall be kept in vermin proof containers.

### **5.5 DISEASE CONTROL AND VACCINATION**

- 5.5.1 Adequate precautions must be taken to prevent and control the spread of infectious and contagious disease and parasites amongst the dogs, staff and visitors.
- 5.5.2 Proof must be provided that boarded and resident dogs have current vaccinations against Canine Distemper, Infectious Canine Hepatitis (Canine adenovirus), Leptospirosis (*L. canicola* and *L. icterohaemorrhagicae*) and Canine Parvovirus and other relevant diseases. The course of vaccination must have been completed at least four weeks before the first date of boarding or in accordance with manufacturer instructions. A record that this proof has been supplied must be kept on-site throughout the period that the dog is boarded.
- 5.5.3 Advice from a veterinary surgeon must be sought in case of signs of disease, injury or illness. Where any dog is sick or injured, any instructions for its treatment, which have been given by a veterinary surgeon, must be strictly followed.
- 5.5.4 A well-stocked first-aid kit suitable for use on dogs must be available and accessible on site.

- 5.5.5 The Licensee must be registered with a veterinary practice that can provide 24-hour help and advice. The clients own veterinary practice must be known and consulted if necessary.
- 5.5.6 Precautions must be taken to prevent the spread of fleas, ticks, intestinal parasites and other parasites in both boarded and resident dogs. Proof must be maintained of all routine and emergency treatment for parasites.
- 5.5.7 The premises shall be regularly treated for fleas and parasites with a veterinary recommended product.
- 5.5.8 Veterinary advice must be sought in relation to cleaning substances so that they or their fumes cannot be harmful to an animal.

## **5.6 ISOLATION AND CONTAGIOUS DISEASE OUTBREAK.**

- 5.6.1 Dogs showing signs of any disease or illness shall be isolated from any other dogs until veterinary advice is obtained. There must be sufficient facilities within the licensed premises to ensure effective separation of any sick animal.
- 5.6.2 The Licensee must inform the Licensing Authority on the next working day if a dog develops an infectious disease.
- 5.6.3 Following an episode of infectious disease during any stay, the premises must undergo a reasonable quarantine period before new boarders are admitted. This period will be specified by the Licensing Authority as agreed with their authorised veterinary surgeon.
- 5.6.4 The Licensing Authority must be informed of any animal death on the premises. The Licensee must make arrangements for the body to be stored at a veterinary surgeons premises until the owners return.

## **5.7 REGISTER**

- 5.7.1 A register must be kept of all dogs boarded. The information kept must include the following:
- Date of arrival
  - Name of dog, any identification system such as microchip number, tattoo
  - Description, breed, age and gender of dog
  - 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 dog's veterinary surgeon
  - Anticipated and actual date of departure
  - Proof of current vaccinations, medical history and requirements
  - Health, welfare nutrition and exercise requirements
- 5.7.2 Such a register is to be available for inspection at all times by an officer of Licensing Authority, veterinary surgeon.
- 5.7.3 The register must be kept readily available for a minimum of 2 years and kept in such a manner as to allow an authorised officer easy access to such information.

- 5.7.4 If medication is to be administered, this must be recorded.
- 5.7.5 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.

## **5.8 SUPERVISION**

- 5.8.1 A fit and proper person with relevant experience must always be present to exercise supervision and deal with emergencies whenever dogs are boarded at the premises. This person must not have any conviction or formal Cautions for any animal welfare related offence.
- 5.8.2 Dogs must be visited at regular intervals, as necessary for their health, safety and welfare, and must not be left unattended for longer than 3 hours at a time and then not on a regular basis.
- 5.8.3 No home where there are children under 5 years of age will be licensed.
- 5.8.4 Only people over 16 years of age are allowed to walk the dogs in public places.

