

Public Document Pack



Committee: Executive
Date: Monday 4 September 2017
Time: 6.30 pm
Venue: Bodicote House, Bodicote, Banbury, OX15 4AA

Membership

Councillor Barry Wood (Chairman)	Councillor G A Reynolds (Vice-Chairman)
Councillor Colin Clarke	Councillor John Donaldson
Councillor Tony Ilott	Councillor Mike Kerford-Byrnes
Councillor Kieron Mallon	Councillor Richard Mould
Councillor D M Pickford	Councillor Lynn Pratt

AGENDA

1. Apologies for Absence

2. Declarations of Interest

Members are asked to declare any interest and the nature of that interest that they may have in any of the items under consideration at this meeting.

3. Petitions and Requests to Address the Meeting

The Chairman to report on any requests to submit petitions or to address the meeting.

4. Urgent Business

The Chairman to advise whether they have agreed to any item of urgent business being admitted to the agenda.

5. Minutes (Pages 1 - 6)

To confirm as a correct record the Minutes of the meeting held on 3 July 2017.

6. Chairman's Announcements

To receive communications from the Chairman.

7. Joint Animal Licensing Policy (Pages 7 - 202)

Report of Public Protection Manager

Purpose of report

To seek approval for the adoption of a joint Animal Licensing Policy and Animal Licensing Conditions for consultation. The policy will be applied by authorised officers when determining applications for all animal related licences.

Recommendations

The Executive is recommended:

- 1.1 Subject to consultation, to adopt the proposed policy and conditions attached at Appendix A setting out the Council's approach to determining all animal licensing applications and subsequently ensuring compliance with the relevant conditions.
- 1.2 To authorise the Director of Operational Delivery to set all animal licensing fees and to make any changes to the attached policy and conditions should they be required through either changes in legislation or changes in circumstances.
- 1.3 To delegate authority to the Director of Operational Delivery to approve the final policy in consultation with the Lead Member for Public Protection and Community Services following the consideration of any consultation responses.

8. Joint Scrap Metal Licensing Policy (Pages 203 - 226)

Report of Public Protection Manager

Purpose of report

To seek approval for the adoption of a joint Scrap Metal Licensing Policy. The policy which will be subject to consultation, will be applied by authorised officers when determining applications for all scrap related licences and subsequently enforcing the provisions of the Scrap Metal Dealers Act 2013.

Recommendations

The Executive is recommended:

- 1.1 To note that functions and powers pursuant to the Scrap Metal Dealers Act 2013 are an executive function and hereby delegate such functions and powers to the Director of Operational Delivery, including the setting of licence application fees.

- 1.2 Subject to consultation, to adopt the proposed policy attached at Appendix A setting out the Council's approach to determining all applications and subsequently ensuring compliance with the provisions of the Act.
- 1.3 To delegate authority to the Director of Operational Delivery to approve the final policy in consultation with the Lead Member for Public Protection and Community Services following the consideration of any consultation responses.

9. Council Tax Reduction Scheme 2018-2019 (Pages 227 - 232)

Report of Chief Finance Officer

Purpose of report

To provide members with an update on the current Council Tax Reduction Scheme (CTRS) and the changes to discounts, including the impact on collection rates, and to provide members with options to consider for a Council Tax Reduction Scheme for 2018-2019 and to seek approval to consult on the approved option.

Recommendations

The Executive is recommended:

- 1.1 To note the contents of the report and any financial implications for the Council.
- 1.2 To approve the recommendation made by Budget Planning Committee to consult on Option 1 – no change to the current Council Tax Reduction Scheme or Council Tax discounts for 2018-2019 and to change only the detail of the scheme to update the Pensioner Regulations as prescribed by DCLG and to uprate the Working Age Regulations amounts in line with Housing Benefit.

10. Spring Budget 2017 - Business Rates Relief Schemes (Pages 233 - 246)

Report of Chief Finance Officer

Purpose of report

To provide members of Executive with an update on the Spring Budget 2017 changes to Business Rates and to seek approval of the local Discretionary Business Rate Relief Scheme and Pubs Relief Scheme.

Recommendations

The Executive is recommended:

- 1.1 To note the contents of the report and any financial implications for the Council.

1.2 To approve the adoption of the local Discretionary Business Rate Relief Scheme for 2017-2018.

1.3 To approve the adoption of the Pubs Relief Scheme for 2017-2018.

11. Oxfordshire Clinical Commissioning Group (OCCG) Phase 1 Consultation and Decisions Regarding the Horton General Hospital (Pages 247 - 278)

Report of Director of Operational Delivery

Purpose of report

To consider the most recent developments and decisions in relation to the Horton General Hospital (HGH) and the Council's response to proposals for service change by the Oxfordshire Clinical Commissioning Group (OCCG).

Recommendations

The Executive is recommended:

1.1 To note the decisions taken by Oxfordshire Joint Health and Overview Scrutiny Committee and the Oxfordshire Clinical Commissioning Group.

1.2 To endorse the action to submit a Notice of Renewal for a judicial review of the flawed consultation process.

1.3 To support to the fullest extent the referral process to the Secretary of State for Health of the OCCG decision to make permanent the freestanding midwife led unit at the Horton General Hospital.

12. On Street Parking Enforcement (Pages 279 - 282)

Report of Director of Operational Delivery

Purpose of report

To consider additional on-street parking enforcement delivered by Thames Valley Police and its funding.

Recommendations

The Executive is recommended:

1.1 To fund Thames Valley Police the equivalent of a full time Police Community Support Officer to undertake on-street parking enforcement across the Cherwell District;

1.2 To agree funding of up to £30,000 per annum for this purpose for a minimum of two years.

13. Bicester Healthy New Town Status (Pages 283 - 298)

Report of Director of Operational Delivery

Purpose of report

To inform the Council of progress in implementing the Bicester Healthy New Town Programme using the NHS grant received.

Recommendations

The Executive is recommended:

- 1.1 To note progress in implementation of Bicester's Healthy New Town Programme.
- 1.2 To endorse the receipt of the NHS grant to 2019.

14. The Brighter Futures in Banbury Programme Annual Review 2016-2017
(Pages 299 - 354)

Report of Director of Operational Delivery

Purpose of report

To consider an annual review of the Brighter Futures in Banbury programme and endorse the direction of travel

Recommendations

The Executive is recommended:

- 1.1 To receive and approve the annual report following the recommendation of the Local Strategic Partnership.
- 1.2 To note the work carried out to date to scope the action plan until March 2019 and the finalisation of the detail of this plan during the autumn of 2017 through the Lead Member for Public Protection and Community Services.

15. Quarter 1 2017/2018 Performance Update (Pages 355 - 402)

Report of Strategic Director – Strategy and Commissioning

Purpose of report

To provide an update on the Cherwell Business Plan progress to the end of Quarter One 2017/18.

Recommendations

The Executive is recommended to:

- 1.1 Note the exceptions highlighted and proposed actions.

- 1.2 Review any performance related matters which the Overview and Scrutiny Committee has referred to Executive verbally, following consideration of the report at its meeting on 29 August 2017.

16. Quarter 1 2017/2018 Revenue and Capital Budget Monitoring (Pages 403 - 422)

Report of Chief Finance Officer

Purpose of report

This report summarises the Council's Revenue, Capital and Reserves position as at the end of Quarter One of the financial year 2017-18 and projections for the full year.

Recommendations

The Executive is recommended:

- 1.1 To note the projected revenue and capital position at June 2017.
- 1.2 To note the current position on reserves at June 2017.

17. Amendment to Membership of Shareholder Committee

At the 18 July 2016 Special meeting of Executive, Members resolved to establish a Shareholder Committee as a three member sub-committee of Executive as the means by which the council shall:

- be the body for approving council nominated non-executive directors, and approving best practice policies in relation to such appointments, considering any reserved shareholder matters within the company articles;
- be responsible for agreeing and approving the framework within which the council interfaces with Council owned/influenced companies;
- exercise strategic functions flowing from the councils ownership of shares.

At the meeting, the Leader (Councillor Wood), Lead Member for Financial Management (Councillor Attack) and Lead Member for Housing (Councillor Donaldson) were appointed to the Shareholder Committee.

Councillor Attack has since resigned from the Executive and the meeting is therefore requested to make a replacement appointment.

Recommendation

The Executive is recommended:

- (1) to appoint a Member to the Shareholder Committee.

18. Exclusion of the Press and Public

The following reports contain exempt information as defined in the following paragraph of Part 1, Schedule 12A of Local Government Act 1972.

3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Members are reminded that whilst the following items have been marked as exempt, it is for the meeting to decide whether or not to consider them in private or in public. In making the decision, members should balance the interests of individuals or the Council itself in having access to the information. In considering their discretion members should also be mindful of the advice of Council Officers.

No representations have been received from the public requesting that any of these items be considered in public.

Should Members decide not to make decisions in public, they are recommended to pass the following recommendation:

“That under Section 100A of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business on the grounds that, if the public and press were present, it would be likely that exempt information falling under the provisions of Schedule 12A, Part 1, Paragraph 3 would be disclosed to them, and that in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.”

19. Franklins House, Bicester (Pages 423 - 428)

Exempt Report of Chief Finance Officer

20. Business Waste (Pages 429 - 444)

Exempt Report of Head of Environmental Services

21. Landscape Maintenance (Pages 445 - 450)

Exempt Report of Head of Environmental Services

Information about this Agenda

Apologies for Absence

Apologies for absence should be notified to democracy@cherwellandsouthnorthants.gov.uk or 01295 221589 prior to the start of the meeting.

Declarations of Interest

Members are asked to declare interests at item 2 on the agenda or if arriving after the start of the meeting, at the start of the relevant agenda item.

Local Government and Finance Act 1992 – Budget Setting, Contracts & Supplementary Estimates

Members are reminded that any member who is two months in arrears with Council Tax must declare the fact and may speak but not vote on any decision which involves budget setting, extending or agreeing contracts or incurring expenditure not provided for in the agreed budget for a given year and could affect calculations on the level of Council Tax.

Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

This agenda constitutes the 5 day notice required by Regulation 5 of the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 in terms of the intention to consider an item of business in private.

Evacuation Procedure

When the continuous alarm sounds you must evacuate the building by the nearest available fire exit. Members and visitors should proceed to the car park as directed by Democratic Services staff and await further instructions.

Access to Meetings

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Mobile Phones

Please ensure that any device is switched to silent operation or switched off.

Queries Regarding this Agenda

Please contact Natasha Clark, Democratic and Elections
natasha.clark@cherwellandsouthnorthants.gov.uk, 01295 221589

Yvonne Rees
Chief Executive

Published on Thursday 24 August 2017

Cherwell District Council

Executive

Minutes of a meeting of the Executive held at Bodicote House, Bodicote, Banbury, OX15 4AA, on 3 July 2017 at 6.30 pm

Present: Councillor Barry Wood (Chairman), Leader of the Council
Councillor G A Reynolds (Vice-Chairman), Deputy Leader of the Council

Councillor Colin Clarke, Lead Member for Planning
Councillor John Donaldson, Lead Member for Housing
Councillor Tony Ilott, Lead Member for Public Protection
Councillor Mike Kerford-Byrnes, Lead Member for Change Management, Joint Working and IT
Councillor Richard Mould, Lead Member for Performance Management
Councillor D M Pickford, Lead Member for Clean and Green
Councillor Lynn Pratt, Lead Member for Estates and the Economy

Also Present: Councillor Barry Richards, representing Councillor Sean Woodcock, Leader of the Labour Group

Apologies for absence: Councillor Kieron Mallon, Lead Member for Public Protection and Community Services

Officers: Ian Davies, Director of Operational Delivery
Scott Barnes, Director of Strategy and Commissioning
Paul Sutton, Chief Finance Officer / Section 151 Officer
James Doble, Interim Assistant Director Transformational Governance / Monitoring Officer
Gary Owens, Strategic Housing Officer
Natasha Clark, Interim Democratic and Elections Manager

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Declarations of Interest

8. New Homes Bonus: Construction Apprenticeships and Skills.

Councillor Barry Wood, Declaration, as he sits on the Apprenticeship Training Agency Board in a private capacity and has been formally approved to do so by CDC through a Lead Member decision and would leave the meeting for the duration of the item.

Councillor John Donaldson, Declaration, as Cherwell District Council's appointed representative on the Apprenticeship Training Agency Board and would leave the meeting for the duration of the item.

24 **Petitions and Requests to Address the Meeting**

There were no petitions or requests to address the meeting.

25 **Urgent Business**

There were no items of urgent business.

26 **Minutes**

The minutes of the meeting held on meeting held on 6 June 2017 and the special meeting held on 19 June 2017 were agreed as correct records and signed by the Chairman.

27 **Chairman's Announcements**

There were no Chairman's announcements.

28 **Consultation and Engagement Strategy - Cherwell District Council**

The Director – Strategy and Commissioning submitted a report to provide an update on the joint Consultation and Engagement Strategy.

Resolved

- (1) That the changes following the benefits realisation review of the performance & insight team (now Strategic Intelligence & Insight Team ('SIIT')) be noted.
- (2) That the changes within the action plan for 2017/18 be noted.

Reasons

The council has undertaken regular consultations and engagement events since 2009 and the new strategy will build on this foundation. The strategy is supported by meaningful and relevant action plans to provide the detail for how this work will be carried out.

The 2017-18 action plan demonstrates how the council will continue to deliver consultations and public engagement and thereby support the stated equalities objectives over the coming year. Progress will be reported via the performance management framework on a quarterly basis. The equalities objectives are:

- Fair Access and Customer Satisfaction
- Tackling Inequality and Deprivation
- Building Strong and Cohesive Communities
- Positive Engagement and Understanding

- Demonstrating Our Commitment to Equality

Alternative options

Option 1: To note the report

Option 2: To request additional information on items within this report

29

New Homes Bonus: Construction Apprenticeships and Skills

The Head of Strategic Planning and the Economy submitted a report to seek £100,000 of New Homes Bonus grant to be made available to *The Apprenticeship & Training Company Ltd.* in order to fund the delivery of a number of construction apprenticeships and skills related objectives primarily during the 2017/ 2018 financial year. These objectives are being included within CDC's Economic Growth Strategy (2017-2020).

Resolved

- (1) That the grant of £100,000 New Homes Bonus to *The Apprenticeship & Training Company Ltd* (the 'Company') and it be noted that this will be subject to the satisfactory completion of a funding agreement between the council and the Company to include a right for the council to nominate a representative to the Company's Board.
- (2) That authority be delegated to the Chief Finance Officer in consultation with the Lead Member for Financial Management, to agree future allocations of New Homes Bonus provided for in the budget in accordance with the principles previously set out by the Executive.
- (3) That with regard to New Homes Bonus allocations, authority be delegated to the Chief Finance Officer, in consultation with the relevant member of the Joint Management Team and Executive Lead Members (within whose area the proposed scheme falls e.g. for economic development schemes, this will be the Head of Strategic Planning and the Economy and the Lead Member for Estates and the Economy) to determine the schemes in accordance with council policy on which these allocated funds should be spent.

Reasons

Increasing the number of new apprenticeships in England is a high profile Government objective. The Council supports this aspiration. The amount of new development taking place in the Council's district over the next 20 years or so, coupled with the evidenced shortage of construction skills provides both an incentive and opportunity to secure the provision of new construction related apprenticeships.

The Cherwell District Council Local Plan Part 1 as well as the Council's Economic Strategy contain strategic aspirations relating to the need to support an increase in skills and training within the Council's district. It is

intended that the activities set out in section 5 of this report will be reflected within CDC's Economic Growth Strategy (2017-2020).

The signals from informal discussions with developers to date are that they generally support the approach CDC is promoting, as a helpful initiative designed both to increase the number of local skilled construction operatives available to support the building industry, as well as promoting the construction trades generally as a valuable future career path for young people.

The setting up and operating of *The Apprenticeship and Training Company Ltd* to manage apprenticeships on behalf of developers and their contractors is a key element of delivering the apprenticeships and skills this area needs. However in order to be able to trade confidently over the first year of operation, the Company needs some financial support. It is in the Council's interest to provide such financial support given the long term outcomes that will arise from the Company's activities which will benefit the local economy and thus accord with the Council's economic objectives.

Alternative options

Option 1: Not to agree the recommendations.

30 Exclusion of the Press and Public

Resolved

That under Section 100A of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business on the ground that, if the public and press were present, it would be likely that exempt information falling under the provisions of Schedule 12A, Part 1, Paragraph 3 would be disclosed to them, and that in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

31 Woodpiece Road, Arcott, Parking Option

The Interim Chief Executive submitted an exempt report to provide an update on work which has taken place since the last report to the March 2017 Executive, together with providing options for members to consider on the next stage of this piece of work.

Resolved

- (1) That the contents of the report be noted.
- (2) That the contents of the Stage 3 report be noted.
- (3) That proceeding on the basis of the Phase 1 Works programme detailed in the Stage 3 report be approved.

- (4) That Full Council be recommended to approve the creation of a revenue and capital budget necessary to carry out the Phase 1 works.
- (5) That delegated authority be granted to the Director for Operational Delivery to approve an appropriate model for the on-going maintenance arrangements associated with the Phase 1 Works.
- (6) That delegated authority be granted to the Director for Operational Delivery to approve appropriate eligibility criteria and administrative process for the "Drive Application Fund Grant".

Reasons

The parking issue's at Woodpiece Road, Arncott have been ongoing for a number of years and has been a consistent theme with the Parish Council. It stems from the design of the estate and the increase in car usage per household, reflecting national trends. It is now at a stage where the on-street parking is causing significant disruption with access through the road by anything larger than a normal size vehicle. i.e. delivery vehicles or emergency vehicles.

Some private households have converted their front gardens into driveways, which has helped ease the issue, however many of those households have 2 or 3 cars and therefore do utilise parking on the pavements as well as their own drive.

The District Council has retained several pieces of land which are currently grassed areas but could be converted into parking bays, providing a net increase in parking spaces available to residents.

Council officers have worked with planners, highways, Sanctuary Housing, the Parish Council and local residents to develop options which point to the pieces of land which are most viable for converting into parking spaces and at the same time are supported by all the stakeholders named above.

The 3rd Stage Appraisal report highlights these site options and provides indicative costs to carry out the necessary works. It also breaks the works into two possible phases, the first being, to carry out works to Sites 3, 4 and 5, as these are deemed to be the most straight forward and widely supported sites for conversion. In order to arrive at a final cost estimate for the Phase 1 Works, there will need to be a tender exercise carried out, and thus although the works are likely to cost circa £35-40,000. Full Council would need to receive a recommendation to make that budget available.

Further discussions between the District Council and the Parish Council will need to take place over the on-going maintenance of the converted parking areas, should members agree to the recommendations. Due to the further work required on this, it is recommended that delegated authority be given to the Director of Operational -Delivery to approve a suitable solution to the on-going maintenance of the sites.

As part of the Phase 1 Works, a grant option for residents has also been recommended, which would allow residents to apply for a fixed grant amount

from the Council in order to cover the cost of the application to the County Council for permission to drop the highways curb which would be approximately £100 per application. Should members be minded to approve, it is recommended that the eligibility criteria and administration process of this grant be delegated to the Director of Operational Delivery to approve.

Alternative options

Option 1: Do not carry out any of the recommendations made
This will result in the parking issue at Woodpiece Road becoming an increasingly serious one, with reputational risk to the District Council

Option 2: Proceed with some of the recommendations made
Although it would be possible to carry forward some of the recommendations, being able to proceed on a comprehensive basis via the approval of all recommendations, would allow for greater efficiencies to be made both in terms of time and cost to the Council.

The meeting ended at 6.55 pm

Chairman:

Date:

Cherwell District Council

Executive

4 September 2017

Joint Animal Licensing Policy

Report of Public Protection Manager

This report is public

Purpose of report

To seek approval for the adoption of a joint Animal Licensing Policy and Animal Licensing Conditions for consultation. The policy will be applied by authorised officers when determining applications for all animal related licences

1.0 Recommendations

The Executive is recommended:

- 1.1 Subject to consultation, to adopt the proposed policy and conditions attached at Appendix A setting out the Council's approach to determining all animal licensing applications and subsequently ensuring compliance with the relevant conditions.
- 1.2 To authorise the Director of Operational Delivery to set all animal licensing fees and to make any changes to the attached policy and conditions should they be required through either changes in legislation or changes in circumstances.
- 1.3 To delegate authority to the Director of Operational Delivery to approve the final policy in consultation with the Lead Member for Public Protection and Community Services following the consideration of any consultation responses.

2.0 Introduction

- 2.1 Cherwell District Council is responsible for granting a number of animal licences under the following legislation:

The Pet Animals Act 1951

The Animal Boarding Establishments Act 1963

The Breeding of Dogs Act 1973/1991 (as amended by the Breeding and Sale of Dogs(Welfare) Act 1999)

The Dangerous Wild Animals Act 1976

The Riding Establishments Act 1964/1970

Zoo Licensing Act 1981

- 2.2 Whilst the Public Protection team have always dealt with applications and granted licences under the above legislation, only Cherwell District Council had a formal policy in place. As the service is now shared it is an opportune time to review the existing policy and adopt a joint policy with South Northamptonshire Council (SNC). SNC's cabinet will consider the same proposed policy on 11 September 2017.
- 2.3 The policy has been drafted to clarify what is required of applicants; what provisions need to be in place to secure the welfare of all animals and what conditions the Council can attach to each licence they grant. There has been a rise in establishments offering day care for dogs in particular. This can either be home boarding where the dogs are looked after as if they were pets in a home situation, or in a more commercial setting where a number of dogs are cared for in a warehouse-type facility. This policy contains specific conditions for businesses of this type.

3.0 Report Details

- 3.1 Cherwell District Council currently has eight licensed Pet Shops, 35 licensed Animal Boarding Establishments, and five licensed Horse Riding Schools. At this time there are no licensed Zoos, Dangerous Wild Animals or Dog Breeders.
- 3.2 The length of time for which a licence can be granted varies depending on the legislation it is being granted under. The time periods are detailed in the policy.
- 3.3 There is no statutory requirement for a local authority to have a formal animal licensing policy. However, it is considered best practice to adopt such a policy. This is for the benefit of business owners as well as reassuring the general public and other public bodies. It also ensures transparency and consistency when dealing with applications.
- 3.4 The full draft of the proposed policy and relevant conditions is attached to this report at Appendix A.

4.0 Conclusion and Reasons for Recommendations

- 4.1 Although a policy is not a statutory requirement it is considered best practice as an aid to clarify what is required of applicants and what conditions are attached to issued licences. It is also recommended that the policy be consulted on prior to implementation.

5.0 Consultation

- 5.1 A four week consultation will be carried out with stakeholders, the police and the fire service. The document will also be posted on both Council websites for the duration of the consultation period.

6.0 Alternative Options and Reasons for Rejection

6.1 The following options have been identified:

Option 1: Adopt the policy and attached conditions

Option 2: Reject the policy and attached conditions for amendment

7.0 Implications

Financial and Resource Implications

7.1 There are no financial implications arising directly from this report.

Comments checked by:

Kelly Wheeler, Principal Accountant for Operational Delivery, Tel. 01327 322230,
kelly.wheeler@cherwellandsouthnorthants.gov.uk

7.2 Legal Implications

The Council is the statutory body responsible for licensing, regulating and enforcing a number of animal establishments and related activities pursuant to the legislation specified above and the overarching Animal Welfare Act 2006. The legislation provides for the attachment to the various licences of mandatory conditions as specified in the relevant statute, and / or additional conditions at the discretion of the Council.

There is no statutory requirement for the Council to have in place an Animal Licensing Policy or to undertake a consultation in respect thereof. However, the implementation of such a policy and prior consultation is to be considered good practice and provides for greater transparency and consistency in the implementation of the policy, and in accordance therewith the issuing of licences and the enforcement of conditions attached thereto.

At the time of review, much of the above detailed 'animal licensing' legislation is subject to 'amendments pending.' As such, the legislation and the policy will need to be kept under review to ensure that the policy remains aligned and compliant with any legislative changes.

Comments checked by

Matt Marsh, Solicitor, 01295 221691
matt.marsh@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Key Decision

Financial Threshold Met:

Community Impact Threshold Met: Yes

Wards Affected

All Cherwell wards

Links to Corporate Plan and Policy Framework

Not applicable

Lead Councillor

Councillor Kieron Mallon, Lead Member for Public Protection and Community Services.

Document Information

Appendix No	Title
Appendix A	Draft Animal Licensing Policy and conditions
Background Papers	
None	
Report Author	Nicholas Sutcliffe, Licensing Manager
Contact Information	01327 322287 Nicholas.sutcliffe@cherwellandsouthnorthants.gov.uk

Animal Licensing Policy 2017



Cherwell
DISTRICT COUNCIL
NORTH OXFORDSHIRE





ANIMAL LICENSING POLICY 2017

Version	Date	Author
Ap01	31/7/17	NS - Draft
Ap02		Committee Draft
Ap03		Response Draft
Ap04		Final Draft

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1. INTRODUCTION

1.1. The Policy

This document states the Council's policy on the regulation and licensing of animal establishments in the geographical area of Cherwell and South Northamptonshire Councils

1.2. The Law

1.2.1 There are several pieces of legislation that gives the Council the power to regulate animal establishment licensing:

- Animal Boarding Establishment Act 1963
- Pet Animals Act 1951 and Pet Animals Act 1951 (Amended) 1983
- Riding Establishments Act 1964 and 1970
- Dangerous Wild Animals Act 1976
- Breeding of Dogs Act 1973 and 1991
- Breeding and Sale of Dogs (Welfare) Act 1999
- Zoo Licensing Act 1981

Livery yards, circuses, and dog shows do not currently require licensing and are outside the scope of this policy. Should legislation be amended to incorporate these activities, or this policy will be amended accordingly.

1.2.2. The Animal Welfare Act 2006 came into force on 6th April 2007. The purpose of which was to consolidate existing animal health and welfare legislation. It introduces a duty of care on people to ensure that the needs of any animal for which they are responsible are met. It also creates a new offence of failing to provide for the needs of animals in your care, increases the penalties for animal abuse and allows the courts to disqualify a person from being in charge of animals. The Act promotes the 'five freedoms' of animal welfare which are:

- The need for a suitable environment
- The need for a suitable diet
- The need to be able to exhibit natural behaviour
- The need to be housed with or apart from other animals (by providing an animal of its own kind where appropriate)
- The need to be protected from pain, injury, suffering and disease.

1.2.3. Each piece of animal licensing legislation has its own application process which in some cases includes the use of a veterinary inspection; rights of appeal and offences. This policy does not detail each process in detail but aims to give an overview of the general approach. Further detail can be found within each individual piece of specific legislation.

1.2.4. Under this Council's Constitution, the authority to grant animal licences has been delegated to the Public Protection Manager, who may further delegate as appropriate.

2. LICENSING PRINCIPLES

2.1 Background

2.1.1 The legislation listed in section 1.2.1 of this policy enables the licensing authority, this being the local authority, to develop and implement licensing conditions.

2.2.1. Each piece of legislation details the main objectives to the licensing conditions however the overriding purpose is to protect the welfare of animals and the health and safety of those responsible for licenced establishments.

2.2 Animal Welfare Act 2006

2.2.2. This is now the primary piece of legislation controlling the welfare of animals in England. It has established that reasonable welfare standards must be maintained whilst unifying all animal welfare legislation, including responsibilities falling to other enforcement agencies.

2.2.3. As an enabling Act, it allows secondary legislation to be implemented in respect of welfare regulations. DEFRA may review existing animal licensing legislation over the next few years, with the possibility of bringing all animal licensing under the remit of this Act.

2.3. Principles of Licensing

2.3.1. In line with section 2.2 above, the Council will base its licensing regime on the following principles:

- Responsibility to protect the welfare of all animals
- Ensuring the five freedoms by implementing appropriate standards
- Ensuring that those responsible for the management of animal welfare observe recognised standards of good practice
- Ensuring that, so far as it falls within its powers, the requirements of all animal related legislation is enforced

2.4. Existing Codes of Best Practice and Model Conditions

2.4.1. In promoting animal welfare, the five freedoms and applying the licensing process, the licensing conditions will be based, wherever practicable on existing model conditions, codes of best practice and industry standards produced by organisations such as, but not limited to:

- The Chartered Institute of Environmental Health
- Local Government Association
- British Veterinary Association
- Relevant national trade associations

2.4.2. Existing model conditions, codes of best practice and industry standards will be considered to be a minimum standard and additional conditions required to promote the 'five freedoms' may be attached as necessary at the discretion of the Public Protection Manager. Mandatory conditions will be attached to all licences as required by the relevant legislation.

2.5. Advice for New Applicants

- 2.5.1. Any new applicants are encouraged to contact the Council's Licensing Officers at the earliest opportunity for advice about the law, the application, suitability of premises and conditions of licensing.
- 2.5.2. This will also allow for the applicant to be advised of other legal requirements with regards to other Council departments, for example, Planning, Building Control, Business rates etc.
- 2.5.3. With all animal licences there is a right to appeal either against the refusal of a licence or the conditions attached to a licence. This should be made within 21 days from the Council's decision on whether to grant or refuse a licence. Appeals are made to the relevant Magistrates Court

2.6. Licence Duration

- 2.6.1. The period in which a licence operates depends on which piece of legislation it is granted under as listed in section 1.2.1 of this policy.
- 2.6.2. Licences granted under the Riding Establishments Act 1964 & 1970 and the Breeding of Dogs Act 1973 will operate for 12 months from the day they are granted.
- 2.6.3. Licences granted under the Animal Boarding Establishments Act 1963 and the Pet Animals Act 1951 will operate from the day they are granted until the 31st December of that year.
- 2.6.4. Licences granted under the Dangerous Wild Animal Act 1976 will operate for 24 months from the day they are granted.
- 2.6.5. Licences granted under the Zoo Licensing Act will operate for 4 years from date of grant for new licences; a renewal will last for 6 years beginning with the end of the period of the existing licence.
- 2.6.6. Where a licence has expired and the council has not received an application to renew the licence will be deemed to have expired. Trading must cease until such time as a new licence has been granted. In the case of individuals keeping animals, such as under the Dangerous Wild Animals Act, the individual would be committing an offence in keeping the animal without a valid licence.

2.7. Application Process

- 2.7.1. All applications must be made on the Council's prescribed application form available on the website – *insert links*
- 2.7.2. To avoid the situation arising in section 2.6.6 and to enable arrangement to be made for a veterinary inspection where necessary, renewal applications must be received within 3 months prior to the expiry date. A renewal reminder letter will be issued prior to this date.

- 2.7.3. Each application must be submitted with the prescribed application fee and any supporting documentation as requested on the application form.
- 2.7.4. An application will not be considered as duly made until the prescribed application fee at the relevant time has been received.
- 2.7.5. In some circumstances a veterinary inspection may be necessary, required either by legislation or by the Council in order to determine the application. The veterinary surgeon will invoice the Council who will settle the account. Any costs will then be recovered from the licence holder on behalf of the council.

3. ANIMAL BOARDING ESTABLISHMENTS

3.1 Licensing requirements

- 3.1.1 The Animal Boarding Establishments Act 1963 regulates the licensing of boarding kennels and catteries. The boarding of any other animal other than cats and dogs is not regulated.
- 3.1.2 A licence is required where the provision of accommodation for cats and dogs is the predominate activity and constitutes a business.
- 3.1.3 There are a number of exemptions and these include:
- For a dog groomer where the accommodation is a secondary function to the main function of dog grooming.
 - For a veterinary surgery where accommodation is provided for sick animals whilst in their care.

If you think an exemption may apply please contact the Council for further advice.

- 3.1.4 **Home Boarding** - Boarding of cats and dogs during the day and/or overnight at a domestic property may require a licence if payment is received for such a service and it occurs on a regular basis. A separate set of conditions and fees apply. Such premises may require planning permission and therefore each premise should be assessed on its own merit.
- 3.1.5 **Non-Residential Day Care** – Boarding of dogs at non-residential premises for day care only will require a licence. A separate set of conditions and fees apply.
- 3.1.6 Licences granted under the Animal Boarding Establishments Act 1963 will operate from the day they are granted until the 31st December of that year.
- 3.1.7 It is an offence under section 3 of the Act to keep a boarding establishment for cats and dogs without obtaining a licence from the Council. It is also an offence to contravene or fail to comply with any condition attached to the licence

3.2 Licence conditions

- 3.2.1 Dog Boarding establishments are subject to the Chartered Institute of Environmental Health licensing conditions detailed in Appendix A.
- 3.2.2 Cat Boarding establishments are subject to the Chartered Institute of Environmental Health licensing conditions detailed in Appendix B.

- 3.2.3 Dog Home Boarding establishments are subject to the Council's licensing conditions detailed in Appendix C.
- 3.2.4 Cat Home Boarding establishments are subject to the Council's licensing conditions detailed in Appendix D.
- 3.2.5 Non-Residential Day Care establishments are subject to the Council's licensing conditions detailed in Appendix E.
- 3.2.6 Riding establishments are subject to the Council's licensing conditions detailed in Appendix F.
- 3.2.7 Pet Vending establishments are subject to the Chartered Institute of Environmental Health licensing conditions detailed in Appendix G.
- 3.2.8 Dangerous Wild Animal licences are subject to the Council's licensing conditions detailed in Appendix H.
- 3.2.9 Dog Breeding establishments are subject to the Chartered Institute of Environmental Health licensing conditions detailed in Appendix I.
- 3.2.10 Zoos are subject to the Council's licensing conditions detailed in Appendix J.
- 3.2.11 Any animal boarding establishment that does not meet the Council's licensing conditions will not be granted a licence.
- 3.2.12 Any other conditions may be imposed as set out in paragraph 2.5.2.

4 RIDING ESTABLISHMENTS

4.1 Licensing Requirements

- 4.1.1 The Riding Establishments Act 1964 and 1970 regulate the licensing of horse riding establishments.
- 4.1.2 A licence is required if payment is taken for supplying horses for riding or instruction as stated in s6 (1) of the 1964 Act.
- 4.1.3 The legislation requires an independent veterinary inspection to be conducted on the horses and premises prior to the issuing of a licence. The veterinary surgeon must be a member of the Panel of Riding Establishment Inspectors as maintained by the Royal College of veterinary Surgeons and the British Veterinary Association. The Council will nominate the veterinary surgeon for each inspection and make the appropriate arrangements. Any costs will then be recovered from the licence holder on behalf of the council.
- 4.1.4 The nominated veterinary surgeon may request a further inspection of the horse/horses from the establishment's own veterinary surgeon to establish if the horse/ horses are fit for use within the school. Any horse referred in this way must not be used for use within the school until the establishment's own veterinary surgeon has approved the use in writing. A copy is to be sent to the Council.

- 4.1.5 Any Riding Establishment Licence issued will operate for a twelve month period from the date it is granted.
- 4.1.6 It is an offence to operate a riding establishment without obtaining a licence from the Council. It is also an offence to contravene or fail to comply with any condition attached to the licence.

4.2 Licence Conditions

- 4.2.1 Any Riding Establishment license issued by the Council will be subject to the license conditions detailed in Appendix E. Other conditions may be imposed as set out in paragraph 2.4.2.
- 4.2.2 Any riding school that does not meet the Council's licensing conditions set out in Appendix F will not be granted a license.

5 PET SHOPS & THE SALE OF PETS

5.1 Licensing Requirements

- 5.1.1 The Pet Animals Act 1951 and the Pet Animals Act 1951 (Amended) Act 1983 regulate the sale of pets.
- 5.1.2 The keeping of a pet shop means the carrying on at any premises of any nature, including a private dwelling, the business of selling animals as pets. It also means the keeping of animals in any such premises with a view to their being sold during the course of a business, for example over the internet. The term animal refers to all vertebrates. The sale of fish, amphibians, reptiles, birds and mammals also fall within the scope of the legislation.
- 5.1.3 In order to determine the application, the Council may wish to appoint a veterinary surgeon, or a suitably qualified or nationally recognised expert, to inspect the premises either instead of, or in conjunction with the Council Officer. The cost of any veterinary or expert inspection will be recovered from the applicant/ licence holder.
- 5.1.4 Any Pet Shop licence will run from the date of grant until the 31st of December of the same year
- 5.1.5 It is an offence under section 5 of the 1951 Act for a person to operate a pet shop without obtaining a licence from the Council first. It is also an offence to contravene or fail to comply with any condition attached to the licence. It is also an offence to sell animals as pets in any part of the street or a public place, or at a stall or barrow in a market

5.2 Licence Conditions

- 5.2.1 Any pet shop licence issued by the Council will be subject to the licence conditions set out in Appendix G.
- 5.2.2 Other conditions may be imposed as set out in paragraph 2.4.2.

- 5.2.3 Any pet shop that does not meet the Council's licensing conditions as detailed in Appendix F will not be granted a licence.

6 DANGEROUS WILD ANIMALS

6.1 Licensing Requirements

- 6.1.1 The Dangerous Wild Animals Act 1976 (as amended) regulates the keeping of certain kinds of dangerous wild animals (DWA).
- 6.1.2 A licence is required where an individual or a business wishes to keep an animal included on the Schedule Contained within the Act
- 6.1.3 The legislation does not apply to DWA's kept in zoos or circuses. The legislation applies to all individuals wishing to keep a dangerous wild animal at home.
- 6.1.4 Where an individual already holds a pet shop licence issued under the Pet Animals Act 1951, a separate DWA licence is not required, however, to ensure the safety of the individual and the general public, the same DWA licence conditions must be met.
- 6.1.5 In order to determine the application, an annual independent veterinary inspection of the animals and premises is required prior to the licence being granted. The veterinary surgeon must have suitable experience of DWAs. The Council will nominate the veterinary surgeon for each inspection and make the appropriate arrangements.

Any costs will then be recovered from the licence holder on behalf of the council

- 6.1.6 To be granted a licence the applicant must be able to demonstrate that suitable accommodation and care can be provided and that the keeping of the animal would not pose a risk to the health and safety of the public or create a public nuisance i.e. noise, odour etc.
- 6.1.7 Any Dangerous Wild Animals Licence will run from 2 years from the date it was granted.
- 6.1.8 It is an offence under section 2 (5) of the Act to keep a DWA without obtaining a licence from the Council first. It is also an offence to contravene or fail to comply with any condition attached to the licence.

6.2 Licence Conditions

- 6.2.1 Any DWA license issued by the Council will be subject to licence conditions in Appendix H. Other conditions may be imposed as set out in paragraph 2.4.2.
- 6.2.2 Any DWA application that does not meet the Council's licensing conditions detailed in appendix H will not be granted a licence.

7 DOG BREEDING ESTABLISHMENTS

7.1 Licensing Requirements

7.1.1 The Breeding of Dogs Act 1973 and 1991 and the Breeding and Sale of Dogs (Welfare) Act 1999 regulate the licensing of dog breeding establishments and such premises not covered by a licence.

7.1.2 A licence is required if a person keeps a breeding establishment for dogs. A person keeps a breeding establishment for dogs if at any premises he carries on at those premises a business of breeding dogs for sale, either by himself or by another person. A person is carrying on a business of breeding dogs for sale if:-

- he keeps a bitch at any premises at any time during a twelve month period and
- during this period that bitch gives birth to a litter of puppies and
- during that period that bitch or any other bitch detailed below gives birth to a total of four or more litters.

For the purpose of the above, any other bitch means:-

- any other bitch kept at the premises by the person;
- any bitch kept at the premises by any relative of the person;
- any bitch kept by the person elsewhere at any time;
- or any other bitch kept by the person elsewhere;
- any bitch kept anywhere at any time by another under a breeding arrangement with the person. Occasional or hobby breeders do not require a licence. The Council will refer to published guidance and takes into account other factors when determining between a commercial breeder and occasional /hobbyist breeder. If there is an element of doubt, applicants are advised to contact the council to discuss their case on its individual merit.

7.1.3 Any Dog Breeding licence will run from the date of grant until the 31st of December the same year.

7.1.4 It is an offence under section 3 of the 1973 Act for a person to operate a dog breeding establishment without obtaining a licence from the Council first. It is also an offence to contravene or fail to comply with a condition attached to the licence.

7.1.5 In accordance with the legislation the Council will decide whether to grant a licence within 3 months from receiving the application.

7.2 Licence Conditions

7.2.1 Any dog breeding establishment license issued by the Council will be subject to the licensing conditions detailed in Appendix I. Other conditions may be imposed as set out in paragraph 2.4.2.

7.2.2 Any Dog Breeding Establishment application that does not meet the Council's licensing conditions detailed in Appendix I will not be granted a licence.

8 ZOOS

8.1 Licensing Requirements

8.1.2 The Zoo Licensing Act 1981 regulates by licence the conduct of zoos.

8.1.3 A licence is required for any establishment where wild animals are kept for the purposes of exhibition to which members of the public have access, with or without charge for admission, on more than seven days in any period of twelve consecutive months. The Zoo Licensing Act 1981 does not apply to circuses or pet shops.

8.1.4 The wide definition means that licensed zoos can range from traditional zoos and safari parks to small specialist collections. Dispensations can be made for small premises which reduce the number of inspections to a reasonable level for the size of the establishment without detracting from the need to ensure that acceptable levels are achieved in animal welfare.

8.1.5 A veterinary surgeon is required to conduct an inspection of such a premises. This is to be conducted by a suitable qualified veterinary surgeon who specialises in Zoo Licensing. The Council will nominate the vet for each inspection and make the appropriate arrangements. The cost of the veterinary surgeon will be recovered from the applicant/ licence holder by the Council.

8.1.6 A licence will not be granted where the veterinary surgeon recommends to the Council that a licence is refused.

8.1.7 Any Zoo Licence issued will run from the date of grant for 2 years.

8.1.8 It is an offence under section 19 of the Act for a person to operate a zoo without obtaining a licence from the Council first. It is also an offence to fail to comply, without reasonable excuse, with any condition attached to the licence. Section 19 also provides for a number of additional offences.

8.2 Licence Conditions

8.2.1 Any Zoo Licence will be subjected to the licence conditions detailed in Appendix J. Other conditions may be imposed as set out in paragraph 2.4.2.

8.2.2 All veterinary surgeons inspecting a zoo must have regard to the standards model conditions however amendments can be made as necessary for each individual premises.

8.2.3 Any Zoo which does not meet the model conditions will not be granted a licence.

9 DEVIATION FROM POLICY

- 9.1.1. In exercising its regulatory function, Cherwell District Council and South Northants Council will have due regard to the relevant legislation and his Policy document and the principles set out within it.
- 9.1.2. In addition to this Policy, each application will be considered on its own merits based on the licensing principles set out in section 2.3.1. Where an applicant requests a deviation from this Policy and/or the licensing conditions but is able to comply with the licensing principles, the Public Protection Manager may authorise a licence to be issued accordingly. No licence will be issued unless all statutory requirements are met.

10. INSPECTIONS

- 10.1.1. The various statues cited above provide powers for the inspection of premises and establishments either by an officer with delegated authority, or a veterinary surgeon or practitioner as follows:-

- Animal Boarding Establishment Act 1963 – section 2
- Pet Animals Act 1951 – section 4
- Riding Establishments Act 1964 – section 2
- Dangerous Wild Animals Act 1976 – section 3
- Breeding of Dogs Act 1973 – section 2 and Breeding of Dogs Act 1991 – section 1
- Breeding and Sale of Dogs (Welfare) Act 1999 – section 1
- Zoo Licensing Act 1981 – section 9A to section 12

- 10.1.2 Obstructing inspections is an offence, the penalties for which varies and may include provision for the court to cancel licences and/ or disqualify the offender from certain activities, and for the seizure of animals.

11. ENFORCEMENT

- 11.1 The Council will operate a proportionate enforcement regime in accordance with the Council's Statement of Enforcement Policy which can be found here <http://www.southnorthants.gov.uk/3490.htm> and <http://www.cherwell.gov.uk/index.cfm?articleid=10389>

12. AMENDMENTS TO THIS POLICY

- 12.1.1. Any significant amendment to this Policy will be implemented following consultation with licensees and other relevant public bodies

- 12.1.2. For the purposes of this section, any significant amendment is defined as one that:

- a) Is likely to have a significant financial effect on the licence holders
- b) Is likely to have a significant procedural effect on the licence holder
- c) Is likely to have significant effect on the community.

- 12.1.3. Any minor amendments will be authorised by the Public Protection Manager. For the purposes of this section, any minor amendment is any such change not defined in section 9.1.2 above.

APPENDICES

Conditions Applicable to Animal Licences

The following conditions will apply to the relevant animal licences. Non statutory conditions can be varied by the Public Protection Manager.

- Appendix A – General Dog Boarding Licensing Conditions (CIEH)
- Appendix B – General Cat Boarding Licensing Conditions (CIEH)
- Appendix C – Dog Home Boarding Licensing Conditions
- Appendix D – Cat Home Boarding Licensing Conditions
- Appendix E – Non-Residential Day Care Licensing Conditions
- Appendix F – Riding Establishment Licensing Conditions
- Appendix G – Pet Vending Licensing Conditions (CIEH)
- Appendix H – Dangerous Wild Animal Licensing Conditions
- Appendix I – Dog Breeding Licensing Conditions (CIEH)
- Appendix J – Zoo Licensing Conditions



Model Licence Conditions and Guidance for Dog Boarding Establishments 2016



May 2016

This document has been prepared in the best interests of animal welfare and to advise those tasked with inspecting, advising and licensing kennels under the Animal Boarding Establishments Act 1963.

It has been reviewed for the first time in 20 years and has therefore been updated to include, and ensure compliance with, the Animal Welfare Act 2006. Equally, the contents reflect changes in training/handling techniques during that time.

No liability rests with contributing bodies for the circumstances arising out of the application of conditions contained within the document.

The contents of this document will be kept under regular review to ensure that it remains relevant and accurate.

The groups consulted included:

- Borough Council of Wellingborough
- British Small Animal Veterinary Association
- British Veterinary Association
- Chartered Institute of Environmental Health Corporation of London
- Dogs Trust
- Epping Forest District Council
- International Cat Care
- Pet Industry Federation (formerly Pet Care Trust)
- Royal Society for the Prevention of Cruelty to Animals
- The Kennel Club

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Introduction

Introduction

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

Since then there have been developments in the 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 boarding kennels and making recommendations for licensing and any conditions applicable.

This document is aimed at all those who are tasked with inspecting, advising and licensing kennels under the Animal Boarding Establishments Act 1963 ('the 1963 Act'). It may also be useful to owners and managers of kennels and those planning to build boarding kennels 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 (ie, in this context a kennel) 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.
- Ensure 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 time.

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

No animals other than dogs 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 dogs 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, in the context of this document, the boarding 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 concerned with 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

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permits this to happen. Again, this can apply to not just employees of an establishment but also an owner. In particular, the conduct that caused 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) and in the context of this document, this means the boarding establishment owner as well as their employees, have a duty to ensure reasonable steps are taken to ensure the welfare needs of the animals is 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 dogs that the Welsh Government and DEFRA have produced and they provide further information on these points. To access copies of these Codes, please see:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/69390/pb13333-cop-dogs-091204.pdf

<http://gov.wales/docs/drah/publications/081219-code-of-practice-welfare-of-dogs-part-1-en.pdf>

<http://gov.wales/docs/drah/publications/081219-code-of-practice-welfare-of-dogs-part-2-en.pdf>

Other relevant regulations and legislation:

- Antisocial Behaviour, Crime and Policing Act 2014
- The Control of Dogs Order 1992

- Control of Substances Hazardous to Health (COSHH) Regulations 2002
- Controlled Waste Regulations 1992
- Dangerous Dogs Act 1991
- The Dangerous Dogs (Amendment) Act 1997
- Dog Fouling - Clean Neighbourhoods and Environment Act 2005
- Electricity at Work Regulations 1989
- Environmental Protection Act 1990
- Health and Safety at Work Act 1974
- Health and Safety (First Aid) Regulations 1981
- Management of Health and Safety at Work Regulations 1999
- The Microchipping of Dogs (England) Regulations 2015
- Personal Protective Equipment at Work Regulations 1992
- Regulation on the Protection of Animals During Transport (EC) 1/2005
- The Regulatory Reform (Fire Safety) Order 2005
- Town and Country Planning Act 1990
- Workplace (Health, Safety and Welfare) Regulations 1992

Further information on the above is available from Business Link – www.businesslink.gov.uk

This document is intended to apply in England; it may be useful in Wales and Northern Ireland where separate legislation applies.

Insurance

It is strongly recommended that all proprietors of licensed boarding establishments have appropriate insurances in place.

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Policies and Procedures

This guidance document recommends that written policies and procedures setting out how the kennels will ensure all aspects of the welfare of dogs in their care as well as their staff should be provided.

Supervision

It is strongly recommended that the kennel proprietor or a responsible person over 18 years of age lives on site or a key-holder must live within a reasonable travelling time from the kennels. An emergency contact number must be clearly displayed at the entrance to the kennels.

All staff who handle and care for dogs must be adequately trained and competent in ensuring the dogs' 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.

Licensing

NOTE: Further to this document, Local Authorities are able to add their own licence conditions according to individual premises and in accordance with the Act. When considering this, it is important for the Licensing Officer to bear in mind that the licence conditions are based around and need to pay particular regard to providing suitable:

- Accommodation
- Food
- Exercise
- Protection from injury and disease

In addition, a register of animals should be kept with their dates of arrival and departure and their owners' name and addresses.

A licence will contain conditions to these ends and the council may add other conditions: see Animal Boarding Establishments Act 1963 s. 1(3). See (a) – (e). The council shall specify such additional conditions in the licence as appear to the local authority necessary or expedient in the particular

case for securing all of these 5 objects (a) – (e).

For further information, please contact CIEH and/or your own legal department.

Training

All staff should be adequately trained in the work they are expected to carry out and be competent in day to day boarding kennel management. Where staff are employed, whether permanent or temporary, a written training policy should be provided. The licensee must be able to demonstrate relevant training is carried out (via appropriate training records) on all aspects of the care of all ages of dogs and updated regularly.

The following are regarded as essential topics to be covered in the training programme relating to the care of dogs: Animal Health and Welfare; Behaviour; Cleanliness and Hygiene; Feeding and Food Preparation; Disease Prevention and Control; Recognition of Sick Animals; Dog Handling; Health and Safety; Emergency Procedures; Relevant Legislation.

There are a variety of animal care courses available and staff should be encouraged to attend. It is recommended that all staff have gained or be working towards relevant qualifications at minimum Level 2, and should be encouraged to attain Level 3 (within the Regulated Qualification Framework, e.g. NVQ) or an industry recognised award equivalent. At least one staff member should hold, or at least be studying towards a relevant Level 3 qualification.

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 dog 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 align the licence guidelines with the check lists for use by Licensing Officers and those involved with the licensing process, each factor which enables the associated legal requirement to be met

Introduction

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 or importance. All requirements listed under the sections are equally important.

The document is divided into sections based on the Animal Welfare Act. Inevitably there is some duplication and cross referencing as it is most likely that sometimes Licensing Officers will refer to a specific section rather than reading through the whole document. It also ensures that an important or very relevant issue is reinforced and that a particular condition is not missed and is complied with.

The Identification code is made up of a 'letter, number' combination, the letter indicating the section (relating to each of the five 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 Dog Boarding Establishments.

Section A – ENVIRONMENT

Providing the dog(s) with a suitable place to live/stay

Poor housing has a substantially negative impact on both the health and wellbeing of dogs. Housing systems must be suitable for the needs of the sizes of dogs in question. The kennels must be designed, built and managed to provide a safe, disease free, comfortable, clean, draught free environment, which provides for dogs' welfare needs. The kennels should be constructed and managed to be minimally stressful and offer environmental choice and control for the dog. It can be beneficial for dogs to spend time away from the kennel unit, such as in an exercise area.

During kennel construction it is necessary to use an appropriate design and correct materials to overcome problems of noise emission. This is in order to minimise discomfort to the dog and to minimise the risk of nuisance to persons in the vicinity of the site. See section C2 and Annex E: Guidance for New Builds.

The interior and exterior of the buildings should be kept in good decorative order and repair. Outer paths, gardens, exercise areas and general surroundings should be kept in a good, clean, presentable condition.

The following requirements list what must be present in a dog'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 dogs.

A1: Kennel construction and principles of design

- The correct design and construction of kennels is vital to prevent escape, minimise disease spread and stress to the dogs, and to make maintenance and hygiene management straightforward, and achievable by kennel proprietors. It should also provide a comfortable, dry, draught free, clean and quiet place to rest.
- Contact with urine / faeces from other animals should be avoided.
- The design and layout of kennels should allow dogs to be able to control their visual access to surroundings and dogs in other kennels. It should also minimise the

number of dogs that staff disturb when removing any individual dog and should also ensure the safety of staff when passing other dogs.

- Dogs should have somewhere to go to avoid things that frighten them
- Kennels should provide a comfortable, dry, draught free, clean and quiet place to rest.
- For advice on kennel improvement, see Annex E: Guidance for new Build.
- Dog unit design usually falls into two categories;

Outdoor – dog units with indoor sleeping accommodation and individual, at least partially covered, outdoor runs directly adjoined to, and exclusive to, that dog unit.

Indoor – kennel units with indoor sleeping accommodation and indoor runs directly adjoined to, and exclusive to, that dog unit.

NOTE: On occasion the run may be separate to the sleeping accommodation. In such instances, the run is designated to, and for the exclusive use of the occupant/s of a particular sleeping accommodation

- A safe and secure reception area for handing over dogs should be available.



Covered runs

Section A

A1.1

For disease control there must be no possibility of dogs within the kennel establishment (other than those from the same household), or other animals outside the kennels, coming into direct contact with each other (for further information see Section E – Health and Welfare).

A1.2

New builds and extensions must comply with the recommendations for new builds in Annex E.

A2: Physical Construction and Integrity: General

- The kennels should be safe, secure and free from hazards, and minimise the risk of injury to a dog, or escape of a dog.

A2.1

The kennels must be structurally sound, and maintenance and repair of the whole establishment must be carried out regularly.

A2.2

The kennels must be constructed of materials that are robust, safe and durable, and be well maintained in good order and repair.

A2.3

Materials and paints/substances used in construction or maintenance must not expose dogs to any harmful chemicals.

A2.4

The kennels 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.

A2.5

There must not be any sharp edges, projections, rough edges or other hazards which present risk of injury to a dog.

A2.6

Windows must be escape-proof at all times.

A2.7

Doors must have secure latches or other closing devices.

See A3.16 re door apertures

A2.8

All wire mesh/fencing must be strong and rigid and kept in good repair to provide an escape and dig proof structure.

See A3.15 re mesh sizes

A2.9

Timber, if used in existing buildings, must be of good quality, well-kept and any damaged areas sealed or over-clad. Wood must be smooth and treated and properly maintained to render it impervious. It is recommended that wood should not be used in exposed construction of walls, floors, partitions, door frames or doors in the dog kennelling area.

A2.10

All exterior wood must be properly treated and of good quality.

A2.11

Any storage areas must be dry and free from vermin.

A2.12

Fixed electrical installations and all portable electrical appliances must be installed and maintained in accordance with current legislation.



Drainage and building materials

Drainage

- Drainage needs to be effective to ensure there is no standing water in the kennel, as this can be a reservoir for infectious agents.

Section A

A2.13

The establishment must be connected to mains drainage or an approved, localised sewage disposal system.

A2.14

Waste water must not run off into adjacent pens.

A2.15

Adequate drainage must prevent pooling of liquids. A minimum gradient of 1:80 is advised to allow water to run off.

A2.16

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

A2.17

Drainage channels must be provided so that urine is not allowed to pass over walk areas in corridors and communal access areas. There must be no access to the drainage channels by the dogs housed in the dog units.

Secure Area

- An enclosed secure area, for example a safety corridor, is essential to ensure that if a dog manages to slip out from its individual dog unit, it is still kept safely inside the kennels.

A2.18

There must be an escape-proof area beyond the kennel unit to ensure that dogs are unable to escape from the premises.

A2.19

For kennels where there are facing units accessed by an indoor corridor, the corridor must be at least 1.2 m wide. There must be facility for a dog to be able to hide to avoid visual contact with other dogs. Compliance can be achieved in various ways such as the use of indoor kennels or partitions.

(See Section D)

A2.20

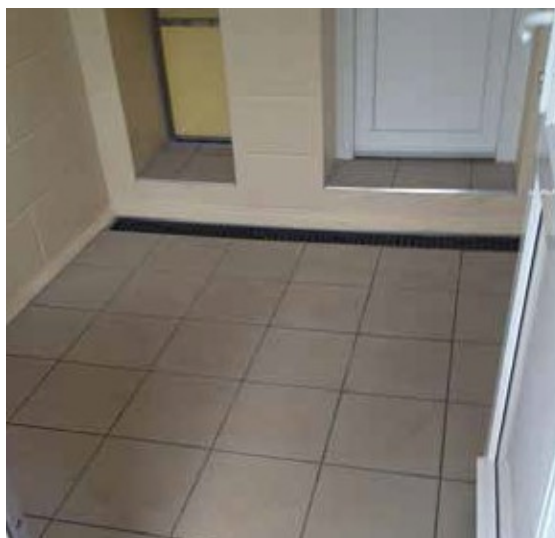
There must be a securable door from which the secure area of the kennels can be viewed from the outside and this must be kept closed when not in use.

A2.21

The door from the dog unit to the secure area must be escape-proof, securable, strong enough to resist impact and scratching, and to prevent injury. It must not be propped open.

A2.22

The floor must be finished to produce a smooth, non-slip, impervious surface which is easy to clean and disinfect. Holes or gaps between tiles or paving slabs are not acceptable.



Internal cleanable flooring

A2.23

External doors/gates must be lockable and staff must have easy access to keys in case of emergency.

A2.24

Sufficient lighting must be provided in the secure area to illuminate it all year round. Where practicable this should be natural light during the day.

A2.25

The secure area must not be used as an exercise area.

Roofing

A2.26

There must be a safe, secure, waterproof roof which should cover all of the sleeping accommodation and at least 50% of the attached individual run. For the run, roof materials used must be capable of filtering UV light and providing adequate shade.

A3: Dog Units



Kennels (new build)

A boarded dog is accommodated in a 'unit' comprising enclosed sleeping accommodation and an adjoining or designated individual run exclusive to that dog unit.

A3.1

Dogs from different households must not share dog units.

Lighting

- Lighting enables observation of the dogs and illumination for cleaning and working in the kennels.

A3.2

There must be sufficient light in the kennel unit during the day to work and observe the dogs. Where practicable this must be natural light, but artificial light must be available.

A3.3

Lights must be turned off to provide a period of darkness overnight.

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. High humidity

should be avoided as it prolongs the survival of infectious agents.

A3.4

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 dog units need to be easy to clean and disinfect.

A3.5

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

A3.6

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

A3.7

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

A3.8

Ceilings must be capable of being easily cleaned and disinfected.

A3.9

Junctions between sections must be covered or sealed.

A3.10

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).

In new constructions, floors must be laid to a minimum fall of 1 in 80, leading to a shallow drainage channel, or effectively covered deep drainage channel – See Annex E: guidance for new build.

Accessing the Dog Units

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

A3.11

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

A3.12

Each unit must be clearly marked (e.g. numbered) and a system in place which ensures that relevant information about the dog in that unit is readily available e.g. feeding or information on medicinal treatments.

A3.13

Each unit must have a securable, full height door for access.

A3.14

Kennel doors must be strong enough to resist impact, scratching and chewing. They must be fitted to ensure they can be effectively secured.

A3.15

Where metal bars and/or mesh and/or frames are used, they must be of suitable gauge (approximately British Standard 14 gauge) with spacing adequate to prevent dogs escaping or becoming entrapped. Where metal edging is used, this must not present a risk of injury to the dog.

A3.16

Gaps or apertures must be small enough to prevent a dog's head passing through, or entrapment of any limb or body parts. To protect against this any such gaps must prevent the passage of a 50mm sphere, or smaller if appropriate. Galvanised Weld Mesh must be a minimum of 2 mm (British Standard 14 gauge) in thickness.

A3.17

Large apertures in order to unlock a door must be avoided. See Annex E for further guidance

A3.18

Door openings must be constructed such that the passage of water/waste is not impeded, or allowed to gather due to inaccessibility.

A3.19

Doors must open inwards in order to protect the health and safety of attending staff.

A4: Sleeping Accommodation

- Dogs need sleeping accommodation which must be separate from the run and provide somewhere for the dog to hide. Most designs fall within the guidelines detailed here. The floor should be insulated to prevent extremes of temperature.

See Annex D for guidance on kennel sizes.

- A sleeping platform can improve barrenness, improve comfort and give a vantage point to small dogs

A4.1

The following principles must be achieved in order to give dogs a suitable and appropriate comfortable space, and for ease of cleaning and management. A dog must be able to sit and stand at full height, stretch and wag its tail without touching the sides. The floor area must be a minimum of twice that required for a dog to lay out flat i.e. at least twice the area taken up by the dog and also be a minimum of at least 1.9sqm/20sq feet. For two or more dogs sharing, the total area must be at least the sum of that required for each dog.



Full height separation kennels

A4.2

Kennels must have a minimum head room height of 1.8m (6 ft.) to facilitate adequate space for kennel staff to clean and handle the dogs.

Section A

A4.3

Partition walls between the sleeping accommodation of adjacent dog units must be of solid construction to a height sufficient to prevent direct nose to nose contact.

See Annex E: guidance for new build.



Kennel (sleeping accommodation)

Temperature in Sleeping Accommodation

- In kennels, dogs need an adequate ambient temperature and additional heating/cooling facilities if this cannot be guaranteed in times of excessively cold/hot weather. Breed, body condition, medical condition, coat and age can affect an individual's ability to maintain its body temperature.

A4.4

There must be a means of measuring, monitoring and recording temperature (maximum and minimum temperatures) representative of the temperature in the dog sleeping accommodation.

A4.5

Insulation and temperature regulation in the kennels must aim to keep the ambient temperature in the dog sleeping accommodation above an absolute minimum of 10°C and below a maximum of 26°C.

A4.6

There must be a documented policy in place for dealing with extremes of temperature and

weather conditions (both hot and cold). There must be documented evidence that this is being implemented i.e. any deviations from the temperature cited in A4.5.

A4.7

Dogs must be monitored to check if they are too hot or too cold. If an individual dog is showing signs of heat or cold intolerance then steps must be taken to ensure the welfare of the dog.

A4.8

The dog must be able to remove itself from a direct source of heat e.g. lamp.

A4.9

Heaters must not be sited in a manner or location where they present a risk of burning or electrocution to dogs or humans, or a risk of fire. Open flame appliances must not be used. All heating equipment must be installed and maintained in a safe condition.

A4.10

Any electrical sockets in the sleeping accommodation must be waterproof and protected against damage e.g. out of reach or the use of safety cages.

Bedding

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

A4.11

There must be a clean resting place to provide comfort and warmth which is situated out of draughts. A raised bed may aid in the avoidance of draughts.

A4.12

A dog must not be left without bedding, unless instructed otherwise by the dog's owner. Soft bedding materials must be provided and adapted if necessary for old, young or infirm dogs to help regulate their body temperature. If a dog chews or destroys its bedding, it must be replaced with an alternative.

Section A

A4.13

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

A4.14

Bedding must be changed between dogs. Dog units and bedding must be cleaned and disinfected on being vacated.

A4.15

All beds and bedding areas must be kept clean and dry.

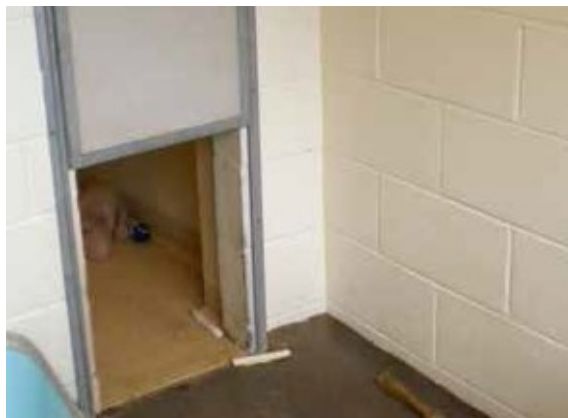
A5: Designated run (in addition to and not including sleeping accommodation)



Protected external runs (showing drainage)

- The attached run is an integral part of the individual dog unit.
- A dog should have free access, at least during working hours, between the sleeping accommodation and attached run so that it can easily and safely access all parts of its unit.
- Size of attached/designated run: This should be at least 2.42 sq m (26 sq feet) for dogs up to 60cm at the shoulder or 3.34 (36 sq feet) for larger dogs

See Annex E: guidance on new build.



Access to different areas

A5.1

Any part of the run to which the dog has access must be easily cleanable and maintained in good repair. Any replacement wood must be clad with a smooth impervious material.

A5.2

The floor must be finished to produce a smooth, impervious, slip-resistant surface and all surfaces must be capable of being easily cleaned and disinfected. There must not be any open gaps if using concrete slabs or tiling.

A5.3

Where dogs have access to mesh, the diameter of the wire must not be less than 2.0 mm (BS 14 gauge welded mesh). Mesh size must not exceed 50 mm in any direction.

A5.4

The run must not be used as the primary sleeping / bedding area.

A5.5

The attached run must be roofed to a minimum of half the area, sufficient to give the dog protection against the weather. The roofing material must be translucent material capable of filtering UV light and providing shade.

A5.6

The solid partition between individual attached runs must be sufficiently high to prevent direct nose to nose contact.

A5.7

Where a dog poses a health and welfare risk to other dogs, he or she should be kept in a dog unit with full height solid partition walls (these can be temporary).

A6: Outdoor exercise and exercise areas (separate from dog units)



Safe area outside kennels and hard surfacing

- Outdoor areas can provide opportunities for dogs to exercise, explore, investigate and interact with staff. Enrichment equipment and toys should be used as they can encourage activity and exploration of the area. Outdoor areas cannot have strict temperature regulation but need to protect dogs from extremes of weather.
- Outdoor exercise areas for common use can be beneficial in terms of exercise/change of environment but increase the risk of disease spread, in particular worms, and the potential for injury.
- There is a potential for injury if dogs from different households are allowed to exercise in the exercise area at the same time. In principle this should be avoided. However, if on occasion dogs which normally mix well socially are boarded at the same time and owners wish them to be able to exercise together in this area, then it is essential that informed consent for named dogs is sought.
- All areas should be provided with an impervious, cleanable surface at least at the entrances (concrete, laid to a suitable fall to prevent ponding and promote drainage).

A6.1

Dogs must be monitored whilst in outdoor exercise areas.

A6.2

Exercise areas must not be used by more than one dog at any one time unless they are from the same household or prior written consent has been obtained from owners, in accordance with the documented Standard Operating Procedure (SOP). The owner must stipulate what mixing is to take place i.e. whether it is mixing with dogs selected by the proprietor or with named dogs only.

A6.3

Exercise areas must be cleared of all potential hazards between dogs. Faeces must be picked up between dogs/occupancy and at least daily to prevent the roundworm *Toxocara canis* and other parasites from being established.

A6.4

Dogs must not be restricted to such an area when climatic conditions may cause them distress. They must have constant access to fresh, clean water and shade and shelter so that they can seek protection from the weather.

A6.5

Informed written consent from owners must be obtained to enable a dog to be walked outside the kennel facility.

A6.6

An outdoor exercise area must be safe. For example dogs should not be exercised on grass which has been treated with a chemical dangerous to dogs. Where artificial turf is used, it must be maintained in good repair to avoid ingestion hazards.

A6.7

Exercise areas for common use, if used, must be suitably drained. Surface ponding of water must not occur and land drainage should be provided where necessary if normal site drainage proves inadequate.

A6.8

Equipment such as tunnels, platforms and toys must be safe and maintained in a safe and clean condition.

A6.9

For Exercise: see Section C.

A7: Fire and other emergencies

Appropriate steps need to be taken to prevent fire and to protect dogs and staff in case of fire and other emergencies.

A7.1

A Fire Safety Risk Assessment and implementation of all necessary control measures must be in place.

A7.2

There must be a written emergency plan (acceptable to the local authority) which must be on display and known to staff, including a contingency plan should the premises be uninhabitable. This must include an evacuation plan for the dogs. An emergency telephone list must include fire, police and vets.

A7.3

Firefighting equipment must be provided and maintained in good working order. Records of maintenance and inspection must be kept and made available for inspection.

A7.4

Fire exits must be clearly marked and access left unrestricted.

A7.5

The premises must comply with current legislation with regards to electricity, gas and other services (if connected).

A7.6

There must be a residual current circuit breaker system installed on the electrical supply to each block of kennels.

A7.7

There must be adequate means of raising an alarm in the event of a fire or other emergency.

A model Emergency and Evacuation Plan is attached at Annex C.

Section B: DIET

Providing the dog(s) with an appropriate diet

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

B1: Drinking

- Water is essential for all dogs. It is especially important for those fed on dry food.

B1.1

Fresh water suitable for human consumption must be available at all times. Clean water must be provided daily in a clean container and changed or refreshed as often as necessary.

B1.2

Water bowls must be non-porous and easy to clean/disinfect or disposable. They must be cleaned at least once daily.

B2: Eating

- All dogs require a well-balanced diet to stay fit and healthy
- Dogs have dietary needs that can vary, dependent on a number of factors (i.e., breed, age, health status, activity, weight). Dogs should be fed a balanced diet that meets their nutritional requirements.
- Diet and frequency of feeding should be discussed and agreed with a dog's owner. Puppies, or dogs with specific needs, may need more frequent feeding.
- Steps should be taken to minimise the risk of cross-contamination such as when handling raw foods, the use of sealed containers and washing hands after handling food stuffs.

B2.1

There must be exclusive facilities (animal kitchens), hygienically constructed and maintained, for the storage and preparation of food for the dogs.

B2.2

Refrigeration facilities must be provided.

B2.3

A sink with an adequate supply of hot and cold water (suitable for human consumption) must be provided for the washing of food equipment and eating and drinking vessels. The sink must be connected to a suitable drainage system.

B2.4

A separate hand wash basin with an adequate supply of hot and cold water, soap and hygienic hand drying facilities, and connected to a suitable drainage system must be provided for staff to wash their hands.

B2.5

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

B2.6

Dogs must be fed a balanced diet of a quantity and frequency suitable for their age, health status, reproductive status and lifestyle. This should be at least once per day. The type of food, specific diet or prescription diet is usually by agreement with the owner.

B2.7

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

B2.8

Food must not be left for excessive periods to prevent it being spoiled and attracting flies. Unconsumed wet or fresh food must be removed from the dog unit before it deteriorates, and before the next feed time. Dry food can be fed as indicated by the manufacturer.

B2.9

One feeding bowl must be provided per dog.

B2.10

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

B2.11

Food intake must be monitored daily and any problems recorded.

B2.12

Dogs must not remain inappetent (not eating) for longer than 24 hours without seeking veterinary advice. If there are specific concerns veterinary advice must be sought earlier.

B2.13

Dietary requirements, agreed with the owner, must be followed. If there are concerns about an individual dog's diet, veterinary advice must be sought.

B2.14

Dogs displaying significant weight loss/gain during their stay must be evaluated by a vet and treated as necessary.

See Annex B for body condition score sheet.

Section C: BEHAVIOUR

Ensuring dogs can exhibit normal behaviour

Good welfare depends on meeting both the psychological and physical needs of dogs. How a dog behaves can indicate how successfully an individual is coping in its environment.

C1: General points on dog behaviour

- Changes in behaviour are often the first signs of illness or injury, so staff need to be familiar with and able to recognise common behaviours associated with stress, fear, pain and anxiety, and behaviour changes, including a decrease in overall activity (see Annex F). Any change should be noted and followed up.
- Exercise is important, not just for physical fitness but to alleviate boredom and allows dogs to exhibit normal behaviours. See section A5
- Time away from the kennel can also provide opportunities for toileting, particularly for those dogs which only urinate or defecate on particular substrates, or away from their home enclosure.
- Encouraging dogs to play can be a good way of keeping them active and is to be actively encouraged. The provision of suitable toys and feeding enrichment can provide an outlet for natural behaviours including chewing, playing, investigating and exploring. Changing toys regularly can reduce boredom.
- Owners should be encouraged to provide toys for their dog. Toys provided by the owner should be the correct size and type for the individual dog and its behaviour. Toys should be kept within that dog's unit and used solely for that dog and returned to the owner and the end of the dog's stay.

C1.1

The behaviour of individual dogs must be monitored on a daily basis and changes in behaviour and/or behaviours indicative of stress, fear, pain and anxiety

must be recorded and acted upon. Those struggling to cope must be given extra consideration as per long stay dogs. See section C3.

C1.2

Any equipment used to walk dogs must protect the dog's welfare and must be correctly fitted and used. Items must be removed when the dog is returned to the kennel and kept in an easily accessible location. Items specific to a particular dog must be identified as such.

C1.3

All dogs must receive toys and / or feeding enrichment unless veterinary advice suggests otherwise. The kennel must obtain the owner's written consent and discuss the provision of toys with the owner. Toys must be checked daily to ensure they remain safe.

See Annex F regarding enrichment, including multi-dog units

C1.4

Dogs need to be exercised on a daily basis away from the kennel unit. This can be on lead or off lead in a secure exercise area. Dogs which cannot be exercised must be provided with alternative forms of mental stimulation. This can include positive interaction with people and additional forms of toy and food enrichment.



External runs protected (not full height)

C2: Noise

- Dog hearing is more sensitive than human hearing and thus noise levels uncomfortable for humans are likely to be very uncomfortable for dogs. Excessive noise contributes to adverse behavioural and physiological response. Dogs may be adversely affected by the sound of other barking dogs.
- The kennel environment should be as calm and quiet as possible with noise producing equipment located as far away from animals as possible.
- Soothing background music can be beneficial and may be provided but loud music may be stressful and should be avoided.

C2.1

Procedures, management and the kennel construction must contribute towards avoiding exposure to excessive / continuous noise.

C2.2

Dogs likely to be or showing signs of being nervous or stressed must be located in a suitable part of the kennels, bearing in mind their individual disposition.

This could include:

- Elderly dogs
- Nervous dogs
- Dogs on some medications

Where a dog is showing signs of being nervous or stressed, steps must be taken to address this.

C2.3

Dogs may be adversely affected by the sound of other barking dogs. This is particularly the case for puppies below the age of seven months, which can be susceptible to developing undesirable behaviour if stressed, frightened or anxious.

Puppies under 7 months of age, must be located in the quietest part of the kennel establishment.

C3: Long stay dogs

- Occasionally dogs stay in a boarding kennels for extended periods (e.g. over 3 weeks). These dogs require special consideration such as additional environmental enrichment, regular health checks and extra attention from staff. For guidance on environmental enrichment, see **Annex F**.

C3.1

A written Standard Operating Procedure (SOP) must be in place explaining how to ensure the health and welfare of long stay dogs.

Section D: COMPANY

Providing a dog with the company he/she needs

It is important from a welfare perspective to ensure that any need a dog has to be housed, with or apart from, other animals, is met. Dogs are sociable animals and most need and enjoy company. For many dogs, one of the greatest stressors upon arrival into a kennel environment is the separation from their familiar social group.

D1: Canine company and interactions

- It is the responsibility of the establishment to ensure that all dogs remain safe from physical injury, the stress of inappropriate interactions and disease. It is often difficult to practically and safely introduce unfamiliar dogs to one another within a boarding environment. Equally, not all dogs may benefit/tolerate interaction with other dogs. Therefore, in a boarding environment interaction with dogs from different households should be avoided.
- It is advised that a documented procedure to deal with in-season bitches is in place.

D1.1

Only dogs from the same household may share a dog unit.

D1.2

Dogs which share a dog unit must have sufficient space and adequate resources. **See A4.1 and D3**

D1.3

Dogs from different units must not share exercise runs or an exercise area at the same time unless prior consent is given. **See A6.2**

D1.4

Where possible dogs must be able to avoid seeing other dogs if they choose to. This facility should be included in the design for any new builds.

D1.5

Where a dog may pose a risk to other dogs he/she must be kept in a dog unit with solid partitions.

D2: Human company and interactions

- Most dogs enjoy and benefit from human company. Dogs socialised to humans can find human company and positive contact such as grooming, exercise, playing and petting (as appropriate for the individual animal and as advised by the owner) rewarding. They may show signs of stress when this interaction is decreased or absent. Other dogs will prefer minimal contact.
- Kennel staff should find out from the owner how the dog normally reacts to human contact and other animals and endeavour to provide an appropriate level of contact. Each dog should be monitored. Those dogs that do not want human contact need particular attention to environmental enrichment.
- A dog should not be forced to interact with a person/people unless necessary. A hiding place should be provided for a dog to avoid people should it wish.
- The layout of kennels should minimise the number of dogs that staff disturb when removing any one individual, and should also ensure the safety of staff when passing other dogs or with a dog on a leash. For example, in existing builds, staff can minimise disturbance by choosing a route that passes the fewest dogs or placing reactive dogs where few dogs need to go past.
- Suitable dog handling equipment (e.g. muzzles, grasper, gauntlets) should be available for use if necessary. Staff need to be adequately trained for its appropriate and safe use.