## **5.9 EXERCISE**

- 5.9.1 Dogs must be exercised in accordance with their owner's wishes. If dogs are taken off the premises, they must be kept on leads unless with the owners written permission.
- 5.9.2 There must be direct access to a suitable outside area. The area / garden must only be for use by the homeowner (not shared with other residents). The area must be kept clean.
- 5.9.3 The exercise/garden area of the premises and any other area to which the boarded dogs may have access, must be totally secure and safe. Fencing must be adequate to offer security to prevent escape and be safe, with no dangerous sharp objects or protrusions. Gates must be able to be locked.
- 5.9.4 If there is a pond, it must be covered to avoid drowning.
- 5.9.5 Dogs must wear a collar and identity tag during their time in boarding. The tag must display the name, address and telephone number of the boarding premises.
- 5.9.6 The Licensing Authority must be informed on the next working day if a dog is lost.

## **5.10 FIRE / EMERGENCY PRECAUTIONS**

- 5.10.1 Appropriate steps must be taken for the protection of the dogs in case of fire or other emergencies.
- 5.10.2 The occupier of the property must be aware of the location of the dogs in the property at all times.

- 5.10.3 Careful consideration needs to be given to the sleeping area for dogs to ensure that they can be easily evacuated in the event of a fire, without putting the occupiers of the property at risk.
- 5.10.4 A fire warning procedure and emergency evacuation plan – including details of where dogs are to be evacuated to in the event of a fire or other emergency - must be drawn up, brought to the attention of those involved in the home boarding arrangements and/or displayed in a prominent place on the premises. The Licensee must have suitable arrangements for the temporary boarding of dogs in the event that the licensed premises is rendered uninhabitable.
- 5.10.5 Fire detection equipment must be provided in accordance with general advice given by the Fire Safety Officer. The home must have at least 2 working smoke detectors located at the top & bottom of the staircase, or other appropriate location.
- 5.10.6 All doors to rooms must be kept shut at night.
- 5.10.7 All electrical installations and appliances must be maintained in a safe condition. No dog must be left in a room with loose or trailing cables or wires.
- 5.10.8 All heating appliances must be free of risk of fire as is reasonably practicable. There must be no use of freestanding gas or oil appliances.
- 5.10.9 A relative, friend or neighbour within 5 minutes travelling time must have a spare set of keys and access to the premises in case of an emergency. These details must be made available to the Licensing Authority.

**ANIMAL BOARDING ESTABLISHMENTS ACT 1963, S.1****APPLICATION FOR LICENCE TO KEEP AN ANIMAL BOARDING ESTABLISHMENT**

TO: CITY OF LINCOLN COUNCIL

NAME: Lynn HearyADDRESS: 58 WOLSEY WAY GLEBE PARK LINCOLN LN2 4SJ

As [proposed] occupier(s) of the premises as mentioned below HEREBY APPLY under SECTION 1 of the ANIMAL BOARDING ESTABLISHMENTS ACT 1963, for a LICENCE to KEEP AN ANIMAL BOARDING ESTABLISHMENT at the premises. The sum of £ is enclosed, being the fee payable on this application.

1	Postal address of premises	58 WOLSEY WAY GLEBE PARK LINCOLN LN2 4SJ
2	Are you disqualified from: a) Keeping a boarding establishment b) Keeping a pet shop c) Keeping a dog d) Having the custody of animals	YES/NO YES/NO YES/NO YES/NO
3	Number, construction and size of quarters in which animals [are] [will be] accommodated.	N/A DOGS WILL BE BOARDED IN THE HOUSE
4	Number of each type of animal which are [intended to be] accommodated on the premises	4 DOGS MAXIMUM FROM DIFFERENT HOMES
5	Type of heating provided	CENTRAL HEATING
6	Method by which premises are ventilated	WINDOWS + DOORS
7	Lighting provided: Natural  Artificial	WINDOWS  ELECTRIC LIGHTS

8	Water supply	MAINS
9	Food storage arrangements	EACH DOG HAS THERE OWN STORAGE BOX
10	Arrangements for disposal of excreta	DOG BINS ON WALK RE BLACK BIN
11	Details of isolation facilities provided for control of infectious diseases	EACH DOG CAN BE CONFINED TO ONE ROOM AND VIPPIES WILL ARRANGE COLLECTION TO
12	Name and address of usual veterinary surgeon	ONE TO ONE CARE MEDIVET / WHITEGATES MAIN ROAD WASHINGBOURGH LINCOLN

I agree to permit a person authorised by the council to inspect the premises before any licence is granted.