Section D

D2.1

All staff must have the competence to handle dogs correctly and be able to identify dogs that are anxious or fearful about contact. Dogs must be always be handled humanely and appropriately to suit the requirements of the individual dog.

D2.2

All dog handling equipment must be suitably maintained.

D2.3

A protocol must be in place for dealing with difficult dogs, to include members of staff appropriately trained in the use of dog handling equipment.

D2.4

Dogs must receive daily beneficial human interactions appropriate to the individual dog.

D3: Multi-dog units

- Dogs from the same family which normally live together may prefer to share a dog unit. Proprietors have a responsibility to monitor units where more than one dog is housed. Even though these dogs originate from the same household, dogs sharing a home may not necessarily get on, especially when confined. Therefore proprietors must monitor dogs to ensure that they are not experiencing fear/stress/distress/aggression from another dog. Only dogs from the same household can share a unit.

D3.1

For any multi-dog unit (only appropriate for dogs from the same household) written authorisation must be obtained and dogs must be monitored. Consent from the owner must also include authority for separating dogs, should problems arise (e.g. dogs fighting or appearing 'stressed'). Agreeing to a kennel's Terms and Conditions will satisfy this.

D3.2

There must be multiples of all resources (food and water bowls and sleeping areas), equal or greater than the number of dogs in the unit, to ensure that some dogs cannot monopolise resources and prevent the others from accessing them. Dogs must be carefully monitored, especially at feeding time.

D3.3

There must be sufficient space for multiple dogs in the dog unit. **See A4.1.**

D3.4

A separate bed must be provided for each dog.

D4: Handling dogs

D4.1

All handling must be safe and minimise fear, stress, pain and distress and dogs must never be punished so that they are frightened or exhibit aversive behaviour.

D4.2

All staff must have the competence to handle dogs correctly. **See training, page 6.**

D4.3

Harsh, potentially painful or frightening equipment must not be used by kennel staff e.g. electric shock collars, spray collars, pinch/prong collars, choke/check chains. If such equipment is present when the dog arrives, these must be removed once the dog is in its kennel unit. Alternative handling equipment must be used throughout the kennel stay.

D4.4

When removing individual dogs from dog units, staff must try to minimise disturbance to dogs in neighbouring dog units, e.g. staff must choose the exit that passes the fewest dogs.

Section E: HEALTH AND WELFARE

Protecting the dog(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 dogs from pain, suffering, injury and disease.

E1: Keeping records

- In order to keep dogs healthy the proprietor needs to have an organised system for registering all dogs at the kennels.
- It is useful to know if dogs are insured, should problems occur.
- The Control of Dogs Order 1992 requires that all dogs, whilst in a public area, must wear a collar and tag stating the name and address of the owner. It is recommended that all dogs boarded at the establishment should wear a collar and tag identifying the name and telephone number of the owner, or have the collar and tag secured immediately outside the kennel unit.
- Under The Microchipping of Dogs (England) Regulations 2015 all dogs over the age of 8 weeks in England must be fitted with a microchip, unless a veterinary surgeon has certified (on an approved form) that a dog should not be microchipped for reasons of the animals health.

E1.1

A register must be kept of all dogs boarded and available to key members of staff and to local authority inspectors if requested. Information must include:

- Date of arrival and departure.
- Name, age, sex, description of dog/breed and microchip number.
- Number of dogs sharing from same household.

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

- Name, address, email and phone number of emergency local contact (who may be able to take the dog if necessary).

- Dog's veterinary surgeon and details of dog's insurance.

- Neuter status.

- Dog's diet and relevant requirements.

- Dog's relevant medical/behavioural history, including treatment for parasites and restrictions on exercise.

- Dog's body condition score / weight.

- Consent forms eg veterinary treatment, consent to share or separate dogs if needed, consent regarding toys / interaction preferences, record of baskets left at the kennels (Check vet consent forms i.e. own vet or designated vet if not in area).

- Record of date of most recent vaccination.

- Record of any international travel the dog has had.

- Any medical treatment the dog is receiving must be recorded and made visible to prevent mis-dosing.

E1.2

If records are kept electronically they must be backed up. All records are to be kept for a minimum of 24 months in a manner that allows an authorised officer easy access.

E1.3

If a dog on the Index of Exempted Breeds to be boarded the owners must produce a copy of the dog's licence and insurance certificate in order to

admit the dog. The exemption certificate must be produced and be complied with throughout the dogs' stay in kennels. Dogs must not participate in any communal activities. Inspectors have authority to demand paperwork relating to boarders. The paperwork must be produced on demand and be appropriate and correct.

E1.4

Dog units must be numbered and referenced with the records kept.

E2: Monitoring dogs

- In order to keep dogs healthy and to avoid suffering the proprietor needs to have an organised system for monitoring all dogs at the kennels.
- It is recommended that in addition to regular daytime checks an evening round be carried out to check on all dogs, heating etc. An evening visit may be appropriate but needs to be balanced against the possibility of disturbing the dogs and causing noise nuisance.
- It is recommended that dogs that are boarded for longer than 2 weeks are assessed at least every 2 weeks e.g. by body condition score and / or weight and the information recorded. This should be more frequent if there is cause for concern. **See Annex B: Body condition score sheet**

E2.1

All dogs must be observed regularly throughout the day. Dogs must be checked daily for signs of illness, injury, stress, fear, anxiety and pain, and/or abnormal behaviour for that dog 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.

E2.2

The kennel proprietor or responsible person must visit the dogs at regular intervals (of no more than 4 hours apart during the working day e.g. starting at 8.00 am, until 6.00pm), or as necessary for the individual health, safety and welfare of each dog.

E2.3

Presence or absence of faeces and urine must be monitored daily. Any abnormalities in excreta must be recorded or acted upon as appropriate.

E3: Disease control

- Dogs are vulnerable to a range of serious infectious diseases, therefore disease control and rapid response to any signs of illness is critical. Infectious agents are spread in various ways such as direct contact, contact with infected surfaces/objects and aerosol spread.
- The potential for infectious disease problems escalates where many dogs are kept together and a dog's immune system can also be affected by stress.
- Disease spread can be minimised by:
 - Using materials and design which are easy to clean and keeping them well maintained (Section A).
 - Preventing contact between unfamiliar dogs.
 - Ensuring excellent hygiene protocols within the kennels.
 - Proper construction and hygiene management of the outdoor exercise areas (if used).
 - Ensuring management protocols to minimise stress.
 - Minimising and supervising movement of non-kennel staff through the kennels.
 - Preventive treatments such as worming and vaccination.
- Injury can be minimised by:
 - Ensuring correct construction.
 - Managing dog handling.
 - Observing interactions between dogs from the same household sharing a unit.
 - Ensuring dogs from different households do not share an outdoor exercise area at the same time.
 - Managing risks during dog walking if it occurs.

Section E

E3.1

Documented Standard Operating Procedures (SOPs) must be in place and followed to prevent spread of disease, and staff trained in these procedures.

E3.2

Dogs must not share a dog unit with another dog unless it is from the same household.

E3.3

Dogs must not be allowed to roam in the secure area (safety corridor).

E3.4

All dog 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 dog comfort.



Kennel runs (corridor and screens)

E3.5

Generally, dogs must remain in their assigned unit and must not be moved to other units (rotation) or to a holding unit, except for moving to an isolation facility or in the interest of the dog's welfare.

E3.6

Facilities must be provided for the proper reception, containment and disposal of all waste in compliance with relevant waste legislation. Particular care should be taken to segregate waste arising from the treatment and handling of dogs with infectious diseases.

E3.7

Isolation facilities must be available. **See E6**

E3.8

When there is any cause for concern regarding the health status of a particular dog, the dog must be isolated and the disease control SOP activated.

E3.9

Any other activity undertaken by the proprietor, such as work with rescue dogs, stray dogs, or the breeding of dogs must be kept completely separate, and extra precautions taken to prevent the spread of disease, including separate facilities away from boarded dogs.

E4: Cleaning regimes



Cleaning equipment for kennels

- Cleaning regimes need to be implemented and checked. Proper cleaning and disinfection helps to reduce the spread of infectious disease to both animals and people. Cleaning regimes may include daily, weekly and monthly activities as appropriate.

Cleaning and Disinfectant Products:

E4.1

Products must be suitable to use and effective against the pathogens, (especially canine parvovirus) for which the dogs are at risk and under the conditions present in the environment in which they are used.

E4.2

Cleaning agents and disinfectants must be non-toxic to dogs if and when used appropriately.

E4.3

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

E4.4

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

Cleaning and disinfecting routines for units when dogs are resident:

- Dogs need clean, comfortable dry bedding. Bedding should not be a source of infection.
- Dogs can ingest infective agents from dirty dishes. Clean and disinfected dishes reduce the risk of disease. It cannot be guaranteed that the same dog will get the same dish each time, hence the importance of disinfection (or disposal after single use).
- On a daily basis (and more often if necessary) the unit needs to be spot cleaned, any obvious food or waste removed, and all excreta and soiled material removed from all areas used by dogs.

E4.5

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

E4.6

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

E4.7

Drinking and feeding vessels must be changed/cleaned and disinfected at least once a day, or disposed of.

E4.8

Food and water dishes need to be cleaned and disinfected. This must not be at the same time, and preferably not in the same place, as other soiled items e.g. toys.

E4.9

Grooming equipment must be kept clean and in a good state of repair and serviced according to manufacturer's guidelines. If provided by the owner, it must only be used on that dog and must be sent home with the dog.

E4.10

Any equipment that has been used on an infectious or suspected infectious animal must be cleaned and disinfected after use.

E4.11

Toys must be cleaned and disinfected between use for different dogs, disposed of, or returned to the dog's owner (if they came in with the dog).

E4.12

Each kennel must be thoroughly cleansed, disinfected and dried between dogs. All fittings and bedding must also be thoroughly cleansed and disinfected at that time.

E4.13

Kennels of long stay dogs will require periodical thorough cleaning, disinfection and drying.

Handling Dogs

- Hand washing facilities should be readily available in appropriate locations and easily accessible.
- Frequent hand washing should take place.

E4.14

A suitable range of muzzles of varying sizes and a suitable dog catching device must be kept on site. Staff must be trained and competent in the safe and effective use of such items. **See D2**

E.5: Vaccination, Fleas, Worms and other Parasites

- Vaccination is a vital part of disease control and kennels should understand the potential consequences of dogs that have not been adequately vaccinated in terms of the risk to those particular dogs, other dogs and their own insurance.
- If owners have treated their dogs for worms and fleas before entry to the kennel, the proprietor must note when this occurred and what products were used.
- Vaccination against kennel cough (infectious tracheobronchitis) should be recommended.

Section E

E5.1

There must be a documented policy for dogs coming to the kennels having protection against appropriate diseases (Occasionally there will be veterinary advice on a specific dog regarding vaccination and its health status and this should be taken into account).

E5.2

An up-to-date veterinary vaccination record must be seen to ensure that dogs boarded have current vaccinations against canine parvovirus, canine distemper, infectious canine hepatitis (adenovirus) and leptospirosis. The date of the most recent vaccination must be recorded preferably with a valid until date.

Certification from a veterinary surgeon of a recent protective titre test may be accepted in individual cases as evidence of protection against adenovirus, distemper and parvovirus. The certificate must state that it is valid for the period of stay at the kennels. It is the decision of the kennel proprietor whether to accept such a certificate.

E5.3

Primary vaccination courses must be completed at least 2 weeks before boarding.

E5.4

Homoeopathic vaccination is not acceptable as it will not protect against infectious diseases.

E5.5

If there is evidence of external parasites (fleas, ticks, lice) the dog must be treated with an appropriate and licensed insecticide. Treatment must be discussed with a veterinary surgeon before administering. Consent from the owner will be required.

E6: Isolation Arrangements

- All establishments need to have a means of providing appropriate isolation that will allow for the care of sick dogs which develop signs of infectious diseases, to minimise the risk to other dogs. How this is physically provided (ranging from being able to shut off an end unit of the kennels and using a separate door, to having a separate building) may vary. In many kennels the dog is taken straight to the vet.

E6.1

All establishments must provide appropriate isolation to allow for the care of sick dogs that develop signs of infectious diseases.

E6.2

If the isolation facilities are provided by the attending veterinary practice, a letter must be provided by the practice stating that they are prepared to provide such facilities. If not, the stated isolation protocols must be followed.

E6.3

The isolation area must provide separate, self-contained facilities for the isolation of suspected infected dogs and must have a separate entrance to the rest of the dog units.

E6.4

Protective clothing and footwear must be worn when handling dogs 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.

E6.5

Protective garments must be changed and laundered with an appropriate disinfectant or disposed of immediately after handling a dog with a suspected infectious disease.

E6.6

Hands must be washed and disinfected between handling dogs.

E6.7

Separate feeding and water bowls, bedding and cleaning utensils must be stored in the isolation unit ready for immediate use. The use of different coloured cleaning utensils to the rest of the kennels may help with this.

E6.8

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

E6.9

A documented Standard Operating Procedure (SOP) is required for barrier nursing.

Section E

E6.10

Should a dog need to be removed from its unit it must wear a collar and tag.

E6.11

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

E7: Veterinary Treatment and Healthcare

- Access to veterinary care is vital for any dog, and is a legal requirement.

E7.1

If medication is necessary, it must **only** be used for the dog for which it is intended and written instructions for use must be followed.

E7.2

A veterinary practice must be appointed for the establishment. The name, address and telephone contact number, including out of hours provision, of the veterinary surgeon used by the establishment must be displayed in a prominent place, close to the telephone and accessible to all members of staff.

E7.3

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

E7.4

When a dog is suspected of being ill or injured (staff should be trained to recognise when a dog requires veterinary care), a veterinary surgeon (and where possible, this should be the dog's own vet) must be contacted for advice immediately. Any instructions for treatment given by a veterinary surgeon must be recorded and strictly followed with further advice sought if there is ongoing concern.

E7.5

Medicines must be stored safely and securely in a locked cupboard, at the correct temperature and used in accordance with the veterinary surgeon's instructions. Any unused medications must be returned to the owner or prescribing vet.

E7.6

Procedures must be in place in case of death or escape

and all staff must be made fully aware of these procedures. Arrangements for the storage of cadavers must be in place until the owner can be contacted e.g. prior written agreement with the attending vet. Contact with the owner must be made as soon as possible.

E8: Holding Kennels

- Routine use of holding units is not recommended as they are an additional source of cross infection to dogs.

E8.1

Holding kennels may be provided for temporarily kennelling a dog for not more than 12 hours. Holding kennels, if provided, must comply with conditions as required for main kennels. Holding kennels must be a minimum area to allow the dog to exhibit normal traits i.e. dog must be able to sit and stand at full height, stretch, lie flat and wag its tail without touching the sides.

E8.2

Dogs must be provided with a bed, food and water.

E9: Transportation of Animals

- Transportation can increase risk for dogs, both of disease (from unclean vehicles or carriers) or of escape. A vehicle should 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.

E9.1

Any relevant transport legislation must be complied with to protect welfare, prevent injury or unnecessary suffering.

E9.2

Dogs must be comfortable and suitably restrained whilst in transit.

E9.3

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

E9.4

Dogs must not be left unattended in vehicles.

E9.5

External temperature can pose a risk to a dog's welfare; therefore vehicles must have adequate ventilation and temperature control.

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Annex A

Annex A: Licence Conditions Inspection Sheet for Dog Boarding Establishments

LICENCE CONDITIONS INSPECTION SHEET FOR DOG BOARDING ESTABLISHMENTS										Tick boxes v/x		
Name of Kennels		Date of Inspection		+ Home Boarding		+ Breeding		+ Rescue		+ Cattery		
Address of Establishment		Person seen		Signature		Full Inspection		Part Inspection		Revisit		
		Inspectors name(s)				Comments:						
		1										
		2										
		3										
Licence on Display		Insurance		Pest Control policy/contract		Boarding Vet details displayed		Accident Book (H&S)		Emergency Contact displayed		
Has copy of Licence Conditions and Legislation		Register and Back up										
Outdoor units		Indoor units		Semi Indoor/Outdoor units						Number of Units		
Metal		Brick		Timber		uPVC		Other				
								Number of Staff				

Index

Identification code	Section	
A	Environment	Kennel: Unit design: Drainage: Exercise Area and Run: walls, floors, ceilings, doors, occupant nos., security, bedding, cleanliness. Interior Surfaces: Lighting: Roofing: Safety Corridors: Sizes: Temperature: Ventilation and Humidity: Fire/Emergency/Evacuation Plan
B	Diet	Drinking: Eating: Refrigeration: Storage of foods: Washing equipment: Kitchen facilities
C	Behaviour	Monitoring of Behaviour: Health and Welfare Plan: Environmental Enrichment: Toys: Noise: Long Stay Dogs
D	Company	Social Interactions: Multi-Dog Units: Handling Dogs
E	Health and Welfare	Keeping Records: Boarding Register: Monitoring of Dogs (general): Disease Control: Vaccinations: Isolation Facilities: Holding Kennels: Standard Operating Procedures: Cleaning Regimes: Transportation of Dogs
Notes	1. 2. 3.	Comments:

Area	Identification Code	Description	v	x	Actions or Comments	Done v
Records	E1.1 – E1.4	Register and Back up				
Records	E2.1 - E2.3	Monitoring of Dogs				
Records	C3.1	Long Stay Dogs SOPs				
Records	A6.2, A6.5, B2.6, B2.11 + E3.1	SOPs Incl. Feeding, Exercise Regime / Consents				
Records	Additional SOP's	Standard Operating Procedures (SOP's)				
Records	D1.3, D3.1	Multi – Dog Consent				
Records	E5.1	Vaccination Policy				
Records	E5.2	Vaccinations and Health records				
Records	E6.2, E6.10, E6.11	Barrier nursing SOPs and Isolation Cases				
Records	E7	Veterinary details/displayed/health screening				
Records	A7.2	Written Emergency Plan and Risk Assessment				
Records	A7.3	Fire equipment and other emergencies records				
Records	A4.4, A4.6	Temperature records and Policy				
Records	C1, C1.1, C1.3	Behaviour and Environmental Enrichment				
Records	D1, D2.3	Monitoring of Dogs for Human Contact/ Interactions				
Records	E.9	Transport (Journey times)				
Records	STR	Staff Training records				
Kitchen/Eating	B2.1	Exclusive facilities				
Kitchen + Units	B2.1, E3.4 – E3.6	Cleanliness				
Kitchen/Eating	B2.2	Refrigeration				
Kitchen/Eating	B2.3 – B2.4	Washing equipment				
Kitchen/Eating	A2.11, B2.5	Storage of foods and quantity kept				
Kitchen/Eating	B2.6 – B2.10	Feeding regime and Food Bowls				

Annex A

Area	Identification Code	Description	✓	x	Actions or Comments	Done ✓
Kennel Unit	A1, A2.1	Sound and safe construction				
Kennel Unit	A2.2 – A2.12	Suitable Construction Materials				
Kennel Unit	A4.1 – A4.3	Sleeping accommodation sizes				
Kennel Unit	A2.6, A2.7, A2.8, A3.13, A3.14, A3.18	Secure windows, doors and fencing				
Roofing	A2.26	Safe and Waterproof roofing				
Unit/Drainage	A2.13 – A2.17	Drainage/Drain covers				
Kennel Unit	A2.18, A2.25	Escape-proof area				
Door and corridor	A2.19, A2.20, A2.21, A2.23, E3.3	Secure Corridor and width/secure doors				
Kennel Unit	A2.22, A3.10	Flooring				
Kennel Unit	A2.24, A3.3	Lighting				
Kennel Unit	A2.5, A2.9, A2.10, A4.3	Walls and Petitions				
Ventilation	A3.4	Ventilation/Draughts				
Kennel unit	E3.4, E4.1 – E4.12	Cleanliness				
Interior	A2.1, A2.5, A3.5 – A3.10	Good repair, clean and sealed joints				
Temperature	A4.5, A4.7, A4.8	Max-Min Thermometer/Temperature				
Unit/Temperature	A4.9, A4.10, A7.3 – A7.7	Safe Appliances/Firefighting: Waterproof Sockets				
Kennel Unit	A2.5	Sharp edges/Other hazards				
Kennel Unit	A3.11, A3.12, A3.15 – A3.17, A3.19	Accessing the Dog Units				
Bedding	A4.11 – A4.15, E4.6	Sleeping Accommodation				
Exercise Run	A5.1 – A5.7	Designated Run; sizes, Roofing, flooring				
Outdoor Exercise Areas	A6.2 – A6.4, A6.6 – A6.8	Outdoor Exercise Areas – Clean and Secure				
Dog Behaviour	C1.2, C1.4, C2.1 – C2.3	Behaviour and Noise				
Area	Identification Code	Description	✓	x	Actions or Comments	Done ✓
Dog Behaviour	C1.3, E4.10, E4.11	Toys/Environmental Enrichment				
Long Stay + Handling	D4.1 – D4.4 + E4.14	Handling of Dogs				
Company/Multi Units	D1.1 – D1.5, D3.2 – D3.4, E3.2	Shared Units, Exercise Areas and Interactions				

Area	Identification Code	Description	✓	x	Actions or Comments	Done ✓
New Build Units	NBU1 (Annex E)					
Disease Control	E4.13, E7.1-E7.6	Handling Dogs and Healthcare				
Vaccinations	E5.1 – E5.5	Vaccination, Fleas, Worms and Other Parasites				
Escape/death	E7.6	Procedures in cases of death / escape of dog				
Isolation	E6.4 – E6.10, E6.12	Hygiene protocols and protective garments				
Isolation	E5.4, E7.4, E7.5	Veterinary instruction				
Isolation	E3.8, E3.9, E6.1 – E6.3	Location of Isolation				
Isolation	E3.6, E4.1 – E4.13	Cleanliness and procedures for use				
Isolation + Holding	E6.13, E8.1, E8.2	Isolation and Holding Kennels				
Transport	E9.1 – E9.5	Use of vehicles for transportation				

ADDITIONAL NOTES

Annex B

Annex B: Body Condition Score Sheets

During periods of longer term kenneling it is essential that dogs are carefully monitored to ensure they are maintaining condition. Kenneling dogs can be stressful and significantly impact dogs' nutritional status.

The World Small Animal Veterinary Association (WSAVA) Global Nutrition Committee have produced guidelines and toolkits¹ to give advice on appropriate nutrition and monitoring of animals.

<http://www.wsava.org/guidelines/global-nutrition-guidelines>

Body Condition Scoring evaluates body fat of individual dogs and is a validated scoring system using a 9-point scale.

WSAVA Global Nutrition Committee

Body Condition Score

UNDER IDEAL

- 1** Ribs, lumbar vertebrae, pelvic bones and all bony prominences evident from a distance. No discernible body fat. Obvious loss of muscle mass.
- 2** Ribs, lumbar vertebrae and pelvic bones easily visible. No palpable fat. Some evidence of other bony prominences. Minimal loss of muscle mass.
- 3** Ribs easily palpated and may be visible with no palpable fat. Tops of lumbar vertebrae visible. Pelvic bones becoming prominent. Obvious waist and abdominal tuck.

IDEAL

- 4** Ribs easily palpable, with minimal fat covering. Waist easily noted, viewed from above. Abdominal tuck evident.
- 5** Ribs palpable without excess fat covering. Waist observed behind ribs when viewed from above. Abdomen tucked up when viewed from side.

OVER IDEAL

- 6** Ribs palpable with slight excess fat covering. Waist is discernible viewed from above but is not prominent. Abdominal tuck apparent.
- 7** Ribs palpable with difficulty, heavy fat cover. Noticeable fat deposits over lumbar area and base of tail. Waist absent or barely visible. Abdominal tuck may be present.
- 8** Ribs not palpable under very heavy fat cover, or palpable only with significant pressure. Heavy fat deposits over lumbar area and base of tail. Waist absent. No abdominal tuck. Obvious abdominal distention may be present.
- 9** Massive fat deposits over thorax, spine and base of tail. Waist and abdominal tuck absent. Fat deposits on neck and limbs. Obvious abdominal distention.

Samson A, et al. Comparison of a body condition score with dual-energy x-ray absorptiometry to determine correlation of percentage body fat in dogs. *JAVMA* 2012;192(11):1253-1258.
 Jansson L, et al. Effect of breed on body condition and comparison between various methods to estimate body composition in dogs. *Res Vet Sci* 2010;98:227-230.
 Kruze RL, et al. Effects of age, breed and sex on body condition changes in dogs. *JAVMA* 2003;184(11):1323-1327.
 Laflamme DP. Development and validation of a body condition score system for dogs. *Canine Pract* 1997;22:18-19.

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wsava.org

Body condition score chart is part of the Global Nutrition Committee Toolkit and is provided courtesy of the World Small Animal Veterinary Association

¹ These Guidelines were first published in JSAP, July 2011; 52(7):385-96, published by John Wiley and Sons Ltd and are published with permission

Annex C

Annex C: Emergency Evacuation Plan

Introduction

The sample emergency evacuation plan detailed in this annex focuses on what to do in the event of a fire. It is important to bear in mind that other emergencies can occur. Therefore, consideration should be given to developing plans for the following situations:

- General evacuation plan
- Flooding
- Lack of heat
- Lack of water

Fire Emergency Evacuation Plan

Prior to formulating an Emergency Evacuation Plan (EEP) 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 be readily available for viewing by all staff with a plan of the site giving exit points, location of telephone, emergency equipment (fire extinguishers and storage of leads/baskets/cages) RVP (rendezvous point) and designated holding area for animals. The emergency contact details of a supervisor or the proprietor and the establishment's Veterinary Surgeon should also be displayed.

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

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 Alarm Warning

- 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 RVP area

Annex C

Fire and Evacuation Action Plan

Planning Your Escape

- 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.
 - Know where door and window keys are kept.
 - Know where spare leads / baskets/ cages are stored.
 - Know where the RVP/Holding areas are.
-

If You Discover a Fire

- Leave fire area immediately.
 - Close all doors behind you.
 - Sound the alarm and call 999 from any phone.
 - Stay calm, speak clearly and listen to the operator.
 - Where safe to do so, assist others to evacuate and remove animals to the safe holding area.
 - 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.
 - If there is a lot of smoke, crawl along floor where the air will be cleaner.
 - If in doubt – Get out, Stay out and get the Fire & Rescue Services Out.
-

Contacts in an Emergency

- (enter details here)
- Proprietors name and Telephone Number(s)
 - Supervisors Name and Telephone Number(s)
 - Establishments Veterinary Surgeons Name(s) and Telephone Number(s)
 - Telephone at (enter location)
 - Emergency equipment at (enter location)
 - RVP at (enter location)
 - Animal Holding area at (enter location)
 - Fire Extinguishers located at (enter location)
 - Keys kept at (enter location)
-

RVP = Rendezvous Point

Annex C

The onus is on the boarding establishment to ensure adequate fire prevention precautions are in place.

It is recommended that plans and details for large boarding establishments are lodged with the police and fire authorities. Fire prevention advice may be sought from the Fire Prevention Officer based at your local fire and rescue service. This officer can give advice on fire drills, fire escapes, equipment and should be consulted when new builds 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 the use of fire drills and how to use the fire extinguishers. All fire safety requirements are set out in the Regulatory Reform (Fire Safety) Order 2005.

Annex D

Annex D: Useful Information: Kennel Unit/Run Sizes

The following information describes the different space allowance requirements for dogs kept for the purposes of boarding, seizure, scientific purposes and quarantine. This is for information only; the reader is referred to the figures for new builds in **Annex E**.

Chartered Institute of Environmental Health (1995) Model Licence Conditions and Guidance for Dog Boarding Establishments: Animal Boarding Establishments Act 1963¹

- 4.2.1 For new kennels each kennel must be provided with a sleeping area of at least 1.9 m².
- 4.2.3 For new kennels each kennel must be provided with an exercise area of at least 2.46 m² for dogs up to 24 inches high at the shoulder or 36 sq ft for larger dogs.

The welfare of seized dogs - an RSPCA good practice guide²

- 1.3c For all new builds, the minimum kennel size must be at least 4m² for dogs under 20kg, and 8m² for dogs over 20kg. This should be increased in relation to the size and number of dogs, so that both the length and width are sufficient for each and all the dogs to lie outstretched at all angles, with neither their tail nor snout touching the walls or another individual.

Home Office. Code of Practice for the Housing and Care of Animals Bred, Supplied or Used for Scientific Purposes³

- Post weaned stock – Until December 2016

Weight of animal (kg)	Minimum pen size (m2)	Minimum floor space per group housed animal (m2)	Minimum height (m)
2-5	4.5	0.5	2.0
5-10	4.5	1.0	2.0
10-15	4.5	1.5	2.0
15-20	4.5	2.0	2.0
>20	4.5	2.25	2.0

1 http://www.cieh.org/uploadedFiles/Core/Policy/Publications_and_information_services/Policy_publications/Publications/Dog_Boarding_Guide.pdf

2 <http://politicalanimal.org.uk/wp-content/uploads/2015/04/RSPCA-Guide-The-welfare-of-seized-dogs-in-kennels.compressed.pdf>

3 <https://www.gov.uk/government/publications/code-of-practice-for-the-housing-and-care-of-animals-bred-supplied-or-used-for-scientific-purposes>

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- Post weaned stock, brood stock and stud dogs - From January 2017

Weight of animal (kg)	Minimum pen size (m ²)	Minimum floor space per group housed animal (m ²)	Minimum height (m)
<5	4.5	0.5	2.0
5-10	4.5	1.0	2.0
10-15	4.5	1.5	2.0
15-20	4.5	2.0	2.0
>20	4.5	2.25	2.0

- Voluntary Code of Practice on the welfare of dogs and cats in quarantine premises - recommended minimum internal measurements for individual dog units⁴

Size of dog	Weight Range	Sleeping area- Minimum internal measurements	Adjoining exercise area- minimum internal measurements
Small	Less than 12kg (26lbs)	Not less than 1.1m ² , width and length not less than 0.9m (3 feet)	Not less than 5.5 m ² (60 sq feet), width not less than 1.2 m (4 feet)
Medium	12kg (26lbs) to 30kg (66lbs)	Not less than 1.4 m ² (16 sq feet), width and length not less than 1.2m (4 feet)	Not less than 5.5 m ² (60 sq feet), width not less than 1.2 m (4 feet)
Large	More than 30kg (66lbs)	Not less than 1.4 m ² (16 sq feet), width and length not less than 1.2 m (4 feet)	Not less than 7.4 m ² (80 sq feet), width not less than 1.2 m (4 feet)

⁴ <https://www.gov.uk/guidance/pet-travel-quarantine#welfare-of-pets-in-quarantine>

Annex E

Annex E: Guidance for New Builds

When planning a new build boarding establishment initial planning needs to consider the number, period of time and types of dogs to be accommodated.

Advice must be sought from the Local Authority, Fire Protection Officer and where possible a recognised animal behaviourist. Building regulations must be followed at all times.

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

Throughout the planning of new establishments all aspects should ensure excellent animal welfare, good staff working conditions and a good customer experience.

Size of kennel unit

- Dog units must have a minimum height of 1.8m and there should be full height solid partitions between kennel units to prevent nose to nose contact.
- The minimum size of dog units below are recommended sizes and it is expected that many new boarding establishments will be significantly larger than this. The recommended sizes are derived from the space allowance requirements for dogs kept for the purposes of boarding, seizure, scientific purposes, rescue and quarantine and ensure that as a minimum they are consistent with the January 2017 Home Office Code of Practice for the Housing and Care of Animals Bred, Supplied or Used for Scientific Purposes.
- For dogs below 20kg, the minimum recommended sleeping area must be at least 2.0m² and exercise area, 2.5m².
- For dog greater than 20kg, the minimum recommended sleeping area must be at least 2.0m² and exercise area, 6.0m².

Structure

- All areas of new animal units must be built on a concrete base with insulation and a damp proof membrane. Floors should ensure no pooling of liquids can occur so that cleaning and drying are easily facilitated. A minimum gradient of 1:80 is recommended.
- Particular importance should be taken with the safety of the structure to ensure the used are able to withstand scrubbing, disinfecting, hosing pressure washing and steam cleaning. It must also be non-porous and chew/scratch resistant.
- Wood should be avoided in new build structures. Where concrete/bricks are used these should be smooth, sealed and impervious. Moulded plastic, reinforced plastic coated glass, pre-formed plastic surfaced board are also suitable materials.
- There must be no apertures that can trap dog body parts. This is essential around door handles, locks and windows. Any apertures greater than 50mm should be protected from the interior of the kennel either by metal plates or wire mesh to ensure that dogs are safe within the boarding environment.

Kennel Design

- The design and layout of kennels must allow dogs to control their visual access to their surroundings and dogs in other kennels. This means having the ability to both avoid and enable visual contact with other dogs and their surroundings.
- Planning should ensure ability to remove dogs from kennels with minimal disturbance to other dogs and the safety of staff.
- New kennels must be positioned so that individual units are not exposed to excessive light, sun or darkness during the day.
- Dogs are particularly sensitive to noise. The use of sound minimising material and sound proofing should

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be considered. Noise control should also consider the maximum number of dogs per block and facility to have different areas for varying age groups.

- From the planning stage the flow of liquids through the buildings as a whole must be considered, including the location of drains and level of fall. Drainage channels should be positioned close to doors so that urine does not pass over walk ways.
- The ventilation system should be designed to minimise draughts and noise disturbances. New build structure should include automatic systems to ensure heating/cooling and ventilation is appropriate.

Outdoor exercise area

Of the dog unit

- The outdoor area must contain sufficient shelter to give the dog protection against the weather whilst still providing security and allowing sufficient ventilation and daylight.
- Some of the roofing material should be translucent and filter UV radiation and provide adequate shade.
- There should be a secure safety area to which all exercise areas open to ensure any escaped dogs are contained and as a safe place for staff to retreat to.

Communal exercise area

- Communal exercise areas must be suitably drained to ensure pooling of water does not occur. Land drainage needs to be provided where necessary if normal site drainage is not sufficient.
- Entrances must be reinforced, concreted or paved to ensure a hazard free, cleanable entry and exit route.

Isolation

- The ability to separate dogs is important. This can be to isolate during a disease outbreak, for behavioural reasons or due to varying age groups requiring alternate environments.
- Each establishment should have isolation facilities that are physically isolated from other dogs.

Annex F

ANNEX F: Behaviour / Environmental Enrichment

1. Monitoring of behavioural signs

Individual dogs respond in different ways when they are feeling anxious, frightened, stressed or in pain. It isn't therefore possible to provide a definitive list of signs but some of the signs which might be seen include²:

- emergence of fearful behaviour e.g. cowering, hiding, aggression
- yawning
- lip-licking
- snout licking
- avoidance of eye contact
- over-grooming or self-mutilation
- performance of repetitive behaviour e.g. pacing, spinning, circling, bouncing
- shivering
- trembling
- paw-lifting
- weight loss
- loose faeces
- consumption of faeces (coprophagy)
- prolonged periods of vocalisation e.g. barking, howling, whining
- kennel chewing

Spending time and becoming familiar with each and every dog is highly recommended as that will make it easier for people to recognise when a dog is finding it difficult to cope in kennels.

2. Environmental enrichment

Environmental enrichment applies to various ways of providing dogs with control and choice over their physical and social environment and increasing species-typical behaviour to improve their well being. However, it is often limited to the provision of toys and feeding devices. Although these are important, there are other methods which can be used. This section provides information about a variety of methods of enrichment which can be used in a kennelled environment.

Providing contact with people

Dogs are sociable animals and most need, enjoy and value company. Many will miss the companionship of their owner(s) whilst being boarded and being away from their family group can be one of the most stressful aspects when kennelled. It is therefore important that, where appropriate for the individual dog, individual circumstances, and it is safe to do so, company with people is provided.

Time with people can be increased through activities such as grooming, exercise, playing and petting. Some owners may also be agreeable to short periods of reward-based training. Dogs which are fearful or anxious may not want to be groomed or played with but can still benefit from having someone close by so spending a period of time sitting outside the kennel talking or feeding treats may help.

Providing contact with other dogs

Dogs have a natural desire for contact with one another and many value and enjoy each other's company. However, providing contact with other dogs in a boarding environment is normally restricted due to health and safety concerns for individual dogs. Where dogs are from the same family keeping them apart from one another may cause distress and so where there are adequate resources e.g. size of kennel, sleeping area, food and water bowls, consent from the owner and the dogs are able to be monitored, it is recommended that they are housed together.

² Rooney, NJ, Gaines, SA and Hiby, EF. 2009. A practitioner's guide to working dog welfare. *Journal of Veterinary Behavior: Clinical Applications and Research*. 4: 127-134.

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Providing toys

Toys can help increase play and reduce boredom but interest can often quickly reduce. To maintain novelty and interest, different toys should be offered on a regular basis and, if possible, should involve staff; dogs find toys especially exciting when they are part of, or the focus of, a game. They should also be presented appropriately, be safe, a suitable size and provided as part of a consistent routine, wherever possible.

Most dogs find chewing toys and bones rewarding and relaxing and many seem to prefer chewable toys. Providing a chewable toy is recommended. If little interest is shown, in one particular item, there is a wide range of manufactured chew toys and bones on the market, so trying others may help.

Whenever new devices or toys are provided, it is important to ensure that they don't cause stress to the animal and they should be monitored closely when first introduced.

It is often feared that providing toys or chews to dogs leads to possessive behaviour but research has shown that not to be the case for the majority of dogs. Fear most often causes possessive behaviour due to the dog having been punished previously for not giving up objects. This can be avoided by using distractions such as taking the dog for a walk, or giving it another toy or food treat when removing the chew toy. Dogs can also be trained to leave objects on command in return for treats.

Where dogs are housed in the same unit, it is advised, for safety reasons, not to leave dogs alone with toys.

Providing feeding devices

A variety of feeding devices are available but probably the most widely used are commercially available rubber cone-shaped toys. Research³ using this specific type of toy has shown that dogs often find them rewarding and relaxing and can prevent or reduce signs of compromised welfare. Research⁴ has also shown that when dogs that interact regularly with them have them removed, a significant increase in stress hormones

is experienced and many also show an increase in behaviour indicative of poor welfare. It is therefore very important that the provision of these specific types of toy is predictable e.g. that they are provided each and every day and around the same time. The correct size and type of feeding device must also be chosen.

Feeding devices do not have to be bought however and alternative feeding devices are fairly easy to prepare and depending on what is chosen, can also provide opportunities for other behaviour:

- Paper bags rolled down to contain food
- Scrunched up pieces of paper
- Cardboard tubes with the ends flattened or folded down to make it more challenging
- Frozen cubes of diluted broth
- Biscuits frozen in ice cubes
- Rope/chew toys (natural fibres only) soaked in gravy and then frozen
- Fresh, crunchy fruits and vegetables, such as carrots, wedges of cored apples and cucumbers.

(American Society for the Prevention of Cruelty to Animals).

Similar to toys, there are concerns about the provision of feeding devices leading to possessive behaviour and the advice provided about toys is also relevant here.

Where dogs are housed in the same unit, it is advised, for safety reasons, to separate dogs before providing with feeding devices.

Kennel furniture - Platforms

Kennels can be barren environments offering little opportunity for dogs to carry out natural behaviours or provide little choice within their environment. Platforms can help with this by increasing complexity

3 Schipper, LL, Vinke, CM, MBH, Spruijt, BM 2008. The effect of feeding enrichment toys on the welfare of kennelled dogs (*Canis familiaris*). *Applied Animal Behaviour Science*, 114, 182-195. Gaines, SA, 2008. Kennelled dog welfare - effects of housing and husbandry, University of Bristol

4 Hiby, EF, 2005. The welfare of kennelled dogs. PhD Thesis, University of Bristol.

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and available three-dimensional space. This can provide a dog with somewhere to hide or a vantage point from which to carry out lookout behaviours that can be particularly important for smaller dogs, which may not otherwise be able to see out of the kennel without standing on their hind legs. Platforms also offer protection from a cold or wet floor, providing a more comfortable and warmer area to rest.

Although staff may have concerns about the safety issues of platforms e.g. when entering the kennel, the dog could be at their head height, this can be avoided. For example, if the platform is in the sleeping area, staff could remove the dog from the exercise area and vice versa. Alternatively, the dog could be trained to jump off the platform so that situations of potential conflict are avoided. In some cases, a platform may be unsuitable, for example, for an elderly dog or one with reduced mobility and in such situations alternatives ways for the dog to hide, be comfortable etc. should be provided.

Furniture in outdoor exercise areas

Enrichment does not have to be confined to the kennel environment but can also be incorporated into exercise areas or paddocks. Platforms are beneficial in outdoor areas providing opportunities for exploratory as well as vigilance behaviours. Whilst tunnels and pipes offer the same behavioural opportunities, they are also areas in which to seek shade. Paddocks provide sufficient space to include boxes which when filled with sand allow dogs to dig. Natural furniture can also be considered such as the use of safe and non-toxic plants, bushes and shrubs for dogs to push through and explore as well as trees which dogs can investigate and mark.

Putting enrichment into practice

Every dog is an individual and will vary in what they find valuable so it is important that different methods of enrichment are tried to identify what it is that each dog likes and gains from. As well as the different types of enrichment listed above, odours and sounds

can also be beneficial to dogs and can be cheap and easy to introduce. For example, diffused odours such as lavender and camomile have been found to be beneficial for kennelled dog welfare⁵ as well as classical music played at conversational level⁶.

Note

The content of this guidance is largely based on Appendix II: Environmental Enrichment in 'The welfare of seized dogs in kennels - a guide to good practice. An RSPCA guide produced in consultation with Police Dog Legislation Officers, Local Authority Dog Wardens and Animal Welfare Officers'.

For further information on enrichment and kennelled dog welfare:

- Rooney, NJ, Gaines, SA and Hiby, EF. 2009. A practitioner's guide to working dog welfare. *Journal of Veterinary Behavior: Clinical Applications and Research*. 4: 127-134.
- RSPCA. 2015. The welfare of seized dogs in kennels - a guide to good practice. An RSPCA guide produced in consultation with Police Dog Legislation Officers, Local Authority Dog Wardens and Animal Welfare Officers. <https://view.pagetiger.com/RSPCAKennellingGuide2014/issue1/page3.htm>
- Care and Respect Includes All Dogs. Enhancing and enriching the experience of dogs. <https://cariadcampaign.wordpress.com/guides/>

5 Graham, L., Wells, D.L., Hepper, P.G., 2005. The influence of olfactory stimulation on the behaviour of dogs housed in a rescue shelter. *Applied Animal Behaviour Science* 91, 143-153

6 Graham, L., Wells, D.L., Hepper, P.G., 2002. The influence of auditory stimulation on the behaviour of dogs housed in a rescue shelter. *Animal Welfare* 11, 385-393

Kogan, L.R., Schoenfeld-Tacher, R., Simon, A.A., 2012. Behavioural effects of auditory stimulation on kennelled dogs. *Journal of Veterinary Behaviour. Clinical Applications and Research*, 5. 268-275

Annex G: Disease, Vaccination and Disinfection

Infectious diseases can spread in many ways and adequate precautions should be taken to prevent and control the spread of infectious and contagious diseases and parasites among dogs.

Some infectious diseases are zoonotic i.e. they can be spread from animals to humans and so appropriate cleaning and good hygiene is essential to ensure there is no spread of disease among dogs and visitors. For example, urine should be carefully handled as the human form of leptospirosis is Weil's disease. Infections by zoonotic diseases can affect any age group but immuno-compromised people, the young or elderly are particularly at risk and as such not be in contact with potentially infectious dogs.

It is important that kennel proprietors and their staff are trained to recognise signs of ill-health so that they can seek veterinary attention accordingly. These may include, but is not limited to, vomiting, diarrhoea, coughing, loss of appetite, ocular/nasal discharges, lethargy, excessive drinking. If there is any concern about the health of a particular dog, veterinary advice should be sought.

The diseases listed below are potentially fatal. Vaccination is available in the UK and is a requirement prior to boarding (see Section E).

- **Canine parvovirus:** causes severe vomiting and diarrhoea and is easily spread on hands, clothing, shoes, leads and from the environment. This virus can remain in the environment for a long time and can be very resistant to cleaning. The source is from the faeces of an infected dog.

(Additionally, other infectious diseases affecting the gastrointestinal tract including Giardia, Coronavirus, Salmonella and Campylobacter can also be spread via contact with infected faeces).

- **Canine Distemper (morbillivirus):** this causes a wide range of clinical signs including fever, nasal discharge, thickened pads, depression, diarrhoea, and neurological signs. This is spread by sneezing droplets but the virus can persist in the environment in appropriate conditions and this is therefore a source of contamination.

- **Canine Adenovirus (infectious canine hepatitis):** causes gastrointestinal and hepatic disease. The virus is spread by close contact with body fluids from infected dogs, however due to its ability to persist in the environment this is also a source of infection.

- **Leptospirosis:** this is a bacterial infection which causes serious liver and kidney disease in dogs. It is spread by contact with infected urine and vaccination does not always prevent the shedding of the leptospires (infectious agents) from the urine. Foxes can also spread the disease. Careful handling of urine is therefore essential.

Vaccination against Kennel Cough (infectious tracheobronchitis) is also available and recommended:

- **Kennel Cough:** This is a complex of respiratory pathogens, the most common being Bordetella bronchiseptica, causing harsh, retching coughing. This can be particularly problematic in the kennel environment, as such staff should be aware of clinical signs. Vaccination is aimed at decreasing the shedding of the disease by infected dogs and reducing clinical signs. The disease is spread by contact with infected sneeze and cough droplets.

Biosecurity, Cleaning and Husbandry

Whilst vaccination is available and an important part of disease management, good husbandry is also essential. This includes not only managing the dogs in terms of avoiding contact and minimising stress, but also cleaning routines and recognising how the behaviour of staff can impact the transfer of disease.

Cleaning products should have bactericidal, virucidal and parvocidal activity for removal of infectious organisms. i.e. they must have the ability to kill bacteria, fungi and viruses. Surfactant components are needed to clean the residual dirt from the environment prior to disinfection. It might be a combination of products is needed but it is essential they are compatible for use together.

Bleach is commonly thought of as a disinfectant. It is not as effective at killing bacteria, fungi and viruses as more commonly used commercial disinfectants. It may cause toxic effects to animals and staff as well as

degrading the structure of the building. It can also be corrosive due to its oxidative effects. Although it can have disinfection properties at certain concentrations generally due to the risks involved it is not a suitable disinfectant for use in animal premises.

All chemicals and substances must be safe and appropriate for the environment they are being used in. It is important that instructions, both in terms of dilution and contact time with the surface they are meant to be affecting, are strictly adhered to.

Cleaning regimes should be in place for daily, weekly and monthly cleaning. For example:

Daily: remove all soiled material and wash contamination away using detergent if necessary. Dry after cleaning. Remove soiled bedding and replace with clean. Hose down and dry exercise areas where impervious material is used. Dispose of faeces according to waste regulations.

Weekly: remove all furniture from kennels, hose down using disinfectant and allow to dry before returning furniture.

Notes

Standing water is a source of infection of certain diseases such as Giardia. Thorough drying of surfaces is essential after cleaning.

Disinfectant will not be effective against solid organic material. It is therefore essential that cleaning takes place *prior* to disinfection.

Useful contacts

Animal and Plant Health Agency

Woodham Lane Addlestone Surrey KT15 3NB

Website: <https://www.gov.uk/government/organisations/animal-and-plant-health-agency>

Animal Welfare Foundation

7 Mansfield Street, London W1G 9NQ Tel: 020 7908 6375

Email: bva-awf@bva.co.uk

British Veterinary Association

7 Mansfield Street, London W1M 0AT Tel: 020 7636 6541

Email: bvahq@bva.co.uk

British Small Animal Veterinary Association

Woodrow House, 1 Telford Way Waterwells Business Park, Quedgeley, Gloucestershire GL2 2AB

Tel: 01452 726700

Website: www.bsava.com

Email: administration@www.bsava.com

Chartered Institute of Environmental Health Chadwick Court, 15 Hatfields, London SE1 8DJ Tel: 020 7928 6006

Web site: www.cieh.org

City of London Corporation

ARC, Beacon Rd. Heathrow Airport. TW6 3JF

Tel +44 (0)208 745 7894 E-mail: veterinary.harc@cityoflondon.gov.uk

Web site: <http://www.cityoflondon.gov.uk>

Local Government Association Smith Square, London SW1P 3HZ Tel: 020 7664 3000

Website: www.local.gov.uk Email: info@local.gov.uk

Department for Environment, Food and Rural Affairs

Nobel House, 17 Smith Square London SW1P 3JR Tel: 08459 33 55 77

Website: www.defra.gov.uk

Email: defra.helpline@defra.gsi.gov.uk

The Dogs Trust

17 Wakley Street, London EC1V 7RQ Tel: 0207 837 0006

Website: www.dogstrust.org.uk Email: info@dogstrust.org.uk

Health and Safety Executive

Website: www.hse.gov.uk

The Kennel Club

1-5 Clarges Street, Piccadilly London W1J 8AB Tel: 0844 463 3980

Web site: www.the-kennel-club.org.uk

PIF (Pet Industry Federation)

Unit 1a

Bedford Business Centre 170 Mile Road

Bedford MK42 9TW

Tel 01234 273 933

Email Info@petfederation.co.uk

Web site: <http://www.petfederation.co.uk>

Royal College of Veterinary Surgeons Belgravia House, 62-64 Horseferry Road London SW1P 2AF

Tel: 020 7222 2001

Email: info@rcvs.org.uk

Website: <http://findavet.rcvs.org.uk>

The Royal Society for the Prevention of Cruelty to Animals

Wilberforce Way, Southwater Horsham,

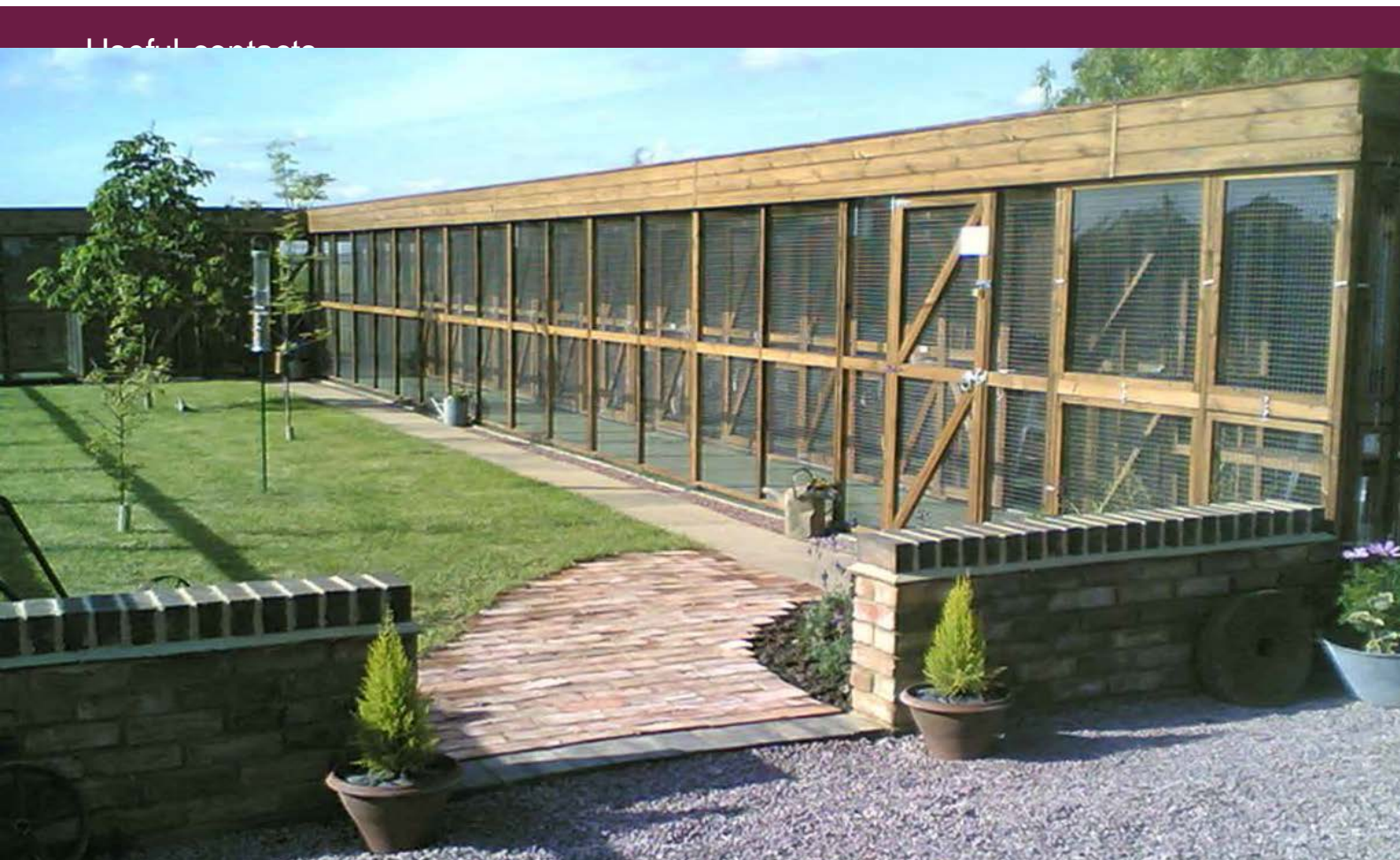
West Sussex RH13 9RS Website: www.rspca.org.uk

Borough Council of Wellingborough

Licensing Section Swanspool House Doddington Road Wellingborough

Northamptonshire NN8 1BP

Email: licensing@wellingborough.gov.uk Telephone: (01933) 229777



CIEH Model Licence Conditions and Guidance for Cat Boarding Establishments 2013



June 2016 (Revised)

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.

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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

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

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

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.

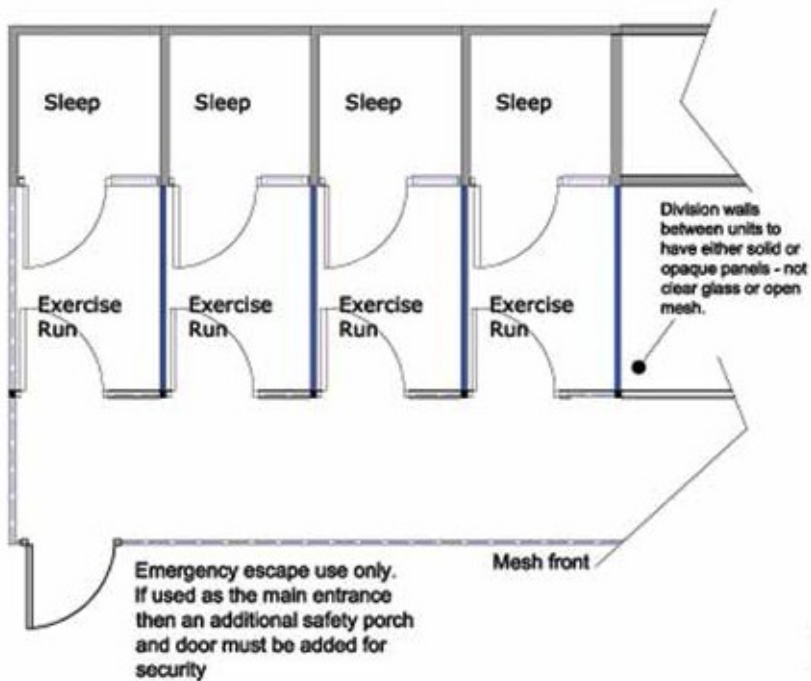
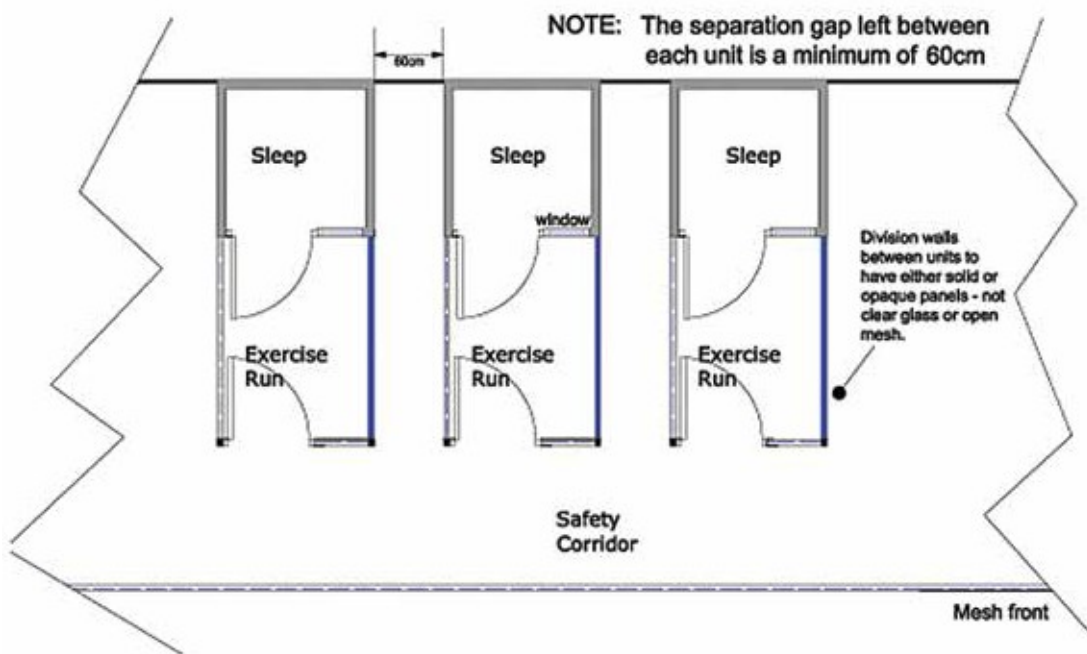
Cattery construction and principles of design

- 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 29/30 – New Build).

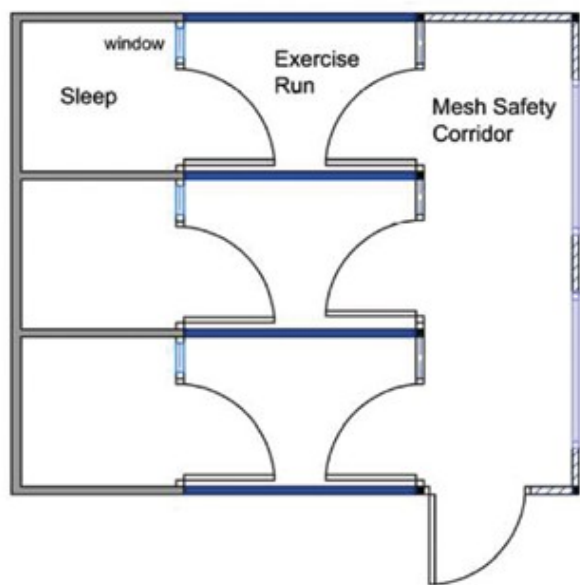
- An enclosed area (corridor or lobby) outside the cat unit to minimise risk of escape.
- Provision to isolate cats if necessary.
- Ancillary facilities including a separate kitchen with hot and cold running water and refrigeration for food.
- A separate hand-washing facility for staff.
- A litter tray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

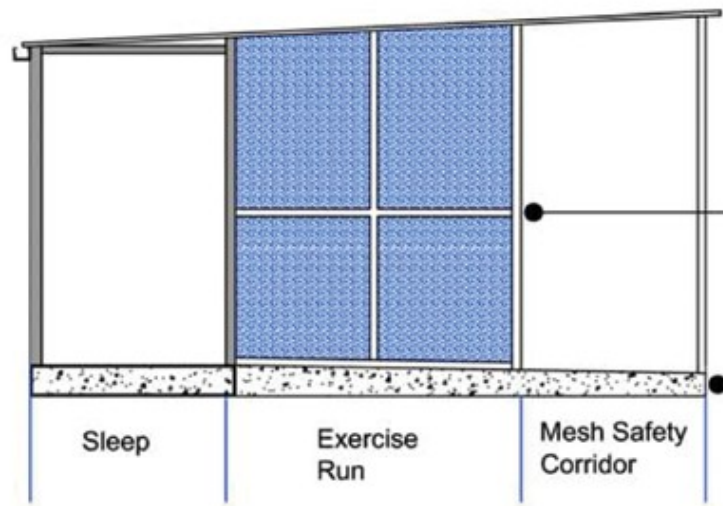


Semi-outdoor/indoor – catteries with indoor sleeping accommodation and individual covered outdoor exercise runs – usually accessed individually from a common indoor safety corridor.



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

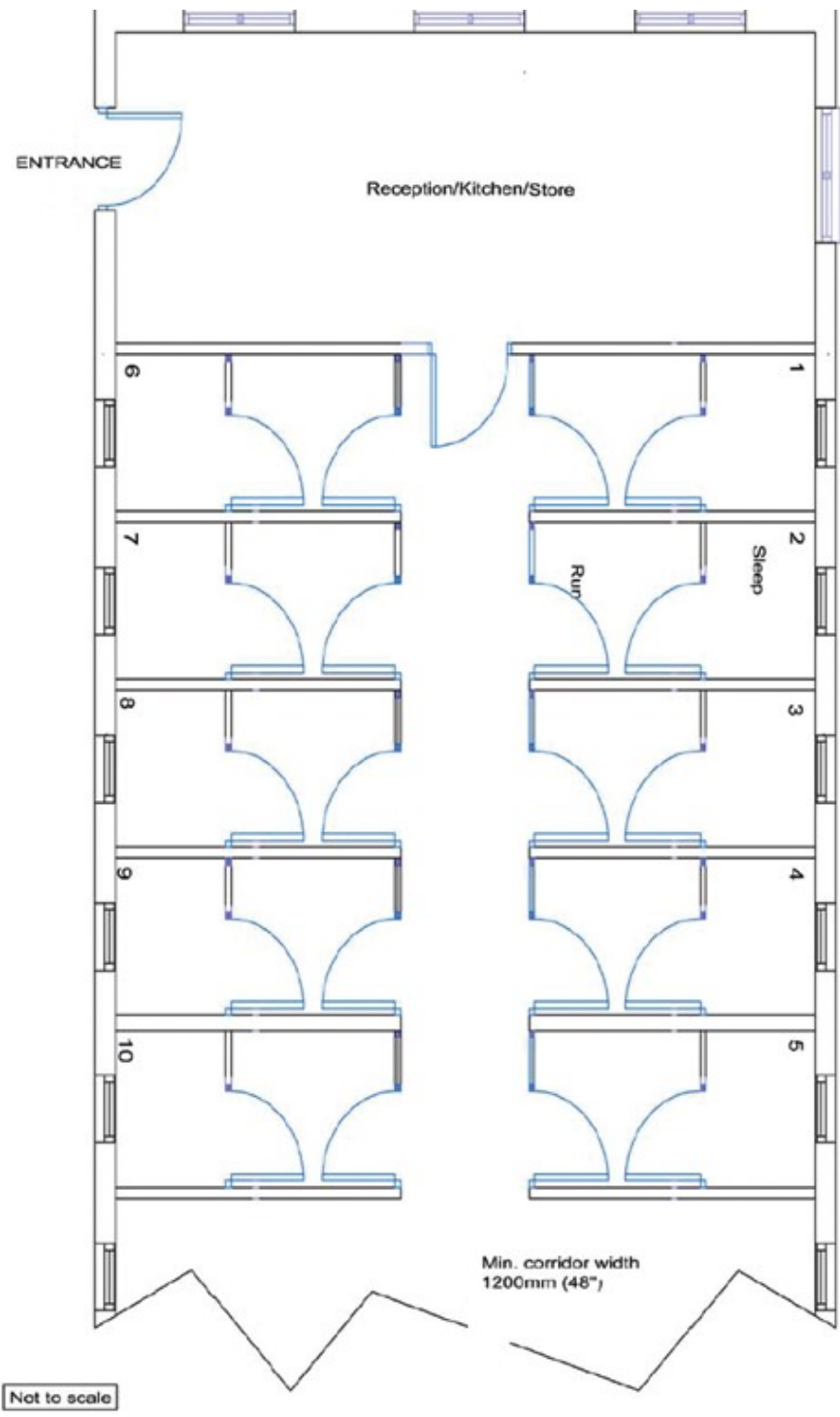


Division walls between units to have either solid or opaque panels – not clear glass or open mesh

Concrete surface laid to fall to allow rain water to drain

2013 minimum size (suitable for up to 2 cats):
 Sleep – 1.5m² (1.2m x 1.25m)
 Run – 2.2m² (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 ²	0.9 m (eg 0.90 m x 0.95 m)	1.8 m
Up to two cats	1.5 m ²	1.2 m (eg 1.20 m x 1.25 m)	1.8 m
Up to four cats	1.9 m ²	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.

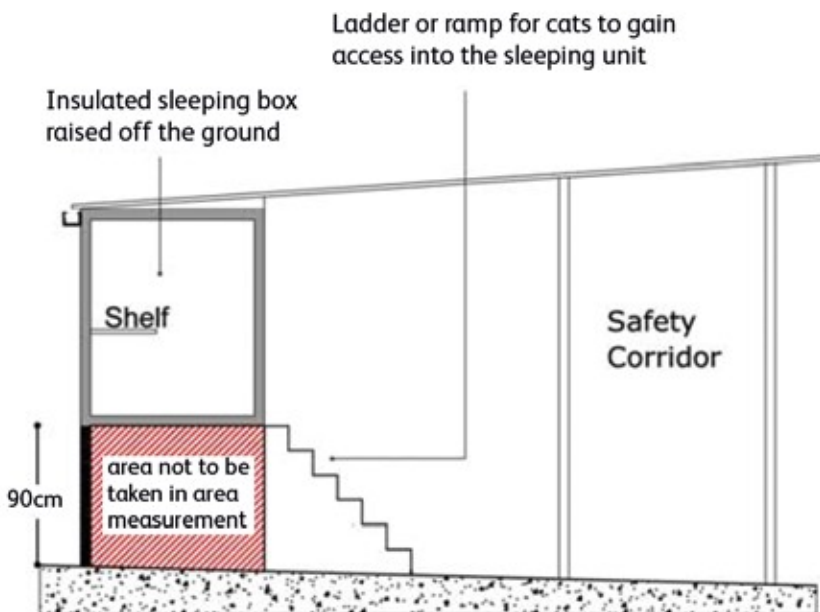
3.6 Facilities must be easily accessible and provide safe easy access (ramp/steps) to the penthouse. Extra consideration may be needed for elderly, ill, very young or disabled cats. Existing buildings, floor area and dimensions



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 ²	0.9 m (eg 0.90 m x 0.95 m)	1m
Up to two cats	1.1 m ²	0.9 m (eg 0.9 m x 1.20 m)	1m
Up to four cats	1.7 m ²	0.9 m (eg 0.9 m x 1.90 m)	1m

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 ²	0.9 m (eg 0.9 m x 1.85 m)	1.8m
Up to two cats	2.2 m ²	1.20 m (eg 1.20m x 1.85 m)	1.8m
Up to four cats	2.8 m ²	1.20 m (eg 1.20 m x 2.35 m)	1.8m

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. Alternatively, where the cattery is built with gaps between outdoor units rather than sneeze barriers, these must be a minimum of 0.6m wide. (see also new build on P 30).

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 be 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 ²	1.2 m (eg 1.2m x 1.25 m wide)	1.8 m
Up to four cats	1.9 m ²	1.2 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 ²	0.9 m (eg 0.9 m deep x 1.2 m wide)	1.8 m
Up to four cats	1.7 m ²	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 ²	1.20 m (eg 1.2 m x 1.85 m)	1.8 m
Up to four cats	2.8 m ²	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

In new build 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			Signature	Part Inspection	Full Inspection	Overall score		
				Inspectors name(s)								
Licence on Display		Insurance		Pest Control policy/contract		Cattery Vet details displayed		Accident Book (H&S)	Emergency Contact displayed			
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			

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Identification code	Section				
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		Range	Score
Rating	1	Meets standard, but with noticeable limitations		0 - 56	0
Rating	2	Meets the standard		57 - 113	1
Rating	3	Exceeds the standard		114 - 170	2
				171+	3

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	Longstaycats 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					
Page Total							

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					

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.

Firefighting 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

<p>Planning Your Escape</p>	<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. Know where door and window keys are kept. Know where spare baskets/ cages are stored. Know where the RVP/Holding areas are.</p>	
<p>If You Discover a Fire</p>		<p>Leave fire area immediately. Close all doors behind you. Sound the alarm and call 999 from any phone. Stay calm, speak clearly and listen to the operator. Where safe to do so, assist others to evacuate and remove animals to the safe holding area. 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. If there is a lot of smoke, crawl along floor where the air will be cleaner. If in doubt – Get out, Stay out and get the Fire & Rescue Services Out.</p>
<p>Contacts in an Emergency</p>	<p>(enter details here)</p> <ul style="list-style-type: none"> • Proprietors name and Telephone Number(s) • Supervisors Name and Telephone Number(s) • Establishments Veterinary Surgeons Name(s) and Telephone Number(s) 	<p>(enter details here)</p> <ul style="list-style-type: none"> • Telephone at (enter location) • Emergency equipment at (enter location) • RVP at (enter location) • Animal Holding area at (enter location) • Fire Extinguishers located at (enter location) • Keys kept at (enter location)
<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

British Veterinary Association

7 Mansfield Street, London W1G 9NQ

Telephone: 020 7636 6541

Email: bvahq@bva.co.uk

www.bva.co.uk

Pet Industry Federation

Bedford Business Centre,

170 Mile Road, Bedford MK42

9TW Telephone: 01234 273 933

www.petcare.org.uk

Royal Society for the Prevention of Cruelty to Animals

RSPCA Enquiries Service, Wilberforce

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

INTRODUCTION

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, whether daytime only or overnight boarding.

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.

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.

No dog registered under the Dangerous Dogs Act 1991 must be accepted for home boarding.

Dog hybrids registered under the Dangerous Wild Animal Act 1976 (e.g. wolf hybrids) are not to be accepted for home boarding.

Entire males and bitches in season, or bitches due to be in season during the boarding, may be boarded together or boarded with resident dogs. In these circumstances however, all prospective customers must be made aware in writing of the fact that an entire male is present or may be present at the boarding premises. Puppies under 6 months of age must not be boarded with other dogs including resident dogs.

NUMBERS OF ANIMALS

The maximum number of dogs to be kept at any one time is to be determined by the local authority and displayed on the licence.

The number of dogs specified will be determined by officer judgement taking into account the number, size and suitability of rooms available to allow separation of dogs where necessary

Where there is a resident dog or cat at the household or where dogs from more than one household are boarded, written consent from the owners of the boarded dogs must be gained following a trial familiarisation session for all dogs. Details must be included in the contract confirming owners are content for their dogs to be boarded with dogs from other households. Familiarisation risk assessments must be in place before any boarding takes place.

Where dogs from more than one household are boarded they must be separated in secure areas when left unattended. Arrangements must also be made for separate feeding of dogs to minimise the likelihood of dispute and aggression

The licensee will be required to make an assessment of the risks of home boarding/have familiarisation

session(s) to include the risk to, or caused by children who are likely to be at the property.

1. PREMISES

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

CLEANLINESS

- 1.7 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.
- 1.8 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.
- 1.9 All bedding areas must be kept clean and dry.
- 1.10 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.
- 1.11 Measures must be taken to minimise the risks from rodents, insects and other pests within the premises.

KITCHEN FACILITIES

- 1.12 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.
- 1.13 All bulk supplies of food shall be kept in vermin proof containers.

FOOD AND WATER SUPPLIES

- 1.14 All dogs shall have an adequate supply of suitable food as directed by the client/dog owner.
- 1.15 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.
- 1.16 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.
- 1.17 Where necessary, eating and drinking vessels must be provided – each dog must be provided with its own bowl. They must be capable of being easily cleansed and disinfected to prevent cross-contamination, and must be maintained in a clean condition. They should be cleaned after each meal.

ISOLATION

- 1.18 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.
- 1.19 Dogs kept in isolation must be separated from other boarded and resident dogs by at least one room except in the case of a dog kept in an isolation room upstairs, in which case they must be separated by the stairs. The door to the isolation room must be kept closed at all times when in use.

FIRE / EMERGENCY PRECAUTIONS

- 1.20 Careful consideration needs to be given to the sleeping area/location 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.
- 1.21 The Licensee must have suitable arrangements for the temporary boarding of dogs in the event that the licensed premises are rendered uninhabitable.
- 1.22 The home must have at least 2 working smoke detectors located at the top & bottom of the staircase, or other appropriate location.
- 1.23 Dogs must not have access to loose or trailing cables or wires in any rooms.
- 1.24 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.
- 1.25 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.

2. DISEASE CONTROL, VACCINATIONS & CONTAGIOUS OUTBREAKS

- 2.1 Checks should be made with the owners that the dogs are treated for fleas and worms in accordance with medication instructions.
- 2.2 Any course of vaccinations 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 in the register referred to in paragraph **3.1**
- 2.3 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.
- 2.4 A well-stocked first-aid kit suitable for use on dogs must be available and accessible on site.
- 2.5 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.
- 2.6 The licensee must inform the Licensing Authority on the next working day if a dog develops:
 - an infectious disease
 - any animal death or attacks on the premises (The Licensee must make arrangements for the body to be stored at a veterinary surgeon's premises until the owners return).
 - a boarding dog is lost.
- 2.7 Following an episode of infectious disease during any stay, the premises must undergo disinfection and a reasonable quarantine period before new boarders are admitted. Each case will be considered separately and advice should be sought from a veterinary surgeon on the period of quarantine.
- 2.8 Proof must be provided that boarded and resident dogs have the following current vaccinations against:
 - Canine Distemper
 - Infectious Canine Hepatitis (Canine adenovirus)
 - Leptospirosis (*L. canicola* and *L. icterohaemorrhagicae*)
 - Canine Parvovirus
 - Any other relevant diseases
- 2.9 Precautions must be taken to prevent the spreading of the following with boarding and resident dogs:
 - fleas
 - ticks
 - intestinal parasites
 - any other parasites

*Proof must be maintained of all routine and emergency treatment for parasites. A record that this proof has been supplied must be kept in the register referred to in paragraph **3.1***

3. MANAGEMENT

REGISTER

- 3.1 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
- 3.2 The register must be available for inspection at all times by an officer of the Licensing Authority or a veterinary surgeon
- 3.3 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 the information.
- 3.4 If medication is to be administered, this must be recorded.
- 3.5 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.

SUPERVISION

- 3.6 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.
- 3.7 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.
- 3.8 No home where there are resident children under 5 years of age will be licensed. Visiting children under this age must not have any contact with boarded dogs.

TRAINING

- 3.9 If you have staff working within the home whilst boarding is taking place, they must receive guidance relating to your policies and procedures; this can be done by providing training or written information. However this information is given, this must be documented.

EXERCISE

- 3.7 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.
- 3.8 Only people over 16 years of age are allowed to walk the dogs in public places, and should be made aware of their responsibilities.
- 3.9 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.
- 3.10 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 the fence height at 1.5 metres or above, with no dangerous sharp objects or protrusions. Gates must be able to be locked.
- 3.11 Ideally boarding premises should not have a pond. If there is one however, it must be covered and boarded dog(s) must not be able to access to it.
- 3.12 Dogs must wear a collar and identity tag during their time in boarding. The tag must display the business name, address and telephone number of the boarding premises.

LICENCE DISPLAY

3.13 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.



MODEL LICENCE CONDITIONS FOR HOME BOARDING (CATS) **ANIMAL BOARDING ESTABLISHMENTS ACT 1963**

INTRODUCTION

Unless otherwise stated, these conditions shall apply to all buildings and areas to which cats have access and/or which are used in association with the boarding of dogs.

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.

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.

Entire males and queens in season must not be boarded with other cats. Kittens under 6 months of age must not be boarded with any other cats, unless it is their mother.

NUMBERS OF ANIMALS

Only cats from the same household may be boarded at any one time (and there can be any number). Cats must not be boarded with any dog unless they normally live together in the same household.

Where there is a resident cat or dog kept at the household, written consent from the owners of the boarded cat must be gained following a trial familiarisation session.

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

4. PREMISES

- 1.1 Cats must live in the home as family pets. There must be no external construction of buildings, cages or runs.
- 1.2 There must be adequate space, light, heat and ventilation for the cats.
- 1.3 As far as reasonable practicable all areas/rooms within the home to which boarded cats have access, must have no physical or chemical hazards that may cause injury to the cats.
- 1.4 There must be sufficient space available to be able to keep the cats separately if required.
- 1.5 If a collection and delivery service is provided, a suitable vehicle with a cat cage must be provided.

CLEANLINESS

- 1.6 All areas to which the cats have access, 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 cat comfort.
- 1.7 Suitably sited litter trays, which are easy to clean and impermeable must be provided at all times. 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.
- 1.8 All excreta and soiled material must be removed from all areas used by cats at least daily and more often if necessary. Disposal facilities for animal waste must be agreed with the Licensing Authority.
 - 1.9 All bedding areas must be kept clean and dry.
 - 1.10 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 shall comply with current waste regulations.
 - 1.11 Measures must be taken to minimise the risks from rodents, insects and other pests within the premises.

KITCHEN FACILITIES

- 1.12 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.
- 1.13 All bulk supplies of food shall be kept in vermin proof containers.

FOOD AND WATER SUPPLIES

- 1.14 All cats shall have an adequate supply of suitable food as directed by the client.
- 1.15 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.
- 1.16 Clients must be encouraged to provide each cat 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.
- 1.17 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 after each meal and each cat must be provided with its own bowl.

ISOLATION

- 1.18 Cats showing signs of any disease or illness shall be isolated from any other cats until veterinary advice is obtained. There must be sufficient facilities within the licensed premise to ensure effective separation of any sick animals.
- 1.19 The Licensee must inform the Licensing Authority on the next working day if a cat develops an infectious disease.

FIRE / EMERGENCY PRECAUTIONS

- 1.20 Appropriate steps must be taken for the protection of the cats in case of fire or other emergencies.
- 1.21 The occupier of the property must be aware of the location of the cats in the property at all times.
- 1.22 Careful consideration needs to be given to the sleeping area for cats to ensure that they can be easily evacuated in the event of a fire at night, without putting the occupiers of the property at risk.
- 1.23 A fire warning procedure and emergency evacuation plan-including details of where cats 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 cats in the event that the licensed premises is rendered uninhabitable.
- 1.24 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 and bottom of the stairs or other appropriate locations.
- 1.25 All doors to rooms must be kept shut at night.
- 1.26 All electrical installations and appliances must be maintained in a safe condition. No cat must be left in a room with loose or trailing cables or wires.

- 1.27 All heating appliances must free of risk of fire, as is reasonably practicable. There must be no use of freestanding gas or oil appliances.
- 1.28 A relative, friend or neighbour within 5 minutes travelling time must have a spare set of keys and access to the premises in the case of emergency.

5. DISEASE CONTROL, VACCINATIONS & CONTAGIOUS OUTBREAKS

- 2.1 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.
- 2.2 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 premise until the owners return.
- 2.3 Adequate precautions must be taken to prevent and control the spread of infectious and contagious disease and parasites amongst the cats, staff and visitors.
- 2.4 Proof must be provided that cats boarded or resident have current vaccinations 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 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 cat is boarded.
- 2.5 Advice from a veterinary surgeon must be sought in the 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.
- 2.6 A well-stocked first-aid kit suitable for use on cats must be available and accessible on site.
- 2.7 The Licensee must be registered with a veterinary practice that can provide 24-hour help and advice. The clients own veterinary practice must be consulted if necessary.
- 2.8 Precautions must be taken to prevent the spread of fleas, ticks, intestinal parasites and other parasites in both boarded and resident cats. Proof must be maintained of all routine and emergency treatments for parasites.
- 2.9 The premises shall be regularly treated for fleas and parasites with a veterinary recommended product.
- 2.10 Veterinary advice must be sought in relation to cleaning substances so that neither they nor their fumes can be harmful to an animal.

6. MANAGEMENT

REGISTER

- 3.1 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 microchip number, 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
 - Proof of current vaccinations, medical history and requirements
 - Health, welfare nutrition and exercise requirements
- 3.2 Such a register is to be available for inspection at all times by an officer of the Licensing Authority, veterinary surgeon.
- 3.3 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.

- 3.4 If medication is to be administered, this must be recorded.
- 3.5 Where records are computerised, a back-up hard copy must be kept. The register must also be available to key members of staff of the establishment at all times.

SUPERVISION

- 3.6 A fit and proper person with relevant experience must always be present to exercise supervision and deal with emergencies whenever cats are boarded at the premises. This person must not have any conviction or formal Cautions for any animal welfare related offence.
- 3.7 Cats must be visited at regular intervals, as necessary for their health, safety and welfare, and must not be left longer than 3 hours and then not on a regular basis.
- 3.8 No home where there are children under 5 years of age will be licensed.

TRAINING

- 3.9 If you have staff working within the home whilst boarding is taking place, they must receive guidance relating to your policies and procedures; this can be done by providing training or written information. However this information is given, this must be documented.

EXERCISE

- 3.10 Cats must not be allowed outside unless they are on leads, or with the owners written permission.
- 3.11 A double door system must be employed so that no cat has direct access to any external door in regular use.
- 3.12 Cats must wear a collar and identity tag during their time in boarding. The tag must display the address and telephone number of the boarding premises.
- 3.13 The Licensing Authority must be informed on the next working day if a cat is lost.

LICENCE DISPLAY

- 3.14 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.



MODEL LICENCE CONDITIONS FOR NON-RESIDENTIAL DAY CARE PROVIDERS

Unless otherwise stated, these conditions shall apply to all buildings and areas to which dogs have access and/or are used in association with the boarding of dogs.

1. LICENCE DISPLAY & BUSINESS INSURANCE

- 1.1 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.
- 1.2 The licensee must ensure that the establishment is covered by adequate and suitable public liability insurance, which should cover any situation where a dog may injure a person or livestock or cause an accident.
- 1.3 Where necessary, adequate and suitable employer's liability insurance must be obtained.

2. GENERAL RESTRICTIONS

- 2.1 The maximum number of dogs to be kept at any one time is as specified on the licence.
- 2.2 Overnight boarding of animals is not permitted.
- 2.3 Bitches in season or due to be in season must not be mixed with any dogs. Exercise with other bitches is acceptable.
- 2.4 No dogs registered under the Dangerous Dogs Act 1991 or dog hybrids registered under the Dangerous Wild Animals Act 1966 (e.g. Wolf Hybrids) shall be accepted for day care.
- 2.5 Puppies (classified as under 6 months of age) must not be boarded with other dogs unless they have received their full inoculations and they have completed a successful trial socialisation period.
- 2.6 Written consent must be received from any dog owner before any dog is placed into the establishment for the first time, confirming that they agree that their dog(s) may socialise with other dogs.
- 2.7 The licensee must complete and document a risk assessment to determine the ratio of staff supervision for the number of dogs whilst communal exercise is conducted. In the absence of any risk assessment the ratio should be no less than one person to every 5 dogs.
- 2.8 A maximum of 10 puppies may be kept together in a separate, designated exercise area, which will require a member of staff at all times.
- 2.9 No animals other than dogs are to be boarded at the premises without written approval of an authorised officer of the Council.

3. CONSTRUCTION

- 3.1 The establishment must at all times be laid out and operated in accordance with an approved plan of the premises, to be attached to the licence. Before carrying out any significant structural alterations, plans must be submitted to and approved by an authorised officer of the Council.
- 3.2 Maintenance and repair of the whole premises must be carried out regularly so as to maintain a suitable condition.
- 3.3 The premises must have its own entrance and must not have shared access e.g. communal stairs
- 3.4 All windows which pose a security risk must be escape proof at all times.
- 3.5 Kennelling compartments must be provided for the total number of dogs specified on the licence so that dogs can be separated in the case of an emergency and to provide suitable rest periods. The compartments should be appropriate for the size of the dog.
- 3.6 Crates may be used only in accordance with owner's wishes and where the dog is used to using a crate at home. The crate must be suitable for the size of breed to be boarded.
- 3.7 All internal walls, floors, partitions, doors and door frames must be constructed from a material which is

durable, smooth, impervious and easy to clean. Exposed wood is not a suitable material for use. There must be no projections or rough edges liable to cause injury.

- 3.8 Junctions between wall and floors sections should be coved. If impractical in existing premises, all joints must be sealed.
- 3.9 There must be adequate space, light, heat and ventilation for the number of dogs licensed at any one time.
- 3.10 The minimum temperature must be no lower than 10⁰C (54⁰F) and a maximum 26⁰C (79⁰F)
- 3.11 All areas/rooms which boarded dogs have access must have no physical or chemical hazards that may cause injury to the dogs.
- 3.12 A double door system must be employed so that no dog has access to any external door in regular use.
- 3.13 If a collection and delivery service is provided a suitable vehicle with a dog guard or cage must be provided.

4. MANAGEMENT

TRAINING

- 4.1 Where staff are employed a training policy must be provided. Systematic training of staff must be demonstrated to have been carried out.

CLEANLINESS

- 4.2 All areas to which dogs have access must be kept clean and free of accumulations of dust and dirt and must be kept in a manner as to be conducive to maintenance of disease control and dog comfort.
 - 4.2.1 All bedding must be kept clean and dry.
 - 4.2.2 Clients should be encouraged to provide their own bedding. A supply of spare bedding should be kept and provided where necessary.
 - 4.2.3 Cleaning substances must be suitable for the purpose and the cleaning substance and its fumes must pose no risk to the dogs.
 - 4.2.4 A suitable stock level of cleaning consumables and chemicals but be maintained
 - 4.2.5 All excreta and soiled material must be removed from all areas used by dogs at least twice daily and more often if necessary,
 - 4.2.6 Facilities must be provided for the proper reception, storage and disposal of all waste.
 - 4.2.7 The final disposal route for all such waste shall comply with current waste regulations.
 - 4.2.8 Measures must be taken to minimise the risks from rodents, insects and other pests within the premises.

FOOD AND WATER SUPPLIES

- 4.3 All dogs shall have an adequate supply of food as directed by the client.
 - 4.3.1 Fresh drinking water shall be available at all times (unless otherwise directed by a veterinary surgeon).
 - 4.3.2 Eating and drinking vessels must be capable of being easily cleansed and disinfected to prevent cross-contamination. Feeding bowls should be cleaned after each meal, water bowls should be cleaned daily.
 - 4.3.3 Clients should be encouraged to provide their own bowls. A supply of spare bowls must be kept and provided where necessary.

KITCHEN FACILITIES

- 4.4 A sink with hot and cold water running for washing of food and drink vessels must be available
 - 4.4.1 A hygienic area for food preparation must be available.
 - 4.4.2 Dry food should be stored in airtight containers.
 - 4.4.3 Refrigeration/freezer facilities must be provided for any fresh and cooked food. The food should be

stored in non-metal, leak proof containers.

DISEASE CONTROL AND VACCINATION

- 4.5 Adequate precautions must be taken to prevent and control the spread of infectious and contagious disease and parasites amongst the dogs.
- 4.5.1 All dogs boarded, and any resident dogs, must have current vaccinations against Canine Distemper, Infectious Canine Hepatitis, Leptospirosis, Canine Parvovirus and any other relevant diseases. The course of vaccination must be completed at least 4 weeks before the first date of boarding or in accordance with veterinary or manufacturer's instructions. Proof must be obtained. It is strongly recommended that all dogs are also vaccinated against Bordetella Kennel Cough.
- 4.5.2 All dogs should, be treated for fleas, ticks, intestinal parasites, other parasites and worms in order to prevent and control the spread of infectious and contagious disease and parasites amongst the dogs, staff and visitors. Any resident dog should be treated regularly and in all cases the information recorded whether routine or emergency.
- 4.5.3 The licensee must be registered with a veterinary practice that can provide help and advice. The clients own veterinary practice must be consulted if necessary.
- 4.5.4 Advice from a veterinary surgeon must be sought in the 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.
- 4.5.5 A well-stocked first aid kit suitable for use on dogs must be available.
- 4.5.6 A well-stocked first aid kit suitable for use on humans must be available.
- 4.5.7 The licensee must inform the local authority by the next working day of any boarded dog death on the premises.

ISOLATION

- 4.6.1 Dogs showing signs of any disease or illness shall be isolated from any other dogs until veterinary advice is obtained and the owners contacted.
- 4.6.2 A written procedure on how to deal with any animals showing signs of illness or disease should be in place and should include details of staff/ equipment hygiene when handling sick animals. All staff should be made aware of this procedure.
- 4.6.3 There must be sufficient facilities within the licensed premises to ensure effective separation of any sick animals.
- 4.6.4 The licensee must inform the local authority by the next working day if a dog develops an infectious disease.
- 4.6.5 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 local authority as agreed with their authorised veterinary surgeon.

REGISTER

- 4.7 A register must be kept containing the description of the dogs boarded. This should include the following;
- Name and description (including breed, age, gender) of the dog, including any microchip or tattoo details;
 - Date of arrival/departure;
 - Name, address and full contact details for the owner;
 - Full details of an emergency contact
 - Full details of the dog's veterinary surgeon;
 - Details including proof and dates of the dog's vaccinations, as well as a full medical history and any details regarding health, welfare, exercise and nutrition requirements;
 - In applicable cases, the date of the last season for a bitch;

- Details of any medication administered during the dog's stay.
- Confirmation concerning condition 2.6, 4.9.2, 4.10.2
- Are dogs used to temporary housing in a crate

4.7.1 Where records are computerised, a back-up hard copy must be kept.

4.7.2 These records must be available at the time of local authority inspection and should be kept for a minimum of 2 years. The authority reserves the right to survey any client who has used the service.

4.7.3 The register must also be available to key members of staff of the establishment at all times.

SUPERVISION

4.8 No dog should be left unattended at any time.

4.8.1 Neighbouring premises should be notified of the boarding activity and be given a right of redress if, for example, there is a noise disturbance.

4.8.2 No children under the age of 16 shall be allowed into areas where dogs are running loose.

4.8.3 No person under 16 years of age should be allowed to walk a dog on their own in a public place.

4.8.4 Dogs must wear a collar and an identity tag during the time of boarding. The tag should display the address and telephone number of the boarding premises.

4.8.5 The local authority must be informed by the next working day if a dog is lost.

FAMILIARISATION

4.9 When animals from different homes are boarded together, and/or where there is a resident dog, a suitable integration/familiarisation period must have been carried out before boarding commences and a documented character assessment conducted on each dog

4.9.1 Express written consent of the owner must be obtained when animals from different homes are boarded together, and/or there is a resident dog

EXERCISE

4.10 Dogs should be exercised in accordance with the owner's wishes.

4.10.1 If dogs are taken off the premises they must be kept on leads unless the owner has provided written authority.

4.10.2 There must be direct access to a suitable outside area which is securely fenced to prevent escape. The area/garden should only be for the exclusive use by the licensed premises only.

4.10.3 The exercise area must be totally secure. The fence should be escape-proof, with no elevated areas to enable dogs to escape. There should be no dangerous or sharp objects on which a dog could hurt itself. Ideally fencing should be 1.8m

4.10.4 Dogs must not have access to water or any external structures which pose a risk to their health and safety i.e. pond, glass houses etc.

EMERGENCIES

4.11 Fire detection equipment and firefighting equipment must be provided in accordance with general advice given by the Fire Safety Officer and as identified in the fire risk assessment. (Under the Regulatory Reform (Fire Safety) Order 2005 commercial premises are required to conduct a fire risk assessment in accordance with their work activities)

4.11.1 In case of an emergency a 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, documented brought to the attention of those involved in the home boarding arrangements and/or displayed in a prominent place on the premises.

SAFETY

4.12 All electrical installations and appliances must be maintained in a safe condition. Dogs must not have access to loose or trailing cables or wires.

4.12.1 All heating appliances must be free of risk of fire, as is reasonably practicable. There must be no use of free standing gas or oil appliances.

COMPLAINTS AND INCIDENT LOGS

- 4.13 The licence holder must maintain a log of any incidents occurring at the premises involving a boarding animal, and this log must be kept for a period of one year.
- 4.14 The Licensing Authority must be advised within 72 hours of any complaint received and the steps taken to resolve the situation.

PLANNING PERMISSIONS

- 4.15 Planning permission may be required and applicants/licensees should liaise with the authority's planning team prior to setting up a home boarding business. The issuing of a licence is conditional on planning advice being sought. Should subsequent action be taken regarding planning issues the home boarding licence will be revoked until such a time as either planning permission has been granted or evidence is provided that the operations falls outside of planning constraints.



RIDING ESTABLISHMENT LICENCE MODEL CONDITIONS

1. Horses must be maintained in good health and in all respects physically fit. In the case of a horse kept for the purpose of its being let out on hire for riding or a horse kept for the purpose of its being used in providing instruction in riding, the horse must be suitable for the purpose for which it is kept.
2. No horse aged three years or under nor any mare heavy with foal nor any mare within three months after foaling may be let out on hire for riding or used, in return for payment, for instruction in or demonstrating riding.
3. Any riding equipment supplied for a horse let out on hire must be free from visible defect which is likely to cause suffering to the horse or accident to the rider.
4. The feet of all animals must be properly trimmed and, if shod, their shoes must be properly fitted and in good condition.
5. A horse found, on inspection of the premises by an authorised officer, to be in need of veterinary attention must not be returned to work until the holder of the licence has obtained, at his own expense and has lodged with the local authority, a veterinary certificate that the horse is fit for work.
6. No horse may be let out on hire for riding or used for providing instruction in riding without supervision by a responsible person of the age of 16 years or over unless, in the case of a horse let out for hire for riding, the holder of the licence is satisfied that the hirer of the horse is competent to ride without supervision.
7. In the case of horses maintained at grass, there must be available for them, at all times during which they are so maintained, adequate pasture and shelter and water and supplementary feeds must be provided as and when required.
8. Horses must be adequately supplied with suitable food, drink and, except in the case of horses maintained at grass, so long as they are so maintained, bedding material and must be adequately exercised, groomed and rested and visited at suitable intervals.
9. All reasonable precautions must be taken to prevent and control the spread among horses of infectious or contagious diseases and veterinary first aid equipment and medicines must be provided and maintained in the premises.
10. The construction of the riding establishment must be substantial, adequate to contain the animals, and provided with warmth and shelter in clean and hygienic conditions. There must be convenient and safe access to stalls and boxes. Stalls must be large enough to allow the animal to lie down and get up without risk of injury. Boxes must be large enough to allow the animal to turn round.
11. Yards must provide enough space for every animal kept there.
12. Lighting must be adequate to render the use of artificial light unnecessary in daylight.

13. Ventilation must provide fresh air without draughts.
14. Drainage must be adequate to carry away liquid voided by the horses and keep the standing dry.
15. There must be provision for storage and disposal of manure and spoiled straw.
16. Adequate accommodation must be provided for forage bedding, stable equipment and saddlery.
17. The licence holder must ensure that appropriate steps will be taken for the protection and extrication of horses in case of fire and, in particular, that the name, address and telephone number of the licence holder or some other responsible person are kept displayed in a prominent position at the outside of the premises and that instructions as to the action to be taken in the event of fire, with particular regard to the extrication of horses, are kept displayed in a prominent position on the outside of the premises.
18. The carrying on of the business of the establishment must at no time be left in the charge of any person under 16 years of age.
19. The licence holder must hold a current insurance policy which insures him against liability for any injury sustained by those who hire a horse from him for riding and those who use a horse in the course of receiving from him, in return for payment, instruction in riding and arising out of the hire or use of a horse as aforesaid and which also insures such persons in respect of any liability which may be incurred by them in respect of injury to any person caused by, or arising out of, the hire or use of a horse as aforesaid.
20. A register must be kept by the licence holder of all horses in his possession aged three years and under and usually kept on the premises which shall be available for inspection by an authorised officer at all reasonable times.



Model Conditions for Pet Vending Licensing 2013



September 2013



This document has been prepared in the best interests of animal welfare and to improve pet shop management. No liability rests with contributing bodies for the circumstances arising out of the application of conditions contained within the document.

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Introduction

The Model Conditions set out in this document are the working group's recommendations for the basic minimum standards considered necessary to ensure the health, safety and welfare of animals in pet shops.

Licensing authorities should apply and enforce the licence conditions sensibly and appropriately.

These Model Conditions should not be considered as a complete manual on animal husbandry. It is a living document which will be revised from time to time to take into account new knowledge of animal physiology and behaviour as well as advances and development in standards of animal welfare.

Local authorities in England, Scotland and Wales issue licences to proprietors of pet shops and other pet vendors under the provisions of the Pet Animals Act (1951). Before granting a licence the local authority must be satisfied that the animals are kept in accommodation that is suitable; that they are supplied with appropriate food and drink; and are adequately protected from disease and fire. The local authority may attach conditions to the licence, may inspect the licensed premises at all reasonable times and may refuse a licence if the standards at the premises are unsatisfactory or if the terms of the licence are not being complied with.

Under the Animal Welfare Act (2006)¹ which applies in England and Wales and the Animal Health and Welfare (Scotland) Act 2006² in Scotland those responsible for animals, including pet vendors, have a responsibility towards the welfare of the animals in their care. Under these Acts it is an offence to cause unnecessary suffering to a protected animal, whether by an act or omission. Vendors also have a legal 'duty of care' towards the animals in their care. Vendors must therefore take such steps as are reasonable in all the circumstances to meet the welfare needs of the animals, to the extent required by good practice. The Acts define an animal's needs as including:

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

During the inspection, prior to the issue of a licence, it is important that the five needs as outlined above are considered. Defra, the Welsh Assembly Government and the Scottish Government have produced various Codes of Practice under the Animal Welfare Acts, which outline in more detail certain species' needs that can be referred to for guidance. Issues specific to pet shops and other pet vendors are covered in this document.

The Animal Welfare Acts also increased the minimum age at which a person can buy an animal to 16 and prohibit giving animals as prizes to unaccompanied children under this age. In Scotland, there is a prohibition on giving animals as prizes.

Another key objective in developing these model licensing conditions is to encourage conditions in pet shops licensing and a consistency of approach across local authorities which minimises the risk of transmission of disease from animals to humans, alongside the need to protect animals from cruelty and ill-treatment and to encourage good standards of animal husbandry in pet vending.

Humankind shares a world with animals; it is unsurprising therefore that we also share some diseases. Zoonoses, or zoonotic disease are infectious diseases transmissible between humans and other animals; many thousands of zoonotic disease have been identified. While the reported instances of transmission are infrequent, they nevertheless represent significant disease prevalence. The risk to humans depends on the kind of disease and the type of exposure.

¹ www.defra.gov.uk/foodfarm/farmanimal/welfare/act

² www.oqps.gov.uk/legislation/acts/acts2006/pdf/asp_20060011_en.pdf

Legislation/Orders that are relevant³:

England

- Pet Animals Act 1951
- Dangerous Dogs Act 1991
- Dangerous Wild Animals Act 1976
- Breeding of Dogs Act 1973
- EU Regulation on the protection of animals during transport (EC) 1/2005
- Welfare of Animals (Transport)(England) Order 2006
- Animal Welfare Act 2006
- Docking of Working Dogs' Tails (England) Regulations 2007
- Mutilations (Permitted Procedures)(England) Regulations 2007
- EU Wildlife Trade Regulations: Council Regulation (EC) No. 338/97, implements CITES (Convention on International Trade in Endangered Species of Flora and Fauna) in the European Community
- The Conservation of Habitats and Species Regulations 2010, implements the EU Habitats Directive: Council Directive 92/43 EEC.

Scotland

- Pet Animals Act 1951
- Dangerous Dogs Act 1991
- Control of Dogs (Scotland) Act 2010
- Dangerous Wild Animals Act 1976
- Breeding of Dogs Act 1973
- EU Regulation on the protection of animals during transport (EC) 1/2005
- Welfare of Animals (Transport)(Scotland) Order 2006
- Animal Health and Welfare (Scotland) Act 2006
- The Prohibited Procedures on Protected Animals (Exemptions) (Scotland) Regulations 2010
- The Licensing of Animal Dealers (Young Cats and Young Dogs) (Scotland) Regulations 2009

Wales

- Pet Animals Act 1951
- Animal Welfare Act 2006
- The Welfare of Animals (Transport) (Wales) Order 2007
- The Docking of Working Dogs' Tails (Wales) Regulations 2007
- Mutilations (Permitted Procedures) (Wales) Regulations 2007
- Dangerous Dogs Act 1991
- Dangerous Wild Animals Act 1976
- Breeding of Dogs Act 1973
- EU Regulation on the protection of animals during transport (EC) 1/2005
- The Conservation of Habitats and Species Regulations 2010, implements the EU Habitats Directive: Council Directive 92/43 EEC.

The working group agreed that the LGA Model

Standards⁴ needed to be updated whilst anticipating secondary legislation under the Animal Welfare Act 2006. These conditions should therefore not be seen as a substitute for secondary legislation.

³ All legislation referred to in this document is intended to represent the most recent version

⁴ Local Government Association (1998) "The Pet Animals Act 1951: Model standards for pet shop licence conditions", LGA Publications

The groups consulted included:

- British Veterinary Association
- Cats Protection
- Chartered Institute of Environmental Health
- Department for Environment, Food and Rural Affairs (Defra)
- Dogs Trust
- Federation of Companion Animal Societies
- Feline Advisory Bureau
- Local Government Association
- Ornamental Aquatic Trade Association
- Pet Industry Federation
- Rabbit Welfare Association & Fund
- Reptile and Exotic Pet Trade Association
- Royal Society for the Prevention of Cruelty to Animals

Special thanks also to:

- Peter Scott – Zoo and Aquatic Veterinary Group/Companion Animal Welfare Council
- William H Wildgoose – Fish Veterinary Society/Midland Veterinary Surgery
- Ian Strachan – Scottish Government
- Wood Green Animal Shelters
- OneKind

Definition of terms

** A batch should be defined as a group of animals arriving from the same supplier, at the same time

**m² is a measurement of area. One m² measures one metre by one metre. Consequently two m² measures 2 metres by 1 metre. (4 square metres measures 2 metres by 2 metres).

Schedule A – General conditions

1. Licence Display

1.1 Condition

The licence or a copy of the licence must be suitably displayed to the public in a prominent position

Guidance

For security reasons, the licence should not display the licence holder's home address.

2. Accommodation

2.1 Condition

Animals must at all times be kept in accommodation designed to prevent escape and an environment suitable to their species and condition with respect to behavioural needs, situation, size, temperature, ventilation, and cleanliness. All accommodation must avoid drafts and overexposure to direct sunlight and must be kept in good repair.

Guidance

Animals should be able to move around freely, climb, fly, swim and jump where appropriate, and be comfortable in their environment. Definitions of appropriate sizes and materials are in the appropriate schedules to this document. Regular maintenance and repair will prevent injury from damaged housing. Temperature monitoring devices should be provided. It is important to avoid draughts.

2.2 Condition

Ventilation must be provided to all interior areas without the creation of excessive, localized draughts. Ventilation is important as an aid to disease control and aims to decrease smell accumulation and prevent excessive humidity of the atmosphere.

Guidance

The spread of airborne infections can be a significant risk. Excessive or inadequate humidity can cause other health problems.

2.3 Condition

If animals are displayed outdoors, they must have protection appropriate to their species

Guidance

This should include shelter from wind, rain or snow and/or the sun and predators if appropriate.

2.4 Condition

In order to control the spread of disease, and to prevent injury, housing must be constructed of non-porous materials or be appropriately treated. Junctions between all sections need to be fully cleanable.

Guidance

Appropriate housing will prevent direct transmission of disease and injuries. This will maintain structural integrity and ensure dry, easily cleansed surfaces. In general, untreated wood is not an appropriate material as it cannot be thoroughly cleaned.

2.5 Condition

Animals must be kept in housing which minimises stress from other animals or the public. Signage must be in place to deter public interference.

Guidance

An area to hide away, if needed, will help to reduce stress levels for the animals. In addition to signs, other measures maybe required, such as limiting access to some sides of animal enclosures. Care should be taken to avoid sensory contact between prey and predator species.

2.6 Condition

All animals for sale must be readily accessible and easy to inspect by staff.

Guidance

This should help to ensure that the cage is kept clean and hygienic and animals can be easily observed for illness or injury

2.7 Condition

Accommodation must be cleaned as often as necessary to maintain good hygiene standards

Guidance

To maintain a clean environment, a cleaning Standard Operating Procedure (SOP) should be provided and should detail the routine daily cleaning regime and the procedure for cleaning between periods of occupation. Soiled bedding should be removed frequently to ensure animals do not have to lie in it.

2.8 Condition

Where accommodation is on a tiered system, water, food or droppings must not be allowed to enter the lower housing

Guidance

This will prevent contamination of the lower cages. This does not apply to centrifuged fish systems or aviaries where perching and ground birds are housed together.

2.9 Condition

All accessories provided for environmental enrichment in the accommodation must be appropriate for the species.

Guidance

To stimulate the performance of natural behaviours.

3. Exercise Facilities

3.1 Condition

Suitable and sufficient facilities must be available where appropriate.

Guidance

Animals must be able to exhibit normal behaviour patterns and this may require the provision of suitable space for exercise.

4. Register of Animals

4.1 Condition

A purchase register must be maintained for all animals detailing their source and identification where appropriate,

Guidance

This can be by cross referenced to an invoice file. The purpose of the register is to ascertain the source of the animals.

4.2 Condition:

A sales register must be maintained for:

4.2.1 Dogs

4.2.2 Cats

4.2.3 Psittacines

4.2.4 Species contained in the Schedule to the Dangerous Wild Animals Act 1976

Guidance

The purpose of the register is for emergency contact of purchasers. The name, address and telephone number of the purchaser should be obtained. This is not required for other species.

4.3 Condition

Animals under veterinary treatment must be identifiable.

5. Stocking Numbers and Densities

5.1 Condition

No animals other than those specified in the licence, may be stocked.

The licence conditions should clearly state the numbers for each species or species group that may be kept on the premises, except fish. Please refer to Schedules for individual species for more details.

Animals are defined as any vertebrate animals; invertebrates are exempted from the regulations.

5.2 Condition

Where appropriate, all animals must be housed in social groups of suitable size.

Guidance

Details can be found in the relevant schedules.

6. Health Disease and Acclimatisation

6.1 Condition

All animals for sale must be in good health

Guidance

Vendors and staff are responsible for providing the animals' needs including good health care. Illness and obvious parasitic infection should be addressed before the animal is sold. Veterinary advice should be sought in any case of doubt.

Transport and the introduction to a novel environment are stressful and animals should be allowed to acclimatise before being further stressed by being offered for sale. Where animals are obtained for sale to a specific client

it may be acceptable for the animal to be sold immediately.

All animals should receive appropriate vaccination where required for the species, as advised by the retailer's veterinary surgeon. Veterinary advice must be sought whenever necessary.

A Record of Treatment should be provided to the purchaser. Vaccination courses should begin at the appropriate age for each species.

6.2 Condition

Any sick or injured animal must receive appropriate care and treatment without delay. These must only be treated by appropriately competent staff or veterinary surgeons.

Guidance

"Care and treatment" may include euthanasia but under no circumstances may an animal be euthanised other than in a humane and effective manner. In case of doubt, veterinary advice must be sought.

6.3 Condition

Provision must be made for the isolation of sick/injured/infectious animals and those that might reasonably be expected to be carrying serious infectious diseases.

Guidance

Isolated animals should be kept in a secure, comfortable location where their condition and

needs can be kept, also detailing treatment. For ornamental fish, in-line UV treatment or other sterilising devices effectively provide a means of isolating individual tanks in multiple tank systems. They must be of a proper size and maintained in accordance with manufacturers' recommendations.

6.4 Condition

Any animal with an abnormality which would materially affect its quality of life, must not be offered for sale. When in doubt, veterinary advice should be sought.

Guidance

Information on any known conditions should be provided to the new owner.

6.5 Condition

All reasonable precautions must be taken to prevent the outbreak and spread of disease. No animal which is suffering from, or could reasonably be suspected of having come into contact with any other animal suffering from any infectious or contagious disease or which is infested with parasites, shall be brought into or kept on the premises unless effectively isolated.

Guidance

Precautions should include regular cleaning (see 2.6) and good personal hygiene of staff in addition to effective quarantine of incoming groups of animals except for fish. Staff handling animals should wash or disinfect, and rinse if appropriate, their hands between groups. The shop should be registered with a veterinary practice and there should be veterinary input to SOPs where appropriate. It is important that the supplying breeders should have a policy for inherited and infectious disease control agreed. Staff should be aware of zoonotic transmission.

6.6 Condition

All necessary precautions must be taken to prevent harbourage, or the introduction to the premises, of rodents, insects and other pests.

Guidance

"Rodent" and "Insect" excludes animals for sale or feeding

7. Food and Drink

7.1 Condition

Animals must be supplied with adequate amounts of food and drink, appropriate to their needs at suitable intervals. All food must be suitable for the species concerned.

Guidance

Water should be available at all times except for those species where it may be harmful. An SOP should be produced for basic nutritional needs for each species or species group, and age group if appropriate. The owner should be advised to continue feeding consistent with the diet given by the pet shop.

7.2 Condition

Food and Drink receptacles must be appropriate to the species, constructed and positioned to minimise faecal and urine contamination and spillage. Receptacles must be cleaned out at regular intervals.

Guidance

Faecal and urine contamination is a risk to health. Maintaining a clean environment may require regular cleaning of receptacles. Receptacles should be thoroughly cleaned before being moved between batches/groups

8. Food Storage

8.1 Condition

All food, excluding live foods intended for feeding to animals on the premises, must be stored in impervious closed containers.

Guidance

Such containers prevent spoilage of the food or attraction of rodents or pests to the premises.

8.2 Condition

The containers and equipment used for feeding must be kept in a clean and sound condition.

Guidance

There must be suitable facilities for cleaning of receptacles and equipment which should be separate from staff facilities.

9. Observation

9.1 Condition

All animals must be attended to at regular intervals, except where defined in the schedule, at least once daily, and appropriate to the individual animal.

Guidance

Regular checks and observation records aid in early detection of illness, injury or behavioural problems and should be considered very important for all animals.

A system of recording observation should be maintained.

10. Disposal of Waste

10.1 Condition

All excreta and soiled bedding for disposal must be kept in a hygienic manner and stored in impervious containers with close fitting lids - away from direct sunlight.

Guidance

This is important for biosecurity and odour reduction.

Excreta and soiled bedding should be removed from the premises on a regular basis, at least weekly, disposed of to the satisfaction of the appropriate local authority, and in accordance with current regulations and good waste management practice. Premises should maintain a contract for removal with an appropriate company and adhere to local authority regulations.

There should be appropriate arrangements in place for removal of dead animals.

11. Transportation to the Premises

11.1 Condition

When receiving animals, the licensee must make reasonable effort to ensure that they are transported in a suitable manner.

11.2 Condition

Any animals received or consigned shall be transported according to the regulations laid down in current legislation.

11.3 Condition

Animals must be transported or handed to purchasers in suitable containers,

Guidance

Buyers should be advised how to transport animals home so as to minimise stress.

12. Sale of Animals

12.1 Condition

No mammal shall be sold un-weaned or, if weaned, at an age at which it should not have been weaned.

Guidance

Young mammals require nutritional and behavioural support from their mothers.

12.2 Condition

In the case of non-mammals, they must be capable of feeding themselves.

13. Dangerous Wild Animals as defined by the Dangerous Wild Animals Act 1976

13.1 Condition

When dangerous wild animals are kept, the cages must be of a secure construction appropriate to the species and kept locked.

Guidance

Safety of staff and the general public should be of utmost importance and safety barriers may aid in this, as well as prevention of escape.

13.2 Condition

The local authority must be notified in the event that the pet shop wishes to offer for sale, any animal on the Schedule to the Dangerous Wild Animals Act.

Guidance

The primary requirements of the Act are to protect the public but there are also welfare implications.

Although it is acknowledged that there is an exemption contained within the Act in relation to pet shops, it is recommended that consideration should be given to complying with any special requirement(s) specified in the Act for the safe accommodation and care of the animal.

Licensees selling animals on the Schedule to the Dangerous Wild Animals Act should inspect the purchaser's licence to keep such an animal, and inform the issuing authority of the details of the purchase. Licensees should take note of the latest guidance from Defra/Scottish Government.

14. Pet care advice, staff training and knowledge

Condition

New applicants must have a qualification or be registered with a recognized body such as City & Guilds. They must have suitably progressed in 12 months and have completed the qualification within 2 years.

Guidance

Qualifications should be City & Guilds or Level 3 equivalent and appropriate to the species kept.

14.1 Condition

The licensee must ensure that the purchaser is informed of the correct care of the animal covering feeding, housing, handling, husbandry, accessories and veterinary care.

Guidance

Pet care leaflets or other similar written instructions suitable for the species (or group of species) in question should be made available to customers free of charge at the time of purchase, in addition to any offer to purchase pet care books or leaflets. Information can be in the form of Codes of Practice issued by governments. In addition, information may also be made available electronically.

14.2 Condition

Appropriate reference materials on the care of each species must always be available for use by staff.

Guidance

Further advice can be obtained from the organisations listed in the 'Useful Contacts' section at the back of this document.

14.3 Condition

Staff members must be able to provide suitable advice to purchasers and answer questions as required by them.

No animal should be stocked or sold unless the staff or at least one member of staff on call is familiar with the care and welfare of the animals stocked and has a recognised qualification and/or suitable experience/training.

14.4 Condition

The licensee must be able to demonstrate appropriate staff training is carried out and that that staff are competent in pet shop management and animal handling.

Guidance

Further advice, guidance and training can be obtained from the organisations listed in the Useful Contacts section.

15. Fire and other emergency precautions

15.1 Condition

Suitable emergency precautions and written procedures must exist and be made known to all staff, including arrangements for evacuation of animals.

Guidance

Staff should be aware of these procedures and a copy should be displayed for staff to refer to as and when needed. Evacuation should be regularly practised and practices recorded. All staff should undergo regular training and records should be kept of such training.

15.2 Condition

Entrances and exits must be clear of obstructions at all times.

Guidance

To facilitate risk free evacuation if needed, when designing accommodation, consideration should be given to using systems which would allow timely removal of the animals in the case of emergency. This provision would not usually apply to aquaria and ponds.

15.3 Condition

Suitable fire fighting, prevention and detection equipment must be provided, maintained, regularly serviced and sited as advised by the local fire protection/prevention officer and approved by the local authority.

Guidance

This will ensure that, if needed, the equipment will function correctly. Staff should be properly trained on the use of equipment provided.

15.4 Condition

The licensee, or a designated key holder, must at all times be within reasonable travelling distance of the premises and available to attend in case of emergency.

Guidance

A reasonable distance would, in normal conditions, be interpreted as no more than 20 minutes travelling time.

15.5 Condition

A list of key holders must be logged with the local police and local authority.

Guidance

For contact in cases of emergency.

15.6 Condition

In the interests of animal welfare, the following notice must be displayed prominently at the front of the premises: "In case of an emergency dial 999".

Guidance

For information of the public in cases of emergency, when a staff member is not on site.

15.7 Condition

When pet shops are sited within other premises, the licensee or key holders must have access at all times to the premises containing the animals.

Guidance

This is vital for access to the animals at all times to ensure correct care is provided

15.8 Condition:

All electrical installations and appliances must be maintained in a safe condition.

Guidance

For health and safety of staff and animals.

15.9 Condition

There must be an effective contingency plan for essential heating, ventilation and aeration/ filtration systems, as appropriate.

Guidance

Some species are very sensitive to temperature fluctuation.

Schedule B – Dogs

1. Condition

Puppies must be weaned before leaving the mother.

Guidance

To ensure puppies can eat the food provided. Puppies must be 8 weeks old or over. Council Regulation (EC) No. 1/2005 on the protection of animals during transport and related operations prohibits the transport of puppies without their mother before this age.

2. Condition

The minimum kennel size must be:

2.1 For a batch of small breed puppies – max 6 pups – 1.5m² for sleeping, plus 2m² for exercise

2.2 For a batch of medium breed puppies – max 4 pups – 2m² for sleeping, plus 2m² for exercise

2.3 For a batch of large breed puppies – max 2 pups – 2m² for sleeping, plus 2m² for exercise

These are minimum requirements, for larger batches the size of the pens should be adjusted pro-rata accordingly. Ideally the puppies should have free access to the exercise area

at all times. Any covered pens should have a minimum height of 1.8m or removable covers to allow adequate access by staff for cleaning. These are minimum standards and meeting the correct size of pens alone are not a defence if the welfare of the animals are in question.

Guidance

The kennel area should be large enough to allow separate sleeping and activity areas. The kennel should allow each puppy to be able to walk, turn around and wag its tail without touching the sides of the kennel. The puppies should have sufficient room to play, stand on their hind limbs and to lie down without touching another individual. The kennel size required will increase in relation to the size and number of puppies housed at any one time. The length and the width should be sufficient to allow all the puppies to lie outstretched without their noses or tails touching the walls or other individuals. In certain circumstances it is permissible to have separate exercise areas to sleeping areas but in such cases puppies must be given access to the exercise area at

least four times a day. Any separate exercise area should be fully cleaned and disinfected between its use by different batches of puppies.

3. Condition

Suitable and sufficient exercise facilities must be available and accessible where appropriate..

4. Condition

Extreme temperatures must be avoided.

Guidance

Puppies are relatively sensitive to high/ low temperatures. Temperatures should not normally go below 12°C or exceed 26°C

5. Condition

General bedding must include an adequate amount of absorbent material.

Guidance

The use of enough absorbent material allows urine and faeces to be contained and reduce contamination of the puppies.

6. Condition

Any soiled material must be removed at least four times a day or as required to ensure the puppy does not have to lie in a soiled area.

Guidance

Puppies do not discriminate in where they toilet and this maintains a clean environment. A cleaning schedule or SOP should be provided

7. Condition

A specific lying place must be provided lined with soft material,

Guidance

The use of soft material will prevent skin lesions being caused by soiling or pressure sores.

8. Condition

Puppies must be fed at least four times daily, at appropriate intervals.

Guidance

The diet should be appropriate for puppies.

9. Condition

Puppies must have frequent, quality contact time with staff.

Guidance

“Suitable intervals” for puppies to be visited are frequent, as they require to be socialised. It is recommended that this should be a minimum of 4 times per day with 20 minutes of interaction per batch. There should be an SOP.

10. Condition

Batches of puppies must not be mixed until they have been on the premises for seven days or have shown no sign of infectious disease for seven days.

Guidance

Puppies are particularly susceptible to disease as they have immature immune systems. The new owner should be advised to register the puppy with a vet.

11. Condition

Ideally, single puppies must not be left alone in a kennel, but where they are, special attention should be paid to specific human interaction. When they are mixed they should be of similar size, age and temperament and there should be good supervision of mixing.

Guidance

Isolating healthy puppies does not allow them to exhibit natural behaviour patterns.

12. Condition

There must be environmental enrichment in all kennels.

Guidance

To allow puppies to exhibit normal behaviour patterns. Toys should only be given under supervision and should be easily cleaned or replaced between batches.

** Please see ‘Schedule A – General Conditions’ for food, water and isolation conditions

Schedule C – Cats

1. Condition

Kittens must be weaned before leaving the mother.

Guidance

To ensure kittens can eat the food provided. Kittens must be 8 weeks old or over. Council Regulation (EC) No. 1/2005 on the protection of animals during transport and related legislation prohibits the transport of kittens without their mother before this age.

2. Condition

The minimum pen floor area for a batch of up to 4 kittens, up to 12 weeks of age, must be 1 m², with a minimum height of 0.6m (for example, 0.6m x 1 x 1) No dimension must be less than 0.6m. Any shelving or platforms must be in addition to the minimum floor area. Each additional kitten must have 0.25m² additional floor space.

Guidance

Kittens require adequate space to play together and to have space for a litter tray and bed. Varying heights to enable climbing should each also be provided. There should be adequate space for feeding, drinking, sleeping and litter tray to be kept separate.

3. Condition

Extreme temperatures must be avoided.

Guidance

Kittens are relatively sensitive to low temperatures owing to their small body weight. Temperatures should not normally go below 15°C or exceed 26°C.

4. Condition

Disposable or washable bedding must be provided and kept clean.

Guidance

Kittens need a warm sleeping, soft area, away from the litter tray and food.

5. Condition

A litter tray and appropriate litter must be available at all times and cleaned and disinfected at least once daily with an

appropriate disinfectant which is safe for use with cats and cleaned as appropriate. The disinfectant should be anti-viral and used in accordance with manufacturers' instructions, as some disinfectants are toxic to cats.

6. Condition

Kittens must be fed at least four times daily, at appropriate intervals.

Guidance

The diet should be appropriate for kittens.

7. Condition

Batches must not be mixed and if several batches are kept in one area then the pen must have solid sides.

Guidance

Diseases spread very easily between litters, both by direct contact or by sneezing. Kittens are particularly susceptible to disease as they have immature immune systems. The new owner should be advised to register the kitten with a vet.

8. Condition

Kittens must have frequent, quality contact time with staff.

Guidance

It is recommended that this should be a minimum of 4 times per day with 20 minutes of specific interaction per batch. Kittens should be protected from over-handling by staff or the public as they require time to rest.

9. Condition

There must be environmental enrichment in all cages such as toys, climbing frames and platforms.

Guidance

To allow kittens to exhibit normal behaviours, particularly climbing. Toys should be easily cleaned or replaced between batches.

Schedule D – Rabbits

1. Condition

Rabbits must be correctly sexed and housed in same sex groups.

Guidance

Rabbits are easier to sex at 8 weeks than any earlier, which will help prevent mis-sexing and unwanted litters.

2. Condition

The minimum enclosure size must be:

0.4m² for up to 4 standard juvenile rabbits and a height of 0.4m. 0.5m² for up to 2 giant breed juvenile rabbits and a height of 0.5m.

These are minimum requirements, for larger batches, larger breeds or adult rabbits the size of the pens should be adjusted pro-rata accordingly.

Guidance

Dwarf Lops/Dutch rabbits are the most commonly available in pet shops and weigh up to 4kgs. The height should allow the rabbit to rear up to perform natural behaviour. Rabbits should be kept in store in groups. Rabbits need to be able to move freely and to be able to perform vital behaviours such as caecotrophy and rearing.

3. Condition

There must be environmental enrichment in all enclosures. A hiding place must be provided.

Guidance

To allow rabbits to exhibit normal behaviours, indestructible toys; cardboard boxes; chewing substrates should be provided. Toys should be easily cleaned or replaced between batches. Rabbits are prey animals and should have the opportunity to hide if scared or stressed.

4. Condition

Extreme temperatures must be avoided.

Guidance

Ambient temperature should not normally go lower than 12°C or exceed 26°C. Providing cool water, cool packs in their bedding, air movement and air conditioning may each help to avoid the stress caused to rabbits by high environmental temperatures.

5. Condition

Rabbits must be provided with a suitable substrate and bedding material in sufficient amounts.

Guidance

Rabbits need a warm, softly-bedded sleeping area away from the litter and food/water.

6. Condition

Visibly soiled substrate and bedding must be removed daily. The pen should be thoroughly cleaned and disinfected before introducing a new animal.

Guidance

The disinfectant should be effective against both viral, bacterial and parasitic infection and safe for use on rabbits. Check with a vet or manufacturer if unsure. Diseases such as E-cuniculi can be spread via urine, so thorough cleaning is required between new occupants. Rabbits often choose to toilet in the sleeping area of a hutch and a litter tray could be placed here.

7. Condition

If batches are mixed you must ensure all animals are free from obvious parasitic infection.

Guidance

Diseases spread very easily between litters. Rabbits should be housed with batch mates where possible.

8. Condition

Rabbits must have a constant supply of fresh hay and water, and be offered an appropriate amount of dry food for the breed and age. Feed dishes should be suitable to ensure feed does not get contaminated by urine or faeces.

Guidance

Rabbits teeth are open rooted and therefore constant access to good quality hay is essential, for dental health, gastrointestinal health (without a constant supply of fibrous food, rabbit GI tracts slow down) and behavioural reasons (to relieve boredom). It is vital that hay is available throughout the day and sufficient provided for them at closing time to last them until the next business day. Dry food should be provided for youngsters to assist growth, see manufacturers instructions, but should not be fed ad-lib.

9 Condition

Animals must be provided with an appropriate diet and any new feeds must be introduced slowly.

Guidance

Due to the delicate digestive system, particularly under stress, if diets are to be changed then a slow transition between diets is advisable.

Schedule E – Other small mammals

1. Condition

All small mammals must be correctly sexed and housed in single sex groups unless a solitary species (or sold as a breeding pair),

Guidance

To help avoid unwanted litters, all animals should be sexed immediately on arrival to the premises and housed in single sex groups. Animals from different sources should not be mixed.

2. Condition

Animals must at all times be kept in suitably sized accommodation.

Guidance

Animals should be able to freely move around the accommodation and be able to perform natural behaviours. See attached table for species relevant sizing.

3. Condition

Animals must be provided with a suitable substrate in sufficient amounts.

Guidance

Providing sufficient and appropriate substrate keeps the accommodation clean and dry and allows digging where appropriate. There are a number of substrates available and the type used will depend on the animal kept.

4. Condition

Animals must be provided with a suitable bedding material in sufficient amounts.

Guidance

Bedding provides a place to sleep and rest, the type used will depend on the animal kept. It should be provided in sufficient quantities to enable the animal to feel secure and warm.

5. Condition

Animals must be provided with places to hide. Accessories and enrichment should be provided, suitable to the species.

Guidance

Animals must be given the opportunity to hide as a natural instinct and be given suitable accessories to allow for stimulation and to

reduce stress. Chinchillas and Degus should be given the opportunity to use a sand bath by offering one on a regular basis, e.g. 10 minutes daily. Rodents need to express natural behaviour such as running and chewing/gnawing. Toys such as hides, tunnels, paper bags filled with hay and fruit twigs are ideal for expressing natural foraging behaviour. Animals should be able to move away from direct lighting. Cool hides should be provided to prevent overheating.

6. Condition

Suitable food and drink receptacles must be provided and positioned to avoid faecal contamination.

Guidance

Water for small animals is usually provided in clean gravity fill drinking bottles, (which should be of a suitable size for the species) or automatic or semi – automatic drinking systems. Fresh water should be available at all times, or as appropriate to the species; some desert-dwelling species such as jerboas [family Dipodidae] should not be given water ad lib. Bottles should be kept clean and free from algae.

7. Condition

All rodents must be fed a suitable diet, ad lib and have free access to hay where required.

Guidance

The diet should be appropriate for the breed, life stage and species. Food should be refreshed regularly. Guinea pigs should have sufficient vitamin C in their diet. Guinea pigs are unable to synthesise Vitamin C.

8. Condition

All rodents must be fully weaned on admission.

Minimum accommodation requirements – small rodents

Area in square metres

No. of Animals	1-4	5	6	7	8	9	10	Minimum Cage Height (m)	Minimum Cage Depth (m)
Mice, Hamsters, Gerbils	0.068	0.079	0.09	0.100	0.113	0.124	0.135	0.30	0.25
Rats	0.135	0.157	0.18	0.202	0.225	0.247	0.27	0.30	0.28
Guinea Pigs, Degus	0.225	0.263	0.3	0.338	0.375	0.413	0.45	0.30	0.30
Chinchillas	0.25	0.375	0.5	0.625	0.75	0.875	1.0	0.45	0.45
Chipmunk	0.25	0.375	0.5	0.625	0.75	0.875	1.0	0.90	0.45

Schedule F – Ferrets

1. Condition

Ferrets must be at least eight weeks old

Guidance

Ferret kits can find separation from their mother very stressful and the stress response in a ferret often results in diarrhoea which can prove fatal.

2. Condition

Ferrets must be housed with batch companions

Guidance

Ferrets are naturally social animals that depend on the companionship of their own kind. Lone ferrets often suffer depression including poor appetite and lack of enthusiasm to move or play.

3. Condition

Ferrets must be housed in groups or pairs of either sex. Adult hobs (males) require individual accommodation.

Guidance

Ferret kits can be easily be sexed at 8 weeks of age. Adult, un-neutered hobs (males) may exhibit dominant behaviour and fight, so requiring individual accommodation. House the Jill (female) kits at a reasonable distance to prevent aggression between the hobs as they mature at around 20 weeks. Adult jills (females) should be prevented from having repeated seasons. Jills (females) left in season are prone to estrogen induced anaemia, a factor in shortening their normal lifespan. Veterinary advice should be sought.

4. Condition

Batches of ferrets must not be mixed.

Guidance

Not mixing will reduce the risk of disease spreading. Mixing can be stressful for ferrets.

5. Condition

The minimum pen floor area for a litter of up to 4 ferrets, up to 12 weeks of age, must be 1 m², with a minimum height of 0.6m. No dimension must be less than 0.6m. Any shelving or platforms must be in addition to the minimum floor area. Each additional ferret must have 0.25m² additional floor space.

Guidance

Enclosures should be placed on a hard surface and anchored to the ground. Ferrets require space for their toilet area removed from their sleeping or eating areas. Ferrets require space to exhibit their normal active behaviour – running backwards, forwards and sideways and to climb, explore and play. Ferrets are naturally clean and will usually select one corner as their toilet

6. Condition

Sleeping quarters must be draught free and dark.

Guidance

Ideally sleeping quarters should be raised. Ferrets seek dark areas for sleeping and sleep for long hours, up to twenty a day in the winter. Their natural instinct is to hide whilst sleeping.

7. Condition

Ferrets must have suitable bedding.

Guidance

Suggested bedding includes fabric items that can be laundered, straw and dust extracted wood shavings.

8. Condition

Extreme temperatures must be avoided.

Guidance

Temperatures should not normally go below 12°C or exceed 26°C. Ferrets tolerate cold better than heat. Provide plenty of warm bedding for when it is cold. Be aware heat prostration is likely at 32°C.

9. Condition

Ferret kibble must be provided at appropriate intervals.

Guidance

Feed a recognised and branded ferret kibble / biscuit. Small, frequent meals or ad lib feeding are recommended as ferrets have a rapid rate of digestion

10. Condition

Water must be supplied in both a heavy based bowl and a water bottle attached to the side of the enclosure.

Guidance

Ferrets are renowned for tipping bowls

Schedule G – Birds

1. Condition

There must be adequate perching space for all birds at the same time. Outdoor aviaries must include sufficient sheltered and non-sheltered space. Cage size must be adequate to allow birds to open their wings fully in all directions. Cages must include appropriate environmental enrichment.

Guidance

Stocking densities will depend on the type of bird as well as cage dimensions and number of perches. Access to rain can be beneficial for plumage. Some species will need adequate space to fly. Chickens require an appropriate area and substrate to perch.

2. Condition

Perches must be positioned so that birds do not defecate on each other and must be of appropriate size and shape for each species.

3. Condition

Ambient temperature must be appropriate for the species. Extremes of temperatures must be avoided.

Guidance

Birds are more sensitive to high temperatures.

4. Condition

There must be adequate drinkers/feeders commensurate with the number of birds and these must be cleaned regularly. Bowls etc. must be positioned so that birds do not defecate in food/water.

Guidance

Birds should not have to compete for drinkers/feeders and risk exclusion. Passerines should have food available at all times. Enrichment and feeding devices need to be provided for larger psittacids. For parrots, it is preferable to use swinging systems such that the keeper does not need to enter the cage in order to change food/water. Bowls should not be able to be removed from holders by the parrot.

5. Condition

Cages must be constructed from materials suitable to the type and size of birds. Materials must be safe to birds and in good repair.

Guidance

Enclosures should be placed on a hard surface. Some species require more robust materials. Materials such as loose zinc coating can be toxic to birds.

6. Condition

Windproof nest boxes must be provided in all outside housing and inside where appropriate.

Guidance

Many birds find sleeping or sheltering in nest boxes an essential form of security or for sheltering from inclement weather but it is recognised that some species, such as canaries, will rarely if ever voluntarily enter nest boxes.

7. Condition

Flooring must be drop-through or easily washed/hosed.

Guidance

If ground living birds are kept with perching birds then attention should be paid to flooring such that bumblefoot issues are addressed - i.e. no concrete/rough stone. Where natural turf flooring is used, parasite status of the birds should be checked on a regular basis every few weeks.

Stocking Densities for Birds in Cages

Type	Length of Bird (cm)	Floor Area (m ²) housing up to 4 birds	Linear cms per additional bird on either cage length or depth* ³
Budgerigar		0.15	5
Canary		0.15	5
Cockatiel		0.48	7.5
Finches	Less than 12.5	0.113	5
	12.5 – 17.5	0.15	5
	more than 17.5	0.225	7.5
Parakeets and Lovebirds* ¹	less than 25	0.42	7.5
	25-30* ¹	0.48	7.5
	more than 30* ¹	0.675	7.5
Parrots	less than 30	0.225	10
	30 – 35* ²	0.4050	15
	more than 35* ²	0.4725	20
Chickens		1.6	
Bantams		1.6	
Quail		16	

*1. It is recommended that, wherever possible, these species are displayed for sale in aviaries or flights rather than cages per se.

*2. It is recommended that, wherever possible, these species are displayed for sale in aviaries or flights if more than two birds are housed together.

*3. The extra-linear centimetre per additional bird, is intended to refer to an increase in either width or length or a combination of the two ie, a 20cm increase could refer to 20cm width, 20cm length or say 10cm width combined with 10cm length.

Stocking Densities for Birds in Aviaries and Flights

Type	Length of Bird (cm)	Number of Birds per 'Standard' Aviary (1.8 x 0.9 x 1.8 m)
Budgerigar		18
Canary		18
Cockatiel		8
Finches	Less than 12.5	24
	12.5 – 17.5	18
	more than 17.5	12
Parakeets and Lovebirds *1	less than 25	10
	25-35	6
	more than 35	4
Parrots	less than 30	10
	30 – 35	6
	more than 35	4
Chickens		4 (min height 0.9m)
Bantams		6 (min height 0.9m)
Quail		8 (min height 0.9m)

Schedule H – Reptiles and Amphibians

1. Condition

Stocking and density must be appropriate to the species.

Guidance

Most reptiles and amphibians are not social and may, therefore, be kept individually. Communal enclosures should not be stocked as to appear overcrowded, common sense should be observed.

Mixing of species, although possible, should be undertaken with caution. Some species may require or seek seclusion or privacy either sporadically or permanently and provision for this should be made.

Snakes: may be housed individually or in small groups, of the same species. Snakes known to be cannibalistic, e.g. king snakes (*Lampropeltis* sp), should be housed individually.

Lizards: only species of similar size and from similar habitat and geographical areas should be kept communally. Lizards known to be cannibalistic, e.g. *Gambelia* sp, should be housed individually. Generally adult male lizards in breeding condition should not be housed together and groups of lizards housed communally should be regularly observed for signs of aggression.

Tortoises and Terrapins: only terrapins of similar size and habit and from the similar geographical area should be kept communally. Tortoises of different species should be housed individually. Also, adult males in breeding condition should be housed individually.

Frogs and Toads: only species of similar size, and from similar habitats and geographical areas, should be kept communally. Mixing of taxa (e.g. frog & toad) is not generally recommended. Cannibalistic species, such as horned frogs (*Ceratophrys* sp.) and African bull frogs (*Pyxicephalus* sp.) should be housed individually.

Newts and Salamanders: only species of similar size and from similar geographical areas should be kept together.

Generally mixed taxa [e.g. lizards and tortoises] are not recommended, although paludaria

which combine fish with small reptiles and/or amphibians of appropriate species are acceptable.

2. Condition

The enclosure size must be appropriate to the species and adjusted according to its size.

Guidance

Snakes: the length of the enclosure should be no less than two-thirds the overall length of the snake,.

Lizards: the length of the enclosure should be three times the full length of the lizard, or larger.

Tortoises and Terrapins: the length of the enclosure should be a minimum of 90cms, or four times the length of the animal, or larger. For aquatic species [turtles, terrapins] the enclosure should allow the animal to swim adequately, i.e. have water depth at least 4 times that of the animal, although some terrapins (e.g. *Cuora* sp., *Terrapene* sp. and *Glyptemys* sp.) do not require such deep water. Terrapins must also have an adequate land basking area.

Frogs and Toads: the length of the enclosure should be minimum 30cm x 30 cm x 30cm, or at least three times the length of the animal, or larger. For sedentary species, such as horned frogs (*Ceratophrys* sp.) and African bull frogs (*Pyxicephalus* sp.) the enclosure can be smaller. Fully aquatic species should be able to swim adequately, i.e. water depth should be at least 4 times the depth of the animal.

Newts and Salamanders: the length of the enclosure should be minimum 30cm x 30 cm x 30cm, or at least three times the full length of the amphibian, or larger. Aquatic species should be able to swim adequately, i.e. water depth should be at least 4 times the depth of the animal.

Height and Width: of the enclosure should be appropriate to the species, with arboreal species requiring more height than terrestrial species.

3. Condition

Temperature, humidity, lighting and ventilation must be appropriate to the species.

Guidance

Ambient and basking temperatures should be appropriate to the species concerned, with the following guidance for commonly kept species.

These are guidelines only and individual species should be researched as requirements for some species will fall outside of these recommendations. Vendors and staff must have access to relevant reference material (books, internet etc.). Basking spots may be provided by convection or radiant heat sources

(e.g. light bulb, or heat mat), as appropriate to the species. Ventilation should be appropriate to the species and should allow sufficient change of air without jeopardising the temperature or humidity in the enclosure.

4. Condition

Lighting must be appropriate to the species.

Guidance

An appropriate light period should be observed. Species requiring UVB lighting, e.g. diurnal lizards and tortoises, should have appropriate UVB emitting lamps. These should be replaced according to manufacturer's recommendations. Mercury Vapour or Metal Halide UVB emitting lamps may also be used to provide a daytime heat source. UV light sources must not be screened by non UV transmitting glass or plastic. Animals should have areas of shade so that they can escape from the light if desired.

5. Condition

Substrate appropriate to the species must be present.

Guidance

Substrate should be appropriate to the species concerned and may include, but not be limited to: newspaper, paper towel, bark chip, wood chip, terrarium humus, moss, gravel, calcium carbonate, terrarium sand etc. Measures should be taken to ensure that substrate is not ingested.

6. Condition

Enrichment must be provided appropriate to the species.

Guidance

Décor should be appropriate to the species and should not be harmful, e.g. sharp rocks, toxic or injurious plants. Décor should be secure and not able to fall and cause injury. Enclosure should be furnished in such a fashion as to allow inhabitants to exhibit natural behaviour, e.g. climb or hide where appropriate.

7. Condition

Food and water must be provided in the appropriate manner for the species.

Guidance

Feeding habits vary between species and between individuals. Staff should have knowledge of the requirements for all the species held. Food should be presented in a form or pattern that is acceptable to the species concerned. Food supplements [vitamin and minerals] should be provided as appropriate to the species concerned. Live food intended for use should be housed in suitable escape proof containers, and fed appropriately. Fresh foods [salads] should be kept refrigerated where appropriate. Frozen foods intended for use must be stored in an appropriate deep freeze and defrosted thoroughly before use. Feeding records for hatchling snakes should be kept and made available to purchasers. Fresh water should be available at all times, with the exception of certain desert species, such as *Uromastyx* sp. which should be offered water periodically. Certain species, such as chameleons, do not drink from standing water and should be offered water appropriately, e.g. by a dripper system or sprayer.

8. Condition

Hygiene: enclosures must be cleaned appropriately.

Guidance

Spoiled food stuffs should be removed at appropriate time periods, at least daily. Substrates should be replaced as appropriate, and spot cleaned daily. Décor should be sanitised as appropriate. Enclosures should be disinfected with appropriate disinfectant as necessary and always between different batches of animals. Disinfectant should be

appropriate for the contaminants likely to be encountered. Disinfectant hand gels should be available for staff to use between animals, to prevent the external environment being contaminated. Water bowls should be cleaned as appropriate and disinfected at least weekly. Slough [shed skins] should be removed daily.

9. Condition

Handling must be kept to a minimum at all times.

Guidance

Handling must be kept to a minimum at all times. Staff should receive training on how to handle animals and animals which may be aggressive should only be handled by competent staff. Staff and customers should wash hands after handling specimens, and any equipment used should also be disinfected.. Customers handling animals prior to purchase should be supervised and offered facilities to wash their hands afterwards.

Schedule I – Fish

1. Condition

Water quality is a key determinant of fish welfare. To assess it, levels of ammonia and nitrite must be checked first. Only if such measurements exceed the recommended standards below, or there is an unexplained problem, is there any need to proceed further. Minimum water standards must be:

Cold Water Species

Free Ammonia	max 0.02mg/l
Nitrite	max 0.2mg/l
Dissolved Oxygen	min 6mg/l
Nitrate	max 50mg/l above ambient tap water

Tropical Freshwater Species

Free Ammonia	max 0.02mg/l
Nitrite	max 0.2mg/l
Dissolved Oxygen	min 6mg/l
Nitrate	max 50mg/l above ambient tap water

Tropical Marine Species

Free Ammonia	max 0.01mg/l
Nitrite	max 0.125mg/l
Nitrate	max 100mg/l
pH	min 8.1
Dissolved Oxygen	min 4.0 mg/l

Guidance

It is virtually impossible to determine the quantity of aquatic organisms to be kept in a system purely on a weight or number of aquatic organisms per unit, volume, or water surface area. The variation in holding system used, the quality of husbandry and the types of aquatic organisms stocked vary so greatly that it would render any such system too complicated to be practical or too simple to be useful. The maintenance of water quality standards can be used to determine working stocking densities. The water quality standards should not be met at the expense of a correct feeding regime. Exceptions to these standards might occur e.g. when aquatic organisms are diseased, after transport or other stress. However in these cases appropriate remedial actions e.g. treatment,

acclimatisation or isolation should be undertaken. Sea water holds less oxygen than fresh water. The recommended level is 5.5 mg/l so extra care is needed to ensure that levels do not routinely fall below this.

2. Condition

Water quality must be checked regularly and records kept of all tests. Centralised systems must be tested weekly. 10% of individually filtered tanks or vat must be tested weekly. On aquaria or vats in which visual inspection indicates unusual behaviour or deaths, water quality inspections should be undertaken.

Guidance

One test is representative of all the water in the system of centralised systems. Standalone systems must each be tested. Poor water quality is often the underlying cause of problems presenting as disease or mortalities.

3. Condition

Holding systems must be cleaned and checked regularly.

Guidance

Aquaria must be checked daily and cleaned as often as is necessary to maintain good hygiene standards, consistent with the rate of stock turnover and consequent stocking densities.

4. Condition

No aquatic organisms should be exposed to excessive light or heat, or lack of adequate warmth.

Guidance

No fish or other aquatic organism should be subject to rapid fluctuation in light (lights should be on dimmers if automated), temperature and chemical composition of their water, other than for the controlled treatment of disease or as part of a controlled breeding programme. There are in excess of 4000 fish species in trade and thus the acceptable conditions may vary substantially and often counter intuitively. In case of doubt expert advice should always be sought.

Information

Register of Wild Animals and Endangered Species

Some species are listed on the Annexes of EU Wildlife Trade Regulations which implement CITES [Convention on International Trade in Endangered Species]. Species listed on Annex A of EU Wildlife Trade Regulations [Council Regulation (EC) No. 338/97] must have a valid Article 10 Certificate and may require microchipping or closed ring. Species listed on Annex B do not require Certificates but the vendor should be able to provide proof the animal was acquired legally.

Further information is available from Animal Health, Wildlife Licensing and Registration Service:
1-15 Temple Quay House, 2 The Square,
Bristol, BS1 6EB

Wild-caught specimens listed on Annex IV of the EU Habitats Directive [Council Directive 92/43 EEC] collected within the EU require the appropriate Certification. Captive-bred specimens are exempted from such requirements.

Breeding and Sale of Dogs Act

Puppies/dogs should be identifiable whilst at the shop. Under this legislation, the record should show:

- The identification of the animal
- The date of birth, breed, sex and any distinguishing features
- Details of any veterinary care provided while under care of the shop In addition, it is also good practice to record:
 - Details of any feedback provided to the breeder on health issues such as disease or inherited defects
 - Details of any health screening tests performed on the parents

Microchip is the preferred method of identification.

Useful Contacts

All pet shop licences are issued by your local authority who should be your first point of contact

General

British Veterinary Zoological Society

Email: secretary@bvzs.org

Chartered Institute of Environmental Health

Chadwick Court, 15 Hatfields, London SE1 8DJ
Telephone: 020 7928 6006
www.cieh.org

Department for Environment, Food and Rural Affairs

Animal Welfare Unit, Nobel House, 17 Smith Square
London SW1P 3JR Telephone: 08459 33 55 77
Email: helpline@defra.gsi.gov.uk
<https://www.gov.uk/government/topics/wildlife-and-animal-welfare>

Local Government Association,

c/o LGconnect, Local Government Group,
Local Government House, Smith Square,
London SW1P 3HZ
Telephone: 020 7664 3000
Email: info@local.gov.uk
www.lga.gov.uk

Veterinary Contacts

British Small Animal Veterinary Association

Woodrow House, 1 Telford Way,
Waterwells Business Park, Quedgeley,
Gloucester GL22AB
Telephone: 01452 726700
www.bsava.com

British Veterinary Association

7 Mansfield Street,
London W1G 9NQ
Telephone: 020 7636 6541
Email: bvahq@bva.co.uk
www.bva.co.uk

Royal College of Veterinary Surgeons

Belgravia House, 62-64 Horseferry Road,
London SW1P 2AF
www.rcvs.org.uk

All Species

The Blue Cross

Shilton Road, Burford, Oxon OX18 4PF
Tel: 01993 822651
Email: info@bluecross.org.uk
www.bluecross.org.uk

Pet Industry Federation

Bedford Business Centre,
170 Mile Road, Bedford MK42 9TW
Telephone: 01234 273 933
www.petcare.org.uk

People's Dispensary for Sick Animals (PDSA)

Head Office, Whitechapel Way,
Priorslee, Telford, Shropshire TF29PQ
Telephone: 01952 290999
www.pdsa.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

Wood Green Animal Shelters

Kings Bush Farm, London Road,
Godmanchester, Cambs PE29 2NH
Telephone: 0844 248 8181
Email: info@woodgreen.org.uk
www.woodgreen.org.uk

Cats

International Cat Care

Taeselbury, High Street, Tisbury,
Wiltshire SP3 6LD
Telephone: 01747 871872
Email: info@icatcare.org
www.icatcare.org

Governing Council of the Cat Fancy

5 King's Castle Business Park,
The Drove, Bridgwater, Somerset TA6 4AG
Telephone: 01278 427575
Email: info@gccfcats.org
www.gccfcats.org

Dogs

Dogs Trust

17 Wakley Street, London EC1V 7RQ Telephone: 0207 833 7685
Email: info@dogstrust.org.uk www.dogstrust.org.uk

The Kennel Club

1-5 Clarges Street, Piccadilly, London W1J 8AB Telephone: 08444 633 980
Email: info@thekennelclub.org.uk www.thekennelclub.org.uk

Fish

Ornamental Aquatic Trade Association

1st Floor Office Suite, Wessex House, 40 Station Road, Westbury,
Wiltshire BA13 3JN Tel: 01373 301353
www.ornamentalfish.org

Permanent identification databases Microchipping Advisory Group [www.bsava.com/Advice/MicrochipAdvice/
tabid/154/Default.aspx](http://www.bsava.com/Advice/MicrochipAdvice/tabid/154/Default.aspx)

National Dog Tattoo Register Telephone: 01255 552455 www.dog-register.co.uk

Animalcare

Telephone: 01904 487 687 Email: office@animalcare.co.uk www.animalcare.co.uk

AVID Plc

PO Box 190, Lewes, East Sussex BN7 9GD Telephone: 0800 652 7 977
Email: pettrac@avidplc.com www.avidplc.com

Petlog

The Kennel Club, 4A Alton House,
Gatehouse Way, Aylesbury, Bucks HP19 8XU Telephone: 0844 463 3999
Email: petlogadmin@thekennelclub.org.uk www.petlog.org.uk

Pet Protect

Furness House, 53 Brighton Road, Redhill, Surrey RH1 6RD Telephone: 0800 587 0660 www.petprotect.co.uk

Rabbits and small mammals,

British Rabbit Council Purefoy House, 7 Kirkgate, Newark, Notts NG24 1AD
Telephone: 01636 676042 www.thebrc.org

Rabbit Welfare Association and Fund

PO Box 603, Horsham, West Sussex RH13 5WL Telephone: 0844 324 6090
Email: hq@rabbitwelfare.co.uk www.rabbitwelfare.co.uk

Reptiles

REPTA (Reptile & Exotic Pet Trade Association)

Telephone: 02380 440999
Email: info@repta.org www.repta.org

Qualifications and Training

Contact your trade association, local technical or agricultural college for information on current training and qualifications

Animal Medicines Training Regulatory Authority

Unit 1c, Woolpit Business Park, Windmill Avenue, Woolpit, Bury St. Edmunds IP30 9UP
Telephone: 01359 245801 Email: info@amtra.org.uk www.amtra.org.uk

City & Guilds

1 Giltspur Street, London EC1A 9DD Telephone: 0844 543 0000 www.cityandguilds.com

LANTRA

Lantra House, Stoneleigh Park, Coventry, Warwickshire CV8 2LG Telephone: 0845 707 8007 Email: connect@lantra.co.uk www.lantra.co.uk



STANDARD CONDITIONS APPLICABLE TO LICENSES FOR DANGEROUS WILD ANIMALS

General

- a) These Standard Conditions will apply to all licenses unless disapplied or varied by the Council.
- b) The granting of a licence for a Dangerous Wild Animal shall not be deemed to convey any approval or consent which may be required under any enactment by law, order or regulation other than the Dangerous Wild Animals Act 1976 (as amended).

Standard Conditions

1. While any animals are being kept under the authority of this licence:
 - i. the animal shall be kept by no person other than the person specified in the licence;
 - ii. the animal shall normally be held at such premises as specified in the licence;
 - iii. the animal shall not be moved from those premises except for veterinary treatment or with the written consent of the Council;
 - iv. the licence holder shall hold a current insurance policy which insures him/her, and any other person entitled to keep the animal under the authority of this licence, against liability for any damage which may be caused by the animal, the terms of such policy being satisfactory in the opinion of the Council;
 - v. the public liability insurance required in (iv) above shall provide cover to a minimum of ten million pounds. This figure may be reduced according to the number and species of animals; however, a minimum cover of ten million pounds is required unless stated otherwise on the licence.
2. The species and number of animals of each species which may be kept under the authority of this licence shall be restricted to those specified in the Schedule of Animals attached to the licence.
3. The licence holder shall, at all reasonable times, make available the licence to any person entitled to keep any animal under the authority of the licence.
4. Any change in species, or increase in numbers of a species, will only be permitted if written consent of the Council is first obtained and the Schedule of Animals attached to the licence is amended by the Council.
5. Special conditions – given the unique nature of these establishments, the Council may impose specific special conditions relating to the individual premises based on the species and number of each species kept. These conditions would be imposed in consultation with a specialist veterinary surgeon, or other recognised expert, and attached to the licence as a Schedule of Special Conditions.

Before granting a licence the local authority must be satisfied that:

- It is not contrary to the public interest on grounds of safety, nuisance or other grounds.
- The applicant is a suitable person to hold a licence to keep the animal(s) listed on the application.
- The animal(s) will be kept in accommodation that prevents its escape and is suitable in respect of size, temperature, drainage and cleanliness.
- The animal(s) will be supplied with adequate and suitable food, drink and bedding material and be visited at suitable intervals.
- Appropriate steps will be taken to ensure the protection of the animal(s) in case of fire or other

emergency.

- All reasonable precautions are taken to prevent the spread of infectious disease.
- The animal(s) accommodation is such that it can take adequate exercise.

Where the Council issues a licence, that licence is subject to such conditions as the Council sees fit and in each case these conditions will specify that:

- only the person named on the licence shall keep the animal;
- the animal shall only be kept on the premises named on the licence;
- the animal shall not be moved or may only be moved in accordance with conditions specified in the licence;
- the licensee must hold a current insurance policy, approved by the Council, which insures against liability for damage caused by the animal;
- only the species and number of animals listed on the licence may be kept;
- the licensee shall make a copy of the licence and its contents available to any other person listed on the licence as being able to look after the animal.

The council may at any time revoke or amend any licence condition.



CIEH Model Licence Conditions and Guidance for Dog Breeding Establishments



Breeding of Dogs Acts 1973 and 1991

Breeding and Sale of Dogs (Welfare) Act 1999

Model Conditions for inspection of breeding establishments

Guidance for local authorities and their authorised officers and veterinary inspectors

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The following organisations comprise the working party:

- Advisory Council on the Welfare Issues of Dog Breeding
- British Small Animal Veterinary Association
- British Veterinary Association
- City of London Corporation
- Department for Environment, Food and Rural Affairs (Defra)
- Dogs Trust
- Epping Forest District Council
- The Kennel Club
- Royal Society for the Prevention of Cruelty to Animals

This document has been prepared in the best interests of animal welfare and to advise those tasked with the inspecting, advising and licensing of dog breeding establishments. No responsibility or liability for loss or consequential loss occasioned to any person as a result of making use of this publication (including the recommended best practice contained within), is accepted by the contribution bodies, the members of the working party or the authors of this publication. It should also be borne in mind that laws change and expert advice should always be sought

as to the legal position.