I apply for a licence to keep an animal boarding establishment from [date of issue/1 January 20...]\*

\*[Delete as appropriate. A licence may run either from the date of issue or from 1 January next and remains valid for the remainder of the year in which it is issued]

I/WE CERTIFY that to the best of [my] [our] knowledge and belief, the above particulars are true.

Dated : 5/4/18

Signed \*: 

\*If signing on behalf of a Company or Partnership, state in what capacity

#### FOR OFFICIAL USE ONLY

DATE OF INSPECTION \_\_\_\_\_

RECOMMENDATION \_\_\_\_\_

DATE REPORTED TO COUNCIL & DECISION \_\_\_\_\_

NO. OF LICENCE ISSUED \_\_\_\_\_

DATE ENTERED IN REGISTER \_\_\_\_\_

Office address: Licensing Team, City of Lincoln Council, City Hall, Beaumont Fee, Lincoln, LN1 1DB  
NOTE: THE APPROPRIATE FEE MUST ACCOMPANY THIS APPLICATION



# #TEAMVIPPIES



## General Notes

### WALKING AND PET VISITS

We request a 2 hour window for visits to enable us to fit all visits in to the carers schedule.

This is also essential for your security, we try to vary the times of our visits to ensure there is no pattern

### VISITING TO YOUR HOME

At your meet and greet you met your main carer and your back up carer. This is to ensure where possible you will know who will be visiting your pets in the event of holiday or illness of your main carer.

On occasions we may need to send a staff member from the office to do the visit to your pet due to unforeseen circumstance. All the staff in our employ are CRB checked and insured.

### FOSTER AND DAY CARE

Drop off is any time after 7.30am and collection is any time before 7.30pm.

If you are going to be late/early please contact your carer directly. If your dog is going to a multiple dog care home and you have not notified us please do not enter the premises without supervision of a staff member, we ask you to arrive as near as possible to the agreed time, this way we can ensure any other pets in our care can be out of the way to allow us to take your pets in before play commences and discuss any changes to the care plan. We also suggest for the benefit of your dog when you are dropping off that you say all of your good byes at home as this reduces any stress the dogs have, especially on their first visit.

### DOG SOCIALISATION

If your dog will be staying in a multiple occupancy home you are agreeing to them socialising with other dogs from other homes. They will be introduced to the other dogs under supervision on a one to one basis. If there are any issues with another dog the dogs will not be permitted to socialise. All homes where multiple dogs are visiting will have the ability to separate them into another area. Back up carers are available in these circumstances, in this event you may not be introduced to the carer until your return. We will advise you of the move in any event.

### SLEEPING ARRANGEMENTS

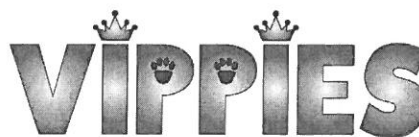
Dogs in our care are encouraged to bring their own beds if they use them, we also have beds available for the dogs to use during their stay. Dogs are separated from other dogs where they are not in an occupied bedroom with one of the carers unless they are from the same family and sleep together at home.

### KEYS

Where VIPPIES are Key holders all keys are key coded with no reference to your name or home address.

We will only hand key to the home owner or a member of family who has ID and authorisation has been given to VIPPIES that they will be collecting. We will keep your keys securely while in our care, if you do not use the services in a year we will email you to see if you would like to arrange to collect them. If you do not respond we will send a letter approx 2 months later. If we do not receive a response we will arrange to destroy the keys securely.

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### Foster Care and Day Carers

Enclosed in your pack is:-

- A copy of your Police Check (Laminated)
- A copy of your Canine First Aid Certificate (Laminated)
- Copy of Animal Handling and Healthcare Technique (Laminated)
- Copy of Company Insurance Certificate (Laminated)
- Emergency Procedure for Accident or Injury (Laminated)
- Emergency Staff contact details (Laminated)
- Emergency Procedure for Lost Dog (Laminated)
- Hot Dog care sheets
- Blank Laminated Name Tags
- Dry wipe pen
- Equipment labels
- Alert Labels
- Barrel dog tags including VIPPIES contact details
- Price List (Laminated)
- Leaflet of Services

You will of received a care plan for the dog after the meet and greet, if this has been some time please ensure you check the information is correct with the owner and that all the necessary equipment is included in their belongings.

When the owner has gone ensure all of the dogs belongings are marked with the dog's name tags, (these are the **Blank Laminated Name Tags**) use the **dry wipe pen** to write on them.

Attach the **Barrel dog tags including VIPPIES contact details**. To the dogs collar. (dogs in our care should wear a collar at all times unless agreed with the owners.)

If the dogs have medication or a food allergy ensure the appropriate **Alert Labels** are displayed prominently.

If the dog is to be collected by a friend or relative a password must be agreed with the owner, that on the owner, yourself and the person collecting knows, you can use the reverse of the label to use a hint to the password if needed.

The bulleted list in **blue** are the documents your customers may wish to see when they come to do the meet and greet, please ensure you keep these safe, these are for our use only and should not be given to customers at any time, if they would like a copy please direct them to speak to the office.

The bulleted list in **red** are documents to help you and your colleagues in the case of an emergency. Keep these handy to help you in the event of an emergency procedure call or if you need to call someone in case of and emergency.

The bulleted list in **purple** are documents we use for marketing you may find them useful to have in the event that a customer wants some information about other services we do and prices, please ensure they get a quote from the office for any services. If the customer would like a price list etc. please let us know and we will send one from the office, although you will be given leaflets along with other marketing tools but please ensure there is always a copy in your pack for your reference.

#### **In your box.**

You should have at all times a canine first aid kit, slip lead, tick remover, heavy duty poo bags, dog biscuits and triplicate books, before you run out of any of these please ensure your give the office plenty of notice to get replacements to you.

You have been given a small box which contains Leaflets, branded pens, branded dog toys, branded car fresheners, these are for you to give to your customers when they collect their dogs from you.

*Sheena Chapman*  
Director

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#TEAMVIPPIES



## Visit Details

Where Did you hear about VIPPIES								
1st Service								
Visit Dates/Days								
Window for Visits (2 hour window for each visit)	Breakfast		Lunch		Tea		Bed	
2nd Service								
Visit Dates/Days								
Window for Visits (2 hour window for each visit)	Breakfast		Lunch		Tea		Bed	

## Bill Payer Information

Invoice Name								
Invoice Address 1								
Address 2								
Town					Post Code			
Home Telephone					Work Telephone			
Mobile No. & Name								
2nd Mobile & Name								
Email Address								

## Office Information (Please Tick Below)

Preferred Method Of Contact	Email		Post		Telephone			
Discount Eligibility	OAP		Networking		Military		Regular	

GDPR Authorisation Sign Here to confirm you are happy for VIPPIES to contact you by email, phone and post



VIPPIES will not share any of your information with 3rd parties		Date	
---	--	------	--

## Emergency Contact Details

Name				Relationship	
Telephone					
Mobile					
Name				Relationship	
Telephone					
Mobile					