Background

In 1978 the BVA published guidelines for local authorities and their veterinary inspectors under the Breeding of Dogs Act 1973. In 1996 a working party comprising representatives of all the parties involved in the inspection and licensing of breeding establishments was set up to update and substantially increase the guidance in light of developments since the 1973 Act. In 1998 the BVA published guidance based upon the 1973 and 1991 Breeding of Dogs Acts. That guide was revised to take into account the requirements of the Breeding and Sale of Dogs (Welfare) Act 1999 and superseded previous BVA guidelines. In 2012 as a result of a specific request by Defra the current working party came together to update guidance for Inspectors to include the provisions that must be taken into account under the Animal Welfare Act 2006. In addition, guidance with regards to puppy rearing, socialisation and habituation have been produced through the Animal Welfare Foundation / RSPCA Puppy Contract and the Dogs Trust and Kennel Club Puppy Plan.

Guidelines for Standard Operating Procedures (SOPs) have been produced, all of which should help the inspection process.

This document applies to England only.

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Breeding of Dogs Acts 1973, 1991 & Breeding and Sale of Dogs (Welfare) Act 1999 & Animal Welfare Act 2006

Guidance for local authorities and their authorised officers and veterinary inspectors

1. INTRODUCTION

The 1973 Breeding of Dogs Act ('the 1973 Act') requires proprietors of breeding establishments to be licensed (see point 3 for the definition of a breeding establishment). Under the authority of the 1973 Act, local authorities may issue licences to proprietors of breeding establishments stipulating conditions which must be complied with by the licensee. No person is entitled to a licence if at the time he/she is disqualified from keeping a dog breeding establishment, pet shop or boarding kennels or if he/she has been disqualified from keeping dogs or other animals as a result of specified convictions for cruelty. However, a person aggrieved by refusal of a local authority to grant a licence or by any condition to which the licence is subject may appeal to a Magistrates' Court.

The 1991 Breeding of Dogs Act ('the 1991 Act') extends the powers of inspection to unlicensed premises, excluding a private dwelling, and is discussed further at point 5 below.

In addition, the Animal Welfare Act (2006) states that anyone responsible for an animal should take reasonable steps to ensure that the animal's needs are met.

These needs include:

- a suitable environment/place to live
- a suitable diet including fresh water
- the ability to exhibit normal behaviour
- housed, as appropriate, either with or apart from other animals
- protection from and treatment of pain, suffering, injury or disease

See also the Defra Codes of Practice:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/69390/pb13333-cop-dogs-091204.pdf

The ability of the breeder to meet the above needs should be taken into consideration when inspecting a breeding establishment.

It should be remembered that the aim of the licensing system is to ensure that minimum standards of animal health and welfare are maintained in breeding establishments. Licence conditions will inevitably vary; however, local authorities should bear in mind the principal aims as set out in Section 1(4) of the 1973 Act as well as the Breeding and Sale of Dogs (Welfare) Act 1999 ('the 1999 Act') which amends and extends the existing breeding of dogs' legislation.

Whilst the legislation allows local authorities to specify any conditions in the licence that they consider necessary or expedient in a particular case, there is no power to impose other, unrelated, conditions in the licence. The local authority can, though, withhold a licence on grounds other than failing to satisfy Section 1(4). This discretion is referred to in that section. In addition, where a breeding establishment previously operated illegally and where the local authority believes it is necessary, prosecution proceedings may still be brought notwithstanding a licence being subsequently granted.

Throughout the text and as a licence condition, the following applies:

- Unless otherwise stated, these conditions shall apply to all buildings and areas to which dogs have access and/or used in association with the breeding of dogs.
- Use of the term 'kennel' refers to combined sleeping and individual outdoor run areas unless otherwise specified.

2. HEALTH AND WELFARE

As highlighted above, the Animal Welfare Act 2006 makes owners and keepers responsible for ensuring that the welfare needs of their animals are met.

Anyone who is cruel to an animal, or does not provide for its welfare needs, may be banned from owning animals, fined up to £20,000 and/or sent to prison for up to 6 months.

Where there is concern for the health and welfare of the dogs, veterinary advice must be sought. For breeding establishments licensed under the 1999 Act, there are a number of safeguards to protect the health and welfare of the bitch. For example, the number of litters a bitch is allowed to have in her lifetime is restricted to six. In addition, no more than one litter may be born in any twelve month period and bitches may not be mated if they are under one year old (see also Section 6 - Health and Welfare of the Breeding Stock and Litters).

3. DEFINITION OF A BREEDING ESTABLISHMENT

The 1999 Act amends the definition of a breeding establishment in the 1973 Act. A breeding establishment is defined as any premises where the business of breeding dogs for sale is carried out. The reference to five litters per establishment per year within the legislation should not be considered a minimum threshold for requiring a licence. To be clear, an establishment breeding less than five litters would require a licence, where the dogs are bred for sale as a business. Defra advise that it will be a matter for local authorities and their legal advisers to decide whether or not a particular establishment is required to be licensed.

In summary, a person is presumed to be carrying out the business of breeding dogs for sale where, they breed and sell more than two litters in a 12 month period, or during any 12 month period, five or more litters are born to his/her bitches which are:

- (a) kept by him at any premises during any period of 12 months;
- (b) kept by any relative of his at those premises;
- (c) kept by him elsewhere; and
- (d) kept by any person under a breeding arrangement with him. This presumptive test will not apply if a breeder is able to prove that none of the

puppies born to bitches at their premises or under a breeding arrangement was in fact sold during the 12 month period. More detailed guidance may be found in the relevant circulars (See Annex A – Useful Information).

4. INSPECTION OF BREEDING ESTABLISHMENTS

Upon application for a licence which has not previously been granted, the premises must be inspected by a veterinary surgeon appointed by the local authority and a local authority officer. For subsequent applications the local authority has discretion as to whether the inspection is carried out by a veterinary surgeon, or a person with the appropriate level of competence and a local authority officer, or both. A report, following inspection, shall be considered by the local authority before determining whether or not to grant a licence.

It is recommended that inspections are carried out well before the licence date for renewal to allow for any repairs and/or maintenance to be completed before the licence expires (see also Section 1 - Accommodation).

Once a licence has been granted, regular inspections should be carried out during the licence period (12 months) to protect the health and welfare of the dogs, most particularly when there is concern over a specific breeding establishment. Routine inspections would normally take place once or twice a year, but inspections may also be unannounced.

5. POWERS OF INSPECTION UNDER THE 1991 ACT

The 1991 Act empowers a Justice of the Peace to issue a warrant to any authorised person (e.g. local authority inspector) to enter, by reasonable force if necessary, and inspect unlicensed premises (excluding private dwellings) where the Magistrate is satisfied that there are reasonable grounds for suspecting that a dog breeding business is being unlawfully carried out without a licence.

It should be noted that although inspection of unlicensed private dwellings is specifically excluded under the 1991 Act, Section 1(3) allows a warrant to be obtained in relation to a garage, outhouse or other structure which belongs to the premises and therefore may be inspected under this section.

Inspection of domestic premises is allowed where licensed.

6. FEES

The cost of inspecting premises shall be met by the local authority which has the power to charge fees in respect of applications for licences and in respect of inspections of premises. A local authority may set the level of fees with a view to recovering reasonable costs and may set different fees for different circumstances.

7. COMMENCEMENT AND DURATION OF THE LICENCE

A local authority has three months from the application to determine whether to grant a licence. The duration of the licence is for one year, effective from either the day stated in the application or the day the licence is granted, whichever is the later.

With previously unlicensed breeding establishments, there is an expectation that all appropriate conditions will be met before a licence is granted. However, the situation is more complicated where an application is made for a licence where improvements are necessary.

Whenever improvements/repairs are required, it is recommended that the applicant for a licence be notified in writing of:

- (i) a schedule of works (preferably agreed with the breeding establishment);
- (ii) the date by which such works must be completed; and
- (iii) the consequences of non-compliance (that is, refusal to grant a licence).

The local authority should apply discretion when taking enforcement measures during the period for compliance stated in the notice.

There may be occasions where the required remedial work is extensive. In these circumstances the local authority should agree a schedule of works to be completed over a reasonable period of time and ensure that the work is being carried out as agreed in the Schedule (see para (i) above).

Persons who shall not apply for a licence

- If they are disqualified under -
 - (a) Protection of Animals Act (1911)
 - (b) Breeding and Sale of Dogs Act (1973) as amended by Breeding and Sale of Dogs (Welfare) Act 1991 and 1999
 - (c) Animal Welfare Act (2006)
- If they have been disqualified from keeping animals under any other -
 - (a) animal welfare legislation; or
 - (b) dog control legislation;
- A person under the age of 16 years of age shall not apply for a licence (Animal Welfare Act 2006)
- A person banned under the Animal Welfare Act (2006) may not have care and control of any animal and this should be taken into consideration when cohabiting with a person applying for any licence.

8. OFFENCES AND DISQUALIFICATION

The court has powers to order imprisonment for a term not exceeding three months and/or a fine not exceeding level 4 on the standard scale upon conviction for keeping a dog breeding establishment without a licence.

There are additional powers for the court to order cancellation of a licence, disqualification from keeping an establishment which is required to be licensed and disqualification from having custody of any dog specified. Where the offender is not the owner, there is provision to allow the owner to make representations.

Where a disqualification order has been made in respect of custody of a dog, the court may also make an order for any dog described to be delivered to a specified person and for the offender to pay for its care until permanent arrangements are made. Local authorities should have contingency plans in case dogs need to be housed. A list of welfare and breed rescue organisations may be helpful.

Upon conviction for intentionally obstructing or delaying any person in the exercise of their powers of entry or inspection as provided for by the Breeding of Dogs Act 1991, the maximum penalty is a fine not exceeding level 4 on the standard scale.

9. REQUIREMENTS OF THE 1973 ACT (as amended)

Section 1(4) of the Act states:

'In determining whether to grant a licence for the keeping of a breeding establishment for dogs by any person at any premises, a local authority shall in particular (but without prejudice to their discretion to withhold a licence on other grounds) have regard to the need for securing:

(a) that the dogs will at all times be kept in accommodation suitable as respects construction, size of quarters, numbers of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness;

(b) that the dogs will be adequately supplied with suitable food, drink and bedding material, adequately exercised, and visited at suitable intervals;

(c) that all reasonable precautions will be taken to prevent and control the spread among dogs of infectious or contagious diseases;

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

(e) that all appropriate steps will be taken to secure that the dogs will be provided with suitable food, drink and bedding material and adequately exercised when being transported to or from the breeding establishment;

(f) that bitches are not mated if they are less than one year old;

(g) that bitches do not give birth to more than six litters of puppies each in their lifetime; (see also Appendix A - Useful Information on Kennel Club registration of litters)

(h) that bitches do not give birth to puppies before the end of the period of twelve months beginning with the day on which they last gave birth to puppies; and

(i) that accurate records (in a form prescribed by regulations) are kept at the premises and made available for inspection there by any officer of the local authority, or any veterinary surgeon authorised by the local authority to inspect the premises; and shall specify such conditions in the licence, if granted by them, as appear to the local authority necessary or expedient in the particular case for securing all the

objects specified in the paragraphs (a) to (i) of this subsection.'

10. RECORD-KEEPING

Having regard to '...securing all the objects specified in section 1 (4) (a) to (i) ...' above, it is essential that detailed records are kept covering all aspects concerning the health and welfare of the dogs since this will provide the inspector with valuable information on the adequacy of the various regimes in place within the breeding establishment. Records will also be helpful should problems arise and for supplying information to purchasers – completing puppy contract etc. Therefore completing and maintaining accurate records is regarded as essential.

The Breeding of Dogs (Licensing Records) Regulations 1999 (SI 1999 No 3192) prescribe the form of records to be kept by licensed breeding establishments in England and Wales. These records must be kept on the premises and made available to local authority inspectors or any veterinary surgeon authorised by the local authority (see also Appendix C).

11. SALE OF DOGS

The 1999 Act establishes restrictions on the sale of dogs born at licensed breeding establishments. The keeper of a licensed breeding establishment has two methods of sale. He or she may either sell a dog direct to its final home, provided the dog is not less than eight weeks old and the keeper does not know or believe that the buyer intends to sell the dog on.

Alternatively, he or she is restricted to sell to licensed third parties, namely a licensed pet shop provided the dog is wearing a collar with an identifying tag or badge indicating the licensed breeding establishment at which it was born. Extreme caution should be exercised when selling puppies to third parties.

The Sale of Dogs (Identification Tag) Regulations 1999 (Statutory Instrument 1999 No 3191) require additional information to be shown on the identifying tag, namely the date of birth of the dog and any identifying number allocated to the dog by the licensed breeding establishment where it was born.

It is an offence for a licensed pet shop to sell a dog

which, when it was supplied by the licensed breeder was wearing a collar with identification tag but was not wearing the tag when it was supplied to the purchaser.

12. TRANSPORT

Section 1(4)(e) of the 1973 Act is concerned with safeguarding the welfare of dogs 'when being transported to or from the breeding establishment'. Dogs and puppies being transported under these circumstances should be properly supervised to ensure compliance with the obligations under the 1973 Act. (See the Welfare of Animals (Transport) (England) Order 2006 and Council Regulation (EC) No. 1/2005 on the protection of animals during transport and related operations under Other Relevant Legislation).

13. INSURANCE

Insurance should be considered when operating a breeding establishment. There may be dogs housed on the premises which are 'on loan' for which the breeding establishment proprietor may be liable. Veterinary fees may be insured against.

Employers Liability Insurance is mandatory for employers under the Employers Liability (Compulsory Insurance) Act 1969.

Certificates of Insurance must be prominently displayed.

14. LICENCE DISPLAY

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

15. BREEDERS

There are generally two ways in which dog breeding establishments are operated. Some breeders maintain their stock within their private dwelling house while a number of breeders keep dogs in outside accommodation consisting of buildings of one sort or another, either attached or separated from the private dwelling but in which numbers of dogs are bred. It should be borne in mind that there are a number of breeders who keep dogs both in their private dwelling and in other buildings.

16. FURTHER INFORMATION

Home Office Circular Number 53/1999 provides guidance to local authorities in England on licensing dog breeding establishments.

A list of useful addresses and relevant pieces of legislation is included at the back of the guide.

MODEL CONDITIONS

1. ACCOMMODATION

The following definitions are provided for the purposes of inspection:

Kennel – this is the physical structure and area that consists of an indoor sleeping area and outdoor run

Run – A run is defined as an area attached to and with direct and permanent access from a kennel

Outdoor exercise area – a separate area from the kennel itself where dogs may, for example, exercise, play, interact with other dogs and people

Crate – a safe, secure area that a dog can go into for short periods of time. Usually consists of a wire frame with a removable tray in the base for bedding, but can also be plastic, or fabric. Uses include security, transportation or following veterinary advice. NB: this should only be a temporary enclosure for a dog and only where the dog is habituated to it

General

Condition

Dogs must at all times be kept in accommodation suitable as respects construction, size of quarters, numbers of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness; Breeding and Sale of Dogs Act 1973 S.1(4)(a)

Dogs kept in domestic premises must have free access to more than one room and every dog must be provided with continual access to a comfortable, dry, draught-free, clean and quiet place to rest.

Guidance

Local authorities may wish to refer to Council of Europe guidelines (see Appendix D) and the Kennel Club Assured Breeder Scheme which provide useful guidelines for minimum kennel sizes. These sizes are not prescriptive. The assessor's own expertise, opinion and common sense will be applied, and consideration given to the daily routine in place, the breed, and temperament and activity levels of the animals kept.

Condition

Dog crates, where used (and whilst not acceptable as permanent housing) must be of sufficient size to allow each dog to be able to sit and stand at full height, step forward, turn around, stretch and lie down in a natural position and wag its tail without touching the sides of the crate and to lie down without touching another individual.

Guidance

Bitches with litters should be provided with further space.

Kennel Construction

Condition

Where kennels are provided, within converted outbuildings, consideration must be given to cleaning, wildlife access, vermin control, natural lighting and ventilation.

Guidance

In new constructions, wood should not be used on exposed surfaces of walls, floors, partitions, door frames or doors in the dog kennelling area.

Existing buildings may be more expensive to adapt and less efficient to operate than new build kennels. Proposed building works may require approval from the building control department and/or planning department.

Where wood has been used in an existing construction it must be smooth and treated to render it impervious. The purpose of avoiding wood on surface structures of kennel interiors is because of the possibility of damage to the material caused by scratching or chewing by dogs. Worn and splintered material is difficult to clean, harbours bacteria, viruses and so on, and allows the splinters to penetrate the animal's skin.

Condition

All internal surfaces used in the construction of walls, floors, ceilings, partitions, doors and door frames must be durable, smooth and impervious, easily cleaned and disinfected. Kennels must be free from hazards and there must be no projections or rough edges liable to cause injury.

Sleeping areas of kennels must be insulated so as to

prevent extremes of temperature.

Guidance

All exterior wood should be properly treated against wood rot, e.g. tanalised. Only non-toxic products should be used.

The interior and exterior of the buildings should be kept in good decorative order and repair. Outer paths, gardens, exercise areas and general surroundings should be kept in good, clean, safe condition.

Security

Condition

The construction must be such that the security of the dog is ensured.

Fencing material must be safe and secure.

Guidance

Where galvanised welded mesh is used for fencing and cages or kennels, the wire diameter should not be less than 2mm (14 standard wire gauge) excluding any covering and the mesh size should not exceed 5cm (2in).

Walls and Partitions

Condition

Walls with which dogs may come into contact must be of smooth impervious materials, capable of being easily cleaned and disinfected.

Guidance

Where concrete or other building blocks or bricks are used, they should be sealed so as to be smooth and impervious, and resealed as necessary.

Junctions between vertical and horizontal sections should be coved. If impractical in existing premises, all joints should be sealed.

It is suggested that partition walls between kennels and individual exercise areas should be of solid construction and of sufficient height to prevent direct nose-to-nose contact between dogs.

Partition construction may be solid from floor to ceiling, but this should not be to the detriment of other welfare considerations such as the dog's outlook, lighting, ventilation. Suitable materials for the construction of partition walls include properly surfaced impervious brick/block constructions, moulded plastic, glass reinforced plastic (GRP) and pre-formed plastic

surfaced board.

Constructing a solid partition provides a physical barrier to infection.

Floors

Condition

Flooring must be of a non-slip, urine-resistant material. It must be laid in a way and at a fall that avoids the pooling of liquids. Slatted or wire mesh floors must not be used.

Guidance

It is recommended that new kennels should incorporate a damp proof membrane.

All floors of kennels and individual exercise areas should be constructed and maintained in such a condition as to prevent pooling of liquids.

Condition

Floors of all buildings, individual exercise areas and kennels must be of smooth, impervious materials, capable of being easily cleaned and disinfected while providing sufficient grip for the animal to walk or run without sustaining injury.

Guidance

In new constructions, it is recommended that floors should be laid to a minimum fall of 1 in 80 leading to a shallow drainage channel or effectively covered deep drainage channel.

Communal exercise areas should also be suitably drained to prevent pooling of liquids.

Ceilings

Condition

Ceilings must be capable of being cleaned and disinfected.

Doors

Condition

Kennel doors must be strong enough to resist impact and scratching and must be capable of being effectively secured.

Guidance

Where metal bars and frames are used, they should be of suitable gauge with spacing adequate to prevent dogs and puppies escaping or becoming entrapped.

Where metal edging is used, this should not present a risk of injury to the dog.

Door openings should be constructed such that the passage of water/waste is not impeded, or allowed to accumulate due to inaccessibility.

When designing kennel doors, regard should be had to the health and safety of the person working in the kennel, for example, large dogs may push against the door which may give rise to difficulties in securing the door and even to accidents to the person on the opposite side of the door when it opens outwards. A door which opens inwards may also reduce the possibility of escape. (See Health and Safety at Work Act 1974 under Other Relevant Legislation).

Windows

Condition

Windows must not pose a security risk and must be escape proof for the protection of the dog as well as the public.

Guidance

When windows are so situated that they could pose a security risk, it is recommended that welded mesh or reinforced glass, polycarbonate or other impact-resistant material is used. (See Other Relevant Legislation concerning the Control of Dogs Order and the Dangerous Dogs Act).

Drainage

Condition

The establishment must be connected to mains drainage or an approved sewerage disposal system. (See Environmental Protection under Other Relevant Legislation)

Guidance

Drainage channels should be provided near to the kennel edge so that urine cannot pass over walk areas in corridors and communal access areas. A separate drainage channel may be needed in the exercise area. Advice concerning waste water outlets should be sought from the Environment Agency and/or, the local authority. (See Environmental Protection under Other Relevant Legislation)

Lighting

Condition

During daylight hours light must be provided to

exercise and sleeping areas so that all parts are clearly visible.

Guidance

Where practicable this should be natural light.

Condition

Lighting must be of sufficient standard to enable efficient working both during and after daylight hours.

Supplementary lighting, adequate to allow inspection, must be provided throughout the establishment.

Guidance

It is recommended that breeding establishments should have a low level night light for use after daylight hours.

Ventilation

Condition

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

Guidance

A balance should be struck between providing adequate ventilation while avoiding unnecessary loss of heat. Checks need to be made during the day and night to allow for temperature fluctuations. Ventilation is important in disease control. It provides protection against accumulation of odour and prevents excessive humidity. High humidity increases the risk of infectious bronchitis ('Kennel Cough').

Kennel Design (Size, layout and exercise facilities)

Condition

Kennels must be divided into sleeping and activity areas.

Kennels must be provided with an adequate size of sleeping area, such that dogs can stand, turn around, stretch and lie down flat in a natural position, with sufficient space for the door to open fully.

Guidance

Special consideration should be given to whelping bitches and bitches in season. Kennels should cater for the maximum number of puppies having regard to the size of the breed and litter size. (See also Appendix D)

When constructing kennels, an appropriate design and correct materials should be used to overcome problems of noise emission and to ensure energy conservation. This is in order to minimise discomfort to the dog and risk of nuisance to persons in the vicinity of the site. (See Nuisance under Other Relevant Legislation).

All parts of the kennel should be easily accessible to undertake thorough cleaning by staff.

Condition

Adequate exercise areas must be provided for all kennels. How much space will depend upon the size of the dog as well as the circumstances of each breeding establishment. Dogs must be able to walk, turn around easily, wag their tails without touching the kennel sides, and lie down without touching another dog.

Kennels and runs must open onto secure corridors or other secure areas so that dogs are not able to escape from the premises.

Exercise areas must not be used as sleeping areas

Outdoor areas where animals exercise and interact cannot have strict temperature regulation. Dogs must not be restricted to such areas when climatic conditions may cause them distress. They must have constant access to fresh clean water, shade and shelter so they can avoid rain, wind, snow, ice or direct sunlight, etc.

In adverse weather conditions, the responsible person must decide whether or not dogs are given free access to their run.

The run must be at least partially roofed to provide the dog with sufficient protection against all weathers.

Guidance

Depending upon the breed, consideration should be given to covering the whole of the runs.

Beds and Bedding

Condition

The bed must have clean bedding and be large enough for each dog to lie flat on their side.

Beds must be suitable to allow dogs to be comfortable, ie of durable construction, be sited away from and offer protection from draughts and be of a suitable size for the size and type of dogs kept.

Bedding must be capable of being easily cleaned and disinfected.

Guidance

All bedding material in use should be clean, non-irritant, parasite free and dry.

Chewing or destruction of bedding should not result in restricted access, rather alternative materials should be tried.

Number of Dogs Permitted

Condition

The maximum number of dogs to be kept at any one time is to be determined by the Local Authority (see also Appendix D).

The number of dogs permitted must relate to the number and size of the kennels or space available and should be stipulated clearly on the front sheet of the licence. The decision regarding the number of dogs permitted to be kept must take into account the maximum likely litter size as well as the effectiveness of site management.

Guidance

This figure should include any dogs kept on the breeders' premises which are not being used for breeding and must not be exceeded.

Temperature in Accommodation

Condition

Heating facilities must be available in the kennel and used according to the requirements of the individual dog.

Guidance

There should be some part of the sleeping area where the dog is able to enjoy a temperature of between 10°C -26°C. Temperature should be relevant to the type and breed of dog. If necessary, heating and/ or automatic cooling/ventilation should be used to achieve this.

The materials used on the kennel exterior should offer adequate protection against temperature variations throughout the year. The difficulty of maintaining the ideal temperature is acknowledged; however, these are realistic temperatures and should not be exceeded in normal circumstances.

Condition

Devices used for heating and cooling must be safe and free from risk of burning or electrocution. Manufacturer's instructions must be followed. Open flame appliances must not be used. (See Health and Safety at Work Act 1974 under Other Relevant Legislation).

Guidance

There should be the ability to record temperatures at dog level. (See also Record Keeping at Section 6 – Health and Welfare of the Breeding Stock and Litters).

There will be periods in the year where ambient external temperatures will cause temperatures to fluctuate above or below the recommended levels. If the higher temperature level is exceeded due to structural shortcomings rather than normal ambient temperature, then artificial means of counteracting this high temperature should be introduced.

Where temperatures fall below the recommended level, the use of individual heating lamps for dogs may prove adequate. In some circumstances additional background heating will also be required.

Failure to give adequate attention to construction and insulation may cause dogs to suffer and increase running costs. Geographical orientation will affect temperature, e.g. north facing openings make it difficult to maintain adequate heating levels. Correct orientation of the kennel will allow maximum use of natural light.

Cleanliness (see also Appendix E -Cleaning Standard Operating Procedure (SOP))

Condition

All kennels, corridors, common areas, kitchens and so on must be kept clean and free from accumulations of dirt and dust so that disease control is maintained. An agreed SOP must be followed.

Each occupied kennel must be cleaned daily at a minimum.

Guidance

Regular disinfection should be demonstrated by keeping records of disinfecting regimes (see also SOP - Appendix E).

Condition

All excreta and soiled material must be removed

from all areas used by the dogs as necessary.

All sleeping areas and bedding must be kept clean and dry.

Facilities must be provided for the proper reception, storage and disposal of waste.

Guidance

Advice should be sought from the Environment Agency or local authority concerning removal of waste such as dog faeces, soiled material and infectious material.

Condition

Measures must be taken to minimise the risks from rodents, insects and other pests within the breeding establishment.

Guidance

Such pests should be adequately dealt with without delay to eradicate the infestation.

Condition

Foul waste water must be disposed of by discharge to the appropriate or an approved

drainage system. Those wishing to operate an incinerator must seek advice from the Environment Agency and/or the local authority. (See Environmental Protection under Other Relevant Legislation)

Guidance

There is a range of cleaning regimes. The regime, for which all establishments should have an SOP, should include:

1. Removal of solids
2. Washing
3. Disinfection
4. Drying

The physical collection of faeces is usual ('poop scoop' or shovel and bucket). The use of detergent and water will 'wash down'. Pressure hoses or steam cleaning will wash down more effectively. Bacteria, viruses, fungi need to be controlled by the sanitising process. Because disinfectant is washed away after a short period of time, the long term activity of chemicals used to control viruses, bacteria and fungi should be considered (see also SOP – Appendix E).

Great care should be taken when using any chemicals. Chemicals and materials should be used and

stored correctly. (See notes on COSHH Regulations under Other Relevant Legislation). Combinations of bactericides, fungicides and virucides may prove expensive to use and may not necessarily provide the best system. Professional advice should be sought for the most effective method.

The following link includes DEFRA's approved disinfectant list for statutory use on disease control. http://disinfectants.defra.gov.uk/Default.aspx?Module=ApprovalsList_SI

(See column (v) – general orders)

Staff working from kennel to kennel further increase the risk of spreading disease. Staff should be trained in good kennel hygiene. Complete disinfection of kennel and equipment should be carried out between occupancies.

Whelping Facilities

Condition

There must be a separate whelping pen or room for each whelping bitch in which to whelp. There must be direct access to the whelping area for kennel personnel without disturbing the general kennel population. Once separated there must be increased social contact with humans.

Guidance

Bitches should be moved to their whelping accommodation 60 days after mating or sooner if signs of imminent whelping are shown.

Condition

Each whelping pen must be constructed of easily cleanable impervious materials. The area must be cleaned regularly and a record kept of cleaning procedures. The whelping pen must have a divider to allow the bitch to access an area where she cannot be reached by the puppies. There must be natural daylight.

There must be a whelping bed raised off the floor and with sides high enough to prevent new born puppies from falling out. The bed must contain sufficient bedding to ensure a soft surface for the bitch and to enable the absorption of mess resulting from whelping. The bed must be constructed of easily cleanable impervious material and must be thoroughly cleaned and disinfected between litters.

Guidance

Where a bitch is whelped in a domestic environment it is acceptable for a temporary disposable covering to be used.

Varnishing wood will make it impervious.

Condition

The whelping area must be maintained at an appropriate temperature. The bitch must be able to move away from heat spots.

Guidance

There should be an area maintained between 26-28 degrees Celsius. This can be achieved with a local heat source such as a heat lamp.

Puppies under four weeks of age should be kept at a temperature between 26°C (79°F) to 28°C (82°F) with provision for the bitch to move to a cooler area.

Condition

Bitches must be adequately supervised during whelping and records kept of:

- time of birth of each puppy
- puppies' sex, colour and weight
- placentae passed
- any other significant events.

Bitches must be allowed a minimum of four periods a day for toileting and exercise away from their puppies.

Bitches in Season

Guidance

Consideration should be given to separating bitches in season and they should not be kept with entire male dogs.

2. MANAGEMENT

General

Condition

Dogs must be adequately supplied with suitable food, drink and bedding material, adequately exercised, and visited at suitable intervals; BDA 1973 S.1(4)(b)

The 1999 Act strengthens the requirements for dogs to be visited at suitable intervals.

The Animal Welfare Act (2006) sets out the Duty of Care which must be met by the person responsible for the animals (see Animal Welfare Act under Other Relevant Legislation)

Guidance

(See also Appendix L - Daily Routine SOP).

Supervision

Condition

A fit and proper person must always be present to exercise supervision and deal with emergencies.

Guidance

Any person with responsibility for supervision should be over the age of 16.

Where staff are employed, ideally a written training policy should be provided. Training of staff, whether permanent or temporary, should be demonstrated (via appropriate training records) to have been carried out on all aspects of the care of all ages of dogs and updated regularly. Staff should be adequately trained in the work they are expected to carry out. For example, in handling dogs safely and in procedures to be followed in the event of an emergency. (See Health and Safety at Work Act 1974 under Other Relevant Legislation).

The following are regarded as essential topics to be covered in the training programme relating to the care of dogs: Animal Health and Welfare; Cleanliness and Hygiene; Feeding and Food Preparation; Disease Prevention and Control; Recognition of Sick Animals; Dog Handling; Health and Safety; Emergency Procedures, Normal Whelping and Responsible Breeding.

There are a variety of animal care courses available and staff should be encouraged to attend Relevant NVQs attained at Level 2 or the equivalent should enable staff to gain a minimum level of competency.

Numbers of staff

Condition

Numbers of staff must be appropriate for the breed/type and number of dogs being bred. Numbers must be sufficient to provide the level of care set out in these model conditions.

Guidance

Staff numbers should be of concern when there

is evidence that the standards maintained or the condition and behaviour of the animals is being compromised, or where an unrealistic routine is in place.

Condition

Sufficient adequately trained staff must be available every day to carry out all the interactions and procedures with dogs specified in this document. Guidance

Condition

Establishing the number of staff required will require an assessment of the conditions at the establishment. As a guideline, it may be considered that a full time attendant may care for up to 20 dogs. In domestic environments, it is advisable for other members of the household, or dog sitters to be provided with guidance notes in regard to general day to day care – feeding, grooming, cleaning, exercise and compatibility issues – especially where several dogs, or breeds of dogs, are involved. Guidance

Condition

Dogs must not be left alone for long periods and must be checked at the start and end of every working day and regularly by a member of staff at least every four hours during the day.

Guidance

These checks should be more frequent when bitches are imminently due to whelp, whelping and puppies that are not yet weaned (See also Section 2 – Management and Section 6 – Health and Welfare of the Breeding Stock and Litters). Condition

Environmental Enrichment and Exercise

Condition

Dogs must be provided with environmental enrichment and the ability to have some control over their environment. Guidance

Guidance

Toy and activity feeders that are changed regularly are ideal enrichment. There should be more toys or feeders than there are dogs in the kennel. The use of raised beds and the ability to move out of other dogs' sight should be provided (see also Puppy Plan Annex B).

Condition

Breeding establishments are the permanent home for some dogs and therefore provision of exercise

facilities must be adequate for the long term. Dogs must not be kept permanently confined.

Arrangements must be made for the dogs to be exercised at least twice a day.

Guidance

Exercise may also be provided by walking. Where dogs are exercised off the premises, reference should be made to the Clean Neighbourhoods Environment Act (2005) and the Control of Dogs Order 1992 (see Other Relevant Legislation). The name, address and telephone number (including the emergency number) of the establishment's veterinary practice should be displayed prominently preferably by the telephone.

Handling and habituation

Condition

Breeding dogs must be handled and examined regularly to identify changes in health, weight and behaviour, also to ensure dogs are habituated to handling by people. This is particularly important for bitches, as fear of people will influence development of puppy behaviour

Guidance

An SOP for the socialisation and habituation of puppies from birth to the point of sale should be used (see also Puppy Plan Annex B and Annexes F & G on Socialisation and Habituation).

Food and Water Supplies

Condition

All dogs must be adequately supplied with suitable food. Clean water must be available at all times and changed at least daily. Dogs must be fed a diet appropriate to their age, breed, activity level and stage in the breeding cycle. Dogs must be fed individually with separate bowls. Food must be stored in vermin-proof containers and fresh food must be refrigerated.

Guidance

The dog's weight should be monitored and recorded quarterly and diets adjusted where necessary, unless otherwise advised by a veterinary surgeon or a significant change in the dog's weight/body condition is noticed.

Condition

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 and cleaned and disinfected or disposed of after each meal.

Guidance

If necessary, the veterinary surgeon should be consulted to advise. Special dietary considerations should be given to young and old dogs and to whelping and nursing bitches. Nutrition is particularly important during pregnancy and lactation and consideration should be given to the varying nutritional requirements of individual dogs. Body condition score should be monitored and feeding adjusted appropriately. (See also Annex H - SOP on feeding).

Condition

Dogs must be fed sufficiently well to maintain health.

Guidance

Inspectors should observe the general condition of the dogs and check on the quantity of food in store and the process of preparation.

Weaning Procedures

Condition

Puppies must start the weaning process as soon as they are capable of ingesting food on their own. The food offered must be appropriate for the stage of development of the puppies.

Puppies at weaning must initially be offered food five times a day. It must be ensured that each puppy takes the correct share of the food offered.

Guidance

Weaning should normally commence at 3-4 weeks old. The initial diet may be liquid progressing to solid food over the ensuing period.

Condition

During lactation, the bitch must have sufficient appropriate food to satisfy the demands being made upon her.

Guidance

Lactation will last until the puppies are weaned.

Consideration should also be given to how many puppies the bitch is nursing. During lactation the bitch should be closely monitored for signs of complications (eg eclampsia). The feeding level required for the bitch after weaning will depend upon her body condition.

Where a proprietary food source is used the manufacturer's guide should be followed. Veterinary advice should be sought if in doubt.

Food provision can be used to enhance enrichment, for example through the use of devices increasing the time and effort taken to access food (e.g. puzzle feeders, activity balls, stuffed rubber toys). Where these are used they should be cleaned and disinfected thoroughly between each use. Where dogs are kept in pairs or larger groups, more devices should be available than the number of dogs, use should be monitored carefully to identify where aggression occurs. Dogs which show aggression associated with feeding, or when provided with food based enrichment, should be separated from other dogs prior to feeding.

Kitchen Facilities

Condition

Facilities, hygienically constructed and maintained, must be provided for the storage and preparation of food for the dogs.

Where fresh and cooked meats are stored, refrigeration facilities must be provided. Food contamination must be avoided.

A sink with hot and cold running water must be available for washing kitchen utensils and eating and drinking vessels.

Guidance

A separate hand basin with hot and cold running water should be provided for staff.

Condition

Containers for storing foods must be provided and must be constructed and maintained to guard against insects and other pests.

Cross-contamination must be avoided.

Guidance

Dishes and bedding should be washed separately from domestic items.

First-Aid Kit for Dogs

Condition

A fully maintained first-aid kit suitable for use on dogs and puppies must be available and accessible on the premises.

Guidance

A veterinary surgeon should be consulted concerning its contents and a competent member of staff should be in charge of its maintenance.

Isolation Facilities

Condition

Veterinary advice must be sought for any animal with a potentially infectious disease.

Guidance

Where advised, the dog should be isolated immediately and the procedure documented.

Condition

Facilities for isolation must be available when required. Isolation facilities must be used where the presence of infectious disease is suspected or known.

Guidance

Procedures should be in place, and understood by all staff, to prevent the spread of infectious disease between isolated animals and the other dogs.

Condition

Isolation facilities must be in compliance with the other licence conditions but must be physically separate from other dogs.

Guidance

Intervening buildings and construction detail (ie window and door positions) should be taken into account because individual circumstances may significantly affect the recommended distance.

For airborne diseases, ideally a distance of at least 5 m (15 ft). The requirement for 5 m distance between isolation facilities and the other dogs is based upon consideration of the distance that airborne infection can carry.

Condition

Hands must be washed after leaving the isolation facilities before handling other dogs.

Protective clothing, footwear and equipment, for use

only in the isolation facility, must be used to reduce the spread of infection and must not be worn outside the isolation facility.

Guidance

The use of disposable clothing is recommended.

A management regime should be followed where an isolation case is being handled. For example, isolation cases must be cared for after all other dogs have been attended to. Records of the isolation cases and the management regime to be followed should be kept. (See also Record Keeping under Section 6 – Health and Welfare of the Breeding Stock and Litters).

Condition

Complete disinfection of the isolation facilities and equipment must be carried out once vacated.

3. DISEASE CONTROL, VACCINATION AND WORMING

General

Condition

All reasonable precautions must be taken to prevent and control the spread among dogs of infectious or contagious diseases; BDA 1973 S.1(4)(c). Licence holders must take all reasonable steps to protect the animal from pain, suffering, injury and disease.

All breeding establishments must be registered with a Veterinary Practice and ensure full details are made available to the Licensing Authority.

Guidance

Registered breeders should produce a health and welfare plan (see Appendix I) approved by a veterinary surgeon. This should be updated on an annual basis and needs to take into account the health, preventive treatment, socialisation, and welfare of the animals.

4. EMERGENCIES/FIRE PREVENTION

General

Condition

There must be Emergency Evacuation and Contingency Plans (see Appendix J) in place which meets approval with the local authority, and in consultation with the local authority.

Guidance

Contingency plans should also include consideration for alternative housing for a large number of dogs.

For the occasions where it is not possible to evacuate the dogs to alternative locations other contingency measures should be in place, this may include long term provision of feed/water or euthanasia (see Appendix K on Euthanasia).

5. TRANSPORT

Section 1(4)(e) of the 1973 Act is concerned with safeguarding the welfare of dogs 'when being transported to or from the breeding establishment'.

General

Condition

Dogs and puppies being transported to and from breeding establishments must be properly supervised to ensure compliance with the obligations under the 1973 Act.

All appropriate steps must be taken to ensure that the dogs will be provided with suitable food, drink and bedding material and adequately exercised when being transported to or from the breeding establishment.

Bitches must not be transported in the last stages of pregnancy, ideally not from 54 days after mating, unless to a veterinary surgeon for treatment.

Bitches must not be transported for 48 hours after whelping unless it is to see a veterinary surgeon for treatment.

Guidance

It is recommended that records are kept of the vehicles used when dogs are transported, as well as details of journeys undertaken (see Record-keeping section below at Section 6- Health and Welfare of the Breeding Stock and Litters). (See also the Welfare of Animals (Transport) (England) Order 2006 under Other Relevant Legislation). All vehicles are considered commercial and subject to EU Transport Regulation 1/2005.

Condition

Whenever dogs are transported they must be fit and healthy for the intended journey. Injured and/or diseased dogs must not be transported (except for minor illness or injury, as determined by trained and competent staff) unless they are being taken to a veterinary surgery.

Guidance

The transporting of distressed dogs should be avoided whenever possible.

When transporting animals, there is a general duty of care to protect them from injury or unnecessary suffering (see Article 4 of Welfare of Animals [Transport] [England] Order 2006) and to also ensure they are transported in suitable containers. If the transportation is carried out in connection with an 'economic activity', as defined by the Regulations, then there are further legal requirements to comply with under this legislation. Furthermore, there is a requirement under the Highway Code that animals should be "suitably restrained" when transported (Rule 57, Highway Code). Any vehicle used for transporting dogs should be suitable and have the correct ventilation and temperature control so that the dog remains comfortable during the journey, whatever the outside temperature. Dogs should not be left unattended in a vehicle for any length of time.

Dogs should not be fed within two hours of a journey and should be exercised immediately before they are loaded to give them the opportunity to go to the toilet.

During a journey dogs should be securely and comfortably confined. If a dog is transported alone in a container, he or she should have enough space to stand, sit erect, lie in a natural position and turn around normally while standing up for long journeys. If transported with other dogs, there should be sufficient space for all the dogs to carry out all these behaviours without touching other dogs.

If transporting adult dogs by road, sufficient breaks should be offered for water and the chance to go to the toilet.

Condition

Puppies must not be transported before eight weeks of age without their dam unless a veterinary surgeon agrees otherwise for health and/or welfare reasons, or in an emergency (See Welfare of Animals (Transport) Order (England) 2006 - Council Regulation (EC) No 1/2005).

Guidance

Where possible, puppies should be trained to stay calmly in a crate by using reward-based training prior to transportation.

6. HEALTH AND WELFARE OF THE BREEDING STOCK AND LITTERS

Mating

Condition

Bitches must not be mated if they are less than one year old.

BDA 1973 S. 1(4) (f)

Guidance

It is the responsibility of the licensee to make every reasonable effort to ensure that both sires and bitches are in good health prior to mating. This includes checking for the presence of both infectious and genetically inherited diseases which may affect the health of either parent or resulting puppies. Where necessary, veterinary advice should be sought.

Breeding stock should be selected on their temperament and genetic health. Dogs that have required surgery to rectify an exaggerated conformation that has caused adverse welfare (an excessively flat face or short nose or eyelid abnormalities etc.) should not be bred from.

Dogs with exaggerated conformations that may be associated with adverse welfare should not be bred from.

Maximum Number of Litters

Condition

Bitches must not give birth to more than six litters of puppies each in their lifetime.;

BDA 1973 S. 1(4) (g)

Guidance

(See also KC guidance on number of litters - Appendix A)

Twelve Months Between Litters

Condition

Bitches must not give birth to puppies before the end of the period of twelve months beginning with the day on which they last gave birth to puppies; BDA 1973 S. 1(4) (h)

Social Contact for Dogs and Socialisation of Puppies

Adult Dogs

Condition

Social contact is very important, and all dogs used for breeding must be kept in an environment that allows adequate social contact with both other dogs and people.

Guidance

Social contact with other dogs may be achieved through pair or group housing, although the behaviour of individuals within each group should be monitored carefully for signs of aggression or fear. The compatibility of the dogs may vary depending on the stage of the breeding cycle (seasons and lactation) and this should be monitored carefully. Dogs which show behavioural signs of fear or anxiety associated with contact with other dogs may be better housed and exercised singly, as long as they are provided with sufficient human contact. They should not be used for breeding. A policy should be in place for monitoring the introduction of new dogs to existing groups in either domestic or kennel environments, to avoid stress to either new or resident animals.

Bitches close to whelping and when lactating should not generally be mixed with other adult dogs. On these occasions where dogs have to be kennelled on their own, the level of social contact with humans should be increased to compensate.

When the social contact is provided by humans, the contact should be for the majority of the day. When dogs are kept in a kennel environment this should be the working day and in a domestic environment the normal waking hours of the household.

Puppies

See also **Puppy Plan (Appendix B)**.

Condition

Puppies must be handled regularly from shortly after birth for short periods (e.g. gently picking up and examining) to habituate them to human contact and to examine them for any sign of disease and to ensure they are feeding properly.

Guidance

The early experience of puppies has a profound effect on their adult behaviour, and it is important that the facility has in place an adequate programme

to socialise puppies and prepare them for life in a domestic environment. SOPs should be available so that all staff know how to appropriately socialise puppies.

Where bitches are anxious or aggressive when puppies are approached, this process should be gradual to acclimatise the bitch to the presence of people around the litter.

Condition

From 3 weeks old puppies must be habituated to events likely to be encountered in a domestic environment.

Guidance

This should include the sights and sounds in households, such as appliances, as well as differing surfaces on which to walk. Introduction to novel sights and sounds should be gradual so that puppies do not show a fearful response such as startling or withdrawal. Puppies should also be introduced to a variety of people including adults of both sexes, children of different ages, and wearing a variety of clothing styles.

Condition

To learn social skills with other dogs, puppies must be maintained as a litter or with puppies of a similar age and size.

Guidance

They should also ideally be introduced to non-aggressive and healthy, vaccinated adult dogs in addition to the bitch. However, it is also important for puppies to start to learn to be separated from others, so should be separated from litter mates and the bitch for short periods from the age of six weeks. During periods of separation there should be human social contact.

Household sounds may occur naturally in domestic environments but could be achieved through the playback of recordings for dogs housed in kennels.

Record Keeping

(See also **Appendix C**)

Condition

Accurate records in a form prescribed by regulations as shown below must be kept at the premises and made available for inspection there by any officer of the local authority or any veterinary surgeon, authorised by the local authority to inspect the

premises; BDA 1973 S. 1(4) (i)

The Breeding of Dogs (Licensing Records)

Regulations 1999 (SI 1999 No 3192) prescribe the form of records to be kept by licensed breeding establishments. These records must be accurate and kept on the premises and made available to local authority inspectors or any veterinary surgeon authorised by the local authority.

A record must be kept by every licensed dog breeder for each breeding bitch providing the name of the bitch, date of birth, address where she is kept, breed, description, date of mating and details of sire. Licensed dog breeders must also keep a record of any litters, including the sex of the puppies, date of birth, weight, description and total number in the litter. The record must also show the details of sale, namely the date of sale, name and address of who was supplied and the status of the purchaser (ie, private owner or pet shop).

Guidance

Although the sub-section does not provide any scope for flexibility, the Home Office guidelines to local authorities expect local authorities to take into account any difficulties in relation to factors beyond the breeder's control, such as when a bitch whelps prematurely. Accurate records showing matings and whelpings will be essential.

Additional records will provide useful information to the local authority inspectors should problems arise. It is suggested that this information should include:

- The details and number of all dogs kept on the premises, including movement on and off the premises;
- oestrus dates of breeding bitches;
- microchip or tattoo numbers or other suitable form of permanent identification. If the dogs are KC or breed association registered, these numbers should also be recorded;
- where dogs are under a breeding arrangement, the details of such dogs, together with their whereabouts;
- vaccination and worming records and details of other veterinary treatment given;
- cleaning and disinfecting regimes (see also SOP);
- feeding and exercise routines;

- accommodation temperatures;
- details of any isolation cases and the management regime in place;
- details of vehicles used for transporting dogs, as well as time and length of journeys taken. Records should also show which dogs are transported and their destination;
- date and cause of death if known;
- Number of dogs required to be euthanised, reason for euthanasia, date of euthanasia and the name of the veterinary surgeon in attendance;
- Number of breeding bitches retired, details of each individual breeding bitch's microchip (or other permanent identification) number, outcome for the bitch e.g. rehomed and to where
- If dogs have come from abroad, specific additional information should be recorded.
- Health Plan (Annex I)
- health screening test results;
- puppy contract

This list is by no means exhaustive.

Documentation should also be routinely provided to purchasers of puppies, for example as a 'puppy pack', including information on the puppy's diet, worming history, five generation pedigree where relevant, any parental or puppy health check results, any veterinary treatment or ongoing medication, health insurance, socialisation history, and advice on ongoing care. Purchasers of puppies should also receive a puppy contract (AWF/RSPCA), and full contact details of the breeder. (See also Puppy Plan – Annex B).

Other relevant legislation

ALL LEGISLATION IS CORRECT AT DATE OF PUBLICATION – PLEASE CHECK CURRENT STATUS OF LEGISLATION AT TIME OF INSPECTION

References to other relevant legislation are made simply to alert the reader to other issues, such as those relating to health and safety matters, as well as environmental protection, which should also be considered in the operation of a breeding establishment.

References to legislation should not be taken as a detailed explanation of the law, and this publication may not refer to all legislation that may be relevant depending on the circumstances.

It should be borne in mind that laws change and expert advice should always be sought as to the current legal position.

A list of useful addresses is included at the back of the guide

1. Health and Safety at Work etc Act 1974

Employers must ensure the safety of their workers, both voluntary and paid, and visitors to the workplace. This is underpinned, inter alia, by the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations 1999. A safe system of work must be in place and there must be adequate training and supervision. For example, staff employed to handle dogs must be competent and properly trained for the work they are expected to carry out.

The Health and Safety Executive (hse.gov.uk) and/or the local authority should be contacted for further advice and information.

2. Control of Substances Hazardous to Health (COSHH) Regulations 2002

These Regulations require employers to:

- assess the risks to health from work activities which involve a hazardous substance, e.g., chemicals or micro-organisms;
- prevent or, where this is not reasonably practicable, adequately control exposure to the hazardous substances;

- introduce and maintain control measures;
- inform, instruct and train employees about the risks and precautions to be taken;
- regularly review risk assessments and the effectiveness of control measures.

These Regulations also cover zoonoses (diseases transmitted between animals and people, such as Salmonellosis, Toxocariasis and Toxoplasmosis) and suitable advice on risks and precautions should be brought to the attention of staff. Staff should also be appropriately vaccinated. It is vital that those working with dogs are aware of the importance of preventing disease transference. Cross-contamination risks are high and good hygiene is important.

3. Staff – Workplace (Health, Safety and Welfare) Regulations 1992, Health and Safety (First-Aid) Regulations 1981, Personal Protective Equipment at Work Regulations 1992

Suitable and sufficient toilet and washing facilities must be available for staff in accordance with health and safety requirements. There is a general duty on employers to ensure there is adequate first aid provision for employees. The minimum requirement is a suitably stocked first-aid box, an appointed person to take charge of first-aid arrangements and information for employees about first-aid arrangements, such as where the first-aid box is and who the appointed first-aider is. Every employer must ensure that suitable personal protective equipment is provided to his employees who may be exposed to a risk to their health or safety while at work except where and to the extent that such risk has been adequately controlled by other means which are equally or more effective. Accordingly Staff may need to be provided with items such as protective clothing, dog catching devices and muzzles.

For guidance see HSE: www.hse.gov.uk

4. Waste – Environmental Protection Act 1990 and related legislation

Certain waste may only be passed to registered carriers or appropriate licensed or authorised disposal facilities. Those wishing to dispose of waste on their

premises or operate an incinerator must seek advice from the local authority.

The type of waste likely to be produced by breeding establishments would include faeces, soiled material, waste water, blood and other discharges, and tissue. There are regulations which pertain to the collection, carriage and disposal of such waste and place a duty of care on those producing and handling certain types of waste, particularly animal by-products. Advice should be sought from the Environment Agency Regional Office which produces information sheets and from AHVLA or from the local authority.

5. Nuisance – Environmental Protection Act 1990

It is important to consider the potential problem of noise and odour nuisance. Such noise or odour that is prejudicial to health or a nuisance may amount to a statutory nuisance in relation to which Local authorities may serve an abatement notice and, if this is ignored, a summons may follow. Persons aggrieved may also complain on notice.

Monitoring a single dog barking at close range may produce a reading in the region of 95 dB(A). It is important to design and site kennels to prevent any cause for complaint from neighbours. The choice of appropriate materials, and their correct use in design, in terms of preventing noise (and odour) nuisance is extremely important. It should be borne in mind that if the nuisance is unreasonable having regard to the area, a cause of action could still arise even if the nuisance was already present when the complainant moved to the area. If the nuisance amounts to a public nuisance such “prescription”, as it is known, will never be a defence.

Environmental Health Officers within the local authority should be able to give further advice and guidance on nuisance problems and related statutory provisions. Certain types of noise, for example, are the subject of specific statutory controls.

6. Dogs (Fouling of Land) Act 1996

This Act empowers local authorities to designate certain land for the purpose of making it an offence to allow a dog to defecate on such land. If the person in charge of a dog allows that dog to defecate on designated land and fails to remove the faeces forthwith, then that person will be guilty of an offence, unless he has reasonable excuse or has

the consent of an authorised person not to remove the faeces. It should be borne in mind that the Act specifically states that it will not be considered reasonable excuse if the person is without the means to remove the faeces or is unaware that the dog has defecated.

The Dogs (Fouling of Land) Act 1996 is only applicable in England and Wales.

Department of the Environment Circular No. 18/1996: Dogs (Fouling of Land) Act 1996 provides useful guidance on the Act. Where dogs are exercised off premises, the provisions of this Act should be borne in mind.

7. Dog Fouling – Clean Neighbourhoods and Environment Act 2005

Part 6 of the Clean Neighbourhoods and Environment Act 2005 relates to dogs and became law in 2006. Under this Act local authorities and parish councils in England and Wales have been given the powers to introduce new Dog Control Orders (DCOs) in respect of any land in their area to which the public are entitled or permitted to have access with or without payment.

This Act empowers local authorities to designate certain land for the purpose of providing for offences relating to the control of dogs which, inter alia, can include offences relating to the fouling of land by dogs and the removal of dog faeces.

The Dogs (Fouling of Land) Act 1996 is largely repealed by this Act. Some savings were made by Article 4 of the Clean Neighbourhoods and Environment Act 2005 (Commencement No. 1, Transitional and Savings Provisions) (England) Order. The Dogs (Fouling of Land) Act 1996 empowered local authorities to designate certain land for the purpose of making it an offence to allow a dog to defecate on such land without removing the faeces forthwith and the savings provide that the Dogs (Fouling of Land) Act 1996 shall continue to have effect in respect of any land which is designated land before 6 April 2006, save to the extent that a DCO applies in respect of it, if the designation order in question is revoked or, if the designation order in question is amended so as to reduce the extent of the designated land, to the extent of that reduction. The savings also mean that various other legislative provisions shall continue to apply in respect of the continued effect of the 1996 Act in the form in which they were immediately prior to the enactment of the

Clean Neighbourhoods and Environment Act 2005.

8. The Control of Dogs Order 1992

This Order replaces and extends the Control of Dogs Order 1930 and provides that every dog, subject to specific exceptions, while in a highway or in a place of public resort shall wear a collar with the name and address of the owner inscribed on the collar or on a plate or badge attached to it. It should be noted that it is the local authority which has the power to enforce the Order, not the police force for any area.

9. The Welfare of Animals (Transport) Order (England) 2006

- The transport legislation, which in England administration and enforcement of Council Regulation (EC) No 1/2005 on the protection and related operations, makes it an offence to transport any animal (not exhaustive);
- that is unfit; Unless there are arrangements for its needs to be met during the journey, including unloading at the place of destination, and for its welfare conditions to be regularly checked and appropriately maintained;
- using violence or any method likely to cause unnecessary fear, injury or suffering when handling the animals. N.B., the use of instruments administering electric shocks is recognised, but is to be avoided if at all possible.

There are general rules on the construction and maintenance of vehicles. There are also species-specific rules. Specific requirements include ventilation and loading equipment such as ramps. Animals must be transported with sufficient space to prevent suffering. There are also rules on the segregation of non-compatible animals.

Animal Transport Certificates (ATCs) must accompany vertebrate animals on most journeys as part of a economic activity, although farmers are exempted from carrying an ATC when transporting their own animals in their own means of transport on journeys up to 50 km from their holding, or as part of seasonal transhumance. The information required is set out in Article 4(1) of Council Regulation (EC) No 1/2005; there is no prescribed legal format but Defra does provide a suggested form.

10. Dangerous Dogs Act 1991

The Dangerous Dogs Act 1991 prohibits persons

from having in their possession or custody dogs of a type specified in Section 1. It enables restrictions to be imposed in relation to other types of dog which present a serious danger to the public and makes further provision for ensuring that dogs are kept under proper control by their owners and those in charge of them.

The Home Office has released several circulars on the 1991 and 1997 Acts and these may be obtained from the relevant Government Departments.

11. The Dangerous Dogs (Amendment) Act 1997

The Dangerous Dogs (Amendment) Act 1997 amends the Dangerous Dogs Act 1991 and allows the Courts limited discretion where previously a destruction order would have been mandatory.

12. Animal Welfare Act 2006

The Animal Welfare Act 2006 makes owners and keepers responsible for ensuring that the welfare needs of their animals are met. These include the need:

- for a suitable environment (place to live)
- for a suitable diet
- to exhibit normal behaviour patterns
- to be housed with, or apart from, other animals (if applicable)
- to be protected from pain, suffering, injury, and disease

Anyone who found guilty of an offence of causing unnecessary suffering to an animal or failing to provide for its welfare needs may, among other sanctions, be banned from owning animals, fined (in the case of causing unnecessary suffering, up to £20,000) and/or sent to prison.

13. Rabies (Importation of Dogs, Cats and Other Mammals) Order 1974, Council Directive 92/65/EEC

of 13 July 1992 laying down animal health requirements governing trade in and imports into the Community of animals, semen, ova and embryos not subject to animal health requirements laid down in specific Community rules.

14. Trade in Animals and Related Products Regulations 2011, Regulation (EC) No 998/2003

of the European Parliament and of the Council of 26 May 2003 on the animal health requirements applicable to the non-commercial movement of pet animals

Dogs can be imported into Great Britain and therefore England for trade (N.B., the exchange of payment is not a necessary element of trade in this context), which would include breeding, from another EU Member State, Norway, Switzerland or Liechtenstein without undergoing quarantine, provided the requirements of the Trade in Animals and Related Products Regulations 2011 and Council Directive 92/65/EEC are met. N.B., Council Directive 92/65/EEC has been amended on several occasions and also makes certain requirements of Regulation (EC) No 998/2003 (of the European Parliament and of the Council of 26 May 2003 on the animal health requirements applicable to the non-commercial movement of pet animals) part of the trade requirements.

These requirements are quite complicated and further information is available from the Animal Health and Veterinary Laboratories Agency www.defra.gov.uk/ahvla-en/.

15. Regulatory Reform Order (Fire Safety) 2005

The Order imposes a number of specific duties in relation to the fire precautions to be taken. These include:

- suitable and sufficient assessment of the risks
- implementation of preventive and protective measures
- elimination or reduction of risks from dangerous substances
- provide appropriate fire-fighting equipment, including fire detectors and alarms which is easily accessible and simple to use
- ensure that routes to emergency exits from premises and the exits themselves are kept clear at all times and are adequate with regard to use, equipment and dimensions of the premises and the maximum number of persons who may present there at any one time
- establish and, where necessary, give effect to

appropriate procedures, including safety drills and emergency arrangements, to be followed in the event of serious and imminent danger to relevant persons

- ensure that the premises and any facilities, equipment and devices provided are maintained in efficient working order and in good repair
- appoint one or more competent person to assist in undertaking the preventive and protective measures
- provide employees, and the employer of any employees from an outside undertaking who are working in or on the premises, with comprehensible and relevant information on risks, preventive and protective measures, procedures in place
- provide employees with adequate safety training and inform them of their duties under the Order

This publication is intended to be helpful but represents only a statement of opinion. It does not contain legal advice or a complete statement of the law. It should not be used as a substitute for legal advice or as the basis for giving advice without checking the primary sources. References to legislation should not be taken as a detailed explanation of the law, and this publication may not refer to all legislation that may be relevant depending on the circumstances. Legal advice should always be obtained on specific facts or on the adaptation of model conditions to specific circumstances.

No responsibility or liability for loss or consequential loss occasioned to any person, as a result of making use of this publication (including the recommended good practice contained within), is accepted by the contributing bodies, the members of the working party or the authors of this publication. It should also be borne in mind that laws change and expert advice should always be sought as to the current legal position.

USEFUL CONTACTS

Advisory Council on the Welfare Issues of Dog Breeding

Website: www.dogadvisorycouncil.com
Email: heather@drydaytonestate.com

Animal Health and Veterinary Laboratories Agency

Website: www.defra.gov.uk/ahvla-en

Animal Welfare Foundation

7 Mansfield Street, London W1G 9NQ
Tel: 020 7908 6375
Email: bva-awf@bva.co.uk

British Veterinary Association

7 Mansfield Street, London W1M 0AT
Tel: 020 7636 6541
Fax: 020 7436 2970
Email: bvahq@bva.co.uk

British Small Animal Veterinary Association

Woodrow House, 1 Telford Way
Waterwells Business Park, Quedgeley,
Gloucestershire GL2 2AB
Tel: 01452 726700
Fax: 01452 726701
Website: www.bsava.com
Email: administration@www.bsava.com

Chartered Institute of Environmental Health

Chadwick Court, 15 Hatfields, London SE1 8DJ
Tel: 020 7928 6006
Fax: 020 7827 5862

Local Government Association

Smith Square, London SW1P 3HZ
Tel: 020 7664 3000
Fax: 020 7664 3030
Website: www.local.gov.uk
Email: info@local.gov.uk

Department for Environment, Food and Rural Affairs

Nobel House, 17 Smith Square London SW1P 3JR
Tel: 08459 33 55 77
Website: www.defra.gov.uk
Email: defra.helpline@defra.gsi.gov.uk

Dogs Trust

17 Wakley Street, London EC1V 7RQ
Tel: 0207 837 0006
Website: www.dogstrust.org.uk
Email: info@dogstrust.org.uk

Health and Safety Executive

Website: www.hse.gov.uk

Home Office

Direct Communications Unit
2 Marsham Street, London SW1P 4DF
Tel: 020 7035 4848
Fax: 020 7035 4745
Website: www.homeoffice.gov.uk
Email: public.enquiries@homeoffice.gsi.gov.uk

International Sheep Dog Society

(Registration authority for sheep dogs)
Clifton House, 4a Goldington Road
Bedford MK40 3NF
Tel: 01234 352672
Fax: 01234 348214
Email: office@isds.org.uk

The Kennel Club

1-5 Clarges Street, Piccadilly London W1J 8AB
Tel: 0844 463 3980
www.the-kennel-club.org.uk

AWF/RSPCA Puppy Contract

www.puppycontract.org.uk

Royal College of Veterinary Surgeons

Belgravia House, 62-64 Horseferry Road
London SW1P 2AF
Tel: 020 7222 2001
Fax: 020 7222 2004
Email: info@rcvs.org.uk
Website: <http://findavet.rcvs.org.uk>

The Royal Society for the Prevention of Cruelty to Animals

Wilberforce Way, Southwater
Horsham, West Sussex RH13 9RS
Website: www.rspca.org.uk

The Stationery Office

Tel: 0870 600 5522

Trading Standards

Please contact your local authority for details.

APPENDIX A

Useful information

Kennel Club Litter Registration

The Kennel Club of the UK will not register a litter if the bitch was under one year old at the time of mating or if she has already whelped four litters. Neither will it register a first litter if the bitch has reached the age of eight years of age at the date of whelping. Also if: the offspring are the result of any mating between father and daughter, mother and son or brother and sister, save in exceptional circumstances or for scientifically proven welfare reasons; the dam has already had two litters delivered by caesarean section, save for scientifically proven welfare reasons and this only normally provided the application is made prior to the mating; or the dam was not resident at a UK address at the date of whelping.

There are schemes in place for screening for hereditary conditions in dogs. The BVA, in conjunction with the Kennel Club and the International Sheep Dog Society, encourages responsible breeding through its Canine Health Schemes. Breeders may have their dogs screened for various hereditary and breed-related conditions to assist them to make responsible breeding decisions.

BVAO

British Veterinary Association

REPORTING SURGICAL CORRECTIONS TO CONFORMATIONAL PROBLEMS IN PEDIGREE DOGS

The Kennel Club (KC) asks that any conformation alteration surgery is reported. Presently, the level of reporting to the KC by owners of surgical correction on their dogs far exceeds that done by veterinary surgeons. This needs to change and the profession needs to be much more proactive. The reporting forms are available on both the BVA and RCVS websites and the KC are setting up a facility to enable on-line reporting.

Using the list of issues the Advisory Council on the Welfare Issues of Dog Breeding considered to be the most pressing welfare problems as an initial basis, we have created a list of the conformation problems requiring surgical correction which therefore be the highest priority for vets to report.

Conformation problems requiring surgical correction For which the surgery should be reported to the Kennel Club
<p>RESPIRATORY Brachycephalic airway obstruction syndrome o Stenotic nares o Elongated soft palate o Everted laryngeal sacculae laryngeal collapse Tracheal collapse Tracheal hypoplasia Cleft palate Hairlip</p>
<p>MUSCULOSKELETAL My joint replacement (other than for proven trauma) Cruciate repair Joint dysplasia Patellar luxation</p>
<p>OPTHALMIC Adnexal problems o Entropion o Ectropion o Other eyelid plastic surgery o Distichiasis o Trichiasis o Incomplete eyelid closure o Diamond eye o Nictitating gland prolapse Lens luxation Cataract Glaucoma Retinal detachment Keratoconjunctivitis sicca Corneal ulceration that is breed associated</p>
<p>CARDIAC Any cardiac or major vessel SWI (e.g., POA)</p>
<p>NEUROLOGICAL Syringomyelia Intervertebral disc protrusion Cervical spinal instability (Webbier syndrome) Atlantoaxial subluxation Lumbosacral stenosis Oenoid sinus Persistent hepatic portal vein Hydrocephalus</p>
<p>DERMATOLOGICAL Skin fold !Ulery Ear canal surgery</p>
<p>ALIMENTARY Dental malocclusion Cheiloplasty Vascular ring anomalies Cricopharyngeal achalasia Hiatal hernia Gastric torsion oric stenosis</p>
<p>UROGENITAL Retained testicle Vaginal prolapse Urolithiasis Ectopic ureter</p>
<p>MISCELLANEOUS Umbilical hernia Inguinal hernia</p>

APPENDIX B – The Puppy Plan



The latest version of the Puppy Plan, supported by Dogs Trust and the Kennel Club, can be downloaded here: www.thepuppyplan.com/

APPENDIX C – Record Keeping

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STATUTORY INSTRUMENTS

1999 No. 3192

ANIMALS, ENGLAND AND WALES

The Breeding of Dogs (Licensing Records) Regulations 1999

Made - - - - - 29th November 1999

Laid before Parliament 7th December 1999

Coming into force - - 30th December 1999

The Secretary of State, in exercise of the powers conferred on him by section 1(4)(i) and (4A) of the Breeding of Dogs Act 1973(a), hereby makes the following Regulations:

1.—(1) These Regulations may be cited as the Breeding of Dogs (Licensing Records) Regulations 1999 and shall come into force on 30th December 1999.

(2) These Regulations shall not extend to Scotland.

2. For the purposes of section 1(4)(i) of the Breeding of Dogs Act 1973, the records referred to in that section shall be in the form set out in the Schedule to these Regulations.

Home Office
29th November 1999

Mike O'Brien
Parliamentary Under-Secretary of State

(a) 1973 c. 60, as amended by section 2 of the Breeding and Sale of Dogs (Welfare) Act 1999 (c. 11).

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EXPLANATORY NOTE

(This note is not part of the Regulations)

The Breeding of Dogs Act 1973, as amended by the Breeding and Sale of Dogs (Welfare) Act 1999, requires the local authority to have regard to certain matters in determining whether to grant a licence for the keeping of a breeding establishment and about which conditions must be included in the licence. One such matter is that accurate records should be kept at the premises and made available for inspection (Section 14(i) of the 1973 Act).

These Regulations, which do not apply to Scotland prescribe the form in which those records must be kept.

APPENDIX D – Minimum Kennel Sizes

Council of Europe guidelines: Kennel size

- The kennel area should be large enough to allow separate sleeping and activity areas.
- The kennel must be sufficiently large to allow each dog to be able to walk, turn around and wag its tail without touching the sides of the kennel, to play, to stand on its hind limbs and to lie down without touching another individual.
- The minimum kennel size should be at least 4m² for dogs under 20kg, and 8m² for dogs over 20kg. This should be increased in relation to size, and number of dogs, such that both the length and width are sufficient for all the dogs to lie outstretched at all angles with neither their tail nor snout touching the walls or another individual.
- Bitches with litters should be provided with double this space allowance.
- For post weaned stock, the following minimum enclosure dimensions and space allowances should apply (taken from Council of Europe (2006)):

Weight of dog (kg)	Minimum enclosure size (m ²)	Minimum floor area/ animal (m ²)	Minimum height (m)
Up to 5	4	0.5	2
Over 5 to 10	4	1.0	2
Over 10 to 15	4	1.5	2
Over 15 to 20	4	2	2
Over 20	8	4	2

- For dogs over 30kg these sizes should be scaled up accordingly and should be proportionate.

APPENDIX E – Cleaning SOP

Cleaning

In a domestic environment the hygiene measures that are normally used in a household will also protect the welfare and health of the dogs. Faeces should be removed from the exercise areas on a daily basis to reduce the likelihood of infection and to prevent any roundworm larvae from maturing.

When adult dogs are kennelled there is likely to be a greater level of contamination and therefore cleaning should be more structured.

Daily: remove all soiled material and wash contamination away using detergent if necessary. Dry after cleaning. Remove soiled bedding and replace with clean. Hose down and dry exercise areas where impervious material is used. Dispose of faeces according to waste regulations.

Weekly: remove all furniture from kennels, hose down using disinfectant and allow to dry before returning furniture. Replace all bedding.

Litters of puppies require a more intensive cleaning regime.

Daily: remove all soiled bedding as required to ensure the area is kept clean and dry, and dispose of appropriately. Wash soiled areas using detergent and dry while the litter is being exercised.

Recently whelped bitches require even more work.

Daily: remove all soiled bedding as required to ensure the area is kept clean and dry, and dispose of appropriately. Wash soiled areas using disinfectant twice daily and replace bedding while the bitch is being exercised.

Bleach – Sodium Hypochlorite

Bleach is commonly thought of a disinfectant and does have some disinfectant properties. However it is not as effective at killing bacteria, viruses and fungi as more commonly used commercial disinfectants and it may cause toxic effects to animals and staff as well as degrading the structure of the building. Bleach acts as an oxidiser and is therefore corrosive to both materials and animals. High concentrations can cause ulceration of the skin and mucous membranes (inside the mouth and conjunctiva). If mixed with some other disinfectants it can release toxic gases that are harmful to both humans and animals causing severe respiratory distress. Generally bleach is not a suitable disinfectant for use in animal premises.

APPENDIX F – Socialisation SOP

Socialisation of puppies to people

Principles

Puppies need to meet a range of different people during their 'socialisation period' (between about 3 and 12 weeks of age) to ensure that they accept contact with people as a normal and positive part of life. During this period, puppies learn what is 'normal' in their environment and what to expect in different circumstances. It is therefore important for all puppies to learn that contact with all sorts of different people is a normal part of life. They also need to learn about the various types of interaction that people have with dogs. For example, they need to accept being handled all over, picked up, their feet being handled and cleaned, ears examined, coat groomed, and nails cut. They also need to learn about the various things that people do, for example, coming in and out of the house/kennel area. They also need to learn that sometimes people interact and play, but at other times they may be present but not interacting with the puppies.

The aim of a structured socialisation programme is to give puppies the best chance of coping well with the various types of people, circumstances in which they appear, and ways in which they interact with dogs, before they are homed to a domestic environment. In order to ensure that they develop a positive perception of people, it is important for the introduction of new experiences to be gradual and controlled. It is also important that puppies are not already anxious or fearful when they interact with people, as this will increase the risk that they will associate contact with a negative experience.

Preparation

- Plan in advance how you will ensure that puppies experience different types of people. All puppies should have contact with a minimum of four people. This should include at least one person of each gender. It should also include at least one person who is above retirement age. Puppies should also experience controlled contact with children. Ideally this should include at least one older child (> 8 years), and also a baby or toddler. For safety, children should only have contact with puppies under the supervision of their parents or

responsible adult. Where access to young children is not feasible, puppies should be exposed to the noises of babies and young children using good quality recordings.

- Prepare in advance any items which will help broaden puppies' experience of people. For example, having a brightly coloured and rustling jacket (as worn by postmen or delivery people), a motorcycle helmet, a cap, a back-pack, a pushchair, a zimmer frame and an umbrella available will mean that people engaged in socialising the puppies can introduce puppies to items that they will commonly see associated with people as adults.
- Ensure that puppies are in an environment in which they are familiar before socialisation starts
- Make sure that you have toys and food treats available before starting the socialisation sessions
- Socialisers should be familiar with behavioural signs of anxiety in puppies to ensure appropriate intensity of interaction for individual puppies

Socialisation to different types of people

- Puppies should be familiar and confident with their main carer before the introduction of further people. This person should spend time playing and interacting with puppies until all of the puppies in the litter approach the carer voluntarily on entering the kennel/room. Where individual puppies show signs of fear or anxiety, such as cowering at the back of the pen, moving away, trembling, or pulling back on contact, they should be given additional attention. This should involve the carer being quiet and calm, crouching or sitting a short distance away from the puppy and encouraging the puppy to approach. Approach should be rewarded with food treats. Interaction with nervous puppies should develop with gentle stroking on the chest area: avoid putting the hand directly towards the puppy's head as this may be perceived as threatening. With increased confidence, the puppy can be gradually stroked on the shoulder, back, flanks and head.

- Once all puppies in a litter confidently approach and interact with their main carer, a programme of introduction to other people can be started. Puppies' response to the introduction of one other person should be evaluated first. Signs of fear or anxiety in individual puppies should be addressed as by the main carer. Once puppies confidently interact with the second person, further new people can be introduced. These should include adults of both gender.
- When puppies are confidently interacting with a number of adults in a familiar environment, they can be introduced to people in different circumstances. For example they should experience people coming and going through a threshold (e.g. door in a household), and meeting people when they are in an outside garden or run.
- The socialisation programme can then be expanded to include contact with children where possible. Older children can interact with puppies, but should be instructed how to appropriately handle and play with puppies before the interaction begins. Contact with children should be supervised at all times to prevent the occurrence of negative experiences for either puppies or children. Where younger children or babies are introduced to puppies, they should be held by their parents. Should direct contact with children be impossible, puppies should experience the range of noises made by babies and children through use of a good quality sound recording (see SOP for introducing noises to puppies).
- Puppies should be given additional experience about the variation in the ways people might appear to them through the use of 'props'. For example people can interact with the puppies wearing a fluorescent jacket, motorcycle helmet or backpack. They can also walk past the puppies using a 'zimmer frame' or pushing a push chair or trolley. These experiences will help puppies to learn that all these variations of how people appear are a normal part of life.

Ensuring puppies are familiar with different types of interaction

- In the domestic environment, dogs need to accept that people come and go regularly from the house, and that this is not a cause for either anxiety or excitement. They also need to learn

that periods of contact with family members sometimes involves interaction, but sometimes also periods when people are busy doing other things. In addition, puppies need to accept all the things that people regularly do with their dogs, such as examining their ears, smoothing them all over, reaching over them, stepping over them, drying their feet and grooming them.

- To ensure that puppies accept as normal people coming and going into a household, ensure that they experience this during the socialisation period. Puppies need to accept that it is normal for people to come and go out of their environment, and that this is neither scary, nor necessarily predictive of positive interaction. This can be achieved by asking friends or neighbours to come in and out of the area in which puppies are housed. They can be asked to sometimes ignore puppies during short visits, and sometimes interact with puppies, but only doing so once they are calm and quiet.
- To ensure that puppies have appropriate expectations of human contact they need to spend time with people when they experience play and interaction, but also periods where people are present but not interacting with puppies. This will better simulate their life with people after re-homing than always expecting people to engage in interaction with them. The latter expectation commonly develops where puppies are housed away from normal family activity and people only go in to see the puppies to play or interact with them. To make sure that puppies which are housed in kennels or quiet areas of the house develop appropriate expectations of interaction, ensure that family members spend time with the puppies when interaction does not occur, for example by sitting quietly and reading a book or watching TV.
- Every puppy should be handled all over by at least four people. They should also be picked up and cuddled, have their feet and ears examined, and be turned over. Throughout all of these interactions puppies should be observed carefully for signs of fear or anxiety. Should such behaviours occur, interactions should stop, and be subsequently re-introduced in a manner that the puppy finds less threatening.

APPENDIX G – Habituation of Puppies SOP

Habituation of puppies to household and potentially aversive noises

Principles

The aim of giving puppies experience of noises before they are homed is to ensure that they perceive such noises are 'normal' and 'unimportant' to protect against the development of fear responses later in life. In order to achieve this, every puppy needs to be exposed to noises at such a volume that they never show signs of anxiety or fear. In this way, sounds become a normal part of each puppy's experience. Before starting this program, you should make sure that you are familiar with behavioural signs of anxiety and fear in dogs.

It is important that puppies are not already anxious or fearful when they first hear noises, as this will increase the risk that they will associate the noises with a negative experience. It is therefore important to ensure that puppies are relaxed, or engaged in positive behaviours such as play, before exposure to noises. Noises need to be first presented at a low volume to ensure that none of the puppies show signs of anxiety. It is better to start at a very low volume, where noises are barely audible to the human ear, to ensure that no puppies respond negatively. The puppies need to be observed to ensure that no signs of anxiety or fear occur. They should continue playing or interacting as if nothing different has happened. Where no signs of anxiety or fear are identified, the volume of the sound can be slightly increased in the subsequent session. This process is repeated, with the volume of noises increased gradually over sessions, ensuring that the puppies do not react in a negative manner. Should any puppy show signs of anxiety during a session, the sound should be stopped immediately. Once the puppy is relaxed again, the sound should be repeated but at a lower volume, such that the puppy no longer reacts. Subsequent increases in volume should be made in smaller increments.

Preparation

- Plan in advance how you will ensure that puppies experience a range of household noises, such as washing machines, vacuum cleaners, doorbells, telephones, radio or TV, and food mixers. In a

domestic environment, this may be through direct exposure as events occur in the household; in kennels good quality recordings of these noises may be required. These are available commercially (e.g. 'Sounds Sociable' is a CD with a range of noises for puppy habituation).

- Consider how you will ensure that puppies will be exposed to sounds which do not occur in the household, such as fireworks, gunshots, traffic and thunder. These sounds are usually best introduced in a controlled manner using good quality recordings. Direct exposure of puppies to loud noises such as fireworks risks causing a fear response in some individuals.
- Ensure that puppies are in an environment in which they are familiar before habituation starts
- Make sure that you have toys and food treats available before starting the habituation
- Ensure familiarity with behavioural signs of anxiety in puppies to ensure appropriate levels of noise exposure at each stage

Habituation to household noises

- In a domestic environment, habituation to most household noises may occur through everyday exposure. For this to occur, puppies need to spend some time in areas of the house where normal household appliances and routines occur. Where puppies are housed in a quiet area of the house, moving them to busy parts of the house for periods of time is beneficial. Exposure to louder, potentially aversive sounds, such as vacuum cleaners should be gradual. For example, initially a switched off vacuum cleaner can be left in an area occupied by puppies. Subsequently, the appliance can be moved around, whilst switched off. The next stage may be to have the appliance turned on but immobile and in an adjacent room, then in the same room, and finally both turned on and moving. During all stages of habituation, puppies should be observed carefully for signs of anxiety and fear. Where these occur, the appliance should be turned off, and subsequent sessions start again at a lower level of exposure.

- Where puppies are housed entirely in quiet areas of a house or in kennels, exposure to household noises is through playing recordings of noises. Noises should be played at times when puppies are engaged in positive activities, such as play. Recordings should be initially played at a low volume, such that they are just audible to people, and the volume increased over subsequent sessions provided that puppies do not show signs of fear. Recordings should include those noises to which dogs will commonly encounter in the domestic environment, such as telephones, doorbells, vacuum cleaners and washing machines.

Habituation to non-household noises

- Prepare or acquire good quality recordings of relevant noises in advance. The noises which commonly cause fear and anxiety in dogs are: fireworks, traffic, trains, aeroplanes, gunshots, hot air balloons and thunder. Recordings should enable the presentation of these sounds as separate elements (e.g. the 'whizz' and 'bang' of fireworks presented separately as well as together), and include the variations in types of noise which dogs are likely to encounter later in life (e.g. shotgun and rifle sounds).
- Ensure that puppies are in a familiar environment, associated with positive experiences (e.g. an area where the puppies are brought out to play). Have toys ready, and ensure there are enough people present to engage the puppies in play.
- Set up the recording in advance, so you are sure that it will play at a very low volume initially. Also start by presenting the separate elements of complex sounds if possible.
- Engage the puppies in play before starting the recording.
- Observe the puppies, and make sure none show signs of fear or anxiety. If this occurs, then stop the sound immediately. Continue to play with puppies until all are relaxed and engaged positively in play. Subsequent exposure to the sound should be at a lower volume, such that signs of anxiety or fear are not induced.
- Where puppies remain engaged in play during

the recording, the volume can be slightly increased during the next session, provided puppies do not show signs of fear or anxiety.

- The protocol should be repeated dependent on the puppy's reaction, with the volume of recordings increased on each occasion.

Homing puppies

When puppies are homed, ensure that their new owners are informed of the level of habituation achieved with them. Encourage new owners to continue with the programme of habituation once the puppy is settled in its new home, emphasising the importance of the programme in preventing a serious behaviour problem in their new pet. Advise the new owner how to continue with the programme, emphasising the importance of gradual exposure.

APPENDIX H – Feeding SOP

Feeding

Adults: adult dogs (over 6-8 months old depending on breed) should be fed twice daily to provide environmental enrichment as well as nutrition. The food should be appropriate for the dog's lifestyle and age, and consistent. Any significant changes should be made over a period of several days. Adults should also be given food in a variety of food toys that are changed on a daily basis. Care should be taken that competition for food is not going to result in aggression between dogs.

Pregnant and lactating bitches: The nutritional requirements for pregnant and lactating bitches are significantly greater than for other adult dogs. The food should be appropriately high quality and bitches should be fed more frequently according to the schedule below:

Pregnant 0 – 4 weeks: xx times daily *

Pregnant 4 – 6 weeks: xx times daily *

Pregnant > 6 weeks: xx times daily *

Lactating 0 – 2 weeks: xx times daily *

Lactating 2 – 4 weeks: xx times daily *

Lactating 4 – 7 weeks: xx times daily *

Puppies also require more frequent feeding with food appropriate for growth according to the table below:

Age	Food	Frequency
3 – 4 weeks	*	* times daily
4 – 6 weeks	*	* times daily
6 – 8 weeks	*	* times daily

* Insert details as appropriate

After the age of four weeks puppies should be fed in individual bowls and supervised to ensure that each puppy eats its fair share of food. When necessary, individual puppies may need to be removed during feeding if they are not eating all their own food.

Hygiene: All food and water bowls should be thoroughly washed at least once daily. Utensils used for distributing food should be washed between feeding sessions. All food should be kept in vermin-proof containers. Food should be measured to ensure that every dog receives an appropriate amount of food.

In a domestic environment different utensils should be used to deal with dogs' food and feeding utensils should be washed separately from those used by the people.

In a kennel environment there should be a separate kitchen to prepare dogs' food and this should be cleaned with appropriate cleaning fluids after each feeding session.

APPENDIX I – Health & Welfare Plan

Breeding establishment veterinary health plan

The veterinary health plan for a breeding establishment is a statement of requirements of routine veterinary treatment. It may not be necessary for all breeding establishments to cover all the issues suggested. A list of those issues that should be included for consideration, usually in consultation with the breeder's veterinary surgeon, in establishing a health plan is below:

Primary vaccination regime;

Booster vaccination regime;

External parasite treatment regime (breeding stock and puppies);

Internal parasite treatment regime (breeding stock and puppies);

Microchip implantation and registration regime;

Socialisation and habituation programme for puppies

Pet insurance cover for puppies

Routine health check arrangements;

Review of cleaning regime;

Review of quarantine/isolation arrangements.

The health plan should be produced in consultation with the establishment's veterinary practice and must be signed and stamped by the attending veterinary surgeon.

Medicines

All medicines should have a current Marketing Authorisation for sale in the UK, within its expiry date, and used as per instruction. They should be stored in a suitable secure cabinet. They should be protected from light and extremes of temperature.

Prescription Only Medicine – Veterinary (POM-V) medicines should only be used for the specific animals to which they are prescribed. The specific veterinary instruction should be followed.

Non Food Animal Medicine – Veterinary, Pharmacist and Suitably Qualified Person (NFA-VPS) and Authorised Veterinary medicine – General Sale List

(AVM-GSL) medicines should be used in accordance with the manufacturer's guidelines.

Contagious/infectious diseases on the premises

All dogs subject to this licence should be vaccinated against Canine Distemper, Infectious Canine Hepatitis (Canine Adenovirus), Leptospirosis and Canine Parvovirus unless vaccination is contraindicated on the direction of the Veterinary Surgeon and recorded on individual dogs' records. It may be necessary to vaccinate against other diseases and veterinary advice should be sought.

Vaccination records should be kept for each dog and be up to date according to the vaccine manufacturer's datasheet unless certified by the veterinary surgeon.

Adequate precautions should be taken to prevent and control the spread of infectious and contagious diseases and parasites among dogs and zoonoses among dogs and visitors. Records should be kept of all vaccination and worming regimes (See also Record Keeping – Section 6).

Infectious canine bronchitis ('Kennel Cough') can be problematic in kennels, and staff should be aware of the clinical signs. However, because vaccination will depend on the local level of infection, it is recommended that the advice of a veterinary surgeon is sought.

Parasitic control should be in the health plan and the log book and should also show treatments and prevention routines for external parasites including fleas, mites, lice and ticks. Appropriate treatment must be carried out if they are found on any of the dogs. When treating these infestations it is important to take account of the life cycle of the parasite in order to achieve maximum control or even eradication. For instance, simply killing the adult flea is unlikely to provide adequate control.

Several mange mites affect dogs, including *Demodex folliculorum*, *Sarcoptes scabiei* and *Cheyletiella*, species, all of which attack the skin, and *Otodectes cynotis*, which is most commonly seen in the ears. Any of these infestations can cause illness in puppies and older dogs.

Some of these parasites can cause disease in humans. Ringworm (a fungal infection) can also be passed to humans. Early diagnosis and thorough treatment of both dogs and environment is essential if the disease is to be controlled. The veterinary surgeon should be consulted if any of these conditions is suspected or known. Particular care is required with pregnant bitches and suckling puppies when using treatments for these infestations.

For the control of roundworms, pregnant and nursing bitches should be given additional worming treatment. Breeding bitches require particular attention and veterinary advice should always be sought. As a rule of thumb, it is suggested that bitches are wormed before mating and then again after the 41st day of pregnancy with an appropriate anthelmintic. The bitch should be wormed at the same time as the puppies, every two weeks from two to twelve weeks of age. Thereafter it is recommended that puppies should be wormed at regular intervals, according to manufacturer's instructions (often monthly until 6 months of age). From 26 weeks of age into adulthood, worming should be carried out routinely – at least 4 times per year

Advice concerning dogs with tapeworms should be sought from the veterinary surgeon.

Health status of dogs

There should be a daily physical inspection of every animal to check for any signs of illness or distress.

Advice from a Veterinary Surgeon should be sought where a dog shows signs of disease, injury, or illness or behavioural disorder.

If dogs are imported from abroad, appropriate health testing should be carried out.

APPENDIX J – Emergency Evacuation/Contingency SOP

Introduction

All appropriate steps will be taken for the protection of the dogs in case of fire or other emergency; Breeding and Sale of Dogs Act 1973 S. 1(4)(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 dogs 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 leads/baskets/cages) rendezvous point and designated holding area for animals. 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 kennel 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 dogs. 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

<p>Planning Your Escape</p>	<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.</p> <p>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 leads/baskets/cages are stored.</p> <p>Know where the RVP/Holding areas are.</p>	
<p>If you discover a fire</p>		<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.</p> <p>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 & Rescue Services Out.</p>
<p>Contacts in an Emergency</p>	<p>(enter details here)</p> <ul style="list-style-type: none"> • Proprietors name and Telephone Number(s) • Supervisors Name and Telephone Number(s) • Establishments Veterinary Surgeons Name(s) and Telephone Number(s) 	<p>(enter details here)</p> <ul style="list-style-type: none"> • Telephone at (enter location) • Emergency equipment at (enter location) • RVP at (enter location) • Animal Holding area at (enter location) • Fire Extinguishers located at (enter location) • Keys kept at (enter location)
<p>RVP = Rendezvous Point</p>		

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

It is recommended that plans and details for large breeding establishments 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.

APPENDIX K – Daily Routine SOP

Daily routine

Daily routine should be set out in detail so that dogs can be cared for in an emergency or when owners are away by a person with minimal knowledge of them. The following should be set out:

- **Dogs' (pet) names, ages and general character traits** (likes & dislikes) – who mixes best, exercises, plays or sleeps with whom and general care and management of groups of dogs, where applicable.
- **General Timetable** for (daily duties) waking, feeding, cleaning, exercising, grooming and sleeping arrangements. This may also provide specific or non specific designated periods during the day when carers may leave the dogs unattended, provided the dogs are left in a secure and safe environment (indoor/outdoor kennel, fenced enclosure or kitchen/utility room) – a maximum of 3/4 hours per day being a suggested time.
- **Feeding schedules** (for each dog) containing explicit details as to the times, place, quantities, type of food required. This may be the same or several times each day or vary according to the needs of the dog(s).
- **Cleaning schedules** – what is required and when, what cleaning materials are to be used and means of disposal. This will include washing, drying and (frequency of) replacement of dogs' bedding and places (dog beds, utility room/kitchen, outdoor or indoor kennel) where the dog(s) rest/sleep and exercise (outdoor enclosures, exercise pens, gardens, paddocks etc).
- **Exercise/play** – (for each dog), or groups of dogs with explicit direction as to whether dogs are to be exercised/walked separately, or in groups and when, where, how frequently, for what length of time. Exercise may be taken in a fenced enclosure, paddock, garden, on and off the lead (private/public road, parks, woodland, fields etc). No dog(s) to be removed from the premises (other than for exercise) without (verbal/written) explicit permission from the owner.
- **Grooming** – (for each dog). Including daily brushing/combing of coat, general care (teeth, ear cleaning, bathing etc). Bathing or washing may be required, dependent on how dirty the dog becomes during the course of the day/night, or in the event that it becomes unwell (sickness, diarrhoea etc). Unless fully qualified or approved (by qualification and/ or prior agreement between owner and carer), trimming of coat, or nails, with either scissors or clippers will generally not be required. Should this be necessary, ability (qualification) or willingness to carry out such a task should be discussed prior to the owner leaving the premises.
- **Medication** (prescriptive and/or holistic) (for each dog) – oral (by mouth), or topical (applied externally), or by injection, if and when required – a time and check list (before, with or after mealtimes or specific time of the day) for administration should also be provided. If use of daily injections is required, for example for diabetic dogs, special instruction should be provided to the satisfaction of both the owner and carer, or arrangements made for a veterinary visit, if preferred.
- **Contact information Sheet** providing contact details for absent owner, Veterinary Surgeon, Dentist, Doctor, Plumber, Electrician (for household/carer requirements), etc and other family or friends who might be needed to be contacted for assistance in an emergency.
- **Special paperwork** (example attached**) to be signed by both owner and carer as to both daily responsibility and in the event of urgent veterinary attention, especially, if or when, euthanasia becomes a clinical necessity. This may be more applicable in the event that any, or some, of the dogs are elderly or clinically infirm or in case of accident. The Veterinary Surgeon, looking after said dog(s), should be advised prior to the owner's absence, especially for long periods of time (holiday/business) that a carer is in sole charge. In any event, all effort must first be made to contact the owner prior to a decision by the Vet that euthanasia is the only option.

ANNEX L – Template Inspection Proforma

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

Non Domestic Establishment		Domestic Establishment		Semi-outdoor/indoor					Number of dogs	F	
Metal		Brick		Wooden				Other	Number Units	Litters (present)	
									Number of Staff	Litters (planned)	

Index

Identification code	Section	Description
1	Accommodation	Kennel Unit Design: Drainage: Exercise Area and Run: walls, floors, ceilings, doors, occupant nos., security, bedding, cleanliness. Interior Surfaces: Lighting: Litter Trays: Roofing: Safety Corridors: Sizes: Temperature: Ventilation
2	Management	Drinking: Eating: Refrigeration: Storage of foods: Washing equipment: Supervision: E. Enrichment: Handling: Kitchen facilities: Isolation: First Aid
3	Vac disease Con	Health and Welfare Plan: Registered Vet
4	Emergency	Monitoring: Emergency Evacuation and Contingency Plans
5	Transport	Transportation of dogs and puppies
6	Health and Welfare of the breeding bitch	Mating: Max no. of Litters: Puppy Plan: Record Keeping: S.O.P's
Rating	0	Does not meet the minimum standard
Rating	1	Meets standard, but with noticeable limitations
Rating	2	Meets the standard
Rating	3	Exceeds the standard

Comments

ANNEX L – Template Inspection Proforma

Area	Identification Code	Description	√	x	Rating	Actions or Comments	Done √
Records	4	Written emergency plan and risk assessment					
Records	6	Prescribed Forms					
Records	6	Breeding Arrangements					
Records	6	Assured Breeder Scheme					
Records	6	Permanent identification					
Records	6	Movement of dogs					
Records	6	Register and Back-up					
Records	6	S.O.Ps including Feeding and Exercise Regime					
Records	6	Vaccinations & Health records & Isolation Cases					
Records	6	Whelping records					
Records	6	Barrier nursing S.O.Ps					
Records	6	Veterinary details/displayed/health screening					
Records	4	Fire equipment records					
Records	6	Temperature records					
Records	3	Health Plan					
Records	6	Puppy Contract					
Records	6	Retired					
Records	6	Transport (Journey times)					
Records	2	Staff Training records					
Kitchen/Eating	2	Cleanliness/Condition of Eating and Drinking Vessels					
Kitchen	2	Cleanliness of Kitchen					
Kitchen/Eating	2	Refrigeration					
Kitchen/Eating	2	Washing equipment					
Kitchen/Eating	2	Storage of foods and quality kept					
Kitchen/Eating	2	Feeding regime					

ANNEX L – Template Inspection Proforma

Area	Identification Code	Description	√	x	Rating	Actions or Comments	Done √
Unit	1	Sound and safe construction					
Unit	1	Suitable Construction Materials					
Unit	1	Sleeping accommodation sizes					
Unit	1	Secure windows, doors & fencing					
Roofing	1	Safe and Waterproof roofing					
Unit/Drainage	1	Drainage/Drain covers					
Unit	1	Escape-proof area					
Door and Corridor	1	Secure Corridor and width/secure doors					
Unit	1	Flooring					
Unit	1	Lighting					
Unit	1	Walls & Partitions					
Lighting	1	Adequate lighting					
Ventilation	1	Ventilation/Draughts					
Interior	1	Good repair, clean and sealed joints					
Temperature	1	Max-Min Thermometer/Temperature					
Unit/Temperature	1 + 4	Safe Appliances + Fire fighting equipment					
Unit	1	Waterproof sockets					
Unit	1	Sharp edges/Other hazards					
Unit	1	Dog crates					
Bedding	1	Bedding materials					
Unit	1	Windows					
Exercise Run	1	Exercise Run Area sizes					
Exercise Run	1	Access to Run					
Exercise Run	1	Clean and secure Run					
Unit	1	Whelping facilities					
Behaviour	2	Toys/Environmental enrichment					
Hygiene	1	Cleaning products					
Management	2	First Aid Kit for dogs					

Area	Identification Code	Description	√	x	Rating	Actions or Comments	Done √
Isolation	2	Hygeine protocols and protective garments					
Isolation	2	Veterinary instruction					
Isolation	2	Location of isolation					
Isolation	2	Cleanliness and pocedures for use					
Isolation	2	Size if Isolation					
Transport	5	Use of vehicles for transportation					

ADDITIONAL NOTES



ZOO LICENSING CONDITIONS

The following conditions are attached to all zoo licences pursuant to section 5 (2A) and section 5 (3) of the Zoo Licensing Act 1981.

Conservation Measures for Zoos

Promote public education and awareness about biodiversity conservation. In particular, provide information about the species of wild animals kept in the zoo and their natural habitats;

Accommodate and keep the animals in a manner consistent with the standards set out in the Secretary of State's Standards of Modern Zoo Practice.

Prevent escapes and put in place measures to be taken in the event of any escape or unauthorised release of animals.

Introduce practical measures designed to prevent the intrusion of pests and vermin into the premises of the zoo.

Keep up-to-date records of the animals, including numbers of different animals, acquisitions, births, deaths, disposals and escapes, causes of deaths and the health of the animals.

Participate in at least one of the following:

- research which benefits the conservation of wild animals
- training in relevant conservation skills
- exchanging information about the conservation of wild animals
- breeding of wild animals in captivity
- repopulating an area with wild animals, or re-introducing wild animals

Information must be kept to show how it has complied with this condition and supply it to the local authority upon request.

Insurance

Within one month of the date of the licence and one month of the date of renewal of the policy, where applicable, a copy of the zoo's current public liability insurance policy, and of subsequent renewals thereof, is to be sent to the licensing authority.

Hazardous animals

The licensing authority to be notified in writing, at least one month in advance, of the proposed addition of any animal listed in category 1 of the Hazardous Animal Categorisation (see Appendix 12 of the Secretary of State's Standards of Modern Zoo Practice), which is from a taxonomic family of which Category 1 species have not previously been kept in the zoo.

Temporary removal of animals from the zoo

The licensee/s to notify the licensing authority before the temporary removal from the zoo (other than for veterinary attention or inter-zoo movements) of any animal listed in category 1 of the Hazardous Animal Categorisation of the Secretary of State's Standards of Modern Zoo Practice. Such notification is to be given as early as possible and, in any case, no later than 12 hours before the removal, unless the licence holder and licensing authority mutually agree a shorter period. When giving notification, details of the destination and method of transportation of the animal and of the arrangements for its well-being, as well as for the safety of the public whilst it is away from the zoo, to be provided.

Escapes

In the event of any non-domestic animal escaping from the confines of the zoo, notification shall be made to the licensing authority as soon as possible, and, in any case, not later than 24 hours following the escape.

Note 1. These conditions are attached to the licence without prejudice to the application, where relevant, of the Secretary of State's Standards of Modern Zoo Practice specified in accordance with powers conferred under section 9 of the Zoo Licensing Act 1981.

Note 2. The grant of this licence does not imply that the requirements of any other legislation have been met.

Cherwell District Council

Executive

4 September 2017

Joint Scrap Metal Licensing Policy

Report of Public Protection Manager

This report is public

Purpose of report

To seek approval for the adoption of a joint Scrap Metal Licensing Policy. The policy which will be subject to consultation, will be applied by authorised officers when determining applications for all scrap related licences and subsequently enforcing the provisions of the Scrap Metal Dealers Act 2013.

1.0 Recommendations

The Executive is recommended to:

- 1.1 Note that functions and powers pursuant to the Scrap Metal Dealers Act 2013 are an executive function and hereby delegate such functions and powers to the Director of Operational Delivery, including the setting of licence application fees.
- 1.2 Subject to consultation, to adopt the proposed policy attached at Appendix A setting out the Council's approach to determining all applications and subsequently ensuring compliance with the provisions of the Act.
- 1.3 Delegate authority to the Director of Operational Delivery to approve the final policy in consultation with the Lead Member for Public Protection and Community Services following the consideration of any consultation responses.

2.0 Introduction

- 2.1 The Scrap Metal Dealers Act 2013 came into force on 1 October 2013. The Act repealed both the Scrap Metal Dealers Act 1964 and Part 1 of the Vehicles (Crime) Act 2001 (relating to motor salvage operators).
- 2.2 Whilst the Public Protection team have always dealt with applications and granted licences under the above legislation, there has never been a formal policy in place. As the service is now shared with South Northamptonshire Council (SNC), it is an opportune time to adopt a joint policy across both organisations. SNC's Cabinet will consider the same proposed policy on 11 September 2017.

- 2.3 Scrap metal includes any old waste or discarded metal or metallic material, and any product, article or assembly which is made from or contains metal and is broken, worn out or regarded by its last holder as having reached the end of its useful life. Gold and silver are not included in the definition of scrap metal. Jewellers or businesses trading in second hand gold and silver jewellery or products are not therefore caught by this definition.
- 2.4 A scrap metal dealer is defined as someone carrying on a business which consists wholly or in part of buying or selling scrap metal, whether or not the metal is sold in the form in which it is bought.
- 2.5 Motor salvage operators will also need to hold a scrap metal dealer's licence which replaces the need for them to separately register with the Council as this requirement under Part 1 of the Vehicles (Crime) Act 2001 has been repealed by the Act.
- 2.5 In order for anyone to carry on business as a scrap metal dealer they must hold a licence. Two types of licence are specified in the Act and a dealer can only hold one type in any given local authority area. They must decide whether they are going to have a site licence or a collector's licence.
- **Site licence**
A site is defined as 'any premises used in the course of carrying on business as a scrap metal dealer (whether or not metal is kept there)'. All the sites where a licensee carries on business as a scrap metal dealer must be identified, and a site manager must be named for each site. A site licence allows the licensee to transport scrap metal to and from those sites from any local authority area.
 - **Collector's licence**
This allows the licensee to operate as a collector in the area of the issuing local authority. It does not allow the collector to operate in any other local authority area, so a separate licence has to be obtained from each council the collector wishes to operate in. The licence does not authorise the licensee to operate a site; to do so they will need a site licence.

3.0 Report Details

- 3.1 Cherwell District Council currently has three scrap metal site licences and nine scrap metal collector licences.
- 3.2 The length of time for which a licence can be granted is three years from the date of issue.
- 3.3 There is no statutory requirement for a local authority to have a formal scrap metal licensing policy; however, it is considered best practice to adopt such a policy. This is for the benefit of business owners as well as reassuring the general public and other public bodies. It also ensures a level of transparency and consistency when dealing with applications.
- 3.4 The full draft of the proposed policy and relevant conditions is attached to this report at Appendix A.

4.0 Conclusion and Reasons for Recommendations

- 4.1 As this is in effect a new policy which formalises a statutory function of the Council, the Executive are asked to note the functions and powers pursuant to the Scrap Metal Dealers Act 2013, to delegate such powers and functions to the Director of Operational Delivery and to adopt subject to consultation, the proposed policy attached at Appendix A setting out the Council's approach to determining all applications and subsequently ensuring compliance with the provisions of the Act.
- 4.2 As it is proposed to consult on the policy prior to adoption, there is a need to delegate authority to the Director of Operational Delivery to approve the final policy in consultation with the Lead Member for Public Protection and Community Services following the consideration of any consultation responses.

5.0 Consultation

- 5.1 A four week consultation will be carried out with stakeholders, the police, the fire service, the Environment Agency and internal Council departments. The document will also be posted on both Council websites for the duration of the consultation period.

6.0 Alternative Options and Reasons for Rejection

- 6.1 The following options have been identified:

Option 1: Adopt the policy and recommendations

Option 2: Reject the policy and recommendations

7.0 Implications

Financial and Resource Implications

- 7.1 There are no financial implications arising directly from this report.

Comments checked by:

Kelly Wheeler, Principal Accountant for Operational Delivery, 01327 322230,
kelly.wheeler@cherwellandsouthnorthants.gov.uk

7.2 Legal Implications

There is no statutory requirement for the Council to have a Scrap Metal Licensing Policy. The Council is the licensing authority for the purpose of issuing scrap metal licences and regulating those carrying on a business as a scrap metal dealer, either as mobile collectors, site operators or motor salvage operators pursuant to the Scrap Metal Dealers Act 2013. The form and effect of the licences is prescribed by the Act.

Comments checked by:
Matt Marsh, Solicitor, 01295 221 691
matt.marsh@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Key Decision

Financial Threshold Met: No

Community Impact Threshold Met: Yes

Wards Affected

All Cherwell wards

Links to Corporate Plan and Policy Framework

Cherwell: safe, clean and green

Lead Councillor

Councillor Kieron Mallon, Lead member for Public Protection and Community Services

Document Information

Appendix No	Title
Appendix A	Draft Scrap Metal Licensing Policy
Background Papers	
None	
Report Author	Nicholas Sutcliffe, Licensing Manager
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Scrap Metal Licensing Policy 2017



SCRAP METAL LICENSING POLICY 2017

Version	Date	Author
Sm01	31/7/17	NS - Draft
Sm02		Committee Draft
Sm03		Response Draft
Sm04		Final Draft

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1 POLICY STATEMENT

- 1.1 This document states the Council's policy on the regulation of Scrap Metal Dealers in its capacity as the relevant local authority for the purposes of the Scrap Metal Dealers Act 2013. This includes the issuing, reviewing and enforcement of scrap metal site and collectors' licences.
- 1.2 The power of issuing, reviewing, revoking and enforcing licences regulated by the Scrap Metal Dealers Act 2013 is an executive function delegated to officers of the council.
- 1.3 Where there are any changes to legislation or its interpretation by the courts that have an impact on this policy the conflicting elements will be amended at the earliest opportunity.
- 1.4 The Council will share information with other agencies including the Police and Environment Agency in respect of potential illegal activities and enter into joint enforcement operations with other agencies.
- 1.5 Nothing in this policy will prevent an applicant from requesting that the Council considers the individual merits of his/ her application and give reasonable consideration to departing from its policy.

2. LEGISLATION

- 2.1 The Scrap Metal Dealers Act 2013 ("the Act") received Royal Assent on 28 February 2013. The Act repeals the Scrap Metal Dealers Act 1964 (and linked legislation) and Part 1 of Vehicles (Crime) Act 2001 creating a revised regulatory regime for the scrap metal recycling and vehicle dismantling industries. The Act is supplemented by The Scrap Metal Dealers Act 2013 (Prescribed Relevant Offences and Relevant Enforcement Action) Regulations 2013 which came into force on 1 October 2013 ("the Regulations"); the Scrap Metal Dealers Act 2013 (Prescribed Documents and Information for Verification of Name and Address) Regulations 2013; the Scrap Metal Dealers Act 2013: Guidance on Licence Fee Charges issued by the Home Office and Guidance on issued by the Home Office.

The Act maintains local authorities as the principal regulator, but replaces the old registration system with a full licensing regime. It grants power to refuse a licence to "unsuitable" applicants and a power to revoke licences if the dealer becomes "unsuitable".

The Act requires a scrap metal dealer to obtain a licence in order to carry on business as a scrap metal dealer. It is an offence under section 1 (3) of the Act to carry on a business as a scrap metal dealer without a licence, the penalty for which on summary conviction is an unlimited fine.

- 2.2 Definition of a Scrap Metal Dealer
A person carries on business as a scrap metal dealer if:
 - a) they wholly or partly buy or sell scrap metal (whether or not sold in the form it was bought); or
 - b) they carry on business as a motor salvage operator
- 2.3 Motor salvage operation is defined in the Act as a business that consists of: - :
 - a) wholly or partly in recovering salvageable parts from motor vehicles for re-use or sale and subsequently selling or otherwise disposing of the remainder of the vehicle for scrap
 - b) wholly or mainly buying written-off vehicles and subsequently repairing and reselling them

- c) wholly or mainly buying or selling motor vehicles which are to be, either immediately or on a subsequent re-sale, the subject of any of the activities mentioned in (a) or (b)
- d) wholly or mainly activities falling within paragraphs (b) and (c)

2.4 Scrap metal includes:

- a) Any old, waste or discarded metal or metallic material, and
- b) Any product, article or assembly which is made from or contains metal and is broken, worn out or regarded by its last holder as having reached the end of its useful life.

2.5 Scrap metal does not include:

- a) Gold
- b) Silver
- c) Any alloy of which 2% or more by weight is attributable to gold or silver

3. TYPES OF LICENCE

3.1 Anyone wishing to operate a business as a scrap metal dealer will require a “scrap metal licence” issued by a local authority. The scrap metal licence must be one of the following types:-

- I. a site licence; or
- II. a collector’s licence.

The licence is valid for three years and permits the licence holder to operate within the boundaries of the issuing authority.

A person may hold more than one licence issued by different local authorities but may not hold more than one licence issued by any one authority.

3.2 Site Licence

The site licence authorises the licensee to carry on business at the site(s) identified in the licence.

The site licence must include:

- a) the name of the licensee
- b) the name of the authority
- c) identify all the sites in the authority’s area at which the licensee is authorised to carry on business
- d) the name of the site manager of each site
- e) the date of expiry

3.3 Collectors Licence

The collector’s licence authorises the licensee to carry on business as a mobile collector within the authority’s area.

The collector’s licence must include:

- a) the name of the licensee
- b) the name of the authority
- c) the date of expiry

4. SUITABILITY OF APPLICANTS

4.1 The Council must determine whether the applicant is a suitable person to carry on business as a scrap metal dealer and may not issue a licence unless satisfied that the applicant is suitable.

- 4.2 In determining this, the Council may have regard to any information which it considers to be relevant, in particular:
- a) whether the applicant or site manager has been convicted of any relevant offence;
 - b) whether the applicant or site manager has been the subject of any relevant enforcement action;
 - c) any previous refusal of an application for the issue or renewal of a scrap metal licence (and the reasons for the refusal);
 - d) any previous refusal of an application for a relevant environmental permit or registration (and the reasons for the refusal);
 - e) any previous revocation of a scrap metal licence (and the reasons for the revocation);
 - f) whether the applicant has demonstrated that there will be in place adequate procedures to ensure that the provisions of the Act are complied with.

- 4.3 “Relevant offence” means an offence which is prescribed for the purposes of the Act in regulations made by the Secretary of State. See here; <http://www.legislation.gov.uk/ukxi/2013/2258/made>

A person is the subject of “relevant enforcement action” if-

- a) the person has been charged with an offence specified in the Schedule to the Regulations and criminal proceedings in respect of that offence have not yet concluded; or
- b) an environmental permit granted in respect of the person under the Environmental Permitting (England and Wales) Regulations 2010 has been revoked in whole, or partially revoked, to the extent that the permit no longer authorises the recovery of metal.

Relevant offences and relevant enforcement action are specified under the Scrap Metal Dealers Act 2013 (Prescribed Relevant Offences and Relevant Enforcement Action) Regulations 2013. See here; <http://www.legislation.gov.uk/ukxi/2013/2258/made>

- 4.4 In determining whether a company is suitable to carry on business as a scrap metal dealer, the Council is to have regard, in particular, to whether any of the following is a suitable person:
- a) any director of the company
 - b) any secretary of the company
 - c) any shadow director of the company (that is to say, any person in accordance with those directions or instructions the directors of the company are accustomed to act)
- 4.5 In determining whether a partnership is suitable to carry on business as a scrap metal dealer, the Council is to have regard, in particular, to whether each of the partners is a suitable person.
- 4.6 The Council may consult other persons regarding the suitability of an applicant, including in particular:
- a) any other local authority;
 - b) the Environment Agency;
 - c) the Natural Resources Body for Wales
 - d) an officer of a police force;

- 4.7 If the applicant or any site manager has been convicted of a relevant offence, the Council may include in the licence one or both of the following conditions:
- a) that the dealer must not receive scrap metal except between 9am and 5pm on any day;
 - b) that all scrap metal received must be kept in the form in which it is received for a specified period, not exceeding 72 hours, beginning with the time when it is received.
- 4.8 The Council must also have regard to any guidance on determining suitability which is issued from time to time by the Secretary of State, including the Scrap Metal Dealers Act 2013, Guidance on Determining Suitability to Hold a Scrap Metal Dealer's Licence.

5. APPLICATION PROCEDURE

5.1 Term of Licence

A licence is valid for three years beginning from the day it is issued. A renewal application must be received prior to the licence expiry.

If a renewal application is withdrawn the licence expires at the end of the day of withdrawal.

If refused, the licence expires when no appeal is possible or any such appeal is finally determined or withdrawn.

If renewed, the licence expires at the end of the three year period from the date of the renewal.

5.2 Application

The application form must be accompanied by:

- a) if the applicant is an individual, the full name, date of birth and usual place of residence of individual
- b) If the applicant is a company, the name and registered number and registered office of the company
- c) if the applicant is a partnership, full name, date of birth and usual place of residence of each partner
- d) any proposed trading name
- e) the telephone number and email address (if any) of the applicant
- f) the address of any site within any other local authority at which carry on business as a scrap metal dealer or propose to do so
- g) details of any relevant environmental permit or registration in relation to the applicant
- h) details of any other scrap metal licence issued (whether or not by the Council) to the applicant within a period of 3 years ending with the date of the application.
- i) details of the bank account which is proposed to be used – if is an offence to buy scrap metal for cash (see section 8 below)
- j) details of any relevant conviction or enforcement action taken against the applicant.

For a site licence, the applicant must also provide:

- a) the address of each site proposed to be identified in the licence (or if renewal, each site identified for which renewal is sought)
- b) the full name, date of birth and usual place of residence of each individual proposed to be named in the licence as a site manager (other than the applicant).

c) site manager details to be included for (g) (h) and (j) above

A collector's licence allows a business or individual to operate only within that Council's area, therefore individuals wishing to collect across borders will be required to obtain a collector's licence from the relevant Council of each area in which the collector intends carry on business

All applicants are required to provide a basic disclosure of criminal convictions with the application.

5.3 Variation of Licence

A licence may be varied from one type to the other. A variation application must be made to reflect changes to:

- Site licence – the name of licensee, the sites, site manager
- Collector's licence – name of licensee

The variation can amend the name of the licensee but cannot transfer the licence to another person.

Failure to make an application to vary the changes above is an offence under section 3 (5) of the Act, the penalty for which on summary conviction is a fine not exceeding level 3 on the standard scale.

5.4 Renewal

An application to renew will need to be submitted prior to the expiration of the current licence. Incomplete applications will be returned so please bear this in mind when submitting as any complete application will need to be received prior to the expiry of the current licence.

When a licence has expired it cannot be renewed. Any application submitted after an expiry date will be treated as a new application.

Where a renewal application has been refused – the licence expires when no appeal has been lodged or any such appeal has resulted in confirmation of the refusal.

5.5 Further Information

The Council may request at the time of application or later that the applicant provide such further information as the Council considers is relevant for the consideration of the application.

5.6 Application Offences

Under paragraph 5 of Schedule 1 of the Act, it is an offence when making an application or in responding to a request for information from the Council during consideration of the application to knowingly or recklessly make a false statement. Upon summary conviction a person guilty of this offence is liable to fine not exceeding level 3 on the standard scale.

5.7 Fee

The application must be accompanied by the relevant fee as set by the Council in accordance with the Scrap Metal Dealers Act 2013: Guidance on Licence Fee Charges as issued by the Home Office. Current fees can be found here for South Northants Council; <http://www.southnorthants.gov.uk/licensing.htm> and here for Cherwell District Council; <http://www.cherwell.gov.uk/index.cfm?articleid=1322>

5.8 Right to Make Representations

If the Council proposes to refuse an application or to revoke/vary a licence a notice shall be issued to the applicant/licensee setting out what the Council proposes to do and the reasons for this. The notice shall also state that within the period specified the applicant/licensee can either:

- a) make representations about the proposal, or
- b) inform the authority that the applicant/licensee wishes to do so.

The period specified in the notice shall be not less than 14 days beginning with the date on which the notice is given to the applicant/licensee. Within this time the applicant/ licensee must notify the Council whether the applicant/ licensee wishes to make representations. Should this period expire and the applicant/ licensee has not made representations or informed the Council of the wish to do so the Council may refuse the application, or revoke or vary the licence.

If, within the period specified, the applicant/ licensee informs the Council of the wish to make representations, the Council shall allow a reasonable period to make representations and may refuse the application or revoke or vary the licence if the representations are not made within that period.

The Council will consider any representations made within the specified time period.

If the applicant/ licensee notifies the Council of the wish to make oral representations, the Council shall give the applicant/ licensee the opportunity of appearing before, and being heard by, a person appointed by the authority.

If the Council refuses an application, or revokes or varies a licence it will provide the applicant/ licensee with a notice setting out the decision and the reasons for it. If a licence has been revoked or varied, the effective date of the revocation or variation will be included in the decision notice.

6. APPEALS

6.1 An applicant may appeal to a magistrates' court against the refusal of an application or renewal application, or an application to vary one type of licence to another.

6.2 A licensee may appeal to a magistrates' court against the inclusion in a licence of a condition or the revocation or variation of a licence.

6.3 Any appeal must be made to the magistrates' court within 21 days beginning with the day on which notice of the decision to be appealed is made.

6.4 The appeal procedure is in accordance with the Magistrates' Court Act 1980

6.5 On an appeal, the magistrates' court may confirm, vary or reverse the decision of the Council, and may give such directions as it considers appropriate having regard to the Scrap metal Dealers Act 2013.

6.6 For the Cherwell District Council area, appeals should be made to:-
Oxford Magistrates' Court

For the South Northamptonshire Council area, appeals should be made to:-
Northampton Magistrates' Court

7. DISPLAY OF LICENCE

- 7.1 Once granted, a copy of the licence must be displayed at each site identified on the licence in a prominent place accessible to members of the public.
- 7.2 A copy of a collector's licence must be displayed on any vehicle that is being used in the course of a dealer's business. It must be displayed in a prominent position so that it can be easily read from outside the vehicle.
- 7.3 Failure to display a licence as required is an offence under section 10 (5) of the Act, the penalty for which upon summary conviction is a fine not exceeding level 3 on the standard scale.

8. REGISTER OF LICENSES

- 8.1 The Environment Agency must maintain a register of scrap metal licenses issued by authorities in England.

The Natural Resources Body for Wales must maintain a register of scrap metal licenses issued by authorities in Wales.

Each entry in the registers must record—

- a) the name of the authority which issued the licence,
- b) the name of the licensee,
- c) any trading name of the licensee,
- d) the address of any site identified in the licence,
- e) the type of licence, and
- f) the date on which the licence is due to expire.

(4) The registers are to be open for inspection to the public.

(5) The Environment Agency or the Natural Resources Body for Wales may combine its register with any other register maintained by it.

- 8.2 The Council will supply the Environment Agency with all of the above details as well as maintaining its own register.

9. NOTIFICATION REQUIREMENTS

An applicant for a scrap metal licence, or for the renewal or variation of a licence, must notify the authority to which the application was made of any changes which materially affect the accuracy of the information which the applicant has provided in connection with the application.

A licensee who is not carrying on business as a scrap metal dealer in the area of the authority which issued the licence must notify the authority of that fact.

Notification under subsection (2) must be given within 28 days of the beginning of the period in which the licensee is not carrying on business in that area while licensed.

If a licensee carries on business under a trading name, the licensee must notify the authority which issued the licence of any change to that name.

Notification under subsection (4) must be given within 28 days of the change occurring.

An authority must notify the relevant environment body of—

- (a) any notification given to the authority under subsection (2) or (4),

- (b) any variation made by the authority under paragraph 3 of Schedule 1 (variation of type of licence or matters set out in licence), and
- (c) any revocation by the authority of a licence.

Notification under subsection (6) must be given within 28 days of the notification, variation or revocation in question.

Where an authority notifies the relevant environment body under subsection (6), the body must amend the register under section 7 accordingly.

An applicant or licensee who fails to comply with this section is guilty of an offence and is liable on summary conviction to a fine not exceeding level 3 on the standard scale.

It is a defence for a person charged with an offence under this section to prove that the person took all reasonable steps to avoid committing the offence.

In this section “the relevant environment body” means—

- (a) for an authority in England, the Environment Agency;
- (b) for an authority in Wales, the Natural Resources Body for Wales.

10. VERIFICATION OF SUPPLIER'S IDENTITY

10.1 Before receiving scrap metal the scrap metal dealer must verify a person's full name and address. The scrap metal dealer must verify a person's full name and address by reference to one of the documents listed below, if it bears the person's full name, date of birth, photograph and residential address:-

- a valid United Kingdom passport, or
- a valid passport issued by an EEA state, or
- a valid Great Britain or Northern Ireland photo-card driving licence, or
- a valid UK biometric immigration document, issued in accordance with the UK Borders Act 2007

If one of the documents listed above does bears a person's full name, date of birth and photograph, but not the residential address, the scrap metal dealer must also verify the person's address by also referring to one of the following, additional documents which must bear the person's full name and address:-

- a bank or building society statement
- a credit or debit card statement
- a council tax demand letter
- a utility bill (but not a mobile phone bill)

The issue date of any of the documents listed immediately above must be no more than three months before the date on which the scrap metal was collected.

10.2 In the course of collecting door to door it may not be possible for a mobile collector to verify the name and address of the supplier if the scrap has been left on the roadside.

10.3 However, a mobile collector must record the description of the metal including its type, form, condition, weight and any marks identifying previous owners or other distinguishing features. The date and time of collection must also be recorded.

10.4 If suitable verification is not obtained the scrap metal dealer, site manager or person who has been delegated responsibility for the verifying the name and address shall be guilty of an offence under section 11 (4) of the Act. It is also an offence under section 11 (7) of the Act for a person delivering scrap metal to a

dealer to give a false name or false address. A person guilty of an offence under section 11 (4) or section 11 (7) is liable on summary conviction to a fine not exceeding level 3 on the standard scale.

11. PAYMENT FOR SCRAP METAL

11.1 Cash cannot be used by any scrap metal dealer to buy scrap. It is an offence under section 12 of the Act and there are not any exemptions. Only payment by a non-transferable cheque or an electronic transfer of funds will be acceptable. A person guilty of this offence is liable on summary conviction to an unlimited fine.

12. RECORDS

12.1 The scrap metal dealer must keep three types of record:

- Receipt of Metal
- Disposal of Metal
- Supplementary

12.2 Receipt of Metal

This section applies if a scrap metal dealer receives any scrap metal during the course of the dealer's business.

If metal is received in the course of the scrap metal dealer's business, the following must be recorded:

- a) description of the metal including its type (or types if mixed), form, condition, weight and any marks identifying previous owners or other distinguishing features;
- b) at the and time of receipt;
- c) the registration mark of the vehicle it was delivered by;
- d) the full name and address of the person delivering it, and
- e) the full name of the person making payment on behalf of the dealer.

The dealer must keep a copy of the documents used to verify the delivery person's name and address.

If payment is by cheque a copy of the cheque must be retained.

If payment is by electronic transfer a receipt identifying the transfer must be retained, or details of the transfer.

12.3 Disposal of Metal

This section applies if a scrap metal dealer disposes of any scrap metal in the course of the dealer's business.

Metal is disposed of:-

- a) whether or not it is in the same when it was purchased;
- b) whether or not it is to another person; or
- c) whether or not it was despatched from a site.

The disposal of scrap metal must be recorded and must include:-

- a) description of the metal, including its type (types if mixed), form and weight
- b) date and time of disposal;
- c) if to another person, their full name and address, and
- d) if payment is received for the metal (sale or exchange) the price or other consideration received.

If disposal is in the course of business conducted under a collector's licence the dealer must record:

- a) date and time of disposal, and,
- b) if to another person, their full name and address.

12.4 Supplementary

The information collected during receipt and disposal must be recorded in such a manner that allows the information and the metal to which it relates to be easily identified by reference to each other.

The records of receipt and disposal must be marked so as to identify the metal to which they relate.

Records must be kept for a period of 3 years beginning on the day of receipt or disposal (as may be).

If suitable records for the receipt or disposal of scrap metal are not kept then the scrap metal dealer or site manager, or person who has been delegated responsibility by the dealer or site manager for keeping records shall be guilty of an offence under section 15 (4) of the Act and liable upon summary conviction to an unlimited fine.

13. RIGHT TO ENTER AND INSPECT

A constable or an officer of a local authority may enter and inspect a licensed site at any reasonable time on notice to the site manager.

A constable or an officer of a local authority may enter and inspect a licensed site at any reasonable time, otherwise than on notice to the site manager, if—

- (a) reasonable attempts to give such notice have been made and have failed, or
- (b) entry to the site is reasonably required for the purpose of ascertaining whether the provisions of this Act are being complied with or investigating offences under it and (in either case) the giving of notice would defeat that purpose.

Subsections (1) and (2) do not apply to residential premises.

A constable or an officer of a local authority is not entitled to use force to enter premises in the exercise of the powers under subsections (1) and (2).

A justice of the peace may issue a warrant authorising entry (in accordance with subsection (7)) to any premises within subsection (6) if the justice is satisfied by information on oath that there are reasonable grounds for believing that entry to the premises is reasonably required for the purpose of—

- a) securing compliance with the provisions of this Act, or
- b) ascertaining whether those provisions are being complied with.

Premises are within this subsection if—

- a) the premises are a licensed site, or
- b) the premises are not a licensed site but there are reasonable grounds for believing that the premises are being used by a scrap metal dealer in the course of business.

The warrant is a warrant signed by the justice which—

- a) specifies the premises concerned, and
- b) authorises a constable or an officer of a local authority to enter and inspect the premises at any time within one month from the date of the warrant.

A constable or an officer of a local authority may, if necessary, use reasonable force in the exercise of the powers under a warrant under subsection (5).

A constable or an officer of a local authority may—

- a) require production of, and inspect, any scrap metal kept at any premises mentioned in subsection (1) or (2) or in a warrant under subsection (5);
- b) require production of, and inspect, any records kept in accordance with section 13 or 14 and any other records relating to payment for scrap metal;
- c) take copies of or extracts from any such records.

Subsection (11) applies if a constable or an officer of a local authority (“the officer”) seeks to exercise powers under this section in relation to any premises.

If the owner, occupier or other person in charge of the premises requires the officer to produce—

- a) evidence of the officer's identity, or
- b) evidence of the officer's authority to exercise those powers, the officer must produce that evidence.

In the case of an officer of a local authority, the powers under this section are exercisable only in relation to premises in the area of the authority.

A person who—

- a) obstructs the exercise of a right of entry or inspection under this section, or
- b) fails to produce a record required to be produced under this section, is guilty of an offence and is liable on summary conviction to a fine not exceeding level 3 on the standard scale.

14. CLOSURE OF UNLICENSED SITES

14.1 Interpretation

- 1) for the purposes of this Schedule, a person has an interest in premises if the person is the owner, leaseholder or occupier of the premises.
- 2) in the case of a local authority, the powers conferred by this Schedule are exercisable only in relation to premises in the authority's area; and “the local authority”, in relation any premises, is to read accordingly.

14.2 Closure Notices

This paragraph applies if a constable or the local authority is satisfied—

- a) that premises are being used by a scrap metal dealer in the course of business, and
- b) that the premises are not a licensed site.

But this paragraph does not apply if the premises are residential premises.

The constable or authority may issue a notice (a “closure notice”) which—

- a) states that the constable or authority is satisfied as mentioned in subparagraph (1),
- b) gives the reasons for that,
- c) states that the constable or authority may apply to the court for a closure order (see paragraphs 4 and 5), and

- d) specifies the steps which may be taken to ensure that the alleged use of the premises ceases.

The constable or authority must give the closure notice to—

- a) the person who appears to the constable or authority to be the site manager of the premises, and
- b) any person (other than the person in paragraph (a)) who appears to the constable or authority to be a director, manager or other officer of the business in question.

The constable or authority may also give the notice to any person who has an interest in the premises.

Sub-paragraph (7) applies where—

- a) a person occupies another part of any building or structure of which the premises form part, and
- b) the constable or authority reasonably believes, at the time of giving the notice under sub-paragraph (4), that the person's access to that other part would be impeded if a closure order were made in respect of the premises.

The constable or authority must give the notice to that person.

14.3 Cancellation of Closure Notices

A closure notice may be cancelled by a notice (a “cancellation notice”) issued by a constable or the local authority.

A cancellation notice takes effect when it is given to any one of the persons to whom the closure notice was given.

The cancellation notice must also be given to any other person to whom the closure notice was given.

14.4 Application for Closure Orders

Where a closure notice has been given under paragraph 2(4), a constable or the local authority may make a complaint to a justice of the peace for a closure order (see paragraph 5).

A complaint under this paragraph may not be made—

- a) less than 7 days after the date on which the closure notice was given, or
- b) more than 6 months after that date.

A complaint under this paragraph may not be made if the constable or authority is satisfied that—

- a) the premises are not (or are no longer) being used by a scrap metal dealer in the course of business, and
- b) there is no reasonable likelihood that the premises will be so used in the future.

Where a complaint has been made under this paragraph, the justice may issue a summons to answer to the complaint.

The summons must be directed to any person to whom the closure notice was given under paragraph 2(4).

If a summons is issued under sub-paragraph (4), notice of the date, time and place at which the complaint will be heard must be given to all the persons to whom the closure notice was given under paragraph 2(5) and (7).

The procedure on a complaint under this paragraph is to be in accordance with the Magistrates' Courts Act 1980.

14.5 Closure Order

This paragraph applies if, on hearing a complaint under paragraph 4, the court is satisfied that the closure notice was given under paragraph 2(4) and that—

- (a) the premises continue to be used by a scrap metal dealer in the course of business, or
- b) there is a reasonable likelihood that the premises will be so used in the future.

The court may make such order as it considers appropriate for the closure of the premises (a "closure order").

A closure order may, in particular, require—

- a) that the premises be closed immediately to the public and remain closed until a constable or the local authority makes a certificate under paragraph 6;
- b) that the use of the premises by a scrap metal dealer in the course of business be discontinued immediately;
- c) that any defendant pay into court such sum as the court determines and that the sum will not be released by the court to that person until the other requirements of the order are met.

A closure order including a requirement mentioned in sub-paragraph (3)(a) may, in particular, include such conditions as the court considers appropriate relating to—

- a) the admission of persons onto the premises;
- b) the access by persons to another part of any building or other structure of which the premises form part.

A closure order may include such provision as the court considers appropriate for dealing with the consequences if the order should cease to have effect under paragraph 6.

As soon as practicable after a closure order is made, the complainant must fix a copy of it in a conspicuous position on the premises in respect of which it was made.

A sum which has been ordered to be paid into court under a closure order is to be paid to the designated officer for the court.

14.6 Termination of Closure by Certificate of Constable of Authority

This paragraph applies where—

- a) a closure order has been made, but
- b) a constable or the local authority is satisfied that the need for the order has ceased.

The constable or authority may make a certificate to that effect.

The closure order ceases to have effect when the certificate is made.

If the closure order includes a requirement under paragraph 5(3)(c), any sum paid into court under the order is to be released by the court to the defendant (whether or not the court has made provision to that effect under paragraph 5(5)).

As soon as practicable after making a certificate, the constable or authority must—

- a) give a copy of it to any person against whom the closure order was made,
- b) give a copy of it to the designated officer for the court which made the order, and
- c) fix a copy of it in a conspicuous position on the premises in respect of which the order was made.

The constable or authority must give a copy of the certificate to any person who requests one.

14.7 Discharge of closure order by court

Any of the following persons may make a complaint to a justice of the peace for an order that a closure order be discharged (a “discharge order”)—

- a) any person to whom the relevant closure notice was given under paragraph 2;
- b) any person who has an interest in the premises but to whom the closure notice was not given.

The court may not make a discharge order unless it is satisfied that there is no longer a need for the closure order.

Where a complaint has been made under this paragraph, the justice may issue a summons directed to—

- a) such constable as the justice considers appropriate, or
- b) the local authority,

requiring that person to appear before the magistrates' court to answer to the complaint.

If a summons is issued under sub-paragraph (3), notice of the date, time and place at which the complaint will be heard must be given to all the persons to whom the closure notice was given under paragraph 2 (other than the complainant).

The procedure on a complaint under this paragraph is to be in accordance with the Magistrates' Courts Act 1980.

14.8 Appeals

An appeal may be made to the Crown Court against—

- a) a closure order;
- b) a decision not to make a closure order;
- c) a discharge order;
- d) a decision not to make a discharge order.

Any appeal under this paragraph must be made before the end of the period of 21 days beginning with the day on which the order or the decision in question was made.

An appeal under this paragraph against a closure order or a decision not to make a discharge order may be made by—

- a) any person to whom the relevant closure notice was given under paragraph 2;
- b) any person who has an interest in the premises but to whom the closure notice was not given.

An appeal under this paragraph against a decision not to make a closure order or against a discharge order may be made by a constable or (as the case may be) the local authority.

On an appeal under this paragraph the Crown Court may make such order as it considers appropriate.

14.9 Enforcement of Closure Order

A person is guilty of an offence if the person, without reasonable excuse,—

- a) permits premises to be open in contravention of a closure order, or
- b) otherwise fails to comply with, or does an act in contravention of, a closure order.

If a closure order has been made in respect of any premises, a constable or an authorised person may (if necessary using reasonable force)—

- a) enter the premises at any reasonable time, and
- b) having entered the premises, do anything reasonably necessary for the purpose of securing compliance with the order.

Sub-paragraph (4) applies if a constable or an authorised person (“the officer”) seeks to exercise powers under this paragraph in relation to any premises.

If the owner, occupier or other person in charge of the premises requires the officer to produce—

- a) evidence of the officer's identity, or
 - b) evidence of the officer's authority to exercise those powers,
- the officer must produce that evidence.

A person who intentionally obstructs a constable or an authorised person in the exercise of powers under this paragraph is guilty of an offence.

A person guilty of an offence under this paragraph is liable on summary conviction to a fine not exceeding level 5 on the standard scale.

In this paragraph “an authorised person” is a person authorised for the purposes of this paragraph by the local authority.

15. ENFORCEMENT AND COMPLIANCE

- 15.1 All enforcement activity will be consistent with both the Regulators Code and the Council's Enforcement Policy. For Cherwell District Council it can be found here; <http://www.cherwell.gov.uk/index.cfm?articleid=10389> and for South Northants Council it can be found here; <http://www.southnorthants.gov.uk/3490.htm>

In order to ensure compliance with the legislation and any conditions imposed premises will be inspected at least once a year using a risk based approach.

This will allow resources to be more effectively targeted on high risk or problematic licence holders and prevent over burdensome regulation of compliant and well managed sites.

15.2 Offences and Penalties

All offences and penalties are prescribed by the Scrap Metal Dealers Act 2013
<http://www.legislation.gov.uk/ukpga/2013/10/enacted>

Appendix A

Useful Documents

The Scrap Metal Dealers Act 2013 (Commencement and Transitional Provisions) Order 2013: <http://www.legislation.gov.uk/uksi/2013/1966/made>

Scrap Metal Dealers Act 2013 Licence fee charges:
<https://www.gov.uk/government/publications/scrap-metal-dealer-act-2013-licence-fee-charges>

The Scrap Metal Dealers Act 2013 (Prescribed Relevant Offences and Relevant Enforcement Action) Regulations 2013: <http://www.legislation.gov.uk/uksi/2013/2258/made>

The Scrap Metal Dealers Act (Prescribed documents and information for verification of name and address) Regulations 2013: <http://www.legislation.gov.uk/uksi/2013/2276/contents/made>

The Scrap Metal Dealers Act 2013: Determining suitability to hold a scrap metal dealer's licence (statutory guidance for local authorities in England and Wales):
<https://www.gov.uk/government/publications/determining-suitability-to-hold-a-scrap-metal-dealers-licence>

Useful Contacts

British Metals Recycling Association
Tel: 01480 455249
admin@recyclemetals.org
<http://www.recyclemetals.org/>

Motor Vehicle Dismantlers' Association of Great Britain
Tel: 01543 254254
mail@mvda.org.uk
www.mvda.org.uk

British Vehicle Salvage Federation
Tel: 01303 814325
email@bvsf.org.uk
<http://www.bvsf.org.uk/cms/>

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Cherwell District Council

Executive

4 September 2017

Council Tax Reduction Scheme 2018-2019

Report of Chief Finance Officer

This report is public

Purpose of report

To provide members with an update on the current Council Tax Reduction Scheme (CTRS) and the changes to discounts, including the impact on collection rates, and to provide members with options to consider for a Council Tax Reduction Scheme for 2018-2019 and to seek approval to consult on the approved option.

1.0 Recommendations

The Executive is recommended:

- 1.1 To note the contents of the report and any financial implications for the Council.
- 1.2 To approve the recommendation made by Budget Planning Committee to consult on Option 1 – no change to the current Council Tax Reduction Scheme or Council Tax discounts for 2018-2019 and to change only the detail of the scheme to update the Pensioner Regulations as prescribed by DCLG and to update the Working Age Regulations amounts in line with Housing Benefit.

2.0 Introduction

- 2.1 Council Tax Benefit was abolished in April 2013 and replaced by a locally approved Council Tax Reduction Scheme. In December 2016 members approved a Council Tax Reduction Scheme (CTRS) for Cherwell District Council for the financial year 2017-2018. The scheme remained the same as in 2016-2017 and mirrored the previous Council Tax Benefit scheme.
- 2.2 The scheme for pensioners is set nationally and pensioners have not seen any change to the support they receive. However Cherwell District Council can design its own scheme for working age customers.
- 2.3 The Council Tax Reduction scheme is based on a fixed cash grant based on approximately 90% of the previous Council Tax Benefit subsidy giving a funding shortfall for Cherwell of £742,430
- 2.4 The funding shortfall is mostly offset by the changes to locally set Council Tax Discounts.

3.0 Report Details

Position so far

Council Tax Reduction Scheme

- 3.1 As the funding for CTRS is a fixed cash grant the cost of any increase in the level of demand will be borne by the Council. The Council Tax Reduction caseload has been monitored and there has been a small decrease in the number of live cases from 7193 in July 2016 to 7087 in July 2017.

Impact on Parish Councils

- 3.2 Members may recall that the regulations for calculating the Council Tax Base were amended to reflect the Council Tax Reduction Scheme and had the affect of reducing the tax base for the billing authority, major preceptors and the Police and Crime Commissioner for Thames Valley and local preceptors. This is because Council Tax Reduction is a discount rather than a benefit and therefore we do not collect the full amount of Council Tax from tax payers who qualify for Council Tax Reduction. The impact of the reduced tax base was mitigated in part by changes made to discounts and exemptions. The Council passports a grant to parish councils to mitigate the impact on them.

Impact of the changes to discounts and exemptions

- 3.4 Members will also recall that the Local Government Finance Act 2012 abolished certain exemptions with effect from 1 April 2013 and replaced them with discounts which can be determined locally.
- 3.5 Council determined that furnished chargeable dwellings that are not the sole or main residence of an individual (i.e. second homes) should no longer receive a discount. They had previously received a discount of 10%. If we continue to set the discount at zero it is estimated that this will result in additional income of £82,321 for the 2018-2019 financial year.
- 3.6 Council also determined that the discount in respect of unoccupied and substantially unfurnished properties should be reduced to 25% for a period of six months and thereafter to zero. This will result in additional income of £289,375.
- 3.7 Council further exercised its discretion to determine that chargeable dwellings which are vacant and undergoing major repair work to render them habitable should be given a discount of 25% for a period of 12 months. This is expected to result in additional income of £21,403.
- 3.8 Prior to 1 April 2013 billing authorities could charge up to a maximum of 100% council tax on dwellings that have been empty for more than 2 years. From April 2013 powers were given to local authorities to charge a premium of up to 50% of the council tax payable. The projected additional income from charging an Empty Homes Premium is £109,347. If this causes more long term empty properties to be brought back into use it will have a beneficial impact on New Homes Bonus.

Impact of Council Tax Reduction Scheme on collection rates

A council tax collection rate of 98.35% was achieved for 2016-2017 against the target of 98.25%. Collection rates for the first two months of the 2017-2018 are on target. In considering the Council Tax Reduction Scheme for 2018-2019 members should be mindful that any changes to the scheme that reduce entitlement to CTRS could have an adverse impact on collection rates and cost of collection.

Universal Credit

Universal Credit Full Digital Service will go live in Oxford in October 2017 and Banbury in November 2017 therefore impacting on residents in the Cherwell area. Minor amendments may be considered to the Council Tax Reduction Scheme Regulations to reflect the calculation of Council Tax Reduction for residents in receipt of Universal Credit.

Council Tax Reduction Scheme 2017-2018

- 3.9 Members will be aware that the national 10% reduction in government funding for Council Tax Reduction Schemes over the last four has been offset by the additional income generated by changes to discounts.

The Government has not yet released indicative figures for 2018-2019. For the purposes of calculating the new Council Tax Reduction scheme for 2018-2019 an assumption has been made that funding will reduce again by 10%

- 3.10 Financial modelling on the options for a new scheme for 2018-2019 has been undertaken as shown below:

Options

Option 1 – No change to current local Council Tax Reduction scheme or Council Tax discounts and amending the Regulations for changes announced in the Budget

The 'change nothing' approach would mean retaining the current Council Tax Reduction Scheme. The only changes required would be to the detail of the scheme and updating the Regulations. The shortfall in funding would be offset, in part, by the changes made to discounts in Council Tax.

Option 2 – Revised Council Tax Reduction scheme with current council tax Discounts

This option could include reducing support for working age people and would mean that all working age claimants would have to pay a percentage of their council tax liability regardless of their circumstances. Percentage reductions of 8.5%, 10%, 15% and 20% have been modelled.

Financial Summary of options

	100%	91.5%	90%	85%	80%
	£	£	£	£	£
Overall funding loss	742,430	742,430	742,430	742,430	742,430
Second homes income	-82,321	-82,321	-82,321	-82,321	-82,321
Empty homes discount of 25% for up to 6 months; no change in policy since 2013 so no additional income	-289,375	-289,375	-289,375	-289,375	-289,375
Uninhabitable homes discount of 25% for 12 months	-21,403	-21,403	-21,403	-21,403	-21,403
Long term empty premium	-109,347	-109,347	-109,347	-109,347	-109,347
Reduction in expenditure based on % liability	0	-352,896	-415,171	-622,757	-830,343
Total funding gap (+)/additional income (-)	239,984	-112,912	-175,188	-382,773	-590,359
Funding gap (+)/additional income (-) for CDC	16,799	-7,904	-12,263	-26,794	-41,325

4.0 Conclusion and Reasons for Recommendations

- 4.1 From April 2013 Council Tax Benefit was abolished and replaced with a local Council Tax Reduction Scheme.
- 4.2 Members are now required to agree for consultation purposes a Council Tax Reduction Scheme for the 2018-2019 financial year.

5.0 Consultation

There is a requirement to consult with the public, major preceptors and other parties who may have an interest in the Council Tax Reduction Scheme. In October 2014 a Supreme Court judgement ruled that consultation must be not only on the preferred option but also on all other potential options such as reducing council services and raising council tax.

6.0 Alternative Options and Reasons for Rejection

- 6.1 The following alternative options have been identified and rejected for the reasons as set out below.

Option 1: To not recommend any of the options for a scheme for 2018-2019. This would have financial implications for the Council and those residents affected by Welfare Reform.

7.0 Implications

Financial and Resource Implications

7.1 See table contained in this report – section 3.10.

Comments checked by:

Paul Sutton, Chief Finance Officer, Paul.sutton@cherwellandsouthnorthants.gov.uk

Legal Implications

7.2 The Council is required to approve a Council Tax Reduction Scheme on an annual basis. Failure to do so will adversely affect the reputation of the Council and will have a financial implication for residents.

Comments checked by:

Matt Marsh, Solicitor, matt.marsh@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Key Decision

Financial Threshold Met: Not applicable

Community Impact Threshold Met: Not applicable

Wards Affected

All

Links to Corporate Plan and Policy Framework

This links to the Council's priorities of a district of opportunity and sound budgets and a customer focused council

Lead Councillor

Councillor Tony Ilott Lead Member for Financial Management

Document Information

Appendix No	Title
None	
Background Papers	
None	
Report Author	Belinda Green (Joint Revenues and Benefits Manager)
Contact Information	Belinda Green: 01327 322182 Belinda.green@cherwellandsouthnorthants.gov.uk

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Cherwell District Council

Executive

4 September 2017

<p>Spring Budget 2017 – Business Rates Relief Schemes</p>

Report of Chief Finance Officer

This report is public

Purpose of report

To provide members of Executive with an update on the Spring Budget 2017 changes to Business Rates and to seek approval of the local Discretionary Business Rate Relief Scheme and Pubs Relief Scheme.

1.0 Recommendations

The Executive is recommended:

- 1.1 To note the contents of the report and any financial implications for the Council.
- 1.2 To approve the adoption of the local Discretionary Business Rate Relief Scheme for 2017-2018.
- 1.3 To approve the adoption of the Pubs Relief Scheme for 2017-2018.

2.0 Introduction

- 2.1 The Council collects National Non-Domestic Rates (NNDR) on behalf of Government under the Local Government Finance Act 1988. The rateable value of all properties are normally reassessed every 5 years. The previous revaluation took place in 2010, but in October 2012 central government announced that they were deferring the 2015 revaluation by two years to 2017.
- 2.2 The 2017 Revaluation has seen considerable increases in bills for some ratepayers and the Government has, as is usual, introduced a transitional scheme for phasing in both increases and reductions. However, even though the transitional scheme has provided some assistance, a large number of ratepayers still face considerable increases in their bills. The Government has, therefore, decided to introduce 3 measures to provide support to businesses as follows:

- Supporting small businesses
- New Local Discretionary Relief Scheme
- New Business Rate Relief Scheme for Pubs

2.3 In each case the Government expects billing authorities to use their discretionary powers under section 47 of the Local Government Finance Act 1988 to deliver these new reliefs.

3.0 Report Details

Supporting Small Businesses Relief

- 3.1 Supporting small businesses relief was introduced for those ratepayers facing large increases as result of the loss of small business rate relief or rural rate relief. For Cherwell District Council it is estimated that this relief will apply to less than 10 businesses. Its effect is to limit increases in business rates to the greater of:
- a. A percentage increase per annum of 5%, 7.5%, 10%, 15% and 15% plus inflation from 2017/18 to 2021/22, or
 - b. A cash value of £600 per year (£50 per month). This cash minimum increase ensures that those ratepayers paying nothing or very small amounts in 2016/17 after small business rate relief are brought into paying something.
- 3.2 Hereditaments eligible for charity or Community Amateur Sports Club relief or hereditaments which are unoccupied are not eligible for Supporting Small Businesses Relief.
- 3.3 Central government will reimburse billing authorities and major precepting authorities for the actual cost to them under the rates retention scheme of the Supporting Small Businesses Relief.

New Discretionary Relief Scheme

- 3.4 In the Spring Budget the Government announced £300m for local councils to finance business rates relief for revaluation support. The Government's extra funding can only support relief schemes targeted at businesses facing an increase in their business rates bill following the 2017 Revaluation. The allocations have been based on the 2017-18 gross bill increase where the business rates bill is increasing by more than 12.5% following revaluation and the property's rateable value is less than £200,000.

The Government's funding allocation for Cherwell District Council is set out below:

2017-18	2018-19	2019-20	2020-21
£736,000	£358,000	£147,000	£21,000

- 3.5 Each billing authority is required to devise its own local Discretionary Relief Scheme for the 2017-2018 financial year and before we can introduce our own scheme there is a requirement to consult with major precepting authorities.
- 3.6 Given that the purpose of the four year government scheme is to provide relief to ratepayers who face an increase in their bill due to the revaluation, that the increases in those bills are being phased in at different rates each year and that many ratepayers' bills will cease to be in transition each year as they reach their full bill, it will be necessary to design a new local Discretionary Relief Scheme each year so the relief can be targeted at those ratepayers still facing increases in their bills.
- 3.7 Billing authorities are expected to deliver the scheme through the use of their discretionary relief powers under section 47 of the Local Government Finance Act 1988, as amended. Billing authorities will be compensated through a Section 31 grant for the cost to the authority of granting the relief, up to a maximum amount based on the authority's allocation of the £300m fund.
- 3.8 Initial analysis has shown that 127 businesses may qualify for the Local Discretionary Relief at a total estimated cost of £387,370.68 if the whole of their increased business rates liability is met above a 12.5% increase. This is significantly less than Cherwell District Council's funding allocation as the occupiers of many of these properties are multi-nationals who it is proposed are excluded from the Scheme.
- 3.9 The proposed draft scheme is attached at Appendix A.

New Business Rate Relief Scheme for Pubs

- 3.10 Business rate relief for pubs is a discount worth up to £1,000 a year where the rateable value is less than £100,000. Subject to state aid rules, it is estimated that 96 businesses in the Cherwell District will be eligible for this category of relief. This measure is for the 2017-2018 financial year only.
- 3.11 Guidance has been issued on the design and delivery of the scheme and the proposed policy is attached at Appendix B.
- 3.12 Government will reimburse billing authorities and major precepting authorities for the actual cost to them under the rates retention scheme of the relief that falls within the adopted criteria for pubs relief.

4.0 Conclusions and Reasons for Recommendations

- 4.1 Members are asked to note the contents of the report and any financial implications for the Council.
- 4.2 Members are asked to approve the local Discretionary Relief Scheme for 2017-2018 as set out at Appendix A.
- 4.3 Members are asked to approve the Pubs Relief Scheme for 2017-2018.

5.0 Consultation

- 5.1 It is a requirement of the local Discretionary Relief Scheme that we consult with major preceptors on the proposed scheme. Oxfordshire County Council has been consulted with and confirmed their agreement to the proposed scheme.

Internal consultation has been undertaken with the Budget Planning Committee who resolved that Executive be recommended to adopt the proposed local Discretionary Relief Scheme and Pubs Relief Scheme. Budget Planning Committee also recommended that Executive be recommended to consider a more robust connection to the business community.

6.0 Alternative Options and Reasons for Rejection

- 6.1 The following alternative options have been identified and rejected for the reasons as set out below.

Option 1: Members could choose not to adopt the proposed schemes, but in view of the fact that expenditure will be reimbursed the Government expects billing authorities to grant relief to all qualifying ratepayers.

7.0 Implications

Financial and Resource Implications

- 7.1 The report sets out a proposed Local Discretionary Relief scheme to provide relief to business ratepayers in properties facing substantial business rates rises as a result of the Revaluation. The local scheme aims to distribute no more than the Government grant provided for this purpose in the Spring Budget, namely £736,000, in 2017/18. It is considered prudent to retain 15% (£110,400) of the Government funding to cover eligible rate increases which may arise during the financial year to allow for changes in rateable value due to appeals and other adjustments.
- 7.2 For small businesses and pubs the Government has announced that it will reimburse councils for the actual cost of relief granted, in accordance with its guidance, through Section 31 grant.

Comments checked by:

Sanjay Sharma, Interim Head of Finance 01295 221564
sanjay.sharma@cherwellandsouthnorthants.gov.uk

Legal Implications

- 7.3 Section 47 of the Local Government Finance Act 1988 and subsequent amending legislation provides the criteria for awarding discretionary rate relief to certain categories of non-domestic ratepayer.
- 7.4 Section 69 of the Localism Act 2011 provides a new discretionary power to reduce business rates for any local ratepayer. It is this new power that the Government is directing billing authorities to use to award the new categories of relief.

- 7.5 Relief from taxes, including non-domestic rates, can constitute state aid under European Union legislation. There are block exemptions from the state aid rules where the aid is below a de minimis level. The de minimis level applies to all de minimis aid received, including other Government subsidies or grants, in addition to any rate relief given as a de minimis aid. It will be for the Council to ensure that any relief granted does not transgress state aid rules. The de minimis threshold is €200,000 from all sources to the recipient as a whole over a rolling period of three years.

Comments checked by:

Richard Hawtin, Team Leader – Non Contentious Business, Law and Governance
01295 221695

richard.hawtin@cherwellandsouthnorthants.gov.uk

Risk Management

- 7.6 Government believes that local authorities are best placed to judge the particular circumstances of local ratepayers and have therefore directed funded where it is most needed to support local economies. Government want local authorities to implement a local Discretionary Relief Scheme as quickly as possible following consultation, and subject to required software changes, to provide financial support to businesses requiring it. In not doing so, we may be subject to reputational risk from the business community. This will be managed as part of the services operational risk register and escalated as and when necessary.

Comments checked by:

Louise Tustian, Team Leader, Strategic Intelligence and Insight 01295 221786

LouiseTustian2@cherwellandsouthnorthants.gov.uk

Equality and Diversity

- 7.7 Equalities considerations will be included in the monitoring of the policies, once agreed, to ensure that we are able to demonstrate that relief is awarded fairly and in accordance with the stated criteria.

Comments checked by:

Caroline French, Business Transformation Project Officer 01295 221586

caroline.french@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Key Decision

Financial Threshold Met: Yes

Community Impact Threshold Met: Yes

Wards Affected

All

Links to Corporate Plan and Policy Framework

Sound budgets and a customer focused council

Lead Councillor

Councillor Tony Ilott, Lead Member for Financial Management

Document Information

Appendix No	Title
A	Draft local Discretionary Relief Scheme
B	Draft Pubs Relief Scheme
Background Papers	
None	
Report Author	Belinda Green, Joint Revenues and Benefits Manager
Contact Information	01327 322182 belinda.green@cherwellandsouthnorthants.gov.uk



Draft Local Discretionary Business Rate Relief Scheme for 2017/18

1. Introduction

The Local Discretionary Business Rate Relief Scheme applies for the period 1 April 2017 to 31 March 2018 only. Under the scheme relief will only be provided where a qualifying ratepayer's bill has increased due to the 2017 Revaluation.

The assistance Cherwell District Council is able to offer under the scheme is limited by the funding provided. The funding allocation is £736,000 for 2017/18, but £110,400 will be kept in reserve to allow for rateable value adjustments for appeals and other changes.

2. Qualifying Criteria

- 2.1 The ratepayer must be in occupation of the property on 31 March 2017. No relief will be awarded to a ratepayer taking up occupation on or after 1 April 2017.
- 2.2 All other mandatory reliefs must have been applied for prior to an application for Local Discretionary Business Rate Relief being considered.
- 2.3 The 2017 Rateable Value must be £200,000 or less.
- 2.4 Where a property is formed following a split, merger or reorganisation a new calculation will be carried out.
- 2.5 Where a qualifying ratepayer's 2016/2017 or 2017/2018 business rates bill is reduced for any of the following reasons the amount of relief will be reduced or removed accordingly:
 - A reduction in rateable value in the 2010 Rating List or 2017 Rating List
 - The provision of a certificated rateable value for the 2010 Rating List or a historical change
 - The application of any additional relief or exemption
 - Vacation and reoccupation of the property

- Any other relevant reason

3. Exclusions

3.1 Relief will not be awarded to the following types of ratepayers and properties:

- Precepting bodies (County, District and Parish Councils)
- Banks, building societies and other major financial institutions
- Multi-national businesses or large chains
- Businesses which occupy 3 or more properties
- National Health Service
- Charities
- Central Government bodies

3.2 Ratepayers occupying properties on or after 1 April 2017.

3.3 Properties which were not on the Rating List on 1 April 2017.

3.4 Unoccupied properties

3.5 Where the award of relief would not comply with EU law on State Aid.

4. State Aid

Ratepayers will be required to confirm that they have received any other State Aid that exceeds €200,000 in total including any other rates relief being granted for premises other than the one to which the declaration relates, under the De Minimis Regulations EC 1417/2013.

Further information on State Aid law can be found at <https://www.gov.uk/state-aid>

5. How will the Local Discretionary Business Rate Relief be calculated?

Local Discretionary Business Rate Relief will be calculated after any or all of the following have been applied:

- Exemptions and other reliefs
- Transitional arrangements

6. Application Process

An application form must be completed. All applications will be considered on their individual merits.

A calculation will be carried out to ensure no-one is disadvantaged if they may be eligible for other Spring Budget reliefs.

7. Appeals

All appeals must clearly state the ground(s) and be made in writing to: Revenues and Recovery Team, Cherwell District Council, Bodicote House, Bodicote, Banbury OX15 4AA.

Any appeal will be judged in line with this policy and the decision is to be taken at the sole discretion of the Chief Finance Officer in consultation with the Joint Revenues and Benefits Manager. All appeals will be reviewed within 4 weeks of submission of all necessary information. All decisions taken on appeals are final and the outcome will be recorded and advised to the ratepayer in writing. If an appeal is successful, rate relief will be backdated for the full eligible period within the 2017/18 financial year.

DRAFT

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Pubs Relief Scheme

1. Introduction

The Government recognises the important role that pubs play in urban and rural communities across the country. At Spring Budget 2017, the Chancellor announced a £1,000 business rates discount for public houses with a rateable value of up to £100,000 for one year from 1 April 2017.

2. Legislative framework

The Government expects billing authorities to use their discretionary relief powers under section 47 of the Local Government Finance Act 1988 to grant relief to all qualifying ratepayers.

3. Duration of the relief

The relief is only applicable for the 2017/18 financial year.

4. Eligibility criteria

The scheme is available to eligible occupied properties with a rateable value of less than £100,000. Where pubs are part of a chain, relief will be available for each eligible property in the chain, subject to meeting State Aid requirements.

There is no definitive description of a traditional pub or public house in law, however the Government's policy intention is that eligible pubs should:

- be open to the general public
- allow free entry other than when occasional entertainment is provided
- allow drinking without requiring food to be consumed
- permit drinks to be purchased at a bar

For these purposes it excludes:

- restaurants
- cafes
- nightclubs
- hotels
- snack bars
- guesthouses
- boarding houses
- sporting venues
- music venues
- festival sites
- theatres
- museums
- exhibition halls
- cinemas
- concert halls
- casinos

5. Amount of relief available

The amount of relief available is up to £1,000 for each eligible property. There is no relief available under this scheme for properties with a rateable value of £100,000 or more. Eligibility for the relief and the relief itself will be assessed and calculated on a daily basis.

In addition to the pub relief scheme, the Chancellor announced in Spring Budget 2017 that £110 million will be available to assist ratepayers losing small business rates relief or rural rate relief as a result of revaluation. On top of this, the Government has also made available a separate £300m discretionary relief fund over the next four years to enable local authorities to help individual businesses that are facing increased rates bills. Both of these schemes may also be available to pubs.

6. Applying for relief

The Council will automatically grant business rates relief for pubs as and when we are aware of businesses which may qualify for the relief. This policy will be published on the Council's website www.cherwell.gov.uk.

If a ratepayer wishes to apply for the relief they should contact the Council at business.rates@cherwell-dc.gov.uk.

7. State aid

State Aid law is the means by which the European Union regulates state funded support to businesses. Providing discretionary relief to ratepayers is likely to amount to State Aid. However the relief will be State Aid compliant where it is awarded in accordance with the De Minimis Regulations.

The De Minimis Regulations allow an undertaking to receive up to €200,000 'de minimis' aid over a rolling three year period. If the ratepayer is receiving, or has received any 'de minimis' aid granted during the current or two previous financial years (from any source), they should inform us when making the application or following receipt of the relief where no application is made.

8. Appeals

An appeal can be made on the following grounds:

- (a) the property is of a type specifically stated as being eligible for relief and the Council has, by error, omitted to grant the relief.
- (b) The property is not of a type specifically stated as being eligible for relief, but by analogy the use is comparable to that of the Government's policy intention.

All appeals must clearly state the ground(s) and be made in writing to: Revenues and Recovery Team, Cherwell District Council, Bodicote House, Banbury OX15 4AA.

Any appeal will be judged in line with this policy and the decision is to be taken at the sole discretion of the Chief Finance Officer in consultation with the Joint Revenues and Benefits Manager. All appeals will be reviewed within 4 weeks of submission of all necessary information. All decisions taken on appeals are final and the outcome will be recorded and advised to the ratepayer in writing. If an appeal is successful, rate relief will be backdated for the full eligible period within the 2017/18 financial year.

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Cherwell District Council

Executive

4 September 2017

<p>Oxfordshire Clinical Commissioning Group (OCCG) Phase 1 Consultation and Decisions Regarding the Horton General Hospital</p>

Report of Director of Operational Delivery

This report is public

Purpose of report

To consider the most recent developments and decisions in relation to the Horton General Hospital (HGH) and the Council's response to proposals for service change by the Oxfordshire Clinical Commissioning Group (OCCG).

1.0 Recommendations

The Executive is recommended:

- 1.1 To note the decisions taken by Oxfordshire Joint Health and Overview Scrutiny Committee and the Oxfordshire Clinical Commissioning Group.
- 1.2 To endorse the action to submit a Notice of Renewal for a judicial review of the flawed consultation process.
- 1.3 To support to the fullest extent the referral process to the Secretary of State for Health of the OCCG decision to make permanent the freestanding midwife led unit at the Horton General Hospital.

2.0 Introduction

- 2.1 Members considered this matter at the Executive meeting on 6 and 20 February 2017. Then, it was agreed that specialist legal and clinical advice would be sought to support the Council's case for responding to the consultation process for service change at the HGH and a legal challenge of the process with appropriate budget approval. The general content and nature of the Council's response to the formal phase 1 consultation process was also agreed.
- 2.2 The consultation proposals in summary were as follows;

- changing the way hospital beds are used and increasing care closer to home in Oxfordshire, thereby reducing the number of costly hospital bed provision and length of hospital stays;

- increasing planned care at the HGH (planned care includes tests and treatment planned in advance and not urgent or emergency care) such as increased diagnostic tests, outpatient appointments, planned day surgery and pre-surgery assessments;
- making permanent acute stroke services in Oxfordshire where most acute stroke episodes will be treated in Oxford but supported by an extended early supported discharge service at home and potentially with rehabilitation at the HGH;
- changing critical care (critical care helps people with life-threatening or very serious injuries and illnesses) at the HGH where the sickest (Level 3) critical care patients from North Oxfordshire would be treated at the Oxford Intensive Care Units (ICUs). The HGH should continue to have a Critical Care Unit. Patients living in South Northamptonshire and South Warwickshire might be treated at the critical care units in hospitals in Warwick, Northampton or Milton Keynes if closer;
- making permanent the recent changes to maternity services at the HGH including obstetrics, the Special Care Baby Unit (SCBU) and emergency gynaecology inpatient services where obstetric services will be provided at the John Radcliffe Hospital in Oxford, with the Special Care Baby Unit and emergency gynaecology inpatient services. A Midwife Led Unit will be maintained at the HGH (with women from north of Oxfordshire also having the choice to travel to Northampton, Warwick or Milton Keynes).

2.3 The final comprehensive consultation response of the Council jointly made with South Northamptonshire Council is attached at Appendix 1. It is important to note that in addition to being critical of the flawed consultation process and offering comment on each of the proposals for change, the Council made constructive and imaginative suggestions about alternative obstetric service models and offered a clear and realistic vision for the future of the HGH as part of a health campus in Banbury.

3.0 Report Details

Oxfordshire Joint Health and Overview Scrutiny Committee Decisions

3.1 Since February 2017, the Oxfordshire Joint Health and Overview Scrutiny Committee (HOSC) met to consider the OCCG's review of the assurance of the consultation process and an evaluation of the responses. The Committee agreed that it needed to meet to scrutinise the proposed decisions of OCCG before those decisions are taken. HOSC therefore met again on 7 August 2017 and considered the OCCG papers for its meeting later that week on 10 August 2017. The HOSC meeting received a brief presentation from OCCG, followed by 20 addresses to the Committee of which five came from CDC namely, the Leader, Councillors Mallon, Pratt and Ilott and the Director of Operational Delivery.

3.2 The HOSC resolutions on 7 August 2017 were as follows:

1. Critical Care

The committee is supportive of the proposal to move to a single Level 3 Critical Care Unit for Oxfordshire, subject to assurances from the CCG and OUHT that there will be no long term detrimental effects on Accident and Emergency and anaesthetic services at the Horton General Hospital.

2. Acute Stroke Services

The committee supports the CCG's drive to improve outcomes for stroke patients by conveying them directly to the Hyper Acute Stroke Unit at the JR. However, this is subject to clarification being given about the impact of recent changes to guidance on ambulance response times (namely the extension of response times from eight minutes to forty minutes for stroke victims) and assurances that stroke rehabilitation will continue to be carried out at relevant local sites around the County such as the Horton General Hospital and Witney and Abingdon Community Hospitals.

3. Changes to Acute Bed Numbers

The committee supports the current closure of 110 beds, but cannot support further bed closures without a more comprehensive understanding of the impact this will have on the wider health and social care system, in particular community based services.

4. Planned Care Services at the Horton General Hospital

Whilst the committee agrees with the principle of developing planned care services at the Horton General Hospital, we are unable to give full support to the proposal without being provided with a more detailed and fully-costed plan in which the local community has been fully engaged. The committee urges the CCG and OUHT to bring forward their detailed plans to increase footfall at the Hospital and ensure its sustainability, but we are unclear why these proposals need to be considered as a matter of urgency under part of Phase 1 of the Transformation Plan.

5. Maternity Services

The committee strongly opposes the proposal to create a single specialist obstetric unit at the JR and establish a permanent midwife-led service at the Horton General Hospital. If the CCG Board agrees this proposal on 10th August, the committee resolved to refer the decision to the Secretary of State on the grounds that it is not in the best interests of local residents and the health service because:

- 1. The arguments set out in the 2008 IRP judgement still apply;*
- 2. The fundamental needs of mothers in North Oxfordshire and surrounding areas have not changed since 2008;*
- 3. The population of North Oxfordshire has grown since 2008 and is set to grow substantially in the coming years, further justifying the need for a consultant-led maternity service in the north of the county; and*
- 4. There are ongoing issues with travel and access from the Horton to the JR for expectant mothers.*

Whilst the committee accepts that there are difficulties recruiting and retaining suitably qualified staff to maintain an obstetric unit at the Horton, we do not consider

this just cause for removing a service when the needs of local people have not fundamentally changed, particularly as seven of the nine consultant posts advertised by the Trust are now filled. Moreover, the committee is disappointed to hear that the CCG has not fully engaged with local partners who put forward alternative options for maintaining an obstetric service at the Horton.

The committee is also disappointed by the lack of a clear picture for countywide maternity services as a result of the two-phased consultation. The impact of permanently removing the obstetric unit at the Horton on maternity services as a whole, including the Chipping Norton, Wallingford and Wantage midwifery-led units, was not clear in the Phase 1 consultation. The committee does not believe it has seen a robust enough case for meeting the needs of expectant mothers in the absence of consultant-led services in the north of the county.

- 3.3 Members can conclude from the Council's consultation response that the HOSC resolutions were largely consistent with the Council's views. In addition and most important, the aspect which HOSC opposed was the obstetric proposal to permanently downgrade the service at the HGH to a freestanding midwife-led unit and that HOSC's reference to "*the CCG has not fully engaged with local partners who put forward alternative options for maintaining an obstetric service at the Horton*" is a reference to the Council's alternative service delivery model.

Oxfordshire Clinical Commissioning Group Decisions

- 3.4 HOSC's decisions were reported to the OCCG meeting on 10 August 2017. This OCCG meeting was intended to take decisions about the phase 1 consultation proposals and resolved as follows:

1. Critical Care

To move to a single Level 3 Critical Care Unit (CCU) for patients within Oxfordshire (and its neighbouring areas), located at the Oxford University Hospital (OUH) Oxford sites. The CCU at the HGH would become a Level 2 Centre, working in conjunction with the major centre in Oxford.

2. Acute Stroke Services

To secure an improvement in outcomes for stroke patients through direct conveyance of all patients where stroke is suspected from Oxfordshire (and its neighbouring areas) to the Hyper Acute Stroke Unit (HASU) at the John Radcliffe Hospital (JRH) in Oxford. This will be supported by the roll out of countywide Early Supported Discharge (ESD) (already available in two localities) to improve rehabilitation and outcomes.

3. Changes to Acute Bed Numbers

To agree to make permanent the planned closure of 146 acute beds thereby formalising the temporary changes made as part of the 'Rebalancing the System' delayed transfer project that has been running since November 2015. The implementation of this will be staged:

- 110 beds are already closed and will remain so and enable the investment in alternative services to be made permanent;*

- *The additional 36 beds will only be permanently closed when the system has made significant progress in reducing the numbers of delayed transfers of care. Any further planned closures will need to be reviewed by Thames Valley Clinical Senate and assured by NHS England.*

4. Planned Care Services at the Horton General Hospital

To separate elective from emergency interventions at the HGH and localise care through the development of a new 21st century Diagnostic and Outpatient Facility; an Advanced Pre-operative Assessment Unit; and a reconfiguration of existing theatre space to act as a Co-ordinated Theatre Complex to improve elective services.

5. Maternity Services

To create a single specialist obstetric unit for Oxfordshire (and its neighbouring areas) at the JRH and establish a permanent Midwife Led Unit (MLU) at the HGH.

- 3.5 The OCCG decisions on the first four aspects, whilst not ideal, are largely consistent with the views of HOSC and this Council. However, the last decision in relation to maternity services for a permanent freestanding midwife led unit is not what local people want as the birth choice for only 6% of local mothers to be, not what local people need given the distance and travel difficulties to Oxford and ignores the thorough scrutiny process undertaken by the Oxfordshire Joint Health and Overview Scrutiny Committee and its referral to the Secretary of State.
- 3.6 Of equal concern was the fact that the OCCG meeting debate and papers did not feature the Council's proposed alternative obstetrics service model other than when referred to by the Chairman of HOSC, Councillor Arash Fatemian and Victoria Prentis MP who addressed the meeting at its start. This is particularly disappointing as the alternative Council model featured in the addresses to the HOSC meeting at which the key OCCG representatives were present. The Council has written to the Chief Executive of the OCCG to reflect this concern and request an explanation for this.
- 3.7 The Council's proposed obstetrics model was imaginative and recognised to a large extent the current workforce and training accreditation difficulties. It was one of an MLU alongside resident on-call obstetric support as proposed through last year's national maternity review as relevant for small birth units in rural areas. It was not a freestanding MLU as now agreed by the OCCG . The advantages of this model are numerous:
- It would avoid the majority of the current MLU transfers to Oxford which are arising from the present HGH freestanding MLU (almost 50% of all admissions)
 - It would be lower cost than the two obstetric site model debated by the OCCG and of a similar cost to the previous HGH obstetric unit
 - It would address the higher than average obstetric needs of the BME population in Banbury
 - It could support the Chipping Norton MLU in a more effective and potentially cost efficient way than a transfer to Oxford from there
 - It would be entirely consistent with the Better Births guidance
 - It would not fall foul of the low births unit training accreditation issue

- It provides mothers to be in North Oxfordshire and surrounding areas with a local choice, which is likely to be attractive to up to half of local cases according to the national maternity review rather than 6% for a freestanding MLU as has now been agreed.
- It would afford the opportunity for emergency gynaecology to be considered at the HGH as it aligns with recent RCOG information on the move back to general obs and gynae consultant roles.

Legal Challenge

- 3.8 Following the direction given by the Executive in February 2017, Counsel was engaged to assess and progress an application for a judicial review of the OCCG consultation process which the Council believed to be fundamentally flawed. The application was filed on 30 March 2017. It was a joint application, with the co-claimants being South Northamptonshire Council, Stratford-on-Avon District Council and Banbury Town Council with the Keep the Horton General Committee as an interested party given that it was also intending to also proceed with a legal challenge.
- 3.9 The OCCG, who is the defendant in such a case, has acknowledged the potential legal challenge. The Council heard nothing about the application until late July when it was notified that it had been refused. Further consideration of this position was given with appropriate legal advice and liaison with the Council Leader and the Council's joint applicants, from which a Notice of Renewal was submitted on 3. August 2017 based on a belief that further more detailed consideration should be given to the original application. The renewal application will be in the form of an oral hearing before the court and is expected to be listed by the court in September/October.

4.0 Conclusion and Reasons for Recommendations

- 4.1 The process of the development of service model options for the HGH and the formal consultation of these has been long and arduous. The Council has engaged throughout and responded positively. It is hugely disappointing that the Council's concerns and suggestions have not been reflected in the obstetrics decision.
- 4.2 The Council has demonstrated that the consultation process has been flawed and that this should be subject to a legal challenge. The Council's partners in this matter also support this view. In this respect, it is recommended that the Council should, with its partners, continue the fight by supporting the Oxfordshire Joint Health and Overview Scrutiny Committee with the referral of this matter to the Secretary of State for Health and to continue with vigour its legal challenge of the consultation process.

5.0 Consultation

South Northamptonshire Council	Supportive
Stratford-on-Avon DC	Supportive
Banbury Town Council	Supportive

6.0 Alternative Options and Reasons for Rejection

- 6.1 The following alternative option has been identified and rejected for the reasons as set out below.

Option 1: To accept the decisions made by OCCG. This is not proposed as the Council believes that the consultation was flawed and that there is an alternative and viable obstetrics model for the HGH

7.0 Implications

Financial and Resource Implications

- 7.1 The costs of engaging the specialist advisers have and will continue to be met from the reserve set up for the purpose.

Comments checked by:

Paul Sutton, Chief Finance Officer, Tel. 0300 0030106,
paul.sutton@cherwellandsouthnorthants.gov.uk

Legal Implications

- 7.2 External counsel has been instructed to provide expert advice to the Council on the legal challenge to the consultation process.

Comments checked by:

Matt Marsh, Solicitor, Tel. 01295 221691,
Matt.marsh@cherwellandsouthnorthants.gov.uk

Risk Implications

- 7.3 There are clear reputational issues for the Council if it is not seen to be acting in the best interests of its residents on what is a clear matter of some importance to them. Similarly, the HGH is an important piece of the District's infrastructure that impacts in so many ways on local residents and businesses. This will be escalated to the corporate risk register as and when necessary.

Comments checked by:

Louise Tustian, Team Leader, Strategic Intelligence & Insight Team Tel. 01295 221786; louise.tustian@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Key Decision

Financial Threshold Met: No

Community Impact Threshold Met: No

Wards Affected

All wards

Links to Corporate Plan and Policy Framework

Cherwell: A Thriving Community – Working with partners to improve access to health services and to support the work of the Community Partnership Network with financial, clinical and technological changes in the health and social care sector.

Lead Councillor

Councillor Barry Wood, Leader of the Council
Councillor Andrew McHugh, the Council's CPN and OJHOSC representative

Document Information

Appendix No	Title
1	A Joint Cherwell District Council and South Northamptonshire Council Response to the Oxfordshire Clinical Commissioning Group's Big Consultation Stage 1 Process
Background Papers	
None	
Report Author	Ian Davies, Director of Operational Delivery
Contact Information	0300 0030101 ian.davies@cherwellandsouthnorthants.gov.uk

A Joint Cherwell District Council and South Northamptonshire Council Response to the Oxfordshire Clinical Commission Group's Big Consultation Stage 1 Process

Introduction

Thank you for the opportunity to present the views of Cherwell District Council (CDC) and South Northamptonshire Council (SNC) of the Oxfordshire Clinical Commissioning Group's (OCCG) Big Consultation stage 1 process. This is a joint response as both Councils have the same points to raise. We are happy to support any follow up enquiries the OCCG have regarding the comments and the range of proposals contained herein.

As the OCCG will be well aware, CDC and SNC have a number of very real issues underpinned by the huge and widespread concern of local people from North Oxfordshire, South Northamptonshire and South Warwickshire about the two stage consultation process and the proposals for service change at the Horton General Hospital (HGH).

The Councils acknowledge the challenges faced by the NHS and as a consequence the need for change. Some of the stage 1 proposals are sound in principle, eg acute stroke services and planned care, but the benefits of these are somewhat lost in a flawed consultation process. Whilst the Councils welcome the opportunity to contribute, they believe that the split consultation process is flawed sufficiently for it to be halted. This is due to a confused and unclear two stage process, incomplete information, inconsistency with the pre-consultation engagement process and inadequate service implications and options analysis. That is why both Councils, along with Stratford-on-Avon District and Banbury Town Councils as co-claimants, have filed for a Judicial Review.

Our response to your formal consultation follows the following structure:

- Section 1 - Concerns about the inadequacy of the consultation process
- Section 2 - Concerns about the problematic two phase consultation process
- Section 3 - General concerns
- Section 4 - Commentary on each of the consultation proposals
- Section 5 - The Obstetrics Service Proposals and Alternative Service Models
- Section 6 – A Vision for the HGH

Section 1 - Concerns About The Inadequacy Of The Consultation Process

Late availability of all relevant consultation documents

The pre-consultation Business Case is a substantial 235 page document which has 30 appendices listed to support its content. CDC wrote to OCCG on 3 February 2017 requesting copies of these. Having not had a response, a reminder email was sent on 7 February 2017. The Council was informed that collectively they were too large to email and doing so would probably cause computer capacity difficulties. On 9 February 2017 the OCCG was asked why these were not made available with the other consultation documents on the OCCG website. On 10 February 2017, the Council received five of the appendices requested. The availability of all 30 appendices did not occur until 17 March 2017, approximately 75% into the consultation period along with approximately 65 other documents in a list of 90 appendices!

This sequence of events and the release of so much more information so late in the consultation process with no notice or announcement appear to be an attempt to restrict the availability of relevant consultation information. At the very least it limits the ability of consultees to make informed responses.

Cross boundary issues and unclear effects for patients in South Northamptonshire and South Warwickshire

At the Oxfordshire Joint HOSC meeting held in November 2016, the Committee stated that the geographical detail should be easily identifiable so that the public can be clear about proposed changes to services in their locality. This has not occurred with the degree of clarity which is required for informed consultation responses to be made.

There has been an inadequate consideration of a whole system approach to cross boundary issues. Banbury is less than two miles from both Northamptonshire and Warwickshire which means that a very significant proportion of the 165,000 users of the HGH come from outside Oxfordshire (in excess of 30%). This is known as the traditional 'Banburyshire' catchment and is very relevant to the patient flow to and from the HGH. Whilst there appears to have been dialogue between the acute service providers of the three county areas, only well into the consultation process has there been dialogue at the commissioning, STP, primary care and social care levels. This is too little and too late, and should have been undertaken before the consultation process commenced so that clarity in answering the questions and concerns of the residents and patients of South Northamptonshire and Stratford-on-Avon Districts could be provided.

This is an important issue as a whole system approach is required for planned care, early supported discharge service for stroke rehabilitation and changing the way hospital beds are used, all of which are in phase 1. The proposals and their implications for all current patients have not therefore been properly considered, which means that when residents affected by these proposals ask questions about the implications for them the answers are either unclear or not available.

Specific examples of the lack of clarity include the following:

- The consultation proposal to increase planned care at the HGH appears to apply to Oxfordshire residents only as there is repeated reference to North Oxfordshire only in the main consultation document. It is therefore uncertain whether those patients from outside Oxfordshire who previously travelled to Oxford for their planned care can in future still receive this at the HGH.
- The proposal to take all patients diagnosed with acute stroke immediately to the Hyper Acute Stroke Unit in Oxford and the extension of early supported discharge service also appears to be applicable to North Oxfordshire residents only. This is unclear for South Northamptonshire and South Warwickshire residents currently served by the HGH as the consultation document states that *'those in North Oxfordshire who are closer to Northampton or Coventry Hospitals would be taken there'* which implies all South Northamptonshire and South Warwickshire residents will not use the Oxford acute stroke services in the future and some North Oxfordshire residents would also be taken elsewhere.
- Uncertainty is further reflected in the proposal for the level 3 critical care patients where they will be taken to Oxford whereas *'patients living in South Northamptonshire and South Warwickshire might be treated at the critical care units in hospitals in Warwick, Northampton or Milton Keynes if closer'*.
- The proposal to undertake all obstetric services at Oxford with an MLU only unit retained at the HGH includes the statement that *'women north of Oxfordshire also having the choice to travel to Northampton, Warwick or Milton Keynes'*. This is clear for South Warwickshire patients who currently use or had intended to use the HGH but not at all clear for South Northamptonshire patients who have the HGH as their closest hospital or are equidistant with Northampton and Milton Keynes or even closer to the John Radcliffe Hospital (JRH) than those hospitals. It should also be noted that the JRH is closer for Brackley residents than for Banbury residents.

Such lack of cross boundary clarity and lack of recognition of the important geography associated with the HGH has caused confusion and undermined the phase 1 consultation process.

Misleading maternity information

No information is provided to consultees to inform them as to what higher risk pregnancies actually means. Young people and future first-time parents reading the Big Consultation document are likely to think that *"higher risk pregnancies"* refers to only a very small number of births. The consultation document states that *"most women have a low risk pregnancy and are cared for by the midwifery teams during the antenatal, labour and postnatal period"*. In this context, where a Midwife Led Unit (MLU) is proposed for the HGH, it is misleading to say that *"most women ... are cared for by the midwifery teams during ... labour"*. A substantial proportion (c40%) of births involves regional anaesthesia, which cannot be administered at an MLU and which means that all women who have or want an epidural will have to travel to the JRH. The key point here is that most women who wish to have an epidural would not

consider themselves to be “higher risk”. This has not been explained in the consultation documents.

When the HGH had an obstetric service last year, there were approximately 120 births per month there. Between 3 October 2016 and 31 January 2017 there have been 61 planned births at the MLU. Further, of those 61 births planned to take place in the HGH MLU, 24 of them had to be transferred to the JRH during or immediately after labour. Thus, the numbers actually using the HGH MLU only are very small indeed. The Big Consultation document does not convey the proposed radical change in the loss of localness of services, i.e. when HGH had obstetrics services around 120 women gave birth in that local hospital each month, whereas without an obstetric service the experience of the last few months indicates that less than 10 women will give birth solely in HGH’s MLU each month. That means that of local women who could previously (prior to the suspension of obstetric service) give birth at the HGH, if the proposal in the Big Consultation is implemented, over 90% of those local women will not be able to give birth there. The Big Consultation document does not give that impression at all and is therefore misleading.

This very low proportionate use of MLUs is also reflected in only approximately 6% of births in Oxfordshire which take place in its other MLUs and also the Better Births – National Maternity Review 2016, which states that 6% of women preferred to give birth in a freestanding MLU as proposed at the HGH. This established low level of MLU use is not explained nor conveyed in the consultation documents.

Insufficient implementation detail and incomplete business case

There is no clear timeline of events if these phase 1 proposals are implemented to ensure that the chaotic parking arrangements at the Oxford hospitals will be resolved before the further proposed transfer of acute services to Oxford and ahead of any planned care improvements elsewhere in Oxfordshire.

The current car parking provision at the HGH is often at capacity and therefore offering an additional c 95,000 patient episodes at the HGH will require additional car parking provision at the site for c 350 cars daily. There is no evidence or clarity in the pre-consultation Business Case that funding for this HGH requirement has been provided. This means that the phase 1 pre-consultation Business Case is incomplete and not satisfactorily deliverable.

Likewise, there is no evidence or clarity in the pre-consultation Business Case that funding has been allocated for improved car parking to address the current chaotic and unacceptable situation at the JRH.

No overall plan or coherence for the HGH

There is no overall plan and vision for the HGH which the public can understand. The consultation statement regarding ‘fit for the 21st century’ and ‘investment’ is too generic as it does not say what this means in terms of actual services at the hospital and which is what the public needs to know. The two stage process confuses this further as it is clear that the future range of services delivered from the HGH cannot be determined until well after the end of the second stage consultation, whenever that is.

Inadequate consideration of the implications of the Banbury socio economic demographics

Regrettably there are neighbourhoods in Banbury which, according to national indicators and census information, are regarded as deprived and in which there is clear evidence of poorer health and higher care needs. The OCCG correctly state that the BME population in Banbury, which is higher than the national average, is more likely than the general population to suffer stroke and obstetrics complications and is more likely to need to give birth in an obstetric unit. Yet it is these very services which are being eroded at the Horton. Reference is made to meeting the Public Sector Equality Duty but the statement regarding the Oxfordshire Health Inequalities Commission's report is out of date; there is no assessment of these proposals on the vulnerable and poorer Banbury families as a whole as a consequence of the recent significant public transport cuts and no evidence of having taken into account in the phase 1 proposals these specific demographic and health needs of Banbury.

The detailed equality impact assessments for the phase 1 proposals were one of the 30 pre-consultation Business Case appendices which CDC had to request to be able to consider and were one of the 90 appendices issued only relatively recently. In it, again reference is made to the BME population in Banbury which is more likely than the general population to suffer stroke and obstetrics complications. However, no attempt appears to have been made to consider specific measures to support these mothers-to-be other than targeted pre-conceptual care. The issue is merely acknowledged but the full implications are not sufficiently addressed in the consultation proposals. This is not good enough for the acknowledged needs of this important group of local people and is a serious gap in the consultation process and proposals.

Likewise, the majority of the equality impact assessments make no acknowledgement of the greater concentration of health related deprivation, the higher levels of disability, the higher levels of emergency hospital admissions, the higher levels of people 10 to 64 and over 65 with limiting long-term illnesses and the higher levels of poverty in parts of Banbury. All these aspects affect the level of demand for local healthcare services and access to them. Only one equality impact assessment (acute care) adequately acknowledged the detrimental impact to those who unfortunately have greater healthcare needs than most and identified measures which could assist. However, these measures do not feature in the consultation proposals. This is another consultation shortcoming.

Section 2 - Concerns about The Problematic Two Phase Consultation Process

Confused and unclear two phase consultation process

The two stage process has a number of interdependencies and, whilst phase 1 concentrates on the HGH, the overall service make-up of the HGH cannot be determined until well after the end of the unspecified date of the second phase consultation. Because of the way the proposals are structured, and that community and primary care services are not detailed in the phase 1 consultation, it is not possible to see an overall proposal for the future make up and functions of the HGH and its relationship with the wider health and social care sector. This is a serious weakness which limits the ability of consultees to make meaningful responses.

In addition, there are several phase 1 proposals which are influenced by and will influence the phase 2 content and therefore does not lend itself to informed and intelligent consideration, which is a fundamental requirement of consultation.

To demonstrate this confusion, the following draws out the phase 1 and 2 linkages:

- Maternity at the Horton is in phase 1 of the consultation but MLUs are in phase 2. Surely it makes far more sense to consider the whole maternity service together so that consultees can understand the Oxfordshire-wide picture? This approach is also advocated in the Better Births – National Maternity Review, which states that *'providers and commissioners should work together in local maternity systems'*.
- It is unsatisfactory to split obstetrics in phase 1 from paediatrics in phase 2 in view of close working relationship between the two disciplines. The removal of the obstetrics service including the Special Care Baby Unit will reduce the overall paediatric capability of the HGH.
- Similarly, the same argument applies to obstetrics and accident & emergency (A&E) as both are dependent on anaesthetic services so removing the obstetrics service in phase 1 will reduce the overall anaesthetic capability of the HGH and the A&E and paediatric services which are in phase 2.
- The changed use of acute hospital beds, which also requires increasing care closer to home, is in phase 1 but community hospitals and other primary care services which should feature in care closer to home solutions are in phase 2. This difficulty is compounded by the absence of proposals concerning primary health care, which would have to be the principal means of reducing the rates of attendances at emergency departments and the rates of emergency admissions.
- Planned care away from Oxford is in phase 1 but community hospitals, which should logically be part of community based diagnostics and outpatient services, are in phase 2.
- The principle behind the change to acute stroke care is understood but this is in phase 1 when the model for the early supported discharge/rehabilitation service for stroke patients is in phase 2 and includes the provision of community hospital inpatient services, primary care and the HGH.

Lack of understanding of a whole HGH service

The two phase consultation process is inconsistent with the pre-consultation engagement exercise undertaken by the OUHFT where, despite the unpalatable nature of the emerging proposals, at the very least the HGH was being sensibly considered as a whole. In this way the inter-relationship between the different clinical services, so vital for a general hospital, could be understood and seen as a whole. Now we are faced with a disaggregation of services through this two phase process where the clinical inter-relationships are broken. This is wrong and unacceptable.

Section 3 - General Concerns

Previous Independent Reconfiguration Panel (IRP) recommendations

The IRP in 2008 concluded that transferring obstetric, paediatric (including special care and emergency gynaecology services) did not provide an accessible or improved service to the people of North Oxfordshire and surrounding areas. Since that time, travel and access to the JRH has become even more difficult. The current proposals being considered will offer worse services to patients in the HGH's 170,000 catchment.

The IRP determined that these changes were being driven by "future medical staffing constraints not by providing a better service for local people", which is where we are today, and the only difference being that removing Level 3 critical care and hyper-acute stroke have been substituted in the first round for general paediatrics which is in the second phase.

The IRP also recommended that the OUHFT and the then PCT carry out further work to determine the service arrangements and investment needed to retain and develop services at the Horton, develop a clear vision for children's and maternity services within an explicit strategy for services for north Oxfordshire and to develop clinically integrated practice across the HGH, JRH and Churchill sites as well as developing a wider clinical network. The provider and commissioners in Oxfordshire have in these proposals ignored these recommendations which have contributed to the argument that some services at the HGH are unsustainable. This is an unacceptable position.

Likely loss of GP training

For the HGH to continue the important training of GPs, it must have a sufficient number of key clinical disciplines. The proposed loss of obstetrics is one of these and any further loss of key clinical disciplines is likely to result in the loss of the hospital's ability to accommodate this important function. Given the reliance of many of these phase 1 proposals on primary care, including GPs combined with the need to retain as many GPs locally as possible for sustainable primary care service and which is currently under significant strain, the retention of GP training locally is important but the consultation process does not recognise this.

Piecemeal removal of acute services from the HGH

There has been a gradual erosion of acute services at the HGH no better exemplified by the piecemeal loss of bed and service reductions which have already occurred. Local people see the two phase consultation process as a continuation of this piecemeal erosion.

The piecemeal HGH erosion since 2011 has been in gynaecology, breast surgery and emergency general surgery, with a corresponding reduction in inpatient beds.

Local concern is compounded by the pre-consultation engagement process where the OUHFT adopted a whole hospital approach which resulted in three emerging but largely downgrading service options for the HGH. Options 2 and 3 proposed a range of different and largely downgraded service levels which are consistent with the phase 1 consultation proposals. Local people are therefore expecting this

consistency to feature in phase 2 for downgraded A&E and paediatric service in particular as per options 2 and 3 which will further undermine the acute care capability of the HGH. Given the interconnections between services being consulted upon in different phases, that if proposals to close or reduce services are taken at phase 1, this will seriously undermine the feasibility of services being considered at phase 2, effectively pre-determining the phase 2 consultation. This is particularly relevant to the overlap of anaesthetic and paediatric services between the phase 1 and phase 2 proposals.

Despite the OCCG arguing that none of the removal of acute services in the stage 1 proposals will undermine any of the remaining services, there is a very real likelihood that the HGH A&E and possibly paediatric services will go, either undermined by the reduction in acute services at the site proposed by phase 1 or by the threat to their continuing staffing viability caused by the prolonged uncertainty created by the two phase consultation.

To make matters worse the OCCG Chairman, at the Oxfordshire Joint HOSC meeting on 3 February 2017, stated the need to look at all acute services together. Clearly such a statement applies only to the JRH element of the stage 2 consultation process and not the acute services at the HGH in phase 1 nor Oxfordshire as a whole. This is both wrong and unfair.

A&E capacity

The consultation document refers to the success in reducing acute beds in OUHFT by 146 to date, principally by systematically placing patients fit to leave hospital in care homes and their own homes. However, the Oxfordshire health system, just like elsewhere, has had extreme difficulty recently in accommodating emergency admissions and coping with attendees at A&E departments. Without radical changes to primary care and in social care there is no reason why the year on year increases in people presenting for acute emergency care will not continue. The phase 1 consultation proposals therefore make this position worse without the required changes in primary and community care which are in phase 2.

Travel time and parking

The geography and transport infrastructure of North Oxfordshire, South Northamptonshire and South Warwickshire, particularly to Oxford for secondary healthcare purposes, results in excessive travel and car parking time. Public transport options are limited and declining and the peripheral city location of the JRH means that most visitors and patients to the JRH have no option but to travel by car if they have one.

More emergencies and more maternity cases must find their way to the JRH site if the phase 1 proposals are implemented. These will require follow-up and potentially further diagnostics which will make yet more demands on the capacity at the JRH, especially as the OUHFT has confirmed that the planned care proposals for the HGH are not proposed to be implemented before phase 2. Access to the JRH is significantly worse than it was at the time of the Independent Reconfiguration Panel report in 2008. The City of Oxford road system is massively congested at peak times and since the JRH sits on the periphery of the city those travelling there must end up going by road, whether by public transport or private car. The County

Council's own estimates indicate that travel time for residents of the most deprived ward in Banbury is at least 50 minutes. Those who finally reach the JRH then have the ritual of queuing for prolonged periods to park, or sit in the queue in a bus since they are caught in the parking congestion as well.

The travel survey undertaken by Victoria Prentis MP shows that it takes people, on average, 1 hour and 20 minutes to travel from the Banbury area to an Oxford hospital. It takes, on average, a further 20 minutes to park. The average patient travelling from the Banbury area will therefore enter a hospital in Oxford approximately 1 hour and 40 minutes after leaving their point of departure. The OCCG maintains that the average journey time from Banbury to Oxford is 45 minutes. This most recent actual data shows this to not be the case and on average, with parking, is more than double this.

In addition, of the 377 survey participants 84.3% travelled between 20 and 30 miles to reach the John Radcliffe. The expectation for additional North Oxfordshire patients to travel to Oxford is therefore unreasonable on grounds of excessive distance and unreasonable travel times alone.

Section 4 - Commentary On Each Of The Consultation Proposals

Changing the way we use our hospital beds and increasing care closer to home in Oxfordshire

The Councils support greater delivery of care in the community and in particular in people's homes as it recognises that there are better health outcomes through this approach. It welcomes the initiatives taken to date by the OCCG and the OUHFT as this has the further benefits of releasing beds for those with the greatest need and carries a lower cost base.

However, the proposals seek to remove a further 48 beds when the full effects on the demand challenges in A&E are not explained, and are short sighted. The Councils advocate that the full demand implications of A&E demand should be established first before any further permanent removal of inpatient beds is undertaken. In addition, whilst it is recognised that the removal of 45 beds from the HGH in a piecemeal manner over several years has already been undertaken, a whole hospital vision and future for the HGH needs to be established prior to any further changes to inpatient bed numbers.

Other concerns about this proposal arise from the relationship between inpatient bed numbers and wider and more sustainable care in the community and people's homes. The consultation information correctly recognises this relationship yet the wider whole healthcare system and multi-agency implications are not being considered until phase 2 of the process. It is inappropriate that consultees are asked to comment on this when they are not provided any information about the whole system effect and implications for Oxfordshire as a whole, nor the implications for the service users of South Northamptonshire and Stratford-on-Avon districts.

Planned care at the HGH

The proposals for increased planned care at the HGH in principle are welcomed, especially given that an estimated c 95,000 planned care episodes for the people of North Oxfordshire can take place at the HGH thereby avoiding a long and tortuous journey to Oxford. This of course also has the added benefit of potentially reducing the congestion and car parking difficulties at the Oxford hospitals but no information has been made available to assess the extent to which this would benefit the car parking chaos at the JRH in particular.

What is of concern however is the lack of implementation detail in relation to the critical issue of timing of the investment for car parking to avoid creating another car parking and congestion issue at the HGH when it can be expected that c 350 additional cars per day could be using the site assuming a Monday to Friday only planned care service. The lack of clarity and the relevance of this to current patients in South Northamptonshire and South Warwickshire as identified above, along with the absence of funding in the pre-consultation Business Case for car parking improvements at the HGH to accommodate such increased use when the hospital car parks are already running to near capacity, is a major concern to the feasibility of the planned care proposals. In addition, there is the uncertainty as to when and whether these proposals would become reality, meaning that access and congestion at the JRH would become even more difficult after services had been transferred there, for a number of years at a minimum.

This proposal, whilst welcomed in principle, has clearly been rushed, has not been fully thought through and has no clear timescales as the OUHFT has said that it will not take this further until after phase 2, the timing of which is uncertain.

Acute stroke services in Oxfordshire

The principle and health outcomes being advocated by the proposal to take all stroke episodes to the hyper-acute stroke unit in Oxford is understood. On the face of it, this appears a sound proposal and is worthy of support in principle. However, no consideration has been given to the wider implications for the HGH in terms of the further diminution of consultant physicians and other clinical disciplines at the hospital as a consequence of this change. There is an alternative which is worthy of consideration.

What is proposed is through an urban model of delivery of hyper-acute stroke care. If we compare what would happen in other countries, the small general hospital and rural nature of the HGH means that it would have a modern CT scanner, the images would be read by the stroke neurologists at the JR, there would be clinical treatment protocols in place, the emergency doctor and the stroke neurologist would confer via a telemedicine link and agree the treatment or transfer to the JRH for an invasive procedure such as thrombectomy if deemed appropriate. In the UK, the London model which underpins this consultation proposal is used as the reason to centralise the service in Oxford. Given the distance involved in the patient transfer and the widely accepted critical four hour assessment and treatment window for stroke episodes, consideration should be given to this alternative means of treatment.

Further consideration is also needed to provide clarity to those patients from South Northamptonshire and Stratford-on-Avon districts who would otherwise use the HGH as inadequate account has been given to the cross boundary geographic and locational effects for these people. This problem is compounded by the lack of detail associated with the extended early supported discharge service in Oxfordshire and the equivalent support if available in these neighbouring areas.

Critical care at the HGH

The concentration of specialist acute care is driving this proposal to treat the sickest (Level 3) critical care patients in Oxford rather than the HGH, with the HGH retaining a Level 2 high dependency care unit but without the ability to ventilate patients. By accepting this critical care proposal, it does however erode the extent of anaesthetic cover at the HGH and is another clinically weakening transfer.

This also raises the need for a 24/7 standby ambulance which has been put in place for the temporary MLU as, without L3 critical care, women needing ventilation would have to go to the JR under blue light after some traumatic childbirth event.

Further information is also needed to provide clarity to those patients from South Northamptonshire and Stratford-on-Avon districts who would otherwise use the HGH as inadequate account has been given to the cross boundary geographic and locational effects for these people.

Commentary on the obstetrics service is in section 5 below

Section 5 – The Obstetrics Service Proposals and Alternative Service Models

Concerns over the appropriateness and effect of an MLU in Banbury

This proposal has resulted in the most concerns expressed by local people. Setting aside the resulting reduced anaesthetic and paediatric capability of the HGH by this proposed permanent change as detailed in the sections above, the safety issues of excessive distance to the JRH and uncertain and excessive travel times are a real concern for local mothers-to-be from North Oxfordshire and the surrounding areas. The statements and information provided by the OCCG through this consultation process are of little comfort when the information is incomplete (no parking times), the travel times are uncertain (due to the regular Oxford congestion) and are misleading in terms of poor 'high risk/low risk' explanations in reality and the high proportion of mothers who will be affected.

Lack of evidence and rigour in finding an alternative obstetrics model

The OUHFT has not considered with sufficient rigour alternative obstetric models nor challenged the local training accreditation threshold for birth numbers which it repeatedly claims is the reason for the staffing difficulties which have resulted in the temporary downgrading of the service to a MLU.

Page 38 of the Big Consultation document provides four possible solutions for this service at the HGH – a round the clock rota of non-consultant obstetric doctors in training, the same for doctors not in training, the same for consultants only at the HGH and JRH and a partial solution of an elective caesarean service at the HGH. All these options have been discounted either because of the training accreditation difficulty or because of the need to recruit 22 fte consultants over current levels. The first issue which should have been addressed here is to challenge the birth threshold numbers per site to achieve training accreditation. This is set at 2,500 per obstetric site based on the recommendation of the Royal College of Obstetricians and Gynaecologists (RCOG). In addition, the pre-consultation Business Case states that the Thames Valley Deanery has confirmed that training accreditation approval would not be considered for units with less than 2000 births, which demonstrates the local application of the national recommendations. Elsewhere in England there are a number of obstetric units with years one to five training accreditation with birth numbers below both these thresholds. It is therefore a locally determined matter which has not been challenged as the basis of an alternative obstetric model for the HGH.

Whilst the birth number threshold in itself should be challenged, it should be acknowledged that the withdrawal of training accreditation was a combination of not only birth numbers at the HGH but other training regime quality requirements which were sub-standard at the time accreditation was removed. This service quality issue is not recognised anywhere in these consultation proposals.

The HGH birth numbers in 2015/16 were close to 1,500 per annum. This is based on historic patterns of referral where not all mothers-to-be attend the closest obstetric unit. The Councils have examined the current and significant increase in future population projections from within only a 30 minute drive time catchment and made some conservative assumptions about a modest quantum for West Oxfordshire, South Warwickshire and South Northamptonshire. This leads to the conclusion that

there could be close to 2,000 or more births now and a further significant increase by 2021 if the HGH had an obstetrics unit. If you then overlay the opportunity for an increase in planned caesarean births, the birth numbers can sustain a training accredited obstetrics unit at the HGH.

To make this happen, it will be important to make the HGH the birthplace of choice. This requires two important changes; the first is the improvement to the appearance and quality of the current HGH maternity unit which has had little or no investment for many years and is of very poor external appearance. It may even require a new building, given the age of the current unit.

The second requirement is the resolve and commitment of the OUHFT to recognise the HGH as an acute hospital in a positive way and to consider an obstetrics unit there as a positive solution. After the IRP recommendation not to approve the transfer of services in 2008, the use of clinical fellows to populate the middle grade obstetric rota at HGH was put in place. There does not appear to have been any root and branch approach to providing a strong training regime for the obstetric service as a whole or any attempt to rotate permanent medical staff and trainees between ORH and HGH, or to bolster the training experience at HGH to ensure that training accreditation was not withdrawn.

An alternative proposal for a 21st century maternity service for women and their babies at the HGH

Better Births, the National Maternity Review published in 2016, emphasised that women should be offered choice in childbirth and that maternity services should be seen as a local maternity system. The transfer of obstetric services to the John Radcliffe Hospital from the Horton Hospital removed this choice for 60% of women living in the catchment of the Horton Hospital who, for one reason or another, will need the services of an obstetric unit elsewhere. Instead, it offers the services of a freestanding MLU which, according to the National Maternity Review, is the preferred place of birth for only 6% of women.

It is true that the number of births at the Horton obstetric unit had fallen to below 1500, and it is also the case that some 'Banburyshire' women chose to have their baby in the Spire Unit - a Midwife-led Unit alongside the large obstetric unit at the JRH. This is unsurprising as the National Maternity Review indicated that the results of the same survey that had found the MLUs to be unpopular had also found that 49% of women would choose to have their baby in an MLU alongside an obstetrics unit where there is immediate access to regional analgesia and medical intervention if it is needed.

Against this background of service redistribution, the current population catchment of the HGH continues to grow at a rate which has not been planned previously. This will result in a notable increase in births. Some of these births would not occur locally whatever the service on offer at the HGH because some women will choose to have their births elsewhere, including a small number of home births. In addition, around 17% have risk factors requiring them to go to a specialist centre. This still means that c 2500 births each year could be provided with an effective service locally if the service were organised in such a way as to meet women's needs rather than the staffing and training priorities of the NHS and professional bodies which favour centralising services.

Thus it could be argued that with the right level of commitment and imagination, the OUHFT could seek successfully to renew training at the HGH. The Independent Reconfiguration Panel, in rejecting the bid to remove the Horton Maternity Service at that time (2008), proposed a programme of investment in the Horton Hospital Services which was not acted upon. What is needed is a new approach to providing a local maternity service which links the MLUs, the unit at the HGH and the high calibre clinical services at the JRH.

At the HGH, integral to this system there needs to be an obstetric service and an MLU alongside, linked to the community midwifery service and committed to offering the widest possible range of choice to women in the catchment, who would also continue to receive ante-natal services locally. As part of this plan, capital would need to be sourced to replace the existing maternity unit, which is well beyond its building life, with a purpose-designed facility in which birth could take place safely whatever the chosen birth setting. This would extend the attractiveness of the offering to women choosing where to give birth and generate sufficient activity to provide a professionally stimulating work environment ensuring that staff recruitment and retention did not become factors undermining the viability of the service again.

A unit offering both midwife-led care and medical intervention when needed (or in the case of pain control, wanted) would be expected to generate demand from the local population well in excess of the sub-1500 numbers experienced before the obstetric service was transferred.

The question then arises as to how such a unit could be staffed on a sustainable basis. One answer, discussed already, is to seek to renew medical training, which would be feasible with the numbers involved. However, if that remains uncertain, an alternative approach is suggested.

There are five consultant posts currently operating at the HGH maternity service (one being vacant) and posts for nine middle grade doctors. OUHFT claim that a consultant provided service would need a further 22 consultants, but that is an unrealistic figure based upon 24/7 labour suite consultant cover. The National Maternity Review indicated that there was *“insufficient evidence to support a model of 24 hour resident consultant presence on the labour ward, which is only recommended for large urban units”* However, if the medical model of care was consultant-based only, the approach used in paediatrics at the HGH of having a consultant resident on-call would be required. Conversion of the middle grade posts to consultants would, at median pay levels, fund four more consultant posts - enough to enable a rotation with a resident consultant on-call system which was not too onerous.

A key factor needing addressing in this proposal is the general vacancy levels for consultant obstetricians. Apart from the vacant consultant post at the HGH there are 3.4 vacant consultant obstetrician posts at the JRH and there is a shortage of obstetricians. Recently, however, RCOG has moved towards once more encouraging combined obstetrician and gynaecologist posts. Experience elsewhere has shown that these are popular and trusts offering them are not having difficulty in recruiting. This would of course complicate the shift rotas, but between the JRH and HGH sites there would be 22 posts in total if all were filled, which ought to afford

sufficient flexibility to staff the units safely, bearing in mind that some of the posts at the JRH will be highly specialised.

This meets the requirement of the 2016 National Maternity Review which stated “There is no clinical reason why an obstetric unit cannot operate safely in a remote rural area with a relatively low number of births each year, providing that it has sufficient staff and access to 24/7 support services, clear pathways and transfer guidelines for specialist care and support across a local maternity system”.

The Review went on to suggest sharing staff across sites in a local maternity system, on-call systems in place of 24 hour medical staff residency and enhancing the consultant workforce to reduce reliance on other grades of doctors. Recent evidence has shown that where attractive obstetrics and gynaecology consultant posts are offered there are high levels of demand from well-qualified candidates, so it is very unlikely that medical staff shortages would occur if energetic staffing and training policies and commitment to an HGH obstetric unit were adopted.

It can be seen therefore that an attractive and exciting maternity service acting as a part of the local maternity system, working closely with the community midwifery service, local MLUs and the more specialised services available at the JRH could be created, offering side-by-side midwife-led and obstetric care. Provision of a new birthing centre/maternity unit would be part of the essential redevelopment of the HGH campus enabling primary and secondary healthcare and social care services to be made available on a sustainable basis to the growing ‘Banburyshire’ population. .

A further obstetrics model for the HGH

The above alternative proposal is based on a different staffing model which does not require training accreditation for the HGH. There is a further alternative which can be based on an obstetrics unit with training accreditation. This is a fully integrated obstetrics model across the HGH and JRH. This will require the following features, some of which are the same as those considered above:

- a fully integrated obstetrics staffing structure across the JRH and the HGH
- a strong 'internationally' recognised two site basis of training excellence
- investment to create a modern birth unit at the HGH
- the HGH becoming a birthplace of choice for local mothers to be
- sufficient birth numbers and type to support training accreditation
- a concerted commitment of the OUHFT to effect this change.

The OUHFT already has 34 training posts in obstetrics at the JRH ranging from years 1 to year 7. Since many small units with birth number around or below 2500 continue to train junior and middle grade staff in obstetrics, it is inconceivable that an internationally recognised institution, attached to one of the world’s great universities could not sustain an outstanding training programme at HGH. It would require consultants at the HGH and the JRH to be committed to training and for those primarily at the HGH to have had supervisory training, both of which are in the gift of OUHFT. The logical arrangement though would be to rotate the trainees to ensure that they enjoy the full range of obstetric experience over what will be, between JRH and HGH, one of the largest and best maternity services in the country.

An added advantage of this is the HGH as a second obstetrics site in Oxfordshire removes the risk of a single point of failure associated with a huge single site in Oxford and relieves some of the other pressures on the JRH.

The above alternative proposals demonstrate that there are other approaches to providing maternity services within a well-constructed local system to the people of north Oxfordshire and surrounding areas. Re-thinking the approach to meet the needs of the patient rather than the service providers and structuring the service with twin hubs, albeit of different sizes and capabilities, would offer a better balanced sustainable service into the long-term. It would require a very different way of thinking within the NHS in Oxfordshire, but that is needed unless localities are to find themselves without necessary local hospital services and local people condemned to the prolonged, congested trek to the JRH only to find that there is no evident place to leave the car required to get them there in the first place!

Section 6 – A Vision for the HGH

Investment and site master planning

On 30 March 2017 the OUHFT released a briefing paper for new site master plan proposals for each of its Oxford sites. This recognised the current constraints and operational difficulties and proposed a major investment programme of site infrastructure and linking each health campus. These no doubt will support the phase 2 consultation proposals.

The HGH does get a mention at the end of the document in a way which it is assumed requires a similar site master plan approach. It is of significant concern that whilst proposals for the phase 1 service changes are underway, no such site master planning has accompanied these, which is again symptomatic of the HGH being regarded as Oxford's poor relation.

What is required is an overall joined up vision for the HGH which combines all aspects of service provision, site infrastructure and site master planning. The HGH has an illustrious past but is now at a crossroads. A succession of individual project investments has left the site as a disorganised melange of modern and time-expired facilities. The current proposals of OUHFT represent another iteration in a long series of partial investments. What is, and has been, lacking is a long-term vision of what a modern acute hospital for Banbury and the surrounding areas should look like and a commitment to make it a reality. This short document seeks to set out such a vision.

In the absence of any consultation proposals and clear vision for the HGH, the following is offered as a basis for discussion rather than firm proposals. It is intended to demonstrate that there are alternative realistic and positive proposals for the HGH.

The whole proposal is predicated upon re-capitalisation, which would also need imaginative solutions where we think our local authority experience and flexibility could be beneficial in sourcing capital. Leaving the HGH in its current state would lead to further inexorable decline.

A vision for a new Banbury Health Campus at the HGH

There is significant overlap and agreement with the OUHFT pre-consultation engagement Option 3 for NHS services in Banbury but also significant points of difference - the most notable being obstetrics. The fundamental criticism of the existing plans is that they lack imagination and scale and have failed to gain local support. They constitute the limited reorganisation of today's NHS services according to a doctrine that the centralisation of acute, specialist and obstetric services represents an enhancement of the common good and that this enhancement rests upon the prospect of better outcome figures - typically measured in mortality rates. Whilst centralisation can deliver outcome improvements, it is a fallacy to conclude that this is the only way that they can be achieved. A cursory look at the health services of our European neighbours would demonstrate that very different models can deliver equivalent outcomes - Holland has 30% home births against the UK's 2% and Germany favours smaller maternity units. Their outcomes are comparable but the way they do things are very different.

This alternative vision brings together the functions of the acute NHS hospital, primary care services and local social services - using major capital investment to create a genuinely integrated public service. The cost of the (private) capital employed (>£100m) is to be met entirely from the efficiency savings accruing from staffing, service integration and demand management. This new formation meets the aspirations of NHS England for "transformation and sustainability" but not in the way that the current STP proposes.

The new "Banbury Health Campus" comprises the following elements in a completely new formation designed as a unity to replace the existing hospital.

1. The Emergency Dept. - ED
2. Inpatient medicine and Critical Care (Level2)
3. Diagnostic and Intervention Centre + day and short-stay surgery (including paediatric day cases)
4. A birth maternity unit of up to 3000 births based on a MLU alongside obstetrics support
5. A paediatric assessment and clinical decision unit 24hrs
6. Primary Care colocation and integration
7. Social services co-location and integration
8. 'Essential worker' housing.

The long-term integration of primary, secondary and social care services is the centre-piece of these proposals. It will have to happen at some point. Three quarters of the operating budgets of these providers goes to staff costs. Staffing supply is tightening and providers are struggling with budget pressures. The existing staff demarcations, overlaps and the high costs of disorganised information and transaction systems belong to a former age in which staff were more plentiful and budgets were fatter. No longer. Whilst the NHS has sought the benefits of integration, they have not developed the investment plans that will deliver it. 'Joining up the existing dots' has been repeatedly tried and failed.

The new HGH, as part of a Banbury Health Campus, will be specifically designed to attract staff and deliver a quality of life package. In the longer term, a fully integrated clinical faculty can be envisaged but the initial phase would be to explore with local GPs the appetite for re-capitalisation and co-location on the same site as the new HGH. The common use of diagnostic facilities, staff and equipment is obvious. The streamlining of referrals and specialist opinions opens a pathway to the co-management of patients with long-term chronic conditions subject to occasional acute episodes.

The eight elements of the proposed new campus are explained in more detail below but it is important to understand that the new formation is more than the sum of the existing services. It is just that - a new formation and new staffing arrangements on a campus to serve the local population. Not hospital, not GP Centre, not Social Services Department. A new formation made from these elements is both exciting and affordable from within future budgets.

1. The Emergency Dept.

This is an area where the OUHFT plans coincide. A 24hr hospital ED able to take medical emergencies and inpatient medical wards and Level 2 Intensive Care. Small

numbers of patients with hyper-acute conditions or major trauma will go under blue lights to the JRH but the remainder will find their way to the new HGH campus. The benefit to local residents in the HGH catchment in Oxfordshire, South Northamptonshire and South Warwickshire is obvious and highly prized. The benefit to Oxford city residents is somewhat more opaque but nevertheless important. The issue repeats later in maternity services. We suggest that the centralisation of emergencies from a wide catchment brings the danger of dysfunction, and dysfunction at scale. It is no surprise that there is a correlation between missing A&E targets and very large A&E Departments. The citizens of Oxford have a strong vested interest in their own local Emergency Department functioning smoothly. EDs are inlet manifolds to inpatient beds - if you want your hospital full to bursting, expand your ED and source patients from distance.

The co-located GP services bring obvious benefits of co-ordination and information sharing for registered patients experiencing an unplanned event. The co-located (and integrated) social care staff will enhance rapid decision making for discharge and the support for independent living.

2. Inpatient beds + Intensive Care

Mainly covered in 1 above, it is worth noting an issue arising from the latest thinking around hospital design. The advent of 100% single rooms has led to the possibility of complete flexibility in the allocation of beds and takes us beyond the 'medical ward,' 'surgical ward' etc. Similarly, the boundary between 'intensive care' and normal acute care is fluid and becomes a function of staffing and equipment - adjustable periodically to meet demand and not requiring significant or disruptive capital reinvestment. The total number of beds to cover all functions will be determined in detailed planning.

3. Diagnostics and interventions centre

Historically, imaging departments and operating theatres were provided (and staffed) separately. The growth of imaging technologies and the rapid rise of minimally invasive diagnostic and therapeutic procedures has moved things closer together. Modern design allows a modular grid of 'intervention spaces' (eg theatres in old speak) that can be used and re-used over time for almost any imaging or interventional purpose. Almost all such procedures will be day cases. Some patients may have a short stay for recovery. It is anticipated that all 'heavy duty' and medium-to-long stay surgery will be scheduled in Oxford.

As many outpatient appointments will use these diagnostic facilities, the centre will include outpatient facilities. There are major opportunities to improve the patient's experience of outpatient visits and to reduce the time and cost both to the hospital and the patient. Good physical design and informatics will pay dividends as yet unclaimed by many NHS providers.

4. Maternity Unit

This proposal represents a major point of difference. It is important to understand these proposals as a deliberate "Two Unit" strategy proposed in contrast to the perceived operational and consumer problems of a single 9,000 mega birth unit located inside the Oxford ring road. This is a different strategy for Oxfordshire's

maternity services - not simply a plan to "bring back the HGH Maternity Unit". It is based upon a strategic policy to run two units of different scale and style offering women a genuine choice. A balance of approximately 2,500/6,500 will offer sustainability at comparable costs to commissioners of the single mega unit.

Built to the highest standards of consumer-facing modernity, the HGH unit will offer a choice of full obstetric cover, midwife led birthing and continuity midwife care from ante-natal to and through birth. The local catchment of Banbury and surrounding areas will initially provide the majority of births, which will increase with sustained population growth over the coming decade. The balance will come from women in the wider catchment who express a preference for a smaller more personalised experience in a completely new unit birthplace of choice.

In this respect, it is perverse to suggest that women from Oxford would not want to travel to Banbury when OUHFT has accepted that travel in the opposite direction is acceptable. Until the JRH site congestion and Oxford traffic issues have been improved, travel to Banbury from outside the Oxford ring road may well be quicker and more reliable than the apparently "closer" JR site for many women.

There are six staff groups who determine the structure and operating costs of the maternity service - GPs, midwives, obstetricians, anaesthetists, paediatricians and specialist paediatric nurses.

General Practice. Whilst not formally part of the maternity service, the co-location of GPs on site will assist the management of the early pregnancy and ante-natal period for those mothers registered with on-site GPs. This is clearly subject to such GPs expressing an interest in co-location, such soundings yet to take place. There is also the medium/longer term prospect that future GPs may wish to develop an interest in maternal medicine and to participate in the maternity service on a sessional basis.

Midwives. The new HGH maternity unit will be predominantly a midwifery managed and led birthing centre (but with obstetric and anaesthetic staff present - see below.) Modern design means that this distinction between 'obstetric' and 'midwifery' no longer requires physical separation. A midwife-led and an obstetrician-led birth can be taking place in adjacent rooms. Looking towards a future in which midwives will organise and practice more independently, provision will be made for community midwifery services to be co-located. In time, this will allow for the establishment of semi-autonomous midwifery practices either stand-alone or linked to GP practices - should this be a development trend in the UK.

The maternity unit will be staffed pro rata to actual delivery numbers bearing in mind that it will take several years to bring the numbers up to plan. Current midwifery staffing formulae give differing rates (between 28-35 births per midwife) influenced by the presence and roles of support workers, the modernity of information systems and the make-up of the population served. The midwifery costs to commissioners should not vary significantly from current levels - the experience of New Zealand in granting greater financial autonomy to midwives was a significant rise in productivity. Given the modernity of the unit and its integrative practice, there should be opportunities to develop midwifery training modules around it - this should be an objective.

Obstetrics/Gynaecology. The obstetric faculty of OUHFT should be completely unified and both units should be equipped with the level of video linkage that is commonplace in current London/New York legal and financial circles but still a rarity in the NHS - meaning that the on-duty specialist staff in Oxford should be continuously available for advice and support across the whole piece. The objective of moving to a 30/70 split in birth numbers will allow a consultant presence at both sites - it should also be possible for the deployment of consultant obstetricians to be tactically balanced across both sites with the occasional switching of Oxford cadres to Banbury and vice versa within sessions. The presence of anaesthetic cover and obstetricians and gynaecologists will enable the Horton to renew its provision of an emergency gynaecology service.

The great majority of OUHFT elective gynaecology should be (re)located at the new HGH as this will increase the medical and anaesthetic presence on site and widen familiarity and relationships. The new operating facilities will deliver cost saving efficiency gains and reduce pressure on Oxford facilities.

The issue of junior & middle grade doctor posts within obstetrics and anaesthetics needs completely rethinking. The provision of NHS services should not be dependent on the deployment of doctors-in-training but on population needs and preferences. The new HGH unit should be staffed by midwives and consultants - the resources formerly (and unsuccessfully) allocated to training grades should be reallocated to an increase in consultant posts. The actual historic staffing costs of the maternity units at both the HGH and the JRH should be made available so that a full staffing model can be constructed and related to these historic baseline costs.

Anaesthetics. All women birthing at the new HGH unit should have access to full pain relief services delivered by consultant anaesthetic staff, with a similar conversion of junior grades to consultant posts and the release of detailed historic costs as with obstetrics. The retention of intensive care and the location of significant volumes of elective surgery will increase the critical mass of anaesthetics on site and widen familiarity and relationships.

5. Paediatrics

There will be an SCBU commensurate with a 2,500 birth unit which represents a continuation of the former service at the HGH. The 'two site' policy for obstetrics will be mirrored for neonatal care. The same video linkage platform will cover all services and the collective neonates in care at any time managed by a unified faculty (quite different from having two separate units). Occasional movements between sites of consultant staff to meet fluctuating need will be normal. Rotation of all appropriate consultants in the unified faculty to guarantee familiarity and relationships will advantage the whole service.

There is criticism of the admissions policy at HGH and of the number of short stay patients. Nevertheless, the children's service provides accessible care to residents of Cherwell, South Northants and Stratford Districts who are concerned about their sick children. We propose installation of a Paediatric Assessment Unit/Clinical Decision Centre enabling medical or nursing assessment and appropriate treatment for children, minimising admissions (and potentially the bed complement) and providing a responsive service to the growing population of 'Banburyshire'. Again, this should be linked by telemedicine to the extensive and potentially specialised

advice available from the Children's Hospital at JRH, enabling very sick children needing highly specialised interventions to be transferred and consultations between clinicians using agreed treatment protocols.

The HGH children's service would support the SCBU associated with the Maternity Unit and be linked closely with the Children's Hospital at JRH, enabling a comprehensive paediatric service to be provided meeting the needs of families wherever they might live. In a similar arrangement with the proposed obstetric service, the training of paediatricians and general practitioners would be undertaken across the hospital sites and the trainees rotated to enjoy the full range of experience into clinical environments supportive of training and educational activities.

6. Primary Care co-location

This is a major departure from the STP plan and addresses a key weakness of the proposals - the integration of primary care. This presents a difficulty as the important discussions with GPs have not taken place. For the moment, we can indicate that this is a major potential opportunity but one that can only arise from GPs electing to participate. Experience suggests that complicated issues of finance and clinical responsibility need to be addressed separately for each practice.

7. Social services co-location

This needs little elucidation. The consequences of separate organisation and finance of social care services are now plainly visible to the NHS. It is staggering that the STP seeks NHS 'sustainability' and 'transformation' without meeting this issue head-on. The Torbay experiment showed clearly the potential financial and social gains from intelligent integration - including a 30% reduction in occupied bed days.

8. Essential worker housing

Whilst aware that key NHS professionals are in short supply and that Oxford has the highest cost of living outside London, the NHS has paid vast premiums to agency staff in an attempt to beat the market. Housing and quality of life (both professional and domestic) are key to successful recruitment and retention. For decades, junior doctors have been offered poor quality on-site accommodation. Now NHS staff face the prospect of being unable to buy somewhere to live in the local housing market. These are not acceptable terms for tomorrow's professionals. Creating a pattern of services in which nearly all key NHS professional have to work in Oxford but cannot afford to buy within the city enforces commuting into a traffic nightmare.

As well as moving services and staff out of Oxford to Banbury, the '2 site' strategy brings the more affordable Banbury housing market into play. The existing Horton site is considerably larger than a new modern unified design will need. The traditional NHS response is to sell the asset. As local authorities, we have much deeper skills in housing development and an intimate understanding of the local scene. The Councils also have better frameworks for raising capital and joint venture. In an integrated future, the Council also has a vested interest in affordable housing for its own essential workers. The New HGH Health Campus should become a key part of local town plan.

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Cherwell District Council

Executive

4 September 2017

On-Street Parking Enforcement

Report of Director of Operational Delivery

This report is public

Purpose of report

To consider additional on-street parking enforcement delivered by Thames Valley Police and its funding.

1.0 Recommendations

The Executive is recommended:

- 1.1 To fund Thames Valley Police the equivalent of a full time Police Community Support Officer to undertake on-street parking enforcement across the Cherwell District.
- 1.2 To agree funding of up to £30,000 per annum for this purpose for a minimum of two years.

2.0 Introduction

- 2.1 On-street parking enforcement is a Thames Valley Police (TVP) responsibility in parts of Oxfordshire, including Cherwell where there is no civil parking enforcement regime in place. However, due to limited TVP resources and higher crime and disorder related priorities, illegal on-street parking is regarded as a low priority and therefore attention is paid to it only when other police pressures permit.
- 2.2 Concern has been expressed locally for many years about illegal and inconsiderate on-street parking, most notably in the District's three urban areas but occasionally in some villages particularly where 'A' roads are passing through village centres.
- 2.3 Recent dialogue with TVP has been very positive and has resulted in a proposal to improve this situation with appropriate funding.

3.0 Report Details

- 3.1 Following a request for TVP to consider this with funding from this Council, a proposal has now been received. The nature of the proposal is as follows;

- the full time equivalent hours of a Police Community Support Officer (PCSO) (37 hours) are utilised for parking patrols across Cherwell.
- parking enforcement patrols are conducted across the District in the main urban areas and in villages with known parking difficulties related to 'A' roads.
- the same PCSO does not undertake all parking patrols but that the equivalent hours of their full time role would be distributed amongst PCSOs across the District for use solely to concentrate on parking enforcement.
- hours would be divided according to population size and demand and therefore there would be a greater focus on Banbury and Bicester and determined by the neighbourhood sergeant based on local parking priorities.
- based on a 37 hour per week resource there would not be a daily presence in each urban area but there would be regular patrols each week.
- the times of day and locations where enforcement would be undertaken will vary according to local parking difficulties.
- activity logs will be maintained by TVP which will record the date, time spent on enforcement, location of enforcement, number of tickets issued, ticket numbers and person who carried out enforcement activity. The logs will be used to record all tickets issued, not just those that are issued as part of specific parking hours paid for by the Council.
- a minimum two year commitment is requested by TVP.

3.2 To assist with establishing targeted enforcement, the three urban parishes and Bloxham have been asked for their views about the places and nature of the parking difficulties in parishes/towns. However, it must be noted that TVP can only enforce where the on-street signs and lines permit or where dangerous parking occurs. There will be a need for some areas to have modified signs and lines to enable parking enforcement and, where these are identified, they will be referred to Oxfordshire County Council as the highway authority.

4.0 Conclusion and Reasons for Recommendations

4.1 Additional on-street parking enforcement has for some time been identified as a local issue requiring attention. The proposal for TVP with funding from this Council to undertake this low priority crime function is expected to be welcomed by local councils and the majority of drivers who park off-street or legally on-street.

5.0 Consultation

Banbury, Bicester, Kidlington and
Bloxham Town and Parish Councils

Positive responses received

6.0 Alternative Options and Reasons for Rejection

6.1 The following alternative options have been identified and rejected for the reasons as set out below.

Option 1: To continue this function with no additional resource, meaning this remains a low priority for TVP and only undertaken on an ad hoc basis when other police pressures allow. This is not recommended as it is anticipated that there will be no improvement to the current on-street parking difficulties.

Option 2: The employment of a traffic warden was proposed but the use of a PCSO was an operational preference for TVP.

7.0 Implications

Financial and Resource Implications

- 7.1 TVP has estimated the cost of the proposal to be £28,238. There is no approved budget for this sum but the amount is within the limit on which the Executive have discretion. It is recommended that up to £30,000 per annum be approved for this purpose. Funding is available from general reserves.

Comments checked by:

Paul Sutton - Chief Finance Officer, 0300 003 0106
paul.sutton@cherwellandsouthnorthants.gov.uk

Legal Implications

- 7.2 In the absence of a civil parking enforcement regime in Cherwell, TVP have the responsibility for on-street parking enforcement. This proposal is therefore in line with the relevant legislation.

Comments checked by:

Nigel Bell, Interim Legal Services Manager, 01295 221687,
nigel.bell@cherwellandsouthnorthants.gov.uk

Risk Implications

- 7.3 The most notable risks associated with this proposal sit with Thames Valley Police as it will be carrying out the day to day activities. There could be a reputational risk to the Council in taking the funding initiative over this if public expectation is not met.

Comments checked by:

Louise Tustian, Team Leader, Strategic Intelligence & Insight Team, 01295 221786;
Louise.tustian@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Key Decision

Financial Threshold Met: No

Community Impact Threshold Met: No

Wards Affected

Banbury, Bicester and Kidlington wards & the Adderbury, Bloxham and Bodicote ward.

Links to Corporate Plan and Policy Framework

Cherwell: safe, clean, green

Lead Councillors

Councillor George Reynolds - Deputy Leader with responsibility for off-street parking
Councillor Kieron Mallon - Lead Member for Public Protection and Community Services

Document Information

Appendix No	Title
None	
Background Papers	
None	
Report Author	Ian Davies, Director of Operational Delivery
Contact Information	Tel. 030000 30101, ian.davies@cherwellandsouthnorthants.gov.uk

Cherwell District Council

Executive

4 September 2017

Bicester Healthy New Town Status

Report of Director of Operational Delivery

This report is public

Purpose of report

To inform the Council of progress in implementing the Bicester Healthy New Town Programme using the NHS grant received.

1.0 Recommendations

The Executive is recommended:

- 1.1 To note progress in implementation of Bicester's Healthy New Town Programme.
- 1.2 To endorse the receipt of the NHS grant to 2019.

2.0 Introduction

- 2.1 In June 2016 the Council agreed to act as the lead and accountable body for the Bicester Healthy New Town Programme, funded by NHS England. In addition, it agreed to include this activity in the work of the Bicester Strategic Delivery Board and to provide funding of £20,000 to support delivery of the programme beyond 2016/17. This report describes the progress achieved to date in developing and implementing the Healthy New Town Programme in Bicester.

3.0 Report Details

Approval of Bicester's Healthy New Town Programme

- 3.1 Following extensive consultation with local stakeholders and partners the detailed Delivery Plan included in the last report to the Council was submitted to NHS England in January 2017. It seeks to achieve the programme's aims

to enable people who live or work in Bicester to live healthier lives and to prevent ill health in the future. Its specific objectives are to:

- increase the number of children and adults who are physically active and a healthy weight
- reduce the number of people who feel socially isolated or lonely in order to improve their mental wellbeing

3.2 The programme was developed with the support of a wide range of expert and local community partners who make up the wider Bicester partnership.

3.3 The Delivery Plan has three key work streams:

- **The Built Environment:** making best use of Bicester's built environment to encourage healthy living;
- **Community Activation:** helping local people to live healthier lives with the support of community groups, schools, and employers;
- **New Models of Care:** delivering new approaches to care closer to home and minimising hospital-based care.

The objectives for each work stream were developed in consultation with local community organisations and were endorsed by key stakeholders as well as the Bicester Strategic Delivery Board. They comprise:

3.4 **The Built Environment**

- Going for Green - to maximise the use of Bicester's green and public spaces for healthy living;
- To create a 'walkable and cycleable community' with a comprehensive walking and cycling network;
- To develop planning policies which support the creation of a healthy environment.

3.5 **Community Activation**

- To build better connected communities with the creation of a network of volunteer community activators;
- To activate schools, nurseries, and colleges to work with young people and their families to become more active and to eat healthily in order to increase their physical and mental wellbeing;
- To activate local workplaces to promote health and wellbeing at work.

3.6 **New Models of Care: Creating care closer to home**

- To create a 'primary care home' with integrated community health and social care supporting GP clusters to care for people with complex care needs;

- To deliver new care pathways for long-term conditions which minimise hospital based outpatient care (focusing first on diabetes);
 - To plan to meet future care needs through the provision of primary and community care from health campuses.
- 3.7 The Delivery Plan identifies a range of initiatives that are to be delivered within each work stream, the timescale for delivery, lead agencies, resources required, measures of success and transferable outputs. It includes deliverables that had already been achieved by December 2016, those that could be delivered by end of March 2017 if additional funding was provided, and those that will be delivered in the period April 2017-March 2019. NHS England has stated that currently it envisages that the programme will end at a national level at the end of March 2019.
- 3.8 In July 2017 NHS England confirmed that it has granted £635,000 for delivery of the Bicester Healthy New Town Programme for the period April 2017-March 2019. This is the highest level of national funding awarded to the sites involved in the programme. It is intended to fund the following:
- £150,000 for Programme Management including participation in national collaboratives, events and testing of new care models
 - £120,000 for evaluation of the Bicester Healthy New Town Programme and to lead a collaborative that has been set up with other Healthy New Town sites to co-ordinate the outputs of other local evaluations
 - £210,000 to fund initiatives that will promote active travel including testing the use of satellite enabled air quality data to promote a modal shift
 - £155,000 to support initiatives in schools to promote healthy lifestyles and to develop an exemplar wellbeing at work scheme for local SMEs and micro businesses.

Strategic Linkage of the Healthy New Town Programme

- 3.9 Bicester's Healthy New Town Programme objectives and target improvements are closely aligned to wider district, county, regional and national priorities. Its focus on obesity reduction reflect the Sustainability and Transformation Plan ambitions for Berkshire, Oxfordshire and Buckinghamshire, Oxfordshire Health & Wellbeing Board targets, aswell as the national strategic objectives of Public Health England, Sport England and the Department of Health.

The changes to new models of care that the programme is testing are aligned with Oxfordshire Transformation Board strategy to:

- increase care closer to home
- increase digital support for care delivery
- ensure the sustainability and transformation of primary care
- planned care programme to transform management of long term conditions

The Built environment objectives to increase active travel and use of green spaces reflect CDC Local Plan and nationally Town and Country Planning and Sport England objectives.

Progress in Delivery of the Bicester Healthy New Town Programme January - August 2017

3.10 Programme Launch

On Saturday 13 May 2017 the Healthy New Town Programme was launched in Bicester town centre with a fun, action-packed day for people of all ages to enjoy.

The aims of the day were for it to be a great celebration for Bicester, to raise the awareness of its residents that the town has been awarded Healthy New Town status, and to show residents of all ages that being healthy can also be fun.

The event began at 10am with a health walk and a social cycle ride, starting at the top of Sheep Street; and a board game café at the Methodist Church. It finished at 4pm after the sandcastle competition in Market Square which was closed to traffic.

A total of 8,217 attended the event and from the attendance survey we know that two thirds of those who attended the event planned to do so because they had seen publicity about the event - they were not casual shoppers.

Response on social media was overwhelmingly positive. We also heard some wonderful stories like the widow who brought her bike in for a repair. She had not ridden it since her husband died as he looked after their bikes. She got the bike repaired and signed up to do the social cycle ride for the following week.

Feedback from traders indicates that they were impressed with the event but would like greater involvement in any future events.

A video of the *Healthy Bicester* launch has been created and links to the six steps to healthy living that is being promoted to encourage behaviour change. The video is available for partners to use.

Activities Delivered January – August 2017

3.11 The Built environment

- An information leaflet on the town's main green spaces has been printed
- Cycling and walking way-finding project is nearing completion
- Commenced project with satellite catapult to identify opportunities for satellite enabled technology to increase awareness of air quality issues and to support monitoring of use of green spaces
- The Langford 5K Health Route has been completed and consultation is underway for the remaining two routes. Whilst some residents do not like 'the blue line', it has attracted much positive comment including the following: *I know a few people have complained about the coloured lines, but I really do think they are a good idea, I use part of one at lunchtime for*

a walk whilst getting out for some fresh air. I would like to see one in Kings End part of Bicester as this is a really good way of understanding some walking routes. Thank you.

- Feedback on social media indicates that more people are out and about using the Health Route and counters are in place to evaluate use.
- Oxford Brookes University have undertaken an observational study re: the use of Garth Park and Bure Park and will be reporting on their study in October 2017.
- St Edburges Primary School have offered their playground for use during the summer holidays for bikability courses.

3.12 Community Activation

- A Bicester Green Spaces Summer Challenge has been launched to encourage residents to use the information leaflet on the town's main open spaces and visit them over the summer holidays.
- A play addressing themes of social isolation and loneliness, held in association with the Cooper School and Oxfordshire Association of Youth Arts (OYAP), was attended by 130 people.
- The first meeting of the Bicester Voluntary Forum was held in April led by Bicester Town Council. This identified a number of ways in which a network of voluntary organisations could work together and increase their capacity. As a result a volunteers fair is planned for 20 September at Whitelands Sports Pavilion.
- An intergenerational project with older adults working with primary school children is being piloted with Longfields Primary School.
- Primary and secondary schools are actively engaged with the programme. All participated in the walk to school week to promote active travel in May. SATS relax sessions were also held in all primary schools during SATS week. Kingsmeadow and St Edburges have introduced the 'daily mile' and St Edburges have run a family fun club encouraging parents to get active with their children, which has been well attended.
- With the secondary schools, an arts for health pilot project has been conducted with OYAP and is in the process of being evaluated. A Forum for Healthy New Town Student Ambassadors has been set up, with 15 students representing all three secondary schools. The Forum has met twice and as a result specific exercise activities for girls are being offered during the summer holidays. At the second meeting the teenagers were engaged in developing a new website to promote better mental health and wellbeing which will be available across Oxfordshire.
- A workshop has been held with early years providers, including health visitors, pre-schools, nurseries and social care to identify how best to reach young families and encourage a healthy start in life. This has identified a number of needs that are not being met which will inform the delivery plan.
- The *Six steps to a healthier you* leaflet has been launched. Church leaders who undertake welcome visits to new residents in Kingsmere, Elmsbrook and Graven Hill have agreed to hand out the leaflet on their

visits. Copies have been handed out at the Big Lunch and Bicester Bike Day.

- A project manager has now been recruited to work with local businesses to deliver the wellbeing at work offer. A walking networking meeting is planned with the Bicester Business Network on 30 August 2017.
- Three rounds of SPARK Funding, seed corn funding for local community and voluntary groups, has been allocated.

3.13 New Models of Care

- A pilot has commenced to test co-location at Bicester Community Hospital of social care and Age UK Oxfordshire staff with community nurses and therapists to promote better co-ordination of care.
- Planning is underway to increase identification and support for carers, linked to provision of flu jabs.
- A project is using predictive modelling to identify the likely impact of the growing population on future demand for primary care.
- Funding has been secured for an integrated training programme for local health and care support workers. The first session involving domiciliary carers, nursing home staff, health care assistants, and therapy assistants is scheduled for October 2017.
- The pilot of a new diabetes pathway has commenced.
- NHS England's New Models of Care team is now providing advice on how care can be developed in Bicester and the NE locality. The implications of any changes are being fed into discussions with planning colleagues as to the need for additional estate for primary care and wellbeing services.
- Development of a mental health website for teenagers has commenced to help support their needs and to offer advice to parents.

3.14 Evaluation

The Bicester Healthy Lives survey, developed to collect baseline data about residents' health and wellbeing, has been completed. 983 responses were obtained and have been analysed to inform the programme; the key findings are summarised in Appendix A and highlight some of the barriers that will need to be addressed to improve residents' health and wellbeing. The findings will be the focus of discussion at the local stakeholders' conference planned for 19 October 2017.

4.0 Programme Value and Transferability of Learnings

The system-wide approach that the programme has taken to promoting a healthier community has already produced added value, namely:

- It has secured positive engagement between health and planning services to proactively plan for future health care needs.

- The programme is a catalyst for health to connect with local authorities, schools, businesses and the voluntary sector to promote health and wellbeing and to support ill health prevention.
- The holistic approach to health improvement focused on a whole population approach encourages local engagement; different partners can see the relevance of the programme to their ambitions and can identify ways that they can influence and contribute to the programme.
- The system wide ambition of the programme requires a multi-agency and partnership approach; partners' support is key to its delivery and has in turn enabled the programme to access additional resources.
- Embedding an NHS programme manager with a district council place-based delivery team has enabled rapid delivery of some 'quick wins' and promoted cross sectoral working.
- Investment in early and meaningful engagement is critical for local ownership of what it means to live in a Healthy New Town and to encourage resident involvement with it.
- The more the programme does, the more opportunities emerge!

5.0 Conclusion and Reasons for Recommendations

- 5.1 Good progress has been made in starting to deliver the detailed Delivery Plan for the Healthy New Town Programme. The baseline data from the residents' health and wellbeing survey have confirmed the importance of addressing levels of obesity and social isolation in the town and a number of initiatives are increasing the opportunities for Bicester residents to actively adopt healthier behaviours and to help start to build a healthier community.
- 5.2 The significant NHS funding is clearly making a difference. The recent extended grant offer for 2019 for the Bicester Programme was received and required acceptance over the summer period. The grant agreement was completed in liaison and with the support of the Council Leader, hence the recommendation for endorsement.

6.0 Consultation

- 6.1 Please see section 3 for details of local engagement.

7.0 Alternative Options and Reasons for Rejection

- 7.1 The alternative is to refuse the NHS grant and cease the programme.

8.0 Implications

Financial and Resource Implications

- 8.1 A total funding of £133,330 was spent in the year ending March 2017. The funding requirements for the detailed delivery plan will be met from the NHS programme grant and existing approved Council budgets so that there are no further financial implications for the Council.

Comments checked by:

Kelly Wheeler, Principal Accountant, 01327 322230,
kelly.wheeler@cherwellandsouthnorthants.gov.uk

Legal Implications

- 8.2 There are no legal implications arising from this report. Legal advice was provided to complete the NHS grant agreement.

Comments checked by:

Chris Mace, Solicitor, 01327 322125,
christopher.mace@cherwellandsouthnorthants.gov.uk

9.0 Decision Information

Key Decision

Financial Threshold Met: Yes

Community Impact Threshold Met: Yes

Wards Affected

All Bicester wards

Links to Corporate Plan and Policy Framework

Cherwell: A Thriving Community - Work to promote and support health and wellbeing across the district.

Lead Councillor

Councillor Barry Wood, Leader of the Council and lead for Bicester

Document Information

Appendix No	Title
A.	Bicester Healthy Life Survey Report Executive Summary
Background Papers	
Report Author	Ian Davies, Director of Operational Delivery
Contact Details	030000 30101, ian.davies@cherwellandsouthnorthants.gov.uk

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Appendix A: Bicester Healthy Life Survey Report Executive Summary

- The Bicester Healthy New Town programme forms part of an NHS England initiative that seeks to improve health related quality of life of residents in Bicester. The specific focus of the programme in Bicester is on weight management and social isolation and loneliness. The evaluation aims to identify the impact that the programme has on residents' health and wellbeing.
- As part of the evaluation, adult residents in Bicester were asked to complete a survey about their health and wellbeing. Questions covered a range of subjects, including diet, physical activity, social networks and general health state. Alongside measures of health (body mass index, health related quality of life, number of portions of fruit and vegetables, etc.) residents were asked to identify factors influencing their lifestyle choices.
- All adult residents were invited to complete the survey, with a copy sent to every household in Bicester and an electronic version available online. Additional purposive sampling of older residents and residents with learning difficulties was undertaken.
- A total of 983 responses were analysed, representing a response rate of 3.2%. Demographics of residents who responded were broadly in keeping with the underlying population, allowing the results to be extrapolated to the Bicester population.

General Health and Wellbeing

- The majority of residents report their general health to be good. However, one in three residents reported having a long-term condition. Furthermore, over a quarter of residents have a long-term condition that affects them on a day-to-day basis. Importantly, having a long-term condition was associated with poorer outcomes across all domains. This represents a large cohort who would benefit from targeted interventions.
- Energy and fatigue, followed by emotional wellbeing were identified as aspects of quality of life with the lowest score, highlighting the importance of ensuring that residents' mental health is considered when looking to increase overall health and wellbeing. It would be anticipated that the programme's emphasis on social

isolation and physical activity will have a positive impact on the mental wellbeing of residents.

Resource use and health campaign knowledge

On average, each resident saw the GP approximately 2.5 times in the preceding year. One in every seven residents had attended A&E in the last year, with approximately the same proportion being admitted to hospital.

- The 5-a-day, Change4Life and NHS Choices campaigns were the most familiar among residents. Fewer residents were aware of the OneYou, Choose Well, Live Well Oxfordshire and SmokeFreeLife Oxfordshire campaigns. Nearly half of Bicester residents had heard of the Bicester Healthy New Town Project, with awareness of the project significantly higher after the launch event.
- Raising awareness of existing campaigns, and utilising the resources available, could help increase residents' engagement with behaviour change campaigns, their levels of activation and appropriate use of NHS services.

Enabling factors for living a healthier life

- Receiving encouragement from friends and relatives, lower charges for public sports and leisure facilities and cheaper prices for healthier food were identified as factors most likely to help residents live healthier lives.
- Residents felt that the use of health apps and receiving reminders by phone, more information on healthy food options at work as well as support from employers were less important in helping people live healthier lives. Increasing age was associated with being significantly more likely to feeling that health apps and receiving reminders by phone was less important.
- These findings emphasise that residents are more likely to recognise the more established approaches to behaviour change and the use of novel approaches (e.g. using technology) will need additional input to support residents in identifying the benefit that they offer.

BMI

- Three in every five adult residents in Bicester are overweight or obese and the average BMI across the town is 27.4 kg/m², which is considered overweight. Of

residents who are overweight or obese, 88.7% acknowledge that they are 'too heavy'.

- Among residents who are overweight or obese, 86.0% would like to take more exercise and 69.8% would like to eat a healthier diet. In the last year, 77.3% of residents who are overweight or obese have tried to increase their levels of physical activity and 79.0% have tried to eat a healthier diet. This suggests a motivation among many residents to alter their lifestyle but a difficulty in achieving the desired change.
- Amongst overweight or obese residents who had seen their GP in the last year, a fifth had been advised to increase the amount of physical activity and a quarter advised to change their diet. Providing additional support to residents may help them to move from the contemplation or preparation phase of behaviour change into the action and maintenance phases.
- Increasing age, being in socio-economic groups 5-8, having a long-term condition, higher intake of sugar sweetened beverages, regular consumption of savoury, confectionary, processed meat, red meat and chips, and loneliness are found to increase BMI. Being physically active and potentially eating fish at least once a week are associated with lower BMI. Residents moving into the new developments have a comparatively higher BMI. As levels of physical activity are approximately the same, this discrepancy may be due to poor diet.

Physical Activity

- Approximately one in every three residents does not currently achieve the guidelines for physical activity and these individuals are at greater risk of being overweight or obese. Residents with a long-term condition are 37% less likely to be physically active compared with residents without.
- Most residents not classified as physically active acknowledge that they take too little exercise and four in five suggested that they would like to take more exercise, increasing to 95% among residents who were overweight or obese. Nearly three quarters of residents had attempted to increase their levels of physical activity in the last 12 months.

- Over half of respondents stated that they find it difficult to find the time to take exercise, and over a third find it too expensive. Lack of motivation was also identified as an important factor for residents, with approximately one in three identifying motivation as a barrier to being more physically active. Lack of motivation was closely associated with not attempting to increase the amount of exercise taken in the last year.
- Residents may benefit from additional support from stakeholders involved in the Healthy New Town programme, such as health and care services, employers and voluntary organisations, in identifying ways to incorporate more exercise into their daily routine and identifying opportunities to take exercise without an associated cost.

Diet

- On average, residents eat 4.3 portions of fruit and vegetables per day. Only one in three residents currently achieves the recommended five portions of fruit and vegetables per day. Factors identified as associated with fruit and vegetable consumption include age, ethnicity and consumption of fish, chips and sugar sweetened beverages.
- Consumption of unhealthy foods is high, with the majority of residents consuming savoury snacks and confectionary items on a regular basis. Average sugar sweetened beverage consumption per week is approximately half a litre.
- Nearly two thirds of residents expressed a desire to improve their diet. Whilst lack of time was a common reason cited for not eating a healthier diet, many of the reasons cited by residents were related to intractable habits (e.g. enjoying unhealthy foods, having a family that was unwilling to change).
- As dietary choices appear to be due to a combination factors, the programme will need to employ a range of different measures to deliver changes to behaviour, supporting residents in identifying the need to change and small, incremental changes that they can sustainably adopt.

Social Isolation and loneliness

- Nearly one in seven residents reported being socially isolated or at high risk of social isolation. Residents who live alone, who are carers or who have a long-term condition were found to have significantly higher loneliness scores. Age was found to be negatively associated with loneliness, with older residents having lower scores.
- Residents with higher loneliness scores had significantly lower levels of emotional wellbeing, suggesting that being lonely not only impacts on social functioning but also on emotional wellbeing.
- Residents who are socially isolated are likely to consume more savoury items per week and sugar sweetened beverages and less likely to be physically active.
- Socially isolated residents cite a significantly higher number of barriers to changing diet and their levels of physical activity compared to residents who are not socially isolated. As well as having lower quality of life scores in the social functioning domain, isolated residents also have lower scores for the emotional wellbeing, energy/fatigue, general health and physical functioning domains.

Additional points and interesting findings

- Residents have very limited spare time and energy, which appears to be impacting not only on quality of life but also on their ability to take exercise and eat a healthier diet.
- Socio-economic group was not observed to have a significant impact on many of the outcome assessed. Whilst there is an established link between health outcomes and socio-economic status, this was not observed in the results. A possible explanation for this could be that people in office jobs spent more time sedentary whilst at work. This presents an opportunity for the programme to work with employers on improving staff wellbeing, for example through lunchtime walking groups, mindfulness classes, etc.
- Whilst it was initially anticipated that the residents moving to the new developments could be healthier, findings from the baseline survey suggest that

there is no difference with residents of the existing town. In fact, the mean BMI of residents in the new developments was higher than that of the rest of the town.

- The findings in this report support the need for an emphasis on prevention. By addressing and modifying behaviour that influences health (diet, exercise, etc.) the Healthy New Town programme can delay or avoid the onset of long term conditions in residents and improve health related quality of life.

Cherwell District Council

Executive

4 September 2017

<p>The Brighter Futures in Banbury Programme Annual Review 2016-2017</p>

Report of Director of Operational Delivery

This report is public

Purpose of report

To consider an annual review of the Brighter Futures in Banbury programme and endorse the direction of travel

1.0 Recommendations

The Executive is recommended:

- 1.1 To receive and approve the annual report following the recommendation of the Local Strategic Partnership.
- 1.2 To note the work carried out to date to scope the action plan until March 2019 and the finalisation of the detail of this plan during the autumn of 2017 through the Lead Member for Public Protection and Community Services.

2.0 Introduction

- 2.1 The Brighter Futures in Banbury Programme draws together statutory and voluntary agencies and organisations to align services to best serve those most in need. It involves targeted work in the three wards in Banbury of Banbury Cross & Neithrop, Grimsbury & Hightown and Ruscote.
- 2.2 The ward boundaries in Banbury have changed since the last annual report and in this transition year there is reference in the report to both the older wards and the new larger wards. In future years we will report on data based on Lower Super Output Areas as defined by the Office for National Statistics (ONS) within the new ward boundaries so that we can accurately benchmark and track data and performance of programmes operating in the Brighter Futures area of Banbury.

- 2.3 Over the last 18 months a series of learning events have been held with particular focus on 4 areas of significance and joint working.
- Health and Wellbeing
 - Employment and Skills
 - Child poverty
 - Educational attainment
- 2.4 These events have sought to inform and extend the thinking behind the programme with guest speakers from national agencies and think tanks being involved.

3.0 Report Details

- 3.1 The annual report was presented to the Local Strategic Partnership in July 2017. There was broad support for the progress being made through the strategic approach to joint working. The Partnership requested that the lessons learned from the programme should be shared widely with the development of new communities and with other towns.
- 3.2 The report identifies the development of actionable plans in addition to the aligned business as usual approach of partners which has become commonplace. These initiatives will be targeted, measureable and specific in order to bring greater rigour to the Brighter Futures programme. They will be based on the outcomes from the learning events.
- 3.3 Funding remains from the original reserve established to support ongoing programme development. By enabling specific initiatives over the next 18 months (until March 2019) there will be a defined funded programme of projects designed to test the effectiveness of interventions and make a difference to the lives of residents in these wards specifically.
- 3.4 Each theme will have two or three focused activities to implement and measure so that we can ensure the action is effective and proportionate to the change required. The six themes are;

Theme 1: Early Years, Community Learning and Young People's Attainment

Theme 2: Employment Support & Skills

Theme 3: Family Support & Young People not in Employment, Education or Training

Theme 4: Financial Inclusion & Housing

Theme 5: Health & Wellbeing

Theme 6: Safer & Stronger Communities

- 3.5 Funding from other sources, where appropriate, will be sought to complement the initial pump priming from the Brighter Futures reserve.

3.6 Closer working with the new reconfigured Oxfordshire County Council Children and Families service on the development of a Community Impact Zone will also be pursued following the approval of the report to the Children's Trust in July 2017.

3.7 Plans for 2017/18 include;

- (1) Developing a strong Brighter Futures scorecard based on data that is regularly updated by partners to give a tighter focus on those areas where the work undertaken can be shown to impact on the determinants of deprivation.
- (2) The possibility of a Wiki type directory of voluntary organisations and current programmes to be promoted and shared through voluntary and statutory organisations working in the area.
- (3) Greater promotion of healthy lifestyles including specific programmes such as promoting the take-up of the Walk Once a Week (WOW) initiative with primary schools ; promoting healthier workplace initiatives and to work towards Banbury achieving Dementia Friendly status.
- (4) A plan to commission programmes of work with other statutory and voluntary agencies that will produce a positive impact on the lives of people living in the Brighter Futures ward areas will be progressed.

4.0 Conclusion and Reasons for Recommendations

4.1 Progress over the last year has been made to decrease the inequality prevalent in the ward areas concerned.

4.2 That the Brighter Futures Programme has merit in continuing

4.3 That the learning events have enabled new ways of working together to be brokered and considered.

4.4 That the action plan developed by theme leads that will take the Programme forward until March 2019 should be endorsed and finalised by the Lead Member for Public Protection and Community Services.

5.0 Consultation

5.1 Local Strategic Partnership July 2017

5.2 Reference group for each learning event

6.0 Alternative Options and Reasons for Rejection

6.1 No alternatives have been considered

7.0 Implications

Financial and Resource Implications

7.1 There are no implications arising from the proposal that will impact on the spending plans of Cherwell District Council over the period until March 2019

Comments checked by:

Denise Taylor, Group Accountant, 01295 221982,
Denise.taylor@cherwellandsouthnorthants.gov.uk

Legal Implications

7.2 There are no legal implications arising from this report

Comments checked by:

Nigel Bell, Interim Legal Services Manager, 01295 221687
nigel.bell@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Key Decision

Financial Threshold Met: No

Community Impact Threshold Met: No

Wards Affected

Banbury Cross & Neithrop, Grimsbury & Hightown and Ruscote wards.

Links to Corporate Plan and Policy Framework

Cherwell: Safe, Clean and Green – work with partners to ensure the District remains a low crime area, reducing the fear of crime, tackling anti-social behaviour and focussing on safeguarding our residents and businesses.

Lead Councillor

Councillor Kieron Mallon, Lead Member for Public Protection and Community Services

Document Information

Appendix No	Title
1	Brighter Futures in Banbury Annual Review 2016-2017
Background Papers	
None	
Report Author	Ian Davies
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Cherwell local strategic Partnership

Breaking the Cycle of Deprivation
and Tackling Health Inequalities

The Brighter Futures in Banbury Programme

Annual Report 2016/17



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Foreword

Over the last seven years, Cherwell District Council has led a cross-sector partnership to focus on reducing the damaging effects of deprivation felt in three ward areas in Banbury that ranked in the highest quintile of deprivation in England and in the top decile for some health indicators.

Strong local political leadership has enabled resources to be combined to improve outcomes for individuals and families; having a beneficial impact on family resilience and health, raising aspirations, employability and expectations.

Over time, the Programme has been able to grow in influence, with coalitions of partners now regularly working together to break down silo thinking and improve lives in Banbury.

Outcomes Achieved

- Improved proportion of all pupils attaining a Good Level of Development by the end of the Foundation Stage.
- Improved attainment of Pupil Premium children in the Banbury Cross & Neithrop and Ruscote wards.
- Reduced Job Seeker Allowance claimants.
- Reduced numbers of young people who are Not in Employment, Education or Training.
- Increased volunteering.
- Increased social housing provision.
- Reduced levels of crime and antisocial behaviour.

However, there continues to be a need to galvanise programmes of work to support those who will be impacted most by welfare reform, the removal of universal services previously provided through children centres and the pressure on primary care services to meet the needs of a growing town. Banbury is fighting the downgrading of the Horton General Hospital and is working with local retailers to ensure the town centre remains vibrant and able to serve the needs of the town.

Councillor Kieron Mallon
Lead member for the Brighter Futures programme

Overview of the Brighter Futures in Banbury Programme

Cherwell Sustainable Community Strategy - Our District, Our Future

The Cherwell Sustainable Community Strategy, Our District, Our Future, was launched in February 2010, following extensive consultation with over 100 local organisations and community groups. This strategy sets out a long term vision for the future of the district and shapes how the Local Strategic Partnership will work together. The Brighter Futures in Banbury Programme is a fundamental part of delivering this shared vision; 'a diverse economy with opportunities for all, vibrant communities connected by a sense of pride, place and purpose'.

Brighter Futures in Banbury is a targeted Programme of work, set up to increase life chances and address health inequalities within three wards in Banbury. A priority within Our District, Our Future is to tackle areas which rank on the lower end of the Indices of Multiple Deprivation. There are several areas in Banbury across the three wards of Banbury Cross & Neithrop, Grimsbury & Hightown and Ruscote wards which rank amongst the 20% most deprived in the country.

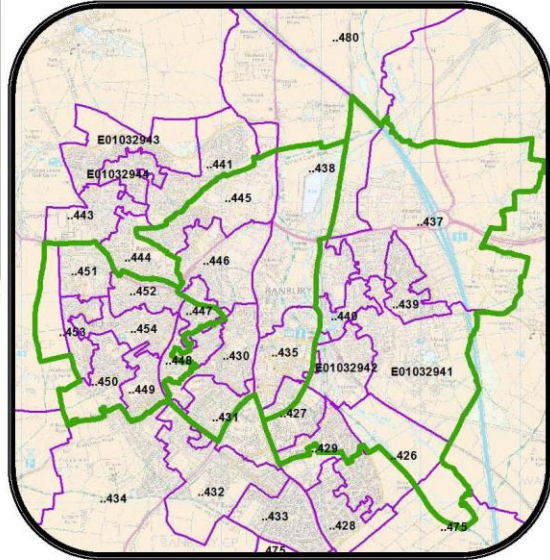
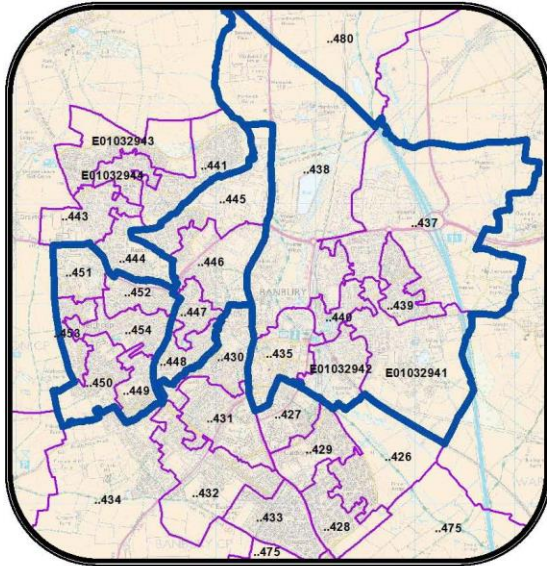
The Local Strategic Partnership has refreshed its terms of reference in 2016/17; however the Brighter Futures Programme remains a key strand of their work.

Changes to the local landscape

- Children's Centre's were de-commissioned by Oxfordshire County Council in March 2017.
- A new service that integrates children's social care with early help has been established and operational from January 2017.
- Banbury Schools Partnership has embraced the offer to participate closely in the Brighter Futures programme.
- The introduction of Universal Credit for single people began.
- Cherwell District Council re-tendered the debt and money advice contract which was awarded to Citizen's Advice. Linked to this was the stabilisation of the Northampton Credit Union through Cherwell Community Bank.
- Banbury Gateway opened, impacting on both care sector employment and town centre footfall.
- Woodgreen Leisure Centre and Library received a facelift and the leisure facility began a new operator contract.
- Planning permission was sought for an extension to Castle Quay Shopping centre.
- A Local Cultural Education Partnership was formed.

Lower Super Output Areas in Banbury

All LSOAs marked with only three digits are preceded by E01028nnn.
E.g. the area marked "...438" is E01028438.



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Brighter Futures in Banbury – Programme Aims and Objectives

The Programme is entering its eighth year and has a long term aim ‘to create brighter futures for Banbury people’ by tackling evidenced disadvantage and health inequality. The overall aim is to break the cycle of deprivation, but it is recognised that route to a brighter future will be different for each individual. This Programme recognises that individuals have diverse needs covering issues around health, skills, access to services, housing and financial stability.

For individuals to realise their full potential the basic ingredients need to be right: a decent home and physical surroundings, access to services and opportunities, secure income, good health and well-being, a feeling of safety and a sense of connection or belonging in the local community.

There has been considerable investment by many agencies over many years into deprivation and health inequalities. For example, the Council’s stock transfer to Charter Community Housing in 2004 created the investment needed to bring many of the homes in the area far above a minimum decent standard. However, ongoing research highlights the areas of Banbury Cross & Neithrop, Grimsbury & Hightown and Ruscote wards as being where this Programme should focus, particularly to:

1. improve skill levels and educational attainment;
2. improve employability, focusing particularly on young people;
3. improve financial situations, addressing debt and financial inclusion;
4. improve educational attainment through better numeracy skills and family engagement;
5. provide good quality mixed housing, affordable and in well managed environments;
6. provide good access to amenities including shops, health centres and leisure facilities;
7. improve life expectancy with improved overall health and wellbeing;
8. reduce the clear inequality gaps with low life expectancy;
9. reduce the high rates of teenage pregnancy;
10. build a safer more connected community where residents feel socially included;
11. target specific support to vulnerable people, families and children in need.

This report sets out the key themes that made up the Programme during 2016 and some of their associated work to improve the lives of residents in the least affluent areas of Banbury. It also looks forward, setting out new priorities and areas of focus for 2017/18.

In addition to the themes in the Action Plan, there are three core principles for this Programme:

- ➔ community engagement and consultation
- ➔ raising aspiration and ambition
- ➔ capacity building through multi-agency working.

Lead Partners involved in the direct delivery of the Programme's work themes are:

Cherwell District Council

Oxfordshire Clinical Commissioning Group

Oxfordshire County Council

Thames Valley Police

The Six Themes to Deliver the Programme

Programme Objectives	Theme	Key Priorities
<p>Improve educational attainment through better numeracy skills and family engagement</p> <p>Improve skill levels and educational attainment</p>	1. Early Years, Community Learning and Young Peoples Attainment	Ensuring children get off to the best start in life, that young people, families and communities are supported in their aspirations and educational attainment
<p>Improve skill levels and educational attainment</p> <p>Improve employability, focusing particularly on young people</p>	2. Employment Support and Skills	Working with local residents and businesses to support skills development, access to training and employment support
<p>Target specific support to vulnerable people, families and children in need</p> <p>Improve employability, focusing particularly on young people</p>	3. Family support and young people not in employment, education or training	Supporting children, young people and families with complex needs.
<p>Improve financial situations, addressing debt and financial inclusion;</p> <p>good quality mixed housing, affordable and in well-managed environments;</p> <p>good access to amenities including shops, health centres and leisure facilities</p>	4. Financial Inclusion and Housing	Ensuring there are accessible advisory and support services for those facing challenging financial situations and delivering high quality affordable housing options and opportunities

<p>Improve life expectancy with improved overall health and wellbeing; reduce the clear inequality gaps with low life expectancy; reduce high rates of teenage pregnancy</p>	<p>5. Health and Wellbeing</p>	<p>Improving life expectancy and reducing health inequalities through improved health and wellbeing</p>
<p>Build a safer more connected community where residents feel socially included</p>	<p>6. Safer and Stronger Communities</p>	<p>Reducing crime and anti-social behaviour and ensuring local residents feel safe</p>

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Brighter Futures Themes – Progress Update 2016/17

Theme 1: Early Years, Community Learning and Young People's Attainment

This theme aims to ensure that children get off to the best start in life, that young people, families and communities are supported in their aspirations and that educational attainment supports opportunity to build a long-term economically independent future. It is linked to the following programme objectives:

Early Years Update

The Brighter futures percentage of children achieving the Early Years Foundation Stage's Good Levels of Development (GLD) have achieved higher than 2015, 2014 and 2013 data.

In Grimsbury & Hightown 67.1% of children achieved GLD. The comparison between children with free school meals is 50% to 70.4% for other children.

In Banbury Cross & Neithrop the overall attainment of Good Level of Development is 66.3% - the free school meal (FSM) children have achieved slightly higher than other children (66.7% to 66.3%).

In Ruscote the overall attainment is 64.9% of children achieving a Good Level of Development. The FSM children achieved 62.5% with Good Level of Development and other children 65.5%.

Children's Centres

On 1 March 2017 the integration of Oxfordshire Children's Services went live. This means that the Children's centres service provision is now a targeted service and delivered from the Banbury Children and Family Centre. Families with under 5's will be supported by Early Help workers through a Think Family approach alike to families with children over 5. These families will be supported with a Child Protection, Child in Need or Early Help plan.

The Centre is operating 'Stay and Learn' sessions from the East Street Centre building aimed at pre-school children and supporting school readiness. These sessions are targeted for families already accessing support through Children's Social Care, Early Help teams or Community Team around the Family plans. These are sessions for babies, toddlers and pre-school children. Health Visitors are running clinics from the East Street Centre also.

The Sunshine Centre continued to run open access and family support services from their children Centre.

Children's centres have been considered by communities to be a central point in the locality where they can gain information and services. Children's centres delivered non-stigmatising service and is accessible to all parents, with extra support given to those families most in need. Children's centres have been a well-established focal point and parents who use the centres support others to attend. This is most notable in terms of domestic abuse and mental health issues which are often hidden until a

crisis. Children's centres have been very effective in reducing social isolation and improving social integration and building social capacity.

Extremely well designed outdoor play space in all three Children's Centres and the offer of Forest School and outdoor events particularly support families who may not have outdoor space.

The Sunshine Centre runs two Saplings groups each week which are in partnership with maternity services. This group is for more vulnerable families and is essential in breaking down barriers to access. Outreach workers from The Sunshine Centre plus the other Banbury Children's Centres support parents to enable them to attend and work with them on an ongoing basis as necessary.

All three children's centres have run groups for children experiencing delayed or learning difficulty. The children come into the group for a variety of reasons, either family crisis or development/behaviour concerns. There is a 100% success rate in settling the children in this small group environment, work on alleviating separation anxiety often exhibited by both parent and child.

Parents are supported in their parenting role and staff and parents work on the child's needs in terms of the Prime EYFS areas. All children achieve a degree of positive change in these areas. Staff also identify at a very early stage concerns about a child's development and support and/or refer on as appropriate.

Ensuring the child's transition into an early years setting is as smooth as possible and is carried out to best effect is of paramount importance and by continuing to run during holidays/or where necessary staff work hard to achieve this.

The work that children's centres do in terms of readiness for school has contributed to the increase in EYFS scores. All three children's centres have increased EYFS scores. The three children's centres in the Brighter Futures wards have continued to support parents in taking up the two year old entitlement offer. Data for this in all three wards is well above the Oxfordshire average.

Children's centres have supported parents in their parenting role and 18 courses to support parenting and healthy lifestyles have taken place across the all centres this year.

Children's centres also support adult learning in their rolling programme of adult learning courses that the centres support through crèche provision, encouraging parents to attend and supporting parents with their studies. Such courses often lead to parents gaining qualifications, particularly English, Maths, and ESOL and in areas such as Social/Child care qualifications. This helps parents' employability. All centres have very good evidence of improved outcomes following interventions to support parents in terms of economic wellbeing, e.g. debt and housing support, support into work and by offering on-site childcare where it is available.

All three children's centres in the Brighter Futures area have outreach workers to support families in taking up provision offered as well as one to one work. Without this outreach the most vulnerable would not access services on offer.

Theme 2: Employment Support & Skills

Key activities and achievements: Employer and Jobseeker engagement

Identifying and meeting the skills and employment needs of both local employers and the local labour force continues to be a major focus across the Brighter Futures wards.

Opportunities for local employment have been increased with significant employment investment in the Brighter Future and adjacent wards. Norbar Torque Tools expansion to Wildmere Industrial estate in Grimsbury & Hightown created 36 manufacturing jobs and safeguarded more than 260. Over 100 logistics jobs, including warehouse, picking and packing, driving and security, were created with the arrival of Amazon, The Entertainer and DCS in neighbouring Hardwick.

The three major business parks in Banbury are all located with the Brighter Futures area and considerable progress has been made in attracting significant employers to Banbury and in supporting the growth and local relocation of existing employers. Hello Fresh, Karcher and Tibbetts Group are just some of the major investments made during this year, leading to the creation or safeguarding of over 1,000 jobs.

The development and approval of Oxfordshire's first Apprenticeship Training Agency has been a major success and one that will contribute greatly to meeting the local employment and skills needs. It was set up on behalf of Cherwell District Council with the help of a development grant from the Oxfordshire Local Enterprise Partnership (OxLEP). The agency has been closely involved with local school careers events including Banbury Academy's 'Science Apprenticeship' evening and the Apprenticeship Fair at North Oxfordshire Academy.

Cherwell District Council's Town Centre House development in Banbury Cross & Neithrop ward has incorporated an offer of employment support to all tenants, to help support sustainable, successful long-term tenancies. Bespoke and one-to-one support is offered and provided, together with a diagnostic and signposting service, working closely with other local partners and service providers including Jobcentre Plus, National Careers Service, Citizens' Advice and Restore.

Continued Job Club Delivery

Regular Job Club drop-in sessions continue to be delivered in Banbury Town Hall with the regular participation of local employers and other relevant service providers, including Volunteer Connect and Banbury and Bicester College.

However, as the labour market develops and diversifies, as recruitment moves increasingly online and people's working patterns change the fortnightly, two-hour drop-in model for Job Clubs is proving less convenient and fewer jobseekers use this service, instead taking increased advantage of services and support delivered in other ways e.g. online.

The development of new services and relationships with employers and jobseekers intends to respond to these changing needs by offering a programme of targeted and tailored advice and support. These will include supporting jobseekers through the recruitment process for the new Waitrose store which is due to open in the Banbury

Cross & Neithrop ward at the end of 2017 and offering around 200 new jobs, many with a range of part-time and flexible working hours and patterns.

Job Club support and advice will be delivered increasingly from within the Brighter Futures communities, with the September Job Fair being held at the Ruscote-based New Futures Centre, in close collaboration with the local Children and Family team.

Additional delivery through the Job Club service will include encouragement for local people to consider self-employment, supported by business advisers from Oxfordshire Business Enterprise and events specifically for younger people not in employment, education or training, helping them identify and consider employment opportunities and next steps after leaving school or when changing career.

Banbury Job Club figures 2016/17

Total number of drop-in sessions delivered	Total number of individual visits across all drop-in sessions
25	305

Job Fairs

Job Fairs continue to play an important role in offering practical solutions to those recruiting and those seeking work. In Banbury, autumn and spring events were again delivered:

Banbury Job Fair figures 2016/17

	Venue	Date and time	Visitors	Employers
Autumn Job Fair	Banbury Town Hall	Wednesday 14 Sept. 2016 4pm - 7.30pm	175	25
Early Spring Job Fair	Banbury Town Hall	Thursday 2 March 2016 4pm – 7pm	155	22

Economic Activity Impact

The continued increase in local employment rates demonstrates ongoing economic local success. The percentage of those aged 16-64 who were economically active in Cherwell rose yet again, from 79% in 2016 to 82.6% by April 2017, with the three key wards showing individual variations; Grimsbury & Hightown 82.2%, Banbury Cross & Neithrop 81% and Ruscote 76.2%.

The percentage of Job Seeker Allowance claimants in Cherwell remained constant at 0.6%, while in the three key Brighter Future wards (shown below as % rate with jobseeker numbers in parenthesis) two recorded falls and one a slight increase. Please note the old ward names and data are used here.

Ward	03/2015	03/2016	03/2017
Banbury Ruscote	1.5% (75)	1.2% (60)	1.4% (70)
Banbury Neithrop	1.3% (50)	1.0% (35)	0.8% (30)
Banbury Grimsbury & Castle	1.2% (90)	1.3% (100)	1.2% (100)

Future plans

In order to continue to meet the local skills and employment needs in responsive and effective ways, activities, events and partnership work is being planned and designed accordingly.

We continue to be in talks with The Crown Estate to partner with them on their 'Recruit Regional' employment programme which will focus on encouraging employers on the Banbury Gateway Retail Park in Grimsbury Ward to engage individual jobseekers within Grimsbury & Hightwon and the other adjacent Brighter Future wards of Banbury Cross & Neithrop and Ruscote.

Following on from work begun last year with Sanctuary Housing offering career coaching support, work will continue on a new 'Take Control' programme focused on offering one-to-one support for individuals specifically within the Brighter Futures wards as well as Sanctuary tenants, to highlight the opportunities available to people furthest from the labour market and offer practical support to the achievement of job goals.

The longer-term, more intensive approach for individuals has been demonstrated as particularly effective, with 62 individuals engaging in the career coaching programme.

Further information:

Theme Lead: Michael Hewitt
Cherwell District Council

Key Partners:

Job Clubs: coordinated by Cherwell District Council (CDC), working with Job Centre Plus (JCP), Activate Learning Banbury and Bicester College), Oxfordshire Business Enterprise and local employers

National Careers Service; offering free careers guidance and CV advice, working at Job Clubs and Job Fairs.

'Volunteer Connect', part of Citizen's Advice North Oxfordshire and South Northants advising on volunteering as a route back to employment, via engagement at Job Clubs and Job Fairs.

Job Centre Plus; in association with local Employer Advisers and Work Coaches, linking benefit claimants to employment and recruitment opportunities through partnership work at Job Clubs and Job Fairs and through joint one-off employer recruitment exercises.

Apprenticeship & Training Company Ltd; advising on and delivering apprenticeships locally, linking directly with employers and educators within Brighter Futures wards and engaging in numerous careers and employment events.

Sanctuary Housing; engaging collaboratively with focused support for individuals through joint 'Career Coaching' and 'Take Control' programmes.

Activate Learning (Banbury and Bicester College); offering education opportunities and careers advice to adults and young people, helping them identify and take advantage of learning opportunities. Support given at Job Clubs and Job Fairs and through delivery of key European funded 'Building Better Opportunities' programme.

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Theme 3: Family Support & Young People not in Employment, Education or Training

Family Support

As of 1 March 2017 the new Family Solutions Service was established with the purpose of providing services offered previously by Children's Social Care Family Support Teams, Early Intervention Hubs, Children's Centres and the Youth Engagement and Opportunities Team. This will create one joined up service for children and families, based in the Children and Family Centre on Hilton Road, Banbury.

The Family Solutions Service (FSS) will provide support to vulnerable families across Oxfordshire and will focus support for children aged 0 – 19 (and up to their 25th birthday if children have special educational needs with an Education Health and Care Plan in place) and families in greatest need.

The Family Solutions Service will integrate the Children's Social Care Family Support Service with the Early Intervention Service. The aim is to provide timely support and interventions through case work and targeted interventions to vulnerable children and families requiring statutory or targeted support to reduce safeguarding concerns.

The Early Help Team will work closely with partner agencies to provide a range of services, including open access and programmes related to parenting, domestic abuse, school readiness and access to education, employment and training (EET).

Within the centre there is a statutory team and an early help team who work together to provide support to children in need, those on child protection plans and those who are looked after by Oxfordshire County Council.

Data on children known to Oxfordshire County Council (matched at postcode level, 2016-17)

Referrals to Children's services (Wards in top quintile)

District	Ward	Count	Rate per 1,000 aged 0-17
Cherwell	Banbury Ruscote	304	237.3
	Banbury Grimsbury and Hightown	156	121.8
	Banbury Cross and Neithrop	154	120.2
	Bicester West	133	103.8
	Banbury Hardwick	108	84.3
Oxford	Blackbird Leys	172	134.3
	Barton and Sandhills	157	122.6
	Northfield Brook	140	109.3
	Churchill	138	107.7
	Littlemore	134	104.6
South Oxon	Rose Hill and Iffley	114	89.0
	Didcot South	143	111.6
	Didcot West	141	110.1

Post 16 Education, Employment and Training Statistics

Figures for the end of April 17 for young people aged 16 to Sept. after their 18th birthday show:

Number (and %) NEET Cherwell	83 young people (2%)
Number NEET BFiB wards	43
Banbury Cross and Neithrop	16 young people (5.5%)
Banbury Ruscote	20 young people (3.7%)
Banbury Grimsbury and Hightown	7 young people (2.0%)

Banbury continues to have the highest number of NEET young people in Cherwell, although figures are lower than the same time last year with Neithrop area continuing to have the highest percentage. Young people who are NEET tend to have multiple barriers to EET, including generational unemployment.

Cherwell has the highest number of young people in employment with no learning in the county i.e. not compliant with the Raising Participation Age (RPA) legislation. 3.3% (100) young people who are EET but not learning – this is split equally amongst Banbury and Bicester, with those in Banbury working in construction (typically small businesses) and in Bicester young people working in retail (typically at Bicester Village).

North Youth Employment and Participation (YEP) Network

This forum meets quarterly (contains 50-60 members) to share information and best practice and generate new activities to reduce the numbers of young people who are 'NEET' and increase learning opportunities. The beginning of 2017 has seen the start of EU funded work targeted young people's employability and employment – this has been funded both through OXLEP and SEMLEP routes:

Back on Track offered through a partnership of local providers led by Activate Learning aimed at supporting the transition from school to EET. The project works with young people from Year 10 at school building employability skills up to six months in NEET.

Unlocking Potential also offered through a partnership of local providers and led by Aspire aims to re-engage young people who have been NEET for six months or more (up to 20th birthday) and support their movement to EET.

In to Work offered through Maximus also aimed at longer term NEET working from 15 upwards providing support for six months after movement to EET

Get Set Go led by People Plus for young people 15+ aimed at employability and support pre and post EET for

Oxfordshire County Council EET Casework

EET casework is provided for young people who have multiple barriers to moving into EET (for young people aged 16 to September after their 18th birthday and up to 25 for young people with SEND and Care Leavers). EET case workers for Banbury are based in the Children and Family Centre and in addition to casework run a weekly CHOICES drop in session for all NEET young people and those moving from/changing EET situations.

Raising Participation Age Duty

The national duty for young people to participate in learning until their 18th birthday means that young people should remain in school or college, undertake an apprenticeship or a job with accredited training including English and maths to Level 2 (related to ability).

Education Employment and Training (EET) Service

The County Council EET service is responsible for: tracking all young peoples' destinations (16 yrs – September after 18th birthday) and up to 25 for young people with SEND) in order to target support; providing opportunities information on www.Oxme.info; offering intensive case work to those with barriers to EET: support digital safeguarding and provision of the National Citizen Service . The service has good links to schools: supporting schools with their statutory responsibilities to provide Information, Advice and Guidance (IAG) to young people from year 8 – 13 through CEIAG briefings and annual conference; linking with schools to ensure destination data is received and supporting September guarantee offers; and working with schools to encourage participation in the National Citizen Service programme.

OXME Website

Oxfordshire County Council hosts the OXME children and young people website, “everything for young people in Oxfordshire on a mobile first website”. The site provides information on: ‘Health’ (health and fitness, mental health, sex and relationships, drugs, alcohol and smoking); ‘Life’ (fun things to do, activities to engage in, social events and staying safe); ‘Learn’ (learning and training opportunities, learning choices and training providers, and NCS; and ‘Earn’ (jobs, apprenticeships, volunteering and work experience. The site also offers an online web chat service.

Practitioner Toolkit

The Practitioner Toolkit supporting professionals working with children, young people and families is hosted through the Oxfordshire County Council website. The Practitioners toolkit holds tools, information and links to support any practitioner working with children, young people and families.

Further information:

Theme Lead: Jo Lloyd
Oxfordshire County Council

Key Partners: Any voluntary or community sector group pertinent to a particular issue would be invited onto the theme sub- group, specific activity or initiative.

Theme 4: Financial Inclusion & Housing

This theme continues to focus on ensuring there are accessible advisory and support services for those facing challenging financial situations and to ensure appropriate support is available for those affected by measures introduced by the Welfare Reform Act. It also focuses on a range of housing issues, including homelessness and the delivery of high quality affordable housing options for those living within the Brighter Futures in Banbury (BFiB) areas.

Financial Inclusion

For the past five years Cherwell District Council have had a contract in place with the local Citizens Advice (formerly known as Citizens Advice Bureau) to provide a Debt and Money Advice Service to be available to all residents living within the Cherwell District.

Whilst the overall contract aims to support people from across the district, statistics show residents living within the BFiB areas have made up approximately one third of all clients supported over the lifetime of the contract.

This year the contract provided help and assistance to 7,011 people compared to 6,316 in 2015/16 and 5,033 in 2014/15. 27% of those supported throughout the year reported they lived in the Brighter Future areas. This represents both a reduction in the number of people requiring support from the BFiB areas and the percentage of people seen overall when compared to 2015/16. It should still be noted that although we have seen a reduction compared to previous years, residents from the BFiB areas are still disproportionately using the service more than any other part of the Cherwell District.

Enquiries about benefits/tax credits, debt and housing related debts remain the main reasons for people seeking advice from this service.

The original five year contract for this vital service came to an end on 31 March 2017, however a new tender process gained approval during the year for a similar service to continue to be provided from 1 April 2017. In addition, this new contract required the successful agency to support the promotion and development of Credit Unions and also provide Personal Budgeting Support for those claimants of Universal Credit identified by the Department for Work and Pensions.

Members of Cherwell District Council's Executive approved the award of the new contract on 9 January 2017 to North Oxfordshire and South Northants Citizens Advice. The contract award is significant, and ensures residents from the BFiB areas will continue to have access to independent and free advice to support them to be financially independent households for a further two years.

It will also play a key role in supporting residents who face the ongoing implementation of new welfare reform measures, including the rollout of Universal Credit to all new benefit claimants.

Volunteering

Volunteer Connect have been working from Citizens Advice to promote volunteering, to liaise with charitable organisations needing volunteers and those individuals who may wish to volunteer, for the past five years.

They support volunteers to develop new skills, to meet people, and be involved with activities taking place within their local community whilst also gaining experience that can be used to help them access future employment opportunities. In the past year Volunteer Connect has supported 26 residents from the Brighter Futures areas to volunteer. Four of these were supported to access additional training opportunities and seven people were supported to access employment as a result of their volunteering activities and indirectly assisted these individuals to be more financially inclusive.

Northamptonshire Credit Union

Throughout the year, Cherwell District Council Housing Department and Sanctuary Housing continued to support further development of Credit Union facilities across the district. Credit Unions provide affordable loans and alternative savings opportunities. By making an additional one-off grant available to Citizens Advice North Oxfordshire and South Northants, a development officer was employed to develop services in Cherwell.

This project ran for one year to help raise awareness of the opportunities available through the Credit Union and to establish service points for residents to gain help and assistance with applying for Credit Union products or to answer queries relating to their existing accounts.

By the end of the 12 month project Credit Union facilities had been integrated into the service delivery of all Citizens Advice offices across the district. The project also saw the number of people saving through the credit union increase by 33% on the previous year.

Credit unions are an excellent tool which can support people to be more resilient during times of financial difficulty.

Housing

Cherwell District Council is responsible for the delivery of new affordable housing and the suitability of accommodation standards across the District.

This means officers liaise with developers on the delivery of new affordable housing (rented and shared ownership), standards of privately owned accommodation and offer grants to support landlords to ensure properties comply with expected legal standards.

The Council also administers and oversees adaptations to properties through Disabled Facilities Grants.

Cherwell also has a statutory duty to support households who are at risk of homelessness within the district by providing advice and support to prevent homelessness, and temporary accommodation in some cases when required for those who are owed duties under the Housing Act 1996 (Part VII) and the Homeless Act 2002.

Delivery of Affordable Housing

This year has seen Cherwell deliver 312 new affordable housing units across the Cherwell District. None of these were specifically within the Brighter Future areas, but there were 39 units delivered (33 one-bedroom and six two-bedroom) at Town House in Banbury town centre, which is located on the boundary of the Brighter Futures areas and will help benefit the surrounding area through renovation to a previously empty building.

There are a number of sites currently in progress and new affordable housing units are planned to be delivered within the Brighter Future areas in the foreseeable future. Most notably, there is a new development currently underway at the top of Bretch Hill which is expected to provide an additional 30 units of affordable housing within the first phase and in excess of 100 by the time the development is complete.

Homelessness

Nationally the number of people approaching local authorities as homeless continues to increase. Despite this national trend, the number approaching Cherwell District Council has remained steady. This is due in part to the large amount of new development of affordable housing the Council has approved. This trend is also reflected in the number of people accepted by the council as being homeless from the Brighter Future areas. In 2015/16 15 households were accepted; this year the number increased by one to 16 households.

This consistent performance is as a result of Cherwell District Council working proactively to prevent homelessness. Cherwell District Council funds a range of partnerships within the local community who compliment the Council's service delivery. Officers also provide advice at the earliest opportunity to assist any household to address the issues they face and offering housing options available to them to prevent them from becoming homeless.

Improving homes

Cherwell District Council's private sector housing team have continued to offer a range of grants available for both homeowners and landlords to assist with improving the standards of accommodation within the District.

In 2016/17 the team undertook a range of work to help improve properties within the Brighter Future areas including:

Grant Type	Total
Landlord Home Improvement Grant	4
Discretionary Disabled Facilities Grants	8
Essential Repair Grants	7
Small Repairs Grants	35
CHEEP Grants	8
Landlord Smoke Detector Grants	1
Total	63

Emerging Issues

Welfare Reform Act

We are now starting to see measures from the Welfare Reform and Work Act 2016 be introduced. The most significant of these is the reduction in the maximum amount of benefit households can receive being limited to £20,000 for families and £13,400 for single claimants. It is too early to assess the impact of this reduction locally, having only been introduced in November 2016. A total of 117 households were affected by this change as of the end of March 17, with 44% (51 households) living within the Brighter Future areas of Banbury.

Working age benefit rates will also continue to be capped until 2020 and are not taking into account the rate of inflation, which stood at 2.3%¹ as of the end of March 2017. This continued freeze on benefits is resulting in further squeezes to household incomes and difficulties for people to be financially inclusive.

Universal Credit continues to be rolled out nationally and sees the amalgamation of six working-age benefits (Housing Benefit, Income based Job Seekers Allowance, Income related Employment Support Allowance, Income Support, Child Tax Credits and Working Tax Credits) into one monthly payment.

Currently, Universal Credit is only applied to single working age claimants within the Cherwell District. This new benefit system is due to be rolled out from November 2017 to all new claimants living within the Cherwell District, including couples and families.

Households claiming one or more of these benefits before the roll out date will remain on their historic benefit until they have a change in their circumstances, which will result in them being transferred onto the new system. This change in how benefits are paid has the potential to be significant for many families and will mean that people will need to manage their money over a month rather than the more regular payments people currently receive.

Affordability of accommodation also continues to be an issue looking forwards. Rental costs are increasing at the same rate as inflation nationally at 2.3%. Local Housing Allowance rates for the area are included within the benefits that are frozen

¹ <https://www.ons.gov.uk/economy/inflationandpriceindices/bulletins/consumerpriceinflation/mar2017>

until 2020 and it is resulting in fewer private rented properties being available to rent at the amounts available for people needing assistance to pay their rent. This may result in more people struggling to find accommodation they can afford or to maintain their existing homes, which could potentially cause an increase in the number of people approaching the Council at risk of becoming homeless.

Reduction of Hostel beds in Oxfordshire

Funding for supported accommodation to assist people rough sleeping is being reduced as a result of budget shortfalls at the County Council. A new jointly commissioned service between all Oxfordshire District Councils, Oxfordshire County Council and Oxfordshire Clinical Commissioning Group has recently been approved and will be in place until 31 March 2020.

During this time the number of bed places available to support people who are found rough sleeping will be reduced from 282 beds across the county to 63. Cherwell District Council is fortunate to have gained access to 24 beds through this joint arrangement. 11 beds are based in Oxford with 24hour care and will be used for more complex needs, whilst a further 13 are based within Cherwell. The Council is currently considering its future plans for local needs within the district to support those who find themselves at risk of rough sleeping and to consider what may be needed locally going forward. A Homelessness Review will be conducted during 2017/18 which will help to ensure we understand and can provide for Cherwell's local needs and also ensure we can meet the requirements of the new Homelessness Reduction Act to come into power by April 2018.

Floating Support

Connections still provide this service in Cherwell and has faced year-on-year budget reductions. It remains in place until 2018. The service provides housing related support to help people to sustain and maintain their home. The reduction in funding for this service has meant that fewer people have been able to be supported and there will need to be consideration about what service will be available for residents within the Brighter Future areas beyond 31 March 2018.

Domestic Abuse Services

Cherwell District Council is participating in the county planning for future services to meet the needs of those fleeing domestic abuse. We are working in partnership with a range of statutory agencies to agree the way forward. Cherwell District Council currently fund an outreach worker for Cherwell and have 12 refuge places based within Banbury. This will be a key focus in the coming year to ensure housing support is available for those fleeing from abusive partners.

Summary

Affordability of accommodation and the freeze and cap in working-age benefits is resulting in it being difficult for Financial Inclusion to be achieved. Despite this there is a range of work being undertaken by Cherwell District Council and other agencies to support residents when in financial difficulty, and the award of the new Debt and Money advice contract will be key in supporting households over the coming two years.

The Council continue to work hard to provide a mix of accommodation within the district and to meet individual needs. In recent years the Council have seen significant levels of development across the district which has supported the delivery of new affordable housing for those in greatest need and support to minimise the number of people approaching as homeless. Continued plans to support more development are required and will help to provide better housing standards within the Brighter Future areas in due course.

Theme Lead: Chris Weight
Cherwell District Council (Housing Team)

Key Partners: Any voluntary sector group pertinent to a particular issue would be invited onto the theme sub-group. Other link agencies/ staff are:

- Sanctuary Housing, Central Government (DCLG) Citizens Advice Bureau, Homes and Communities Agency, Oxfordshire County Council, Banbury Community Church, Oxford and Cherwell Valley College, Housing and Habitat for Humanity, BPHA, Age UK
- Benefit support, debt counselling, debt prevention – JCP, CDC's Benefits Advisors, Citizens Advice Bureaux and their Capability Workers, Sanctuary Housing Association Inclusion Team, Christians Against Poverty and Oxfordshire Advice Project

Theme 5: Health & Wellbeing

The Health & Wellbeing theme aims to:

- improve disease-free life expectancy in the targeted wards in Banbury;
- reduce the inequality gap between those wards and other more affluent wards by improving physical and mental health and wellbeing and maintaining the low rate of under-age conceptions.

Following the Health & Wellbeing Workshop held in December 2015, a health plan was developed from stakeholder feedback at the workshop. This report focuses on some key outputs and outcomes from the health plan.

NHS Screening Programme Awareness for Black and Minority Ethnic (BME) Communities

This project is focused on addressing the low uptake of NHS Breast and Cervical Screening programmes among the local South Asian female population and therefore helping to promote early diagnosis and better health outcomes.

The NHS Breast Screening programme is for ages 50-70 and eligible women receive an invitation every three years. Women aged 47 to 49 and 71 to 73 may also receive invitations for screening as part of a study to ascertain the benefits of screening outside of the usual age cohort. The NHS Cervical Screening programme is for women aged 25 to 64. Eligible women aged 25- 49 receive invitations for screening every three years. Women aged 50 to 64 receive invitations every five years.

Summary of events

Oxfordshire Clinical Commissioning Group's (OCCG) Equality & Access (E&A) Commissioner attended a drop-in at Britannia Road Children's Centre which was attended by eight women of mixed ethnicity. Two of the women had little knowledge about cervical screening and had not taken advantage of the invitations since residing in the UK. The E&A Commissioner imparted information on the procedure and the women felt better informed to proceed with the screening appointments.

18 women from the APNA South Asian women's group and the Age UK South Asian Elders Group attended an NHS screening awareness session at East Street Children's Centre. The women asked questions regarding the screening programmes and were offered a prosthetic breast to examine to know how to check themselves and identify any lumps. All the women agreed that they had a better understanding of the NHS screening programmes and stated that they would attend their screening when invited to do so.

Raising Awareness of Hospice Services in Banbury

The Director of Nursing at Katharine House Hospice highlighted at the workshop that very few people from BME communities are aware of the services at Katharine House Hospice (KHH). This resulted in becoming an action on the health plan, and the E&A Commissioner met with hospice staff to organise an information event with local South Asian community members followed by a visit to KHH.

Twenty South Asian women attended the information event, with the presentation being delivered in Punjabi. Twelve of the women who attended the presentation subsequently visited KHH, participating in a tour of the hospice and finding out about the facilities and the services provided.

Healthy Eating Cooking Skills Courses

The Banbury Healthy Cooking Skills project has been funded by Brighter Futures in Banbury and Cherwell District Council. Additionally, funding was secured from Sanctuary Housing to provide an added focus on healthy eating and basic cooking skills to Sanctuary residents. Some sessions were delivered at Rachel House and the Banbury Foyer to provide information on healthy food choices, budgeting and basic cooking skills. Other sessions have been delivered through the children's centres. Two case studies were captured as a result of the courses:



The Foyer



Age UK



Rachel House

Case Study 1

Kelly is a mother of three children aged five, six and 12. She joined the course to increase her knowledge and her confidence in the kitchen. Her own parents did little in the way of cooking, with main meals consisting of convenience foods like burgers, sausages and Super Noodles. Consequently, Kelly found it a challenge to cook the type of food she wanted to give her own children. *“I wanted to learn how to cook proper food, to know what is healthy – I really didn’t know what was good for us.”*

During the course Kelly cooked a variety of family meals which she took home to her family. She found a new confidence in the kitchen and now doesn't feel scared of ingredients that she hasn't used before. *"I am enjoying cooking now – it was just a chore before."*

She feels that the practical sessions have shown her different methods of cooking, plus she enjoyed meeting new people and having time where she could learn something new. She is cooking much more at home now and hopes to be able to show her children that food is fun and doesn't just come out of boxes.

Case Study 2

Melissa is a mother of three children aged three, seven and 12. She readily admitted that given the choice, her children would happily eat 'junk' food all day long. The youngest of her children will eat vegetables but the elder two refuse to try these foods; they are much happier eating burgers, sausages and other 'fast food'. Melissa usually had to cook three separate menus every evening, which was time-consuming and costly. Attending the Healthy Eating Cooking Skills course has been a way for her to learn to cook new recipes which are child-friendly and budget conscious. In the first session she cooked pizza from scratch, which she took home and it was a great success. The two older children even ate the vegetables that she had put on the pizza. Following the session she has cooked the pizza again with the children at home, who all added their own chopped vegetables to the pizza. Melissa is now cooking at home with her son and thinks it has brought them closer as a family unit. She is no longer cooking three separate menus every night.

The project was invited to take part for the second year in 'Summerfest' in Princess Diana Park, an event organised by Oxfordshire Play Association and local partners and sponsored by Sanctuary, the Brighter Futures programme and other local charities. The aim of the event is to build communities through play and to promote healthy lifestyles. The day was a great success, with the Banbury Healthy Cooking Skills team providing ingredients for a 'do it yourself' healthy picnic. Approximately 60 attendees put together their own lunch from a selection of breads, fillings, salad, fruit and healthy treats. It was encouraging to see the children eating lots of the prepared fruit and enjoying the drinks provided, which were made with water flavoured with fresh fruit slices. An additional attraction was ExplorerDome. This was an interactive event where children could participate in the journey of food from the mouth into the stomach and through to the intestines and learn about the chemical processes that take place and see the end result in the bowel!

The Healthy Cooking Skills project has also succeeded in getting funding from the Oxfordshire Community Foundation to be able to provide cooking skills courses with individual families who are participating in the 'Think Family' programme. Evaluation of this will be available at a later date.

Physical Activity

A key Public Health aim is to incorporate healthy lifestyle messages into contacts between professionals and their clients, customers and members of the public. This has been taken forward in child cycle and child pedestrian training sessions where messages on how to increase physical activity levels are incorporated and are also included in leaflets and information for parents and volunteers.

'Walking buses' have been promoted within schools by North Oxfordshire School Sports Partnership to encourage children to walk to school rather than being driven by their parents. OxSPA (Oxfordshire Sports & Physical Activity) has recently carried out a needs analysis on sport, physical activity and inactivity and this will form a basis for future planning of initiatives.

A 'Family Fit' club was piloted with Orchard Fields School in partnership with Sanctuary Housing, to target families who were less likely to be involved in physical activity and were identified as needing support around themes of healthy eating and general health and wellbeing. The school identified families working with their Special Educational Needs Co-ordinator and Cherwell District Council developed a 10 week programme with a variety of activities, coaches and speakers in an hour long session each week. Sessions included healthy eating demonstrations and workshops, sports-based coaching, recreation & sport activator sessions and health and wellbeing classes. Families were encouraged to continue attending, with incentives and rewards at certain points in the 10 week programme which included free swim vouchers and places on the District Council Summer Holiday programme. Eight families were identified and six families completed the full 10 weeks. A total of 11 adults and 16 young people attended.

It was a positive pilot and good practice has now been shared with Bicester to run a similar programme as part of the Healthy New Town initiative. A key learning point was the positive buy-in from school teachers.

Young People

Oxfordshire County Council commissions a schools-based programme on risky behaviours delivered by The Training Effect and also funded the writing and staging of a play by Pegasus Theatre to address issues of self-harm, which was delivered in secondary schools.

The Training Effect programme in schools focuses on risk-taking behaviours, such as drugs, alcohol and smoking, and addresses adolescent concerns and issues using a life skills-based approach. Sessions are focused on why people engage in behaviours rather than discussing the behaviour itself, to enable young people to effectively manage their own risk-taking. The programme has been delivered to 1,100 pupils in three secondary schools in Banbury.

The Pegasus play 'Under My Skin' was delivered to the majority of Banbury secondary schools. The play raises awareness of self-harm and the sources of support available. School Health Nurses have supported a number of young people following the events.

Oxfordshire County Council and Cherwell District Council continue to be part of the strategic group ensuring "access to positive activities for young people 13 – 19 (and up to 24 with learning disabilities)" in compliance with the statutory duty to improve young people's wellbeing. Over the last year the group has been active in ensuring activities are posted on the www.activitiesoxfordshire.info site and work with young people to provide opportunities for feedback.

Oxfordshire County Council has a countywide contract to deliver the National Citizen programme to young people in the age range 15 – 17 years. The programme delivers over the summer period (July and August) and in the autumn (September to November). In 2016 the programme worked with 700+ young people across the County, and in 2017 the participation level has grown to 1000+. Young people from Banbury continue to embrace the programme with enthusiasm and all schools in Banbury are linked into the programme. NCS provides a personal and social development programme for young people, including a focus on 'social action'. This coming year the programme is keen to get greater buy-in from local business to support social action through practical help; room space, volunteers etc. and to profile the social action work of young people. Also links to local community projects that young people could support.

Smoking Cessation

The smoking cessation provider, Solutions4Health, has visited various workplaces with information on support for employees on quitting smoking. These initiatives were particularly targeted at groups of people who are most likely to smoke. County-wide figures show that those in 'routine and manual' occupations are twice as likely to smoke as the general population. The workplaces visited in the Banbury area included HomeServe, a home assistance organisation; Jacobs Douwe Egberts, the coffee producer; and Karcher, which produces pressure washers.

Solutions4Health also mailed information on 'Stoptober' to 50 large workplaces in Banbury. Additionally, they have conducted outreach to the taxi drivers at the taxi rank and to Woodgreen Leisure Centre and the Children & Family Centre. They continue to provide outreach in Castle Quay shopping centre every day. Data reporting for quarters one and two (1 April 2016 to 30 September 2016) indicates that 75 'routine and manual' workers accessed the service and 47 people quit smoking in the local area.

Future Plans and Partnership Working

The Brighter Futures in Banbury programme is based on partnership working, which is key to the work on addressing health inequalities. Delivery and achievement of the actions in the health plan are down to the goodwill of our many partners from statutory, voluntary, faith and community sectors. Further action planning will take place in the Brighter Futures workshop in June, with an aim of continuing the valued partnership work with our many stakeholders.

Further information:

Theme Lead: Maggie Dent, Equality & Access Manager, NHS Oxfordshire Clinical Commissioning Group. Health & Wellbeing Theme Lead

Key Partners:

Partnership working with statutory, voluntary and community sector organisations and staff and local stakeholders, such as:

- Community Health staff
- Children's centres
- Home Start
- Midwives
- Black and Minority Ethnic Groups
- Early Intervention Hub
- Banbury Young Homeless Project
- Sanctuary Housing
- Redlands/ Southern Health
- Oxfordshire Fire & Rescue Service

DRAFT

Theme 6: Safer & Stronger Communities

The officers and staff across the Cherwell and West Oxfordshire Local Police Area (LPA) have continued to work hard to keep our communities safe this year. This has included dealing with traditional crimes such as burglary and theft but also working to identify and safeguard those who are vulnerable to exploitation by predatory offenders. We have developed a number of partnership forums on the LPA where we can work to support vulnerable adults and vulnerable young people. The Neighbourhood teams continue to work with schools and other partners to raise awareness in respect of issues such as child sexual exploitation and exploitation by offenders involved in the supply of controlled drugs. This update deals specifically with work conducted by the Neighbourhood teams that police the Brighter Futures wards in Banbury during the last year. As can be seen below, the Banbury Town and Ruscote, Hardwick and Neithrop Neighbourhoods have accounted for 27% of the calls for service on the LPA during the past 12 months.

Calls for Service for period 01/05/2016 to 30/04/2016

Neighbourhoods	Count	% of LPA
Banbury Town and Grimsbury	9,787	16.6%
Ruscote / Hardwick / Neithrop	6,044	10.2%

Community Engagement

Engaging with our local communities is a key role for the Neighbourhood Teams. Good engagement with the community means that the police have a better understanding of the issues that concern the public and ensures that we build trust and confidence within the communities we serve. The police cannot solve all problems on our own, we need the active participation of our communities and partner agencies if we are to find effective solutions. Detailed below is some of the engagement work conducted by the teams during this period.

Banbury Play Day took place on 27 July 2016. The Neighbourhood team had a very busy stall at the event and offered bike marking and finger printing for the children. The children could then take their fingerprint home in a keyring or on a fridge magnet. This was a very successful event that allowed the team to engage with many children and families in a positive environment.

We have also looked at other opportunities to engage with young people. For instance, on 1 October 2016 PC Allen and PCSO Baylis visited the Sunrise Project and spoke with children aged 5-11 years on how the police help you and how to contact them in an emergency. On 7 March 2017 PCSO Baylis showed a youth group from the Hill around the police station. The group particularly enjoyed looking around the custody suite.

On 3 February 2017 all secondary schools in Cherwell, including those in the Brighter Futures wards, attended a problem solving event in the Council chamber at Bodicote House. Each school sent a team and they were tasked to come up with a solution to a problem in their area and present this to a panel of judges. One of the Neighbourhood team was allocated to each group and worked with the students on

their problem solving idea. In addition, the local MP Victoria Prentis attended the event and spoke to those present. The event was a big success and was very well received by all who attended.

Community fun day at Bretch Hill maisonettes was on 19 April 2017. Various agencies attended including the NHS, first aid trainers, the Hill youth group and CDC activators and members of the Neighbourhood team. Again, the event was a huge success with 17 bikes being marked and lots of engagement with families and children who had their fingerprints put into a keyring or fridge magnet to take home. On 11 May 2017 PCSO Baylis was invited to attend a Prevent talk to a boys youth group at the Sunrise Project. The group were discussing radicalisation and the issues facing young men in the community and who they can turn to or get help from if they are worried that someone they know maybe being radicalised.

Crime Reduction Work

The Neighbourhood team have continued to work closely with retailers and local businesses at the new Gateway Retail Park and the Lockheed Close Retail Park. A number of the stores have joined the Cherwell Crime Partnership scheme. This is an accredited crime reduction scheme which has a close working relationship with Thames Valley Police and the Council. The partnership work to combat crime, disorder and anti-social behaviour. APS 908 SMITH provided stop theft training and radio training to most stores at the Gateway centre; this was a great success and we received good feedback. We also invited retailers into the police station to offer them the opportunity to view the range of cameras and to meet the CCTV operators so they can build a direct link which will allow immediate contact with them to capture footage of offenders.

The teams have been involved in bike marking at a number of different events such as "Bretch Fest" on 23 August 2016, where they had a stall promoting crime prevention and bike marking.

On 14 October 2016 PCSO Baylis visited the Hub and delivered a talk on internet safety. The main discussion points were around sharing of images and the dangers surrounding Facebook and Snapchat. There was good discussion between the whole group around issues they or others they know have experienced and how they can protect themselves in the future.

The team conducted Op Jumbled over the Easter holidays, beginning on 9 April 2017 running for two weeks. The operation comprised of High-Visibility targeted patrols in our anti-social behaviour, child sexual exploitation and drugs hotspots. Two officers were allocated to patrols on each late shift and worked with the area intelligence team to target patrols at those locations of most concern. This operation was primarily designed to stop offenders preying on young people and looking to exploit them.

On 6 May 2017 PCSO Charlotte Baylis attended the Sunrise Multi-Cultural Project to talk to the Saturday club about keeping yourself safe when using the internet. Topics covered including privacy settings on social media, appropriate sharing of photographs, location settings on your phone and how to report suspicious friend requests or inappropriate material online.

Working with Vulnerable People

Across the police area we have been working hard to identify and protect the most vulnerable in our communities. We have set up a number of partnership forums and in particular meetings to discuss vulnerable adults and young people at risk of exploitation. These partnership forums are designed to ensure earlier identification of those at risk and offer a range of options to better protect them. We are working closely with Schools, Social Care and the District Council to better coordinate safeguarding work and signpost vulnerable people to the available support. In addition, we are working with our partners to identify and disrupt those offenders who look to prey on vulnerable people.

Recognising the high number of vulnerable adults within the area they cover the Neighbourhood team decided a multi-agency one-stop-shop to be the best way to support those in need. Officers observed that a number of vulnerable adults use the services available at the Beacon Centre. They arranged a joint visit with Social Care, Sanctuary Housing, Turning Point and Connections to offer help and support under one roof. This was a successful event and has prompted closer working with agencies and a better understanding of the needs of vulnerable people locally.

On Thursday 16 March 2017 the Banbury Neighbourhood Team, along with other officers from across the Thames Valley area, took part in Operation Reacher whereby seven simultaneous warrants were executed at various properties around the Grimsbury and Neithrop areas. This operation was planned and prepared by the Neighbourhood team and was designed to disrupt county drug lines operating in Banbury. Seven arrests were made during these warrants and a quantity of Class A drugs seized. The team worked with residents who were identified as being vulnerable to the advances of organised crime groups to signpost them to available support. All seven properties were served with closure orders and the tenants all signed up to adhere to them. These are Court Orders which prohibit anyone from being at the premises other than those identified on the Order. This in effect deprives the use of the premises to those involved in the supply of controlled drugs. This was part of Thames Valley Police's response to organised crime which is called Stronghold, and is the name given to all our activity in the pursuit, prevention, protection and preparation against the work of organised crime gangs in our region.

Crime Tables

All crime between 01/06/2016 and 01/06/2017

Rolling 12 months

	Offences		
	Last year	This year	% Change
Thames Valley	129 990	141 502	9%
Oxfordshire Hub	35 342	39 299	11%
Cherwell & WO	11 805	13 540	15%
Cherwell CSP	8 394	9 955	19%
Banbury Town	2 495	2 943	18%
RHN	1 422	1 779	25%

	Positive Outcomes		
	Last year	This year	% Change
Thames Valley	30 267	24 969	-18%

Oxfordshire Hub	8 307	6 894	-17%
Cherwell & WO	2 845	2 448	-14%
Cherwell CSP	1 976	1 777	-10%
Banbury Town	728	682	-6%
RHN	345	296	-14%

An increase in overall crime is reflected nationally (ONS Crime Survey of England and Wales), and is largely attributed to improvements in compliance with National Crime Recording Standards, following recommendations made by HMIC in 2014. In addition, in some categories of crime an increase can reflect how proactive and successful teams have been in targeting offending. Drugs offences and possession of weapons are cases in point. Such offences are only recorded when the Police catch offenders as otherwise we are not aware of them.

Trafficking of drugs offences and possession of weapons have increased which can be largely attributed to an increase in proactive police activity i.e. warrants and pre-planned operations to combat illegal drug activity across county lines.

Other increases can also be positive such as with hate crimes and sexual offences as they demonstrate increased victim confidence in coming forward.

Rolling 12 months 01/06/2016 and 01/06/2017

	Trafficking of drugs	Possess weapon	Sexual assault	Hate crime
TVP	39%	28%	3%	22%
Cherwell & WO	17%	59%	1%	30%
Banbury Town	53%	71%	15%	Data not available at NH level
RHN	50%	113%	-11%	Data not available at NH level

ASB Data

	30/05/2015	29/05/2016	30/05/2016	-	29/05/2017	% Change
Cherwell And West Oxfordshire	2,941	6	3,373			15%

Top 10 Neighbourhoods by ASB incident numbers (most recent rolling 12 month)				
Rank	Neighbourhood	Previous Rolling 12 Month	Most Recent Rolling 12 month	% Change
1	Banbury Town and Grimsbury	544	675	24%
3	Ruscote / Hardwick / Neithrop	509	488	-4%

ASB Classification	Previous Rolling 12 Month	Most Recent Rolling 12 month	% Change
Community	2,116	2,607	23%
Environmental	174	163	-6%
Personal	651	603	-7%

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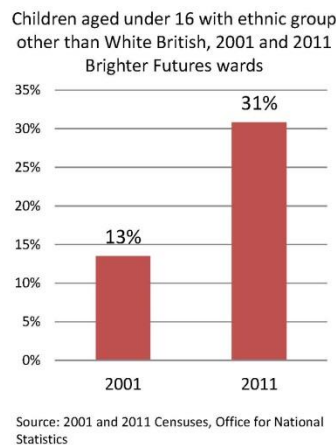
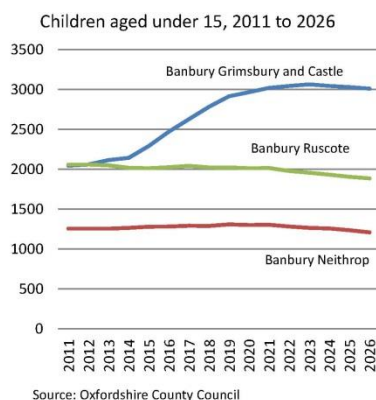
Child Poverty Workshop – July 2016

The child poverty action group gave a keynote presentation to over 40 members of the Brighter Futures Reference Group who participated in the workshop. This learning event not only captured the key drivers of poverty and drew attention to the group of people in work and receiving benefit who continued to live in poverty. The minimum standard of living was not being met in many households across Banbury but disproportionately in the brighter futures catchment.

The alteration to the ward boundaries masked some of the deprivation but by drilling down to lower super output areas it would still be possible to identify the same areas of Banbury and produce some commentary around the multiple factors that led to families and children being financially excluded from a minimum standard of living.

Change in number and background of C&YP

- 5,800 children aged under 15 live in the Brighter Futures wards



Brighter Futures in Banbury, Child poverty workshop 11 July 2016

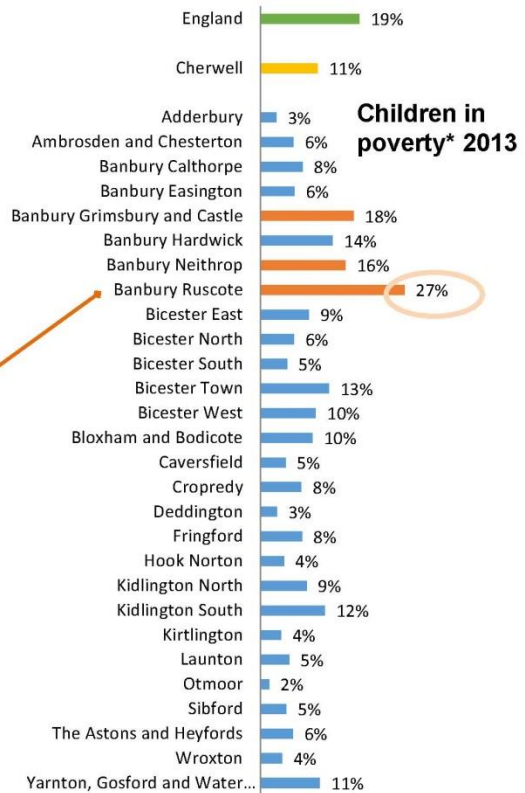
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What do we mean by poverty?

- The UK poverty line is set at 60% of median household income
- Median income: the middle income in the distribution
- In 2013/14 median HH income was £453 per week before housing costs (£23,500 per year)
- The poverty line in 2013/14 was £272 per week (£14,100 per year)
- This is adjusted for household size, as smaller households need a lower income than larger households
- In small areas this is usually measured using benefit claim data.

High % child poverty in Brighter Futures wards

- A total of 3,015 children (aged under 16) in Cherwell live in poverty. The majority (1,675) live in Banbury.
- Of these **1,265** live in Brighter Futures wards
- 635 children (27%) aged under 16 in Banbury Ruscott ward are living in poverty. Well above the district and national averages

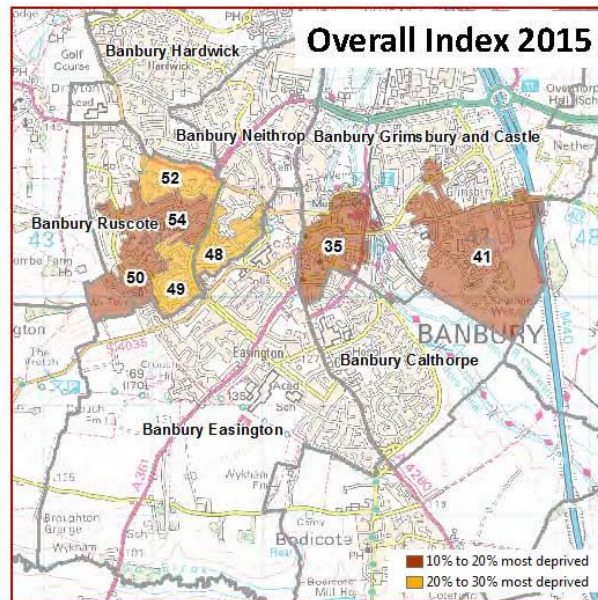


Source: HM Revenue & Customs released Nov 2015
 *Number of children living in families in receipt of Child Tax Credit whose reported income is less than 60 per cent of the median income or in receipt of Income Support or Income-Based Jobseekers Allowance

Brighter Futures in Banbury, Child poverty workshop 11 July 2016

Overall Index of Multiple Deprivation 2015

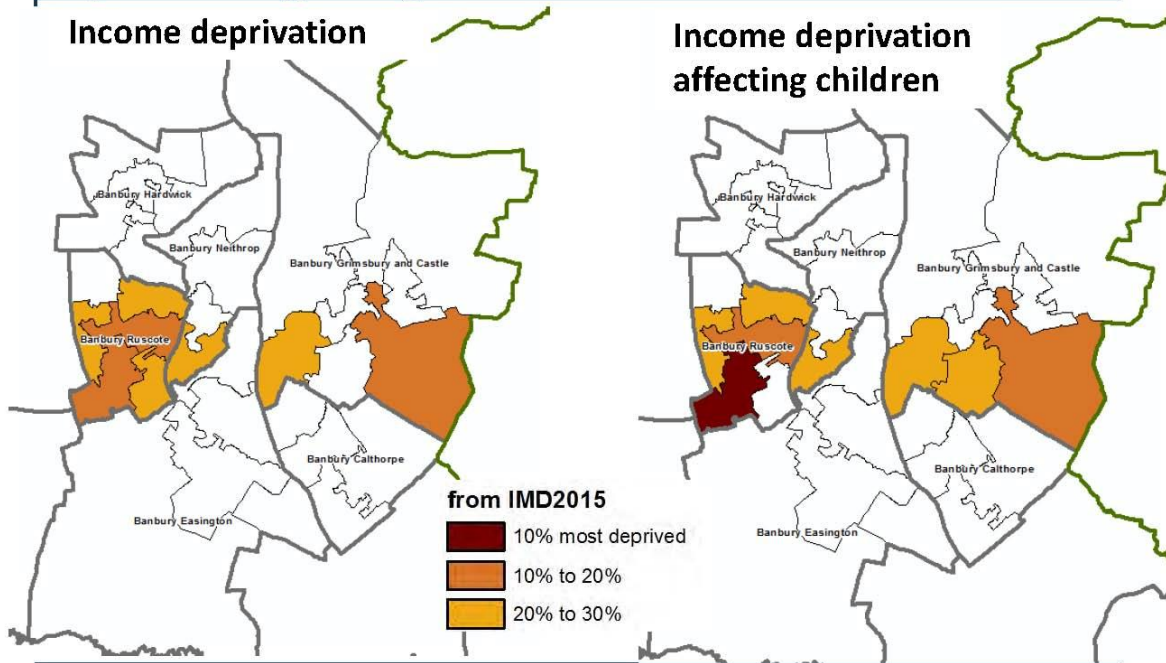
- No areas within 10% most deprived
- Four areas within 20% most deprived
- Three further areas within 30% most deprived



IMD = Indices of Multiple Deprivation (the combined indicator); areas are Lower Layer Super Output areas used for the reporting of small area statistics and including an average of 1,500 residents;
 Source: DCLG, released September 2015

Brighter Futures in Banbury, Child poverty workshop 11 July 2016

An area of Ruscote within 10% most deprived on *income deprivation affecting children*

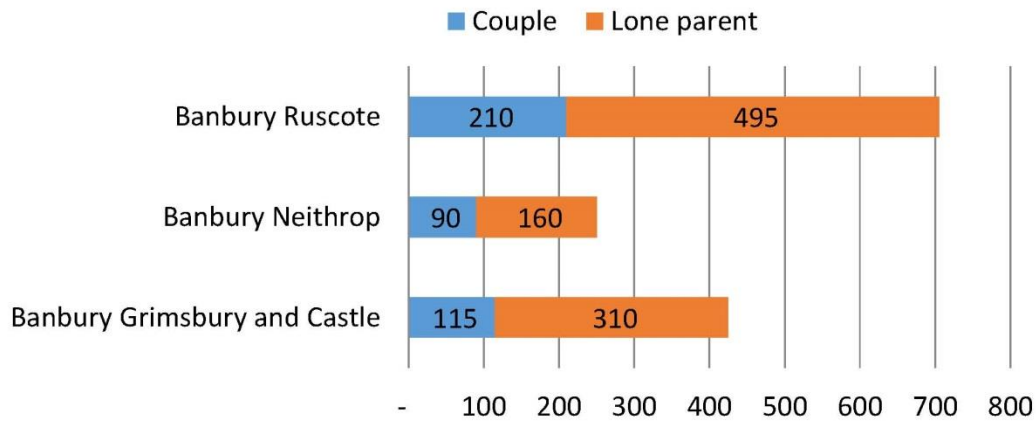


Brighter Futures in Banbury, Child poverty workshop 11 July 2016

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Lone parent households at greater risk of poverty

Children in poverty by family type, 2013



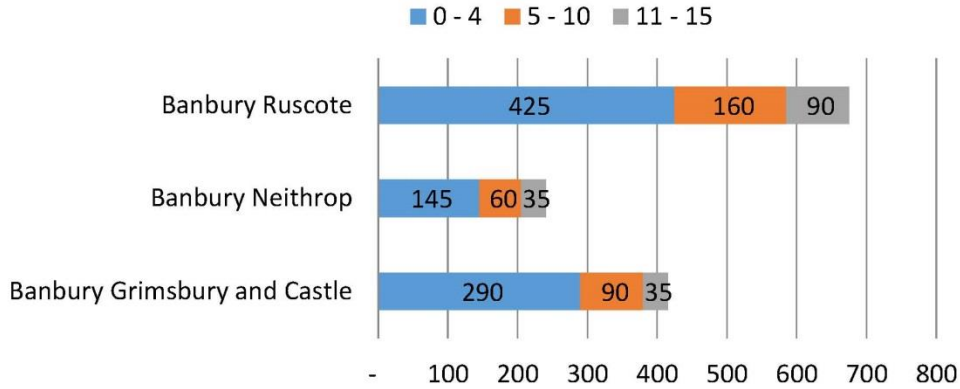
Source: HM Revenue & Customs released Nov 2015

Brighter Futures in Banbury, Child poverty workshop 11 July 2016

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Households with young children at greater risk

Children in poverty by age of youngest child, 2013



Source: HM Revenue & Customs released Nov 2015

Brighter Futures in Banbury, Child poverty workshop 11 July 2016

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Poverty can be caused by worklessness or low pay, but we don't have the local data to show which factor is most important in Banbury. We also don't know (at a local level) to what degree families experience persistent poverty, or transient periods of poverty.

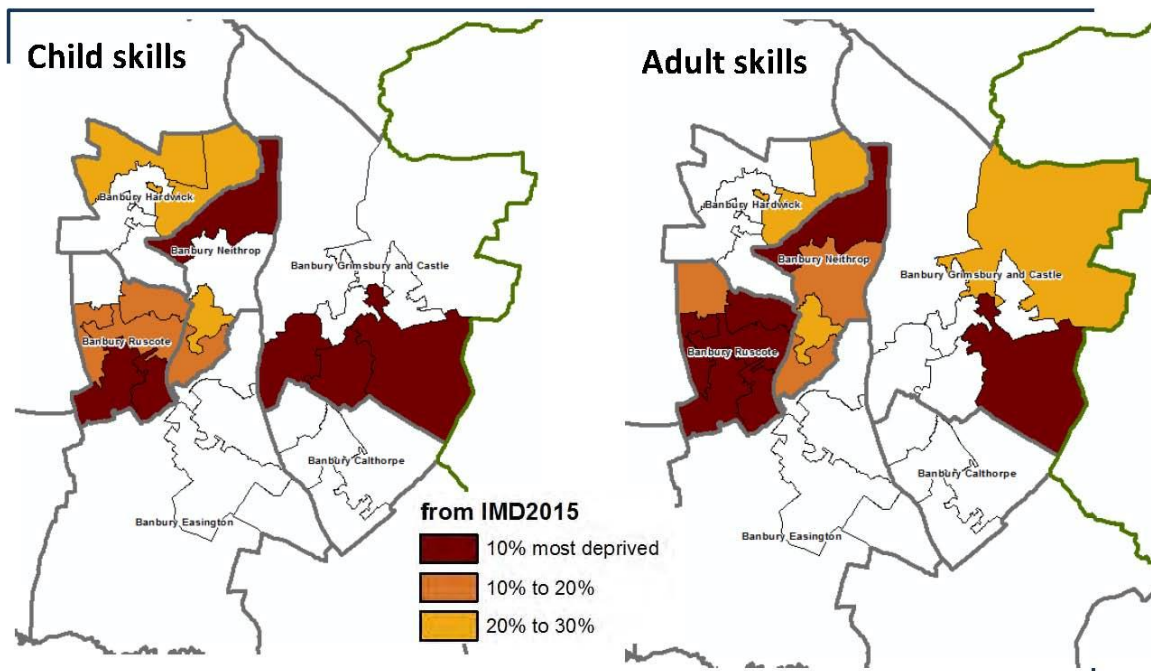
Areas most deprived on *income deprivation affecting children* also deprived on adult and child education

	Income Deprivation Affecting Children Index	Index of Multiple Deprivation (IMD)	Income	Education, Skills and Training	Children and Young People Sub-domain	Adult Skills Sub-domain	Employment	Health Deprivation and Disability	Crime	Barriers to Housing and Services	Living Environment
Banbury Ruscote 50	1	2	2	1	1	1	3	3	4	5	9
Banbury Ruscote 54	2	2	2	1	2	1	3	3	3	4	7
Banbury Grimsbury and Castle 41	2	2	2	1	1	1	3	2	6	5	7
Banbury Grimsbury and Castle 35	3	2	3	2	1	4	2	2	1	6	2
Banbury Ruscote 53	3	4	3	1	2	1	4	4	6	8	9
Banbury Grimsbury and Castle 42	3	4	4	2	1	4	5	4	7	7	3
Banbury Ruscote 52	3	3	3	2	2	1	3	4	5	4	5
Banbury Neithrop 48	3	3	3	2	2	2	3	4	4	5	7

Brighter Futures in Banbury, Child poverty workshop 11 July 2016

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Lack of skills in Brighter Futures wards



Brighter Futures in Banbury, Child poverty workshop 11 July 2016

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Summary

- The child population in Brighter Futures wards has become much more ethnically diverse
- 1,300 children in Brighter Futures wards live in poverty
- Around half live in Banbury Ruscote ward, where 27% of children live in households below the poverty line
- Three small areas of Banbury are among the 20% of areas in England with the highest rates of child poverty
- Lone parents and families with younger children are at greater risk of poverty
- Six small areas of Banbury are among the 10% or areas in England with the poorest educational outcomes for children.

One of the most significant developments following the workshop is the recalling of the Cherwell Financial inclusion group. Comprising representation from DWP, Citizens advice and other voluntary organisations providing debt centres and foodbanks, registered social landlords and Cherwell District Council's own housing and benefits teams. The group considers the whole of the district but the preponderance of need comes from the brighter futures area with over half of all contact being from this area.

Improving Educational Attainment Workshop – January 2017

The workshop brought together 45 of the Reference Group; mainly for schools and education settings to consider how educational attainment was being raised across Banbury but with a specific focus on the brighter futures catchment.

The Banbury Schools partnership had identified parental engagement as one of their key concerns. Mairi McLeod, a freelance educator and developer of the parental engagement toolkit, presented a paper that highlighted how parental engagement with education could make a difference to the attendance and subsequent educational attainment of pupils. Subsequent to the learning event, 11 schools have taken up further development opportunities, completing their own parental engagement audit.

In 2017/18 they will develop action plans to tackle low levels of engagement and to seek to improve relationship and communication with parents.

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Data Update

The following are a number of key indicators or data sets which inform the activities within the Programme.

The data is provided for the old (pre-2016) ward boundaries.

1. Young People's Attainment

Early Years 'Good Level of Development'

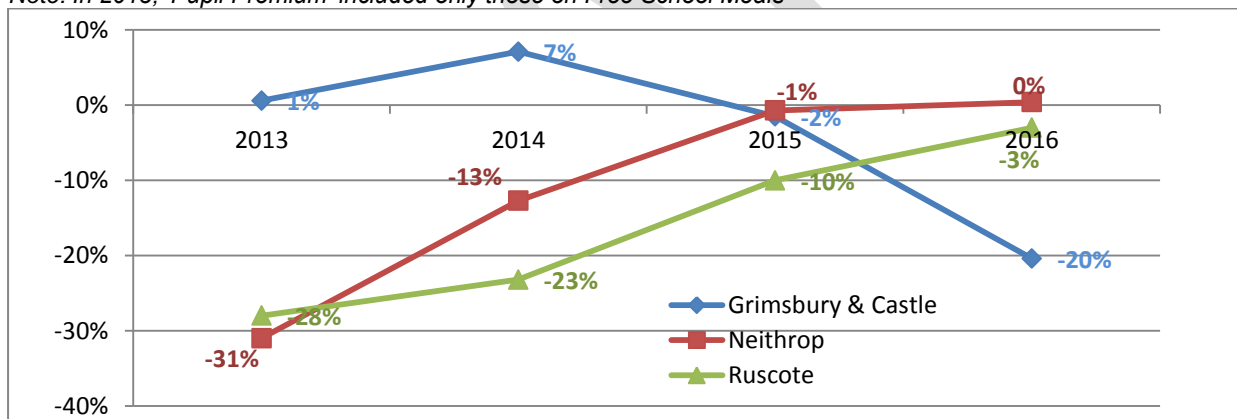
'Pupil Premium' Pupils (those on Free School Meals or in care) usually have lower levels of attainment than other pupils. This attainment gap has reduced over the last few years in Ruscote and in Neithrop.

Graph 6a shows the difference in early years attainment between 'Pupil Premium' pupils and other pupils, on the measure as to how many achieve a good level of development (GLD). For example in 2013 in Ruscote, the graph shows that 'Pupil Premium' pupils scored 28 percentage points lower than other pupils (this is because 22% achieved GLD compared to 50% of non-premium pupils).

GRAPH 6a: Early Years Attainment: Gap between 'Pupil Premium' pupils and Other Pupils (2016)

Source: Oxford County Council, 31/05/17

Note: In 2013, 'Pupil Premium' included only those on Free School Meals



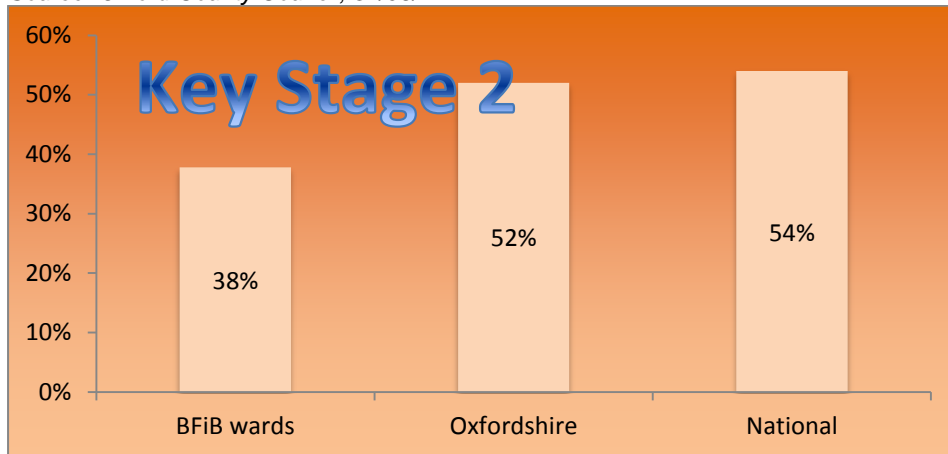
Key Stage 2 and Key Stage 4 attainment

For both Key Stage 2 and Key Stage 4, measures of achievement changed in 2016. This means it is not possible to provide measures comparable with previous years. Nevertheless, it is still clear that BFiB wards have lower achievement than Oxfordshire or the national average.

At Key Stage 2, 38% of pupils in BFiB wards attained the benchmark level in reading, writing and maths (Grimsbury & Castle 41%, Neithrop 39%, Ruscote 35%). This is below the county and national rates of 52% and 54%.

GRAPH 6b: Key Stage 2: Proportion of pupils achieving expected level in reading, writing & maths (2016)

Source: Oxford County Council, 31/05/17

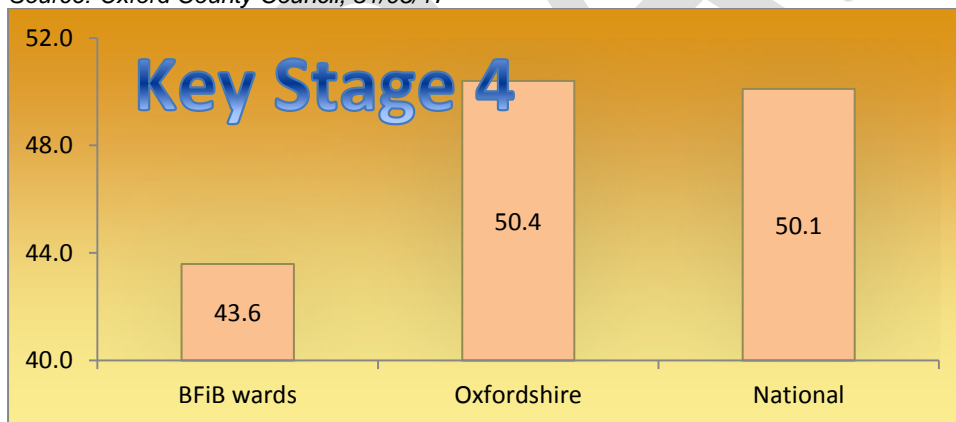


At Key Stage 4, pupils in BFiB wards achieved an average of 43.6 in the ‘Attainment 8’ score, compared to scores of 50.4 in Oxfordshire and 50.1 nationally (Grimsbury & Castle 45.9, Neithrop 43.0, Ruscote 42.6).

The Attainment 8 score tallies a pupil’s GCSE results, and then balances this with their Key Stage 2 results to give a measure of progress as well as attainment. For further details click here: <https://www.gov.uk/government/publications/progress-8-school-performance-measure>.

GRAPH 6c: Key Stage 4: Attainment 8 scores (2016)

Source: Oxford County Council, 31/05/17



2. Benefit Claimants

BFiB wards have a higher rate of benefit claimants than in England as a whole.

All Benefits

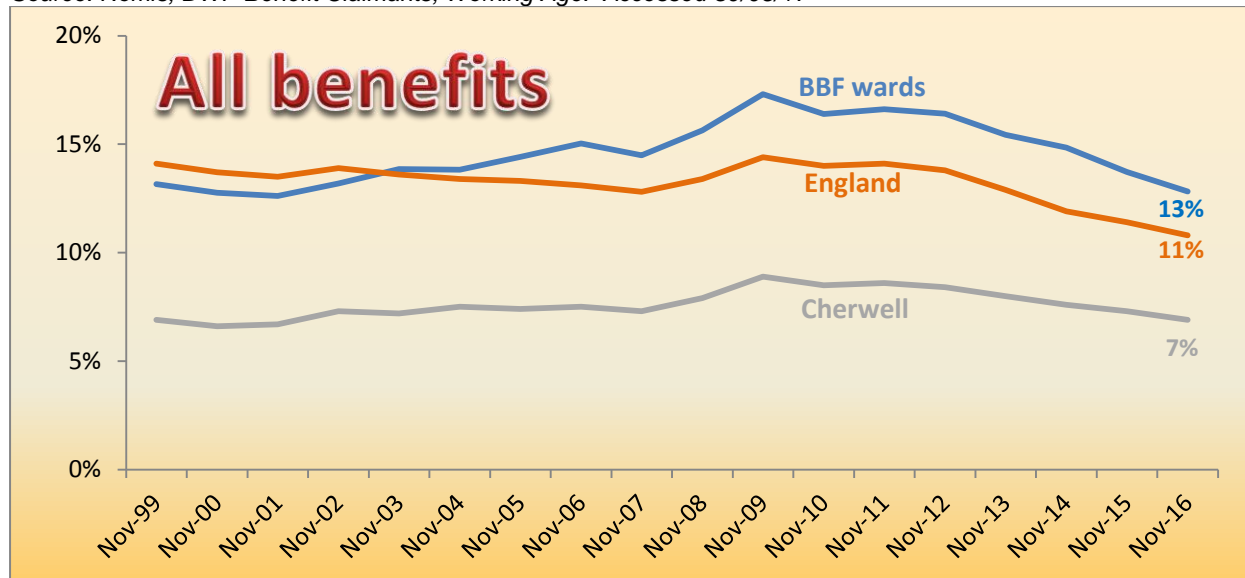
13% of BFiB residents (**2,030 people**) were on DWP benefits in Nov-16.

There has been a steady reduction in the proportion of people on benefits since a peak in 2009 following the recession. This decline has been seen across the country, due to an improvement in economic conditions and changes in the welfare system.

The proportion of people on benefits in BBF wards is higher than in England (11%) and Cherwell (7%).

GRAPH 6d: Proportion of Working-Age Population on DWP Benefits

Source: Nomis, DWP Benefit Claimants, Working Age. Accessed 30/05/17



Jobseekers' Benefits

'Jobseekers' Benefits' means Jobseekers Allowance and Universal Credit.

At the 2009 peak, there were 665 BBF residents on jobseekers benefits; this has now fallen to 80. This means 0.5% of residents are now on jobseekers benefits, compared to 0.3% for Cherwell and 1.1% for England.

In other words, unemployment as measured by claimant count is lower than in England as a whole. Still, the variation in Jobseekers Benefits in BBF wards is much the same as nationally.

Incapacity Benefits and ESA

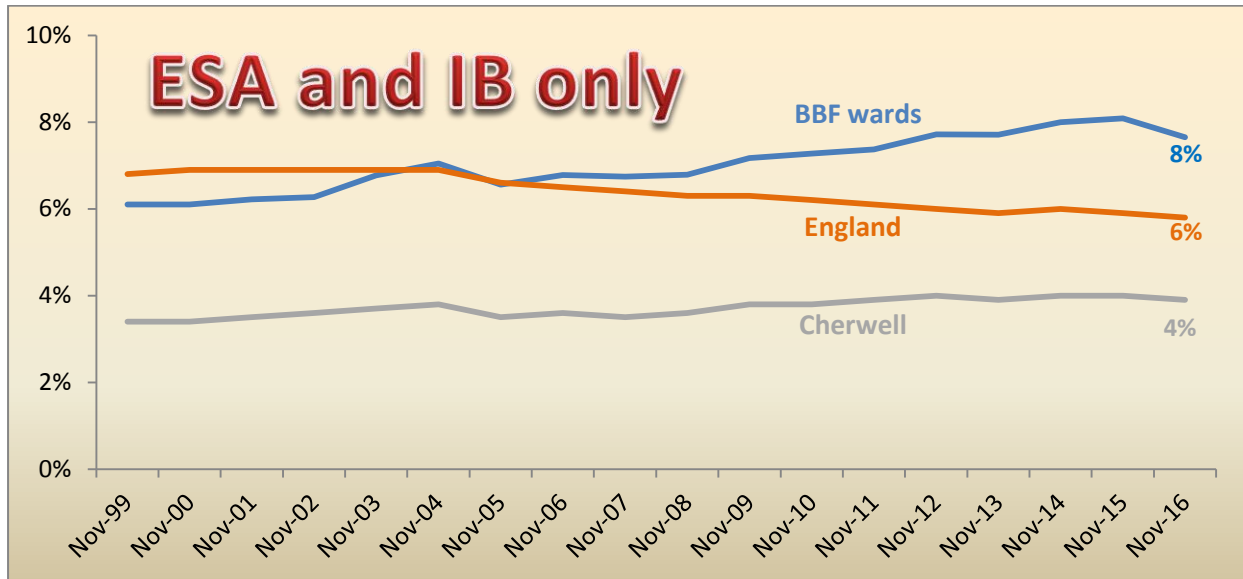
For Incapacity Benefits / ESA, the pattern is different from England as a whole.

As of Nov-16, there were 1,215 residents of BBF wards claiming ESA or IB (8% of the working age population).

In England as a whole, the number of ESA /IB claimants has been declining over the last decade due to welfare changes (a decrease of -8%). However, in BBF wards the number of ESA /IB claimants has been increasing (an increase of 7%).

GRAPH 6e: Proportion of Working-Age Population on ESA / IB

Source: Nomis, DWP Benefit Claimants, Working Age. Accessed 30/05/17



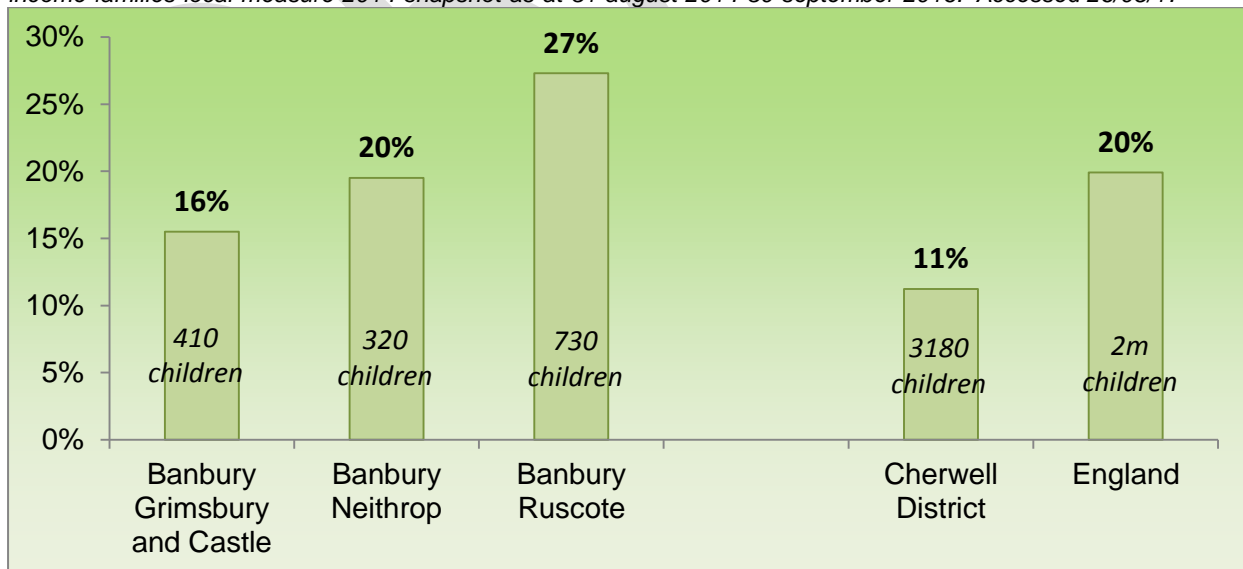
3. Children in Poverty

More children live in low income families in BFiB wards than the England average.

HMRC publishes statistics of “Children in Low Income Families”. This gives the proportion of children who are in families that claim either (a) IS or JSA, or (b) CTC at less than 60% of median income.

GRAPH 6f: Proportion of Children in Low Income Families, Aug-14

Source: HMRC snapshot data, <https://www.gov.uk/government/statistics/personal-tax-credits-children-in-low-income-families-local-measure-2014-snapshot-as-at-31-august-2014-30-september-2016>. Accessed 26/05/17



At the Aug-14 snapshot, in Cherwell 11% of children were in low-income families.

The proportion of children living in low income families in Brighter Futures wards was above the average for Cherwell district. The proportion of children living in low

income families in Banbury Ruscote ward (27%) was well above the Cherwell and England averages.

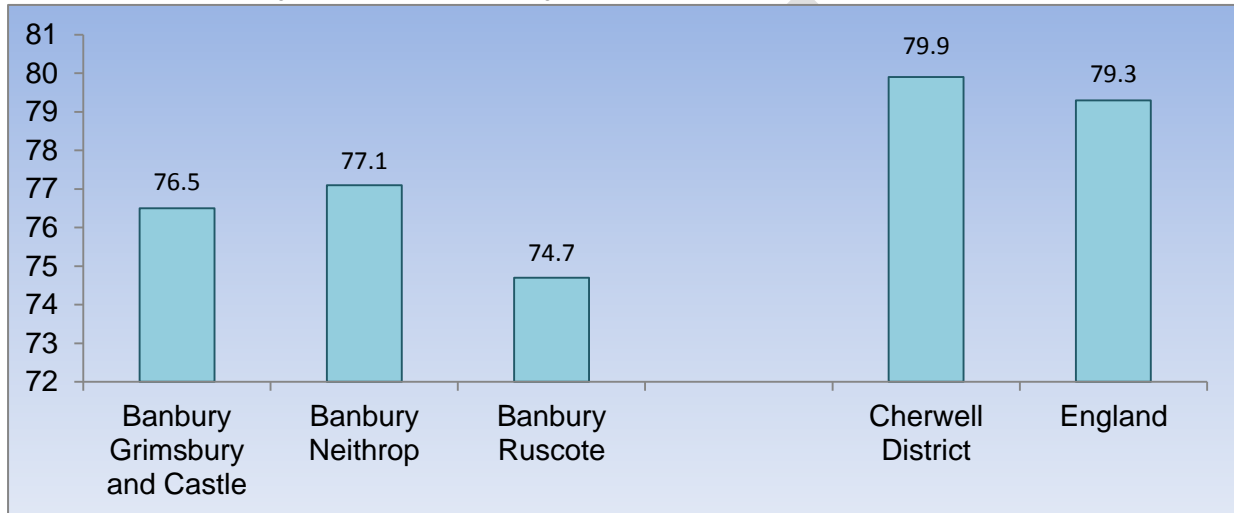
Of Cherwell's children in low income families, nearly half (49%) live in the BBF wards.

4. Health & Wellbeing

Averaged over the years 2010 to 2014, life expectancy in the three Brighter Future Wards was below average for Cherwell District and for England.

GRAPH 6g: Life expectancy, male, 2010-2014

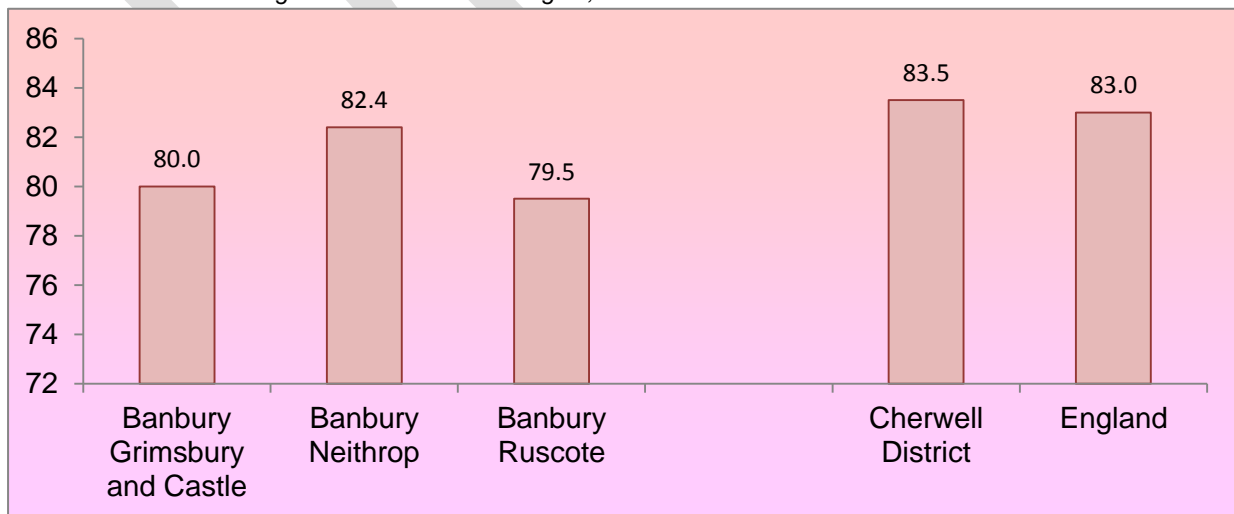
Source: Public Health England www.localhealth.org.uk, accessed 26/05/17



For men, life expectancy in BBF wards was significantly below the England average. Of 28 wards in the district, these three wards scored 1st (Ruscote), 2nd (Grimsbury & Castle) and 5th (Neithrop) lowest life expectancy.

GRAPH 6h: Life expectancy, female, 2010-2014

Source: Public Health England www.localhealth.org.uk, accessed 26/05/17



For women, life expectancy in Ruscote and Grimsbury & Castle wards (but not Neithrop) was significantly below the England average. Of 28 wards in the district, these three wards scored 2nd (Ruscote), 3rd (Grimsbury & Castle) and 8th (Neithrop) lowest life expectancy.

5. Safer and Stronger Communities

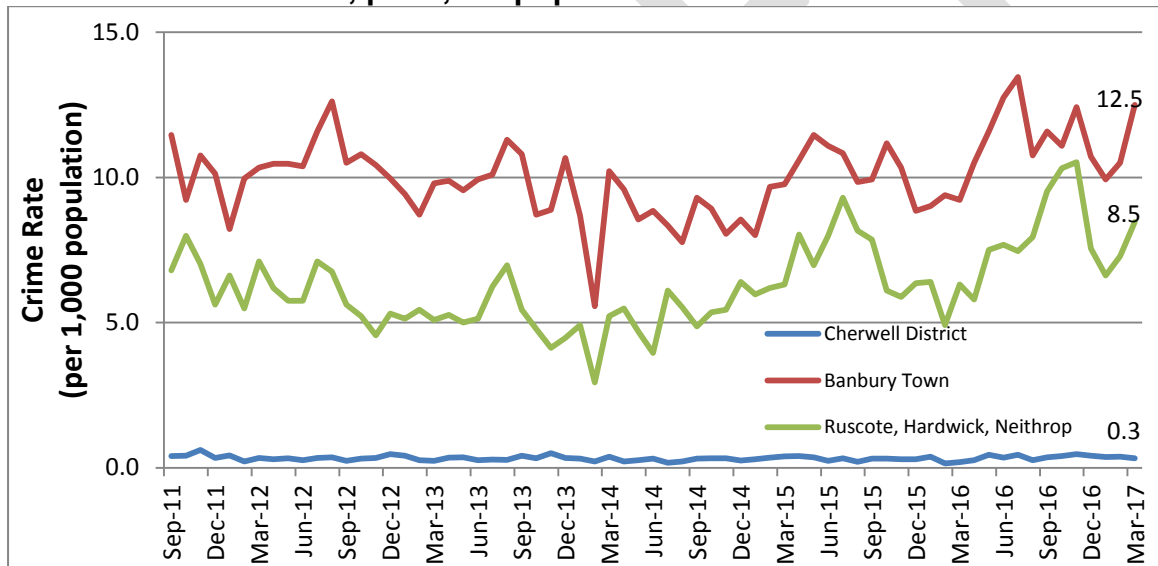
Data is available by policing areas. For Banbury as a whole, the two policing areas are “Ruscote Hardwick Neithrop” (in the west /north of the town) and “Banbury Town” (in the east).

Overall Crime Rate

As can be seen from the graph, crime in Banbury is considerably higher than in the rest of the district. However, to some degree it is expected that urban areas will have higher crime than urban areas.

In Mar-2017 the crime rate was **12.5** per 1000 in Banbury Town and **8.5** in Ruscote/ Hardwick /Neithrop. By comparison, the rate for all Cherwell was **0.3**.

GRAPH 6i: Crime Rate, per 1,000 population



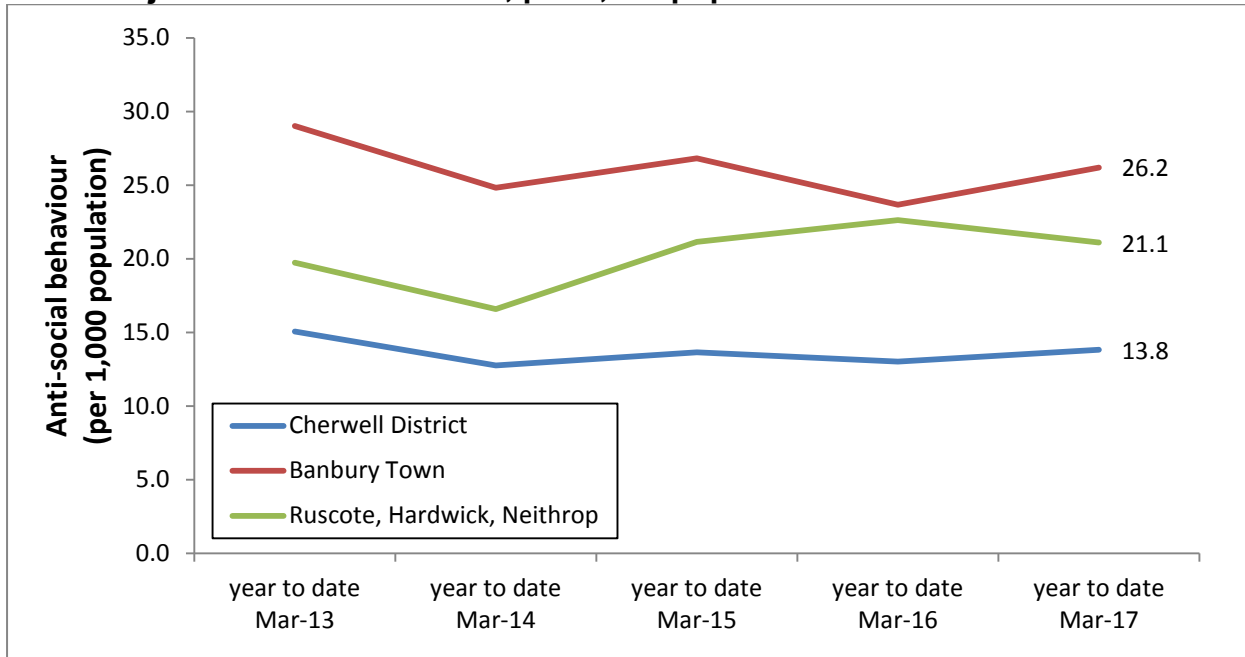
Source: <http://www.ukcrimestats.com>, downloaded 23/05/17

Anti-Social Behaviour

In Banbury Town there were **631** incidents in the year to date Mar-17 (up from 570 the previous year) and in Ruscote/Hardwick/Neithrop there were **481** (down from 516 the previous year).

The graph shows that there is a higher rate of anti-social behaviour in Banbury than in the rest of the district.

GRAPH 6j: Anti-social Behaviour, per 1,000 population



Source: <http://www.ukcrimestats.com>, downloaded 23/05/17

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Looking Forward

The action plans for 2017/18 has been informed by the final learning event in June 2017. Already it is clear that the amalgamation of the County Council's service to families, children and young people will require a different reporting structure for 2017/18 with Theme 1 and Theme 3 being reframed and merged.

The redrawing of ward boundaries will need us to map the lower super output areas and be clear that we are continuing to benchmark data on the same geographical basis.

The growing interaction with schools and the formation of the Local Cultural Education Partnership will result in more direct delivery within Banbury Schools as children from the Brighter Futures ward areas attend a range of schools, some of which are not directly within the catchment of Brighter Futures.

Affordability of accommodation and the freeze and cap in working age benefits is resulting in it being difficult for Financial Inclusion to be achieved. This will be closely monitored and strategies developed to mitigate impacts as much as possible.

Greater communication of plans and opportunities has been a theme of all the learning event feedback along with more functionality through the Brighter Futures web pages.

Plans for 2017/18

- (1) Developing a strong Brighter Futures scorecard based on data that is regularly updated by partners to give a tighter focus on those areas where the work undertaken can be shown to impact on the determinants of deprivation.
- (2) The possibility of a Wiki type directory of voluntary organisations and current programmes to be promoted and shared through voluntary and statutory organisations working in the area.
- (3) Greater promotion of healthy lifestyles including specific programmes such as promoting the take-up of the Walk Once a Week (WOW) initiative with primary schools ; promoting healthier workplace initiatives and to work towards Banbury achieving Dementia Friendly status.
- (4) A plan to commission programmes of work with other statutory and voluntary agencies that will produce a positive impact on the lives of people living in the Brighter Futures ward areas will be progressed.

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Cherwell District Council

Executive

4 September 2017

Quarter One 2017/2018 Performance Update

Report of Director – Strategy & Commissioning

Purpose of report

To provide an update on the Cherwell Business Plan progress to the end of Quarter One 2017/18.

1.0 Recommendations

The Executive is recommended to:








- 1.1 Note the exceptions highlighted and proposed actions.
- 1.2 Review any performance related matters which the Overview and Scrutiny Committee has referred to Executive verbally, following consideration of the report at its meeting on 29 August 2017.

2.0 Introduction

- 2.1 This is the first quarterly performance report for the 2017/18 Business Plan.
- 2.2 The report is also available online via the Performance Matters corporate performance management system where further options are available to interrogate the data. The Strategic Intelligence & Insight team would be happy to help users get more out of the performance reporting capability we have.

2.3 Legend for Appendices




The following legend applies to the report and associated appendices:

sc	Symbol	Meaning for Judgements	Meaning for Numeric Measures
Red		Significantly behind schedule	Significantly worse than target (more than 10% by default)
Amber		Slightly behind schedule	Slightly worse than target (up to 10% worse by default)
Dark Green		Delivering to plan	Delivering to target (up to 10% better by default)
Light Green		Ahead of schedule	Significantly better than target (more than 10% by default)
		Has improved since last month / quarter/ year (arrow signifies which way performance has moved)	
		Has got worse since last month / quarter/ year	
		Direction of Travel is not applicable as measures have not previously been reported; they are new to this year's business plan.	

3.0 Report Details

3.1 Overall summary

This report focuses on the 'Year to Date' position which shows the performance for this financial year at the end of Quarter 1. There are 83 measures in the 2017 / 18 business plan that have targets or judgements applied to them. The summary of performance is as follows

Overall Plan Summary		
Status	No Of Measures	% attainment
	69	83%
	10	12%
	4	5%

Appendix 1 shows a 'sunburst' overview of quarter one performance radiating from the corporate priorities in the centre through the objectives to the specific measures in the outer ring.

3.2 Exceptions this quarter

3.2.0 An exception is anything that has triggered a Red or Amber alert.

3.2.1 For measures of performance which are numerically based, the default tolerances are 'not meeting target but within 10%' (Amber) and 'worse than 10% away from target' (Red). Some measures may in future have their own tailored tolerances to ensure that Red and Amber alerts are appropriate to the measure.

3.2.2 Details of all Quarter one exceptions are shown in **Appendix 2**.

3.2.3 Below is a summary of the four Red rated measures for as at end of Quarter 1

Measure	Red Measures – Quarter One Update
<p>CBP3.1.3 - Create 10 units of accommodation for nomination by the Council.</p>	<ul style="list-style-type: none"> • 3 Jobs have been slightly delayed and taken longer than anticipated via the contractors. 7 grants have been approved and completion of 3 is imminent. • Availability and promotion of the grants are on-going. The delayed works will be back on track by next quarter.
<p>CBP3.3.3 – 10 CHEEP (CHerwell Energy Efficiency Project) grants allotted to private sector landlords.</p>	<ul style="list-style-type: none"> • Currently awaiting completion of 6 approved grants. • Grants are discretionary grants provided to encourage landlords to improve the standard of their properties and although the grants are actively promoted, it is not possible to control uptake and speed of process or works. • A review of grants is underway, including the possibility of increasing scope of eligible work and levels of funding. This measure still expected to still achieve annual target.
<p>CBP3.4.2 – Work with partners to provide the widest level of health care at the Horton Hospital.</p>	<ul style="list-style-type: none"> • Real concerns about proposals to downgrade and relocate services. • Oxfordshire Clinical Commissioning Group (OCCG) progressing with downgrade and relocation despite threats of legal challenge and referral to Secretary of State • Resolution on these issues is dependent upon working with partners to influence OCCG.
<p>CBP3.5.5 - Commence, with in the aid of external funding the redevelopment of the Hill in Banbury.</p>	<ul style="list-style-type: none"> • The Council is still engaged in discussion with contractor to review and agree the design. • It is expected to see significant progress by Quarter 2.





3.2.4 **Appendix 2** shows all exceptions (4 x Red and 10 x Amber) with associated commentary outlining:

- 1) What has happened?
- 2) Why has it happened?
- 3) What actions are we taking?
- 4) When will we see improvement?

3.2.5 Commentary is directly from the service experts to provide context to the judgement or data displayed.

3.3 Good news extracts from Quarter One / Year to Date report




District of Opportunity


Status	No Of Measures	% attainment
 or 	21	91%
	2	9%
	0	0%

Below are some examples of measures that are on or exceeding target

Measure	Quarter 1/YTD Update
CBP1.2.5 Delivering, in partnership, the Healthy New Town programme for Bicester	<ul style="list-style-type: none"> The Healthy New Town partnership is progressing on three themes the built environment, community and health service delivery. The Healthy New Town launched in May to the public and was very well received. A number of projects are underway, including the provision of healthy routes in the town, working with schools and health providers. The Healthy New Town Launch took place during Quarter 1 attracting 8000 people to the town centre to take part in activities and to promote health and was enjoyed and attended by all age groups.
CBP1.4.5 Unemployment rate and take up of Job Clubs/Job Fairs by companies	<ul style="list-style-type: none"> The employment rate within Cherwell has continued to be a real strength. The 'Out of Work' benefit claimant count, for instance, has remained at around 530 (0.6% of the resident population aged 16-64) compared with 1.2% in the south east and 1.9% in Great Britain.

3.3.2 Safe, Green, Clean




Status	No Of Measures	% attainment
 or 	14	100%
	0	0%

	0	0%
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Below are some examples of measures that are on or exceeding target

Measure	Quarter One/YTD update
CBP2.2.1a Undertake neighbourhood blitzes with community involvement	<ul style="list-style-type: none"> • The first of six events were held in June in the Glory Farm area of Bicester. The second event was planned for Monday 14 August 2017, concentrating on the Grimsbury area of Banbury. • Close working with Street Wardens, local town councils and the CDC Enforcement Team have all assisted in raising awareness. • The bulky household waste collection is also proving to be increasingly popular with local residents.
CBP2.2.1c Percentage of Successful Fly-tip actions following investigations	<ul style="list-style-type: none"> • During Q1 43 enforcement actions were taken <ul style="list-style-type: none"> 37 Written warnings issued 2 Cautions 2 Fixed Penalty Notices 2 Prosecutions <p>We continue to raise awareness of the consequences and penalties of fly tipping.</p>
CBP2.4.3 Implementing agreed action plans including the promotion of cycling and walking	<ul style="list-style-type: none"> • Following the production of the Sustainable Transport Strategy for Bicester and the identification of Bicester as a Healthy New Town a number of projects are underway to support walking and cycling within the town. • This includes the installation of wayfinding signage, the installation of increased cycle parking, and marketing of 5K health routes and the promotion of green spaces and cycle routes.





3.3.3 A Thriving Community

Status	No Of Measures	% attainment
	26	79%
	3	9%
	4	12%

Below are some examples of measures that are on or exceeding target

Measure	Quarter One/YTD update
CBP3.1.1 Deliver at least 190 units for affordable housing	<ul style="list-style-type: none"> The first quarter target has been exceeded by 25 units and remains looking strong for Quarter 2. The main delivery has been on Kingsmere, Bicester, Stratton Park, Bicester, Cotefield Farm, Bodicote and Hanwell View, Banbury.
CBP3.5.1 Maintain a minimum usage level of visits to CDC Leisure facilities.	<ul style="list-style-type: none"> Compared to the same quarter in 2016 usage figures for the Leisure Facilities have increased overall. Strong performance has been identified at both Bicester Leisure Centre and Woodgreen Leisure Centre with Bicester LC demonstrating a circa 7,000 increase and Woodgreen LC a 5,000 increase.





3.3.4 Sound budgets and customer focussed council

Status	No Of Measures	% attainment
 or 	8	62%
	5	38%
	0	0%

Below are some examples of measures that are on or exceeding target

Measure	Quarter One/YTD update
CBP4.1.2 Implement the shared corporate IT strategy including a new council website	<ul style="list-style-type: none"> Good progress continues on the website projects with both council sites on track to go live in September 2017.
CBP4.2.1a & CBP4.2.1b - Social Media ratings Facebook and Twitter	<ul style="list-style-type: none"> During the first quarter there has been a marked increase in the level of engagement in both Facebook & Twitter sites. There has also been an increase in level of reports regarding issues in the district via social media channels. In relation to the target set for Facebook activity, if current levels continue at the same or higher rate, this measure will reach the 10,000 milestone in the near future.

3.3.5 Equalities – Exceptions

Status	No Of Measures	% attainment
 or 	35	95%
	2	5%
	0	%

3.3.6 **Appendix 3** has a list of ‘All measures’ in the business plan with associated commentary.

3.3.7 **Appendix 4** provides an update of the Equalities action plan 2017/18. There are no concerns with progress.

3.3.8 **Appendix 5** Following the presentation of the 2016/17 final performance report at Executive on 6 June 2017, and subsequent approval of the recommendations to note the report, we have included at Appendix 5 these results published in our Annual report document. This will be made available on our website.

4.0 Conclusion and Reasons for Recommendations

4.1 This is the first report for 2017/18 based on the new Business Plan. As agreed previously, this report focuses on the exceptions and some examples of good performance to provide a balance and includes commentary supporting the generally excellent levels of delivery.

5.0 Consultation

5.1. As part of the Council’s engaging and comprehensive approach to performance management, the joint management team has reviewed the Q1 performance and is satisfied with progress. There are no recommendations for intervention or alternative measures.

5.2 Overview & Scrutiny Committee is also invited to review the Council’s performance on a quarterly basis and to provide any feedback to Executive.

5.3 It should also be noted that some indicators are based on public consultation or customer feedback.

6.0 Alternative Options and Reasons for Rejection

6.1 The following alternative options have been identified and rejected for the reasons as set out below.

None identified

7.0 Implications

Financial and Resource Implications

- 7.1 Financial Effects – The resource required to operate the Performance Management Framework is contained within existing budgets. However the information presented may lead to decisions that have financial implications. These will be viewed in the context of the Medium Term Plan and Financial Strategy and the annual Service and Financial Planning process.

Comments checked by:

Paul Sutton – Chief Finance Officer, 03000 030106

Paul.Sutton@cherwellandsouthnorthants.gov.uk

Legal Implications

- 7.2 There are no legal issues arising from this report.

Comments checked by:

Nigel Bell, Interim Legal Services Manager, 01295 221687

nigel.bell@cherwellandsouthnorthants.gov.uk

Risk Implications

- 7.3 The purpose of the Performance Management Framework is to enable the Council to deliver its strategic objectives. All managers are required to identify and manage the risks associated with achieving this. All risks are logged on the Risk Register and reported quarterly to the Audit Committee.

Comments checked by:

Louise Tustian, Team Leader, Strategic Intelligence & Insight Team, 01295 221786 Louise.tustian@cherwellandsouthnorthants.gov.uk

Data Quality

- 7.4 Data for performance against all indicators has been collected and calculated using agreed methodologies drawn up by accountable Officers. The Council's performance management software has been used to gather and report performance data in line with performance reporting procedures.

Comments checked by:

Julie Miles – Strategic Intelligence & Insight Team Assistant, 01295 221553

Julie.miles@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Key Decision

Financial Threshold Met: No

Community Impact Threshold Met: No

Wards Affected

All

Links to Corporate Plan and Policy Framework

The Performance Management Framework covers all of the Council's Strategic Priorities

Lead Councillor

Councillor Richard Mould – Lead Member for Performance Management

Document Information

Appendix No	Title
1	Appendix 1 – Sunburst showing the CDC Business Plan Priorities and Objectives The outer ring of the diagram shows the individual judgments and measures used to evidence the objective judgments in the middle ring. The exceptions are detailed in Appendix 3 and information about all measures can be reviewed in Appendix 4 and online.
2	Appendix 2 – Exceptions for this quarter The table provides details of all measures with a Red or Amber alert and also shows direction of travel from last period and last year.
3	Appendix 3 – Full measure and judgement list All measures are shown in this appendix with commentary provided by the appropriate service area
4	Appendix 4 – Equalities Action Plan Summary (Sunburst) A summary of the key Equalities themes
5	Appendix 5 – Annual Report Details of the Annual Report 2016/17.
Background Papers	
None	
Report Author	Louise Tustian – Team Leader, Strategic Intelligence & Insight Team
Contact Information	01295 221786 Louise.tustian@cherwellandsouthnorthants.gov.uk

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Colour	Meaning-for-Judgements	Meaning-for-Numeric-Measures
Red	Significantly behind-schedule	Significantly worse than target-(more than 10% by default)
Amber	Slightly behind-schedule	Slightly worse than target (up to 10% worse by default)
Dark-Green	Delivering to plan	Delivering to target (up to 10% better by default)
Light-Green	Ahead of schedule	Significantly better than target-(more than 10% by default)

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Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YT
CBP1.1 - Manage the growth of the district	CBP1.1.1 Meeting key dates for the proposed submission of Local Plan Part 2	Monthly	Delivering to plan	Slightly behind schedule			Delivering to plan	Slightly behind schedule	
<p>1) What has happened? The development of Local Plan part 2 follows the timetable set out in the Local Development Scheme.</p> <p>2) Why has it happened? The Local Plan part 2 is delayed whilst the planning policy team focuses on the Partial Review which is time critical.</p>									
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.3a Secure start on site for Castle Quay 2	Quarterly	Delivering to plan	Slightly behind schedule			Delivering to plan	Slightly behind schedule	
<p>4) When will we see improvement? Work is due to commence in September 2017 although we await a definitive date.</p>									
CBP2.2 - Provide High Quality Street Cleansing Services, And Tackle Environmental Crime	CBP2.2.1c % of Successful Flytip actions following investigation	Monthly	26	19			65	74	
<p>1) What has happened? During Q1 43 enforcement actions were taken.</p> <p>37 Written warnings issued 2 Cautions issued 2 Fixed Penalty Notices issues 2 Prosecutions</p>									
<p>3) What actions are we taking? We continue to raise awareness of the consequences and penalties of fly tipping.</p>									
CBP3.1 - Deliver Affordable Housing & Work With Private Sector Landlords	CBP3.1.3 Create 10 units of accommodation for nomination by the council	Quarterly	2	0			2	0	
<p>1) What has happened? 3 jobs have been slightly delay and have taken longer than anticipated via the contractors. We have 7 approved grants. Works are underway at 4 and completion of 3 is imr Availability and promotion of these grants are on-going.</p>									
<p>3) What actions are we taking? We keep the need to revise the grant offer.</p> <p>4) When will we see improvement? Works are underway at 4 premises and we expect 3 of those to complete in June.</p>									

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Appendix 3 - This Quarter's Exceptions

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YT
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.1a Number of households living in Temporary Accommodation (TA)	Monthly	41	45	●	✖	41	45	
<p>1) What has happened? Numbers in temporary accommodation have increased. We have 7 households waiting to move into permanent accommodation as soon as it is ready. This would bring num within target</p> <p>2) Why has it happened? Temporary Accommodation is a statutory duty the council has to meet. Numbers fluctuate depending on how many household approach for assistance who need to be placed many move out to a permanent offer of suitable accommodation. We have a portfolio of accommodation within which we can usually stay within target but have seen an inc numbers approaching for assistance which has lead to us exceeding the target</p> <p>3) What actions are we taking? Temporary accommodation is actively monitored weekly in the team with good joint working to enable clients to move on as quickly as possible. As numbers approaching ar increase we will review our arrangements and consider further actions we may be able to take to maintain our current target.</p> <p>4) When will we see improvement? We will be working to improve and be back in target by the end of the next quarter. This will be dependent on the amount of property offers and new build housing that beco and are suitable for homeless clients to move into.</p>									
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.3 10 CHEEP grants allotted to private sector landlords	Quarterly	1	0	▲	?	1	0	
<p>1) What has happened? We currently await completion of 6 approved grants. A review of the grant is underway, including the possibility of increasing scope of eligible work and levels of funding.</p> <p>2) Why has it happened? Cherwell Energy Efficiency Project grants are discretionary grants provided to encourage landlords to improve energy efficiency and comfort of their private rented accommo reactive work and, although we fund and promote these grants, we are unable to control uptake, speed of process or works on site.</p> <p>3) What actions are we taking? We are continuing to promote these grants to landlords and propose to undertake a review of the grant terms to ensure they are suitably attractive to meet our needs and er applications.</p> <p>4) When will we see improvement? This activity is essentially reactive so difficult to specify, however we expect to achieve the annual target set.</p>									
CBP3.4 - Work to provide and support health and wellbeing across the district.	CBP3.4.2 Work with partners to provide the widest level of health care at the Horton Hospital	Quarterly	Delivering to plan	Very behind schedule	▲	?	Delivering to plan	Very behind schedule	
<p>1) What has happened? Real concerns about proposals to downgrade and relocate services.</p> <p>2) Why has it happened? Oxford Clinical Commissioning Group progressing downgrades and relocation despite threats of legal challenge and referral to Secretary of State.</p>									
CBP3.4 - Work to provide and support health and wellbeing	CBP3.4.4 Get commitment from five local businesses to work towards Workplace Wellbeing	Quarterly	Delivering to plan	Slightly behind	●	?	Delivering to plan	Slightly behind	

Appendix 3 - This Quarter's Exceptions

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YT
across the district.	accreditation			schedule				schedule	
3) What actions are we taking?									
We are awaiting the outcome of the Charter review and are in dialogue with business owners. Once the review is complete the business case will be revisited and amended as									
4) When will we see improvement?									
It is anticipated that the review will be completed in Q2, therefore progress is expected to be made by the end of the 2nd quarter. This is however dependent on the outcome and the impact of any restrictions/charges imposed as a result.									
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.4 Establish sports pitch and facilities strategies for the district	Quarterly	Delivering to plan	Slightly behind schedule			Delivering to plan	Slightly behind schedule	
1) What has happened?									
There was a delay to the consultation.									
4) When will we see improvement?									
Progress will be made in the next quarter.									
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.5 Commence, with the aid of external funding the redevelopment of the Hill in Banbury	Quarterly	Delivering to plan	Very behind schedule			Delivering to plan	Very behind schedule	
1) What has happened?									
The Council are still engaged in discussion with contractor to review and agree the design.									
4) When will we see improvement?									
It is expected to see significant progress by Quarter 2.									
CBP4.2 - Communicate effectively with local residents & businesses, access to services online	CBP4.2.2 Making five more services available online	Quarterly	Delivering to plan	Slightly behind schedule			Delivering to plan	Slightly behind schedule	
1) What has happened?									
On-going - expect progress when new council website available.									
3) What actions are we taking?									
New council website under construction.									
CBP4.2 - Communicate effectively with local residents & businesses, access to services online	CBP4.2.3 Reducing face to face contact time	Quarterly	Delivering to plan	Slightly behind schedule			Delivering to plan	Slightly behind schedule	
1) What has happened?									
Introduction of online booking facilities will be in place,when the new website is up and running.									
CBP4.4 - Deliver the outcomes of	CBP4.4.1 Growing existing			Slightly				Slightly	

Appendix 3 - This Quarter's Exceptions

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YT
the commercial strategy to reduce the funding gap in the MTRP	income for services we currently trade	Quarterly	Delivering to plan	behind schedule			Delivering to plan	behind schedule	
1) What has happened?									
Good progress is being made with regards to major commercial projects in Bicester (e.g. innovation centre).									
2) Why has it happened?									
Succeeding in a commercial environment training has been launched with good feedback.									
CBP4.4 - Deliver the outcomes of the commercial strategy to reduce the funding gap in the MTRP	CBP4.4.3 Undertaking feasibility studies for the delivery of new commercial services and projects	Quarterly	Delivering to plan	Slightly behind schedule			Delivering to plan	Slightly behind schedule	
1) What has happened?									
There has delayed the development of some feasibility studies.									
4) When will we see improvement?									
Progress has been made with regards to the commercial development training programme and key projects including the Innovation Centre and Franklin House.									
CBP4.4 - Deliver the outcomes of the commercial strategy to reduce the funding gap in the MTRP	CBP4.4.4 Implementing the actions set out in the new Asset Management Strategy	Quarterly	Delivering to plan	Slightly behind schedule			Delivering to plan	Slightly behind schedule	
1) What has happened?									
The new commercially focused Asset Management System is in the process of being developed. In the meantime, the team continues to take opportunities to boost income.									
2) Why has it happened?									
The change to a commercially focused Asset Management System has required external input which has meant longer timescales for completion.									
3) What actions are we taking?									
Large amount of research has been undertaken and reports are being prepared to suggest appropriate ways of bringing about the AMS recommendations. Expect these to be in Autumn 2017 and implemented thereafter.									
4) When will we see improvement?									
Autumn 2017.									

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year	
CBP1.1 - Manage the growth of the district	CBP1.1.1 Meeting key dates for the proposed submission of Local Plan Part 2	Monthly	Delivering to plan	Slightly behind schedule	●	➡	Delivering to plan	Slightly behind schedule	●	?	
1) What has happened? The development of Local Plan part 2 follows the timetable set out in the Local Development Scheme.											
2) Why has it happened? The Local Plan part 2 is delayed whilst the planning policy team focuses on the Partial Review which is time critical.											
CBP1.1 - Manage the growth of the district	CBP1.1.3 Engaging with all neighbouring councils under the duty to co-operate	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?	
1) What has happened? Cherwell is an active participant in the Oxfordshire Growth Board, with the other Councils of Oxfordshire. Cherwell also responds to neighbouring Councils in the preparation of the their local Plans to ensure Cherwell's interests are addressed.											
CBP1.1 - Manage the growth of the district	CBP1.1.4 Preparation of neighbourhood plans to timetables set in regulations	Quarterly	100	100	★	?	100	100	★	?	
Page 37	CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.1 Northwest Bicester continue to facilitate the planning applications for the site	Monthly	Delivering to plan	Delivering to plan	★	✔	Delivering to plan	Delivering to plan	★	✔
1) What has happened? Work continues to secure planning permission for the applications at NW Bicester and to progress the legal agreements to completion.											
CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.2 Northwest Bicester: Delivery of the Eco - Bicester business centre	Monthly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡	
1) What has happened? Work on the Eco Business Centre is progressing and the Council will shortly be in a position to enter into contract to construct the building.											
CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.3 Adoption of the Masterplan document to assist revitalisation of Bicester town centre	Monthly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?	
1) What has happened? Work is progressing on the masterplan and preparation for public consultation.											
CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.4 Marketing Bicester's employment and investment opportunities	Monthly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?	
1) What has happened? Brief has been prepared to enable the appointment of consultants to undertake the work.											
CBP1.2 -Deliver the growth plans for Bicester	CBP1.2.5 Delivering, in partnership, the Healthy New Town programme for Bicester	Monthly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?	
1) What has happened? The Healthy New Town Partnership is progressing work on three theses, the built environment, community and health service delivery. The Healthy New Town Launched in May to the											

Appendix 4 - All Measures: A District of Opportunity

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
public and was very well received. A number of projects are underway including the provision of health routes in the town, work with schools and health providers.										
5) Excellent Performance										
The Healthy New Town Launch in May 2017 attracted 8000 people to the town centre to take part in activities to promote health to all age groups. The event included a number of innovations including the closure of Market Square to accommodate a beach, which was enjoyed by all age groups.										
(Comms have video of event)										
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.1 Bolton Road Consult with local businesses and develop preferred option for redevelopment	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	✔
1) What has happened?										
Discussions have been had with several potential businesses who are keen to take space in Banbury.										
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.2 Take steps to develop a Masterplan of Canalside in Banbury Town Centre for redevelopment	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
1) What has happened?										
The Masterplan is being developed with consultants against the timetable set out in the Councils Local Development Scheme.										
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.3a Secure start on site for Castle Quay 2	Quarterly	Delivering to plan	Slightly behind schedule	●	➡	Delivering to plan	Slightly behind schedule	●	➡
4) When will we see improvement?										
Work is due to commence in September 2017 although we await a definitive date.										
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.3b Attend FM Meetings, improve financial reporting & review investment opportunities	Quarterly	Delivering to plan	Delivering to plan	★	✔	Delivering to plan	Delivering to plan	★	✔
1) What has happened?										
All meetings attended. Investment opportunities progressing.										
5) Excellent Performance										
Sound investment in strategic property and development demonstrating ability of CDC to perform in a commercial manner whilst delivering longer term quality schemes and assets.										
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.4 Support The Mill as the primary town centre arts provision in its development activities	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
1) What has happened?										
The Mill Trust is continuing to make headway with their fundraising and business plans. Cherwell Officers are working with the Trust and OCC to secure a long term stable tenancy of The Mill building										
CBP1.3 - Complete and implement the Masterplan for Banbury	CBP1.3.5 Completing 2nd stage assessment of the Business Improvement District (BID) for Banbury	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
1) What has happened?										
In response to calls from businesses and towards creating a vital town centre, the Council is providing considerable practical and financial support in the creation of a Business Improvement District in Banbury. A Shadow Board is actively leading the creation of a business-led business plan for the 5 year period April 2018 to March 2023. Several open public										

Appendix 4 - All Measures: A District of Opportunity

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
meetings have been held with more to come over the next few months with the launch of the business plan in Sept. Media reports have been prominent, both in social media and conventional print and radio coverage. A dedicated website provides comprehensive information. All eligible business rate payers have been written to and a further canvassing letter is being sent to ensure the highest possible turnout for the ballot to be held in November.										
CBP1.4 - Promote Inward Investment And Support Business Growth Within The District	CBP1.4.1 Support business growth, skills & employment in local companies & visitor economy	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
1) What has happened? In relation to the increasing number of jobs created locally, practical assistance has been provided through job fairs - notably in Banbury during this quarter to assist larger employers in particular to recruit sufficient numbers of skilled personnel. Now in their eighth year, the job clubs and fairs have become a highly regarded service, provided free-of-charge to business rate payers, and drawing the involvement of not only HR officers but also managing directors and other senior personnel. The value of the service is recognised by the investment of their own time in attending, returning to subsequent events and development of working relationships with officers of the economic growth team. This often leads to the service assisting with other aspects of their business such as exporting, supply chain development, practical issue resolution, network introductions, involvement with regeneration work and many other ways businesses wish to succeed whilst also implementing their 'corporate social responsibility' within their local community.										
CBP1.4 - Promote Inward Investment And Support Business Growth Within The District	CBP1.4.1a Number of business who have received advice	Monthly	10	24	★*	✖	10	28	★*	?
1) What has happened? Advice, information and guidance to indigenous and inward investing businesses is tracking well, with economic growth providing services such as help with recruitment through job fairs, assistance with business planning, resolution of operational matters, etc.										
CBP1.4 - Promote Inward Investment And Support Business Growth Within The District	CBP1.4.2 Continue to use the Cherwell Investment Partnership as a hub for inward investment	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
1) What has happened? The CHIP service, co-ordinated and led by the economic growth service, provides information to potential business investors of available property and business planning facts. It serves inward and indigenous investment and co-ordinates the Council's work with partners at South East Midlands Local Enterprise Partnership, Oxfordshire Local Enterprise and the Department for International Trade. Responsive service is provided day-to-day. Also during July, the Cherwell investment stand was displayed at a conference for advanced engineering businesses at Silverstone, drawing attention from key business leaders and potential investors / partners for local businesses.										
CBP1.4 - Promote Inward Investment And Support Business Growth Within The District	CBP1.4.3 Ensure that available land and premises for business are promoted locally and nationally	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
1) What has happened? Land and premises for commercial development and occupation across the district are brought together in one place on the Council-led website www.cherwell-m40.co.uk A sites guide is also available to put investors directly in contact with the developers and agents of the largest sites made available in the Local Plan. Day-to-day enquiries are received and promptly responded to with bespoke support offered to ensure that the enquiry comes to fruition if at all possible. This 'pipeline' support often takes many months but is always appreciated and understood if suitable premises are not available at that time. Nevertheless, the intelligence gathered can be used to support planning decisions in future and liaison across boundaries and with LEP partners to ensure that the needs of the business client are satisfied within Cherwell or its wider area.										
CBP1.4 - Promote Inward Investment And Support Business Growth Within The District	CBP1.4.5 Unemployment rate and take up of Job Clubs/Job Fairs by companies	Monthly	0.60	0.60	★	➡	0.60	0.60	★	?
1) What has happened? The employment rate within Cherwell has continued to be a real strength. The 'Out of Work' benefit claimant count, for instance, has remained at around 530 (0.6% of the resident population aged 16-64) compared with 1.2% in the south east and 1.9% in Great Britain.										
CBP1.5 - Develop and implement a 'One Council' offer of support to local businesses	CBP1.5.1 A review of the planning pre-application process	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?

Appendix 4 - All Measures: A District of Opportunity

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
1) What has happened? delivering to plan 5) Excellent Performance Approval has been given for a new Joint Development Management service with SNC and this is in the process of being implemented. Work on reviewing the pre-application process will be a priority for the new Joint service, with work expected to commence in September 2017.										
CBP1.5 - Develop and implement a 'One Council' offer of support to local businesses	CBP1.5.2 Carrying out a survey and establishing baseline satisfaction with services	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
1) What has happened? A bespoke customer satisfaction survey focused on Regulatory Services has commenced in Q1.										
CBP1.5 - Develop and implement a 'One Council' offer of support to local businesses	CBP1.5.3 Developing an action plan for improvement of regulatory services	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
1) What has happened? action plan to be developed from survey										
CBP1.6 - Consider steps to support the visitor economy and the wellbeing of town centres	CBP1.6.1 Implement the action plan with key attraction and town centres to promote the district	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
1) What has happened? Banbury town centre co-ordination programme is on-going day-to-day to support traders, promote events and encourage landlords to re-use empty units. Bicester independent traders group has been supported in establishing itself. In response to Bicester Chamber, investigation is also underway to negotiate commercially viable wi-fi provision in the town centre.										
Appendix 4 - All Measures: Safe, Green, Clean										
Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
CBP2.1 - Provide High Quality Recycling & Waste Services, Helping Residents Recycle	CBP2.1.1 Achieve 56% recycling rate	Monthly	56.00	63.07	★*	✔	56.00	60.38	★	✔
1) What has happened? This measures is on track with Green * status for this quarter and Green status for the Year to Date overall.										
CBP2.1 - Provide High Quality Recycling & Waste Services, Helping Residents Recycle	CBP2.1.2 Residual household waste per household	Monthly	3.74	3.59	★	✔	3.63	3.53	★	?
1) What has happened? 1 quarter the residual waste per household is down 12 tonnes compare to first quarter last year with an additional 2,500 additional