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## Appendix F

		<h1>#TEAMVIPPIES</h1>			
Pet Details		Pet 1		Pet 2	
Pet Name					
Pet Type					
Pet Breed					
Spayed/Neutered	Yes	No	Yes	No	
Date of Birth					
Colour					
Health Details					
Medication Name					
Medication Dose					
Medication Frequency					
Medication Notes					
Feeding Times					
Feeding Quantity					
Make of Food					
Feeding Details					
Food Allergies	Yes	No	Yes	No	
Treats During Visits	Yes	No	Yes	No	
Off Lead Authorisation	Yes	No	Yes	No	
Insurance Company					
Owners Registered Name					
Policy Number					
Expiry Date					
No Insurance Policy, authorised veterinary spend	£		£		
Inoculations Cert Photocopy or photo taken.	Expiry Date		Expiry Date		
Registered Vets					

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## VIPPIES Pet Care Medication Sheet

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## Appendix H



*All dogs in VIPPIES residential care will wear the contact disc on their collars displaying the office contact details. Staff will ensure a photo is taken of the dog/s when they arrives for boarding, and send to the office within 1 day of arrival, to be stored on the CRM system.*

### **If a dog in your care goes missing.**

1: Call the office 01522 823536 immediately you notice the dog is missing.

2: If no response then ring mobiles:-

Sheena: 07833 680095 or 07817 984757,

Jade 07977 324722

Jake 07817 911404

Rob 07799 377295

Laura 07814541773

If you know there is a colleague in your area contact them. (Staff contact sheet supplied separately)

3. Knock on the doors to the houses in the immediate area the dog has gone missing whether on your walk or from your home.

4. The office will despatch the members of staff most local to you to assist with the search.

5. Each staff member will have in their car a slip lead, first aid kit and the contact details for the other staff members and the office.

6. The office will contact the police, vets, and local authorities to see if a dog has been found within the area and leave contact details if not.

7. The office will be the main contact point for all staff, using mobiles for communication and giving the landline number for authorities to contact, to ensure if the dog is located this line is clear.

8. Posters will be drawn up for the missing dog and distributed to the area the dog is missing and displayed in prominent areas.

9. Social media sites will be populated with the poster and forums specifically used to advertise lost pets.

10. Owners will be notified within one hour of the dog going missing.

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### Emergency procedure.

1. If it is life threatening go straight to your nearest vet.
2. If you are seriously injured contact the emergency services.
3. If you require assistance call:-  
The **office** : 01522 823536
4. If no response then ring mobiles:-  
Sheena: 07833 680095 or 07817 984757,  
Jade 07977 324722  
Jake 07817 911404  
Rob 07799 377295  
Laura 07814541773
5. If you know there is a colleague in your area contact them.
6. If you have a minor injury or feel you need support please tell the office and we will get someone over to you.
7. If you have contacted the office we will:-
  - Ring the vets to let them know you are on the way.
  - Ring the customer to advise that you are on the way to the vets.
  - If it is out of hours you will need to take them to the out of hours vets which is at Park View In North Hykeham.
  - Contact the police if it is an attack to obtain an incident number.
8. When the casualty is at the vets to let us know any information to pass on to the owner, we may not of been able to contact them before this.
9. If you can take the pet home but the owner is not home and they cannot be left alone let us know how long you can stay and if we need to arrange for someone to take over from you.
10. If you are able to take them home until the owner can get home this is fine.
11. You will possibly be in shock if you need someone to come and sit with your please let us know someone will be there to support you.
12. As soon as you can after the event please write a report on what happened. Giving the following details:-
  - Location.
  - Approx time
  - Date
  - What you did.
  - Get the names of any witnesses.
  - Email this in to the office at the earliest opportunity.
13. Do not worry about any other jobs you have, the office will cover them for you.
14. If possible try and take a photo at the scene and any injuries the animal may have.
15. In none severe cases you may find it easier to contact the owner yourself and to see if they want you to take the pet to the vets. When you have done this please ring the office if there is no reply leave a message with the details
16. If you do not feel comfortable speaking to the owner ring the office and give them as many details as possible so they can pass it all onto the owner.

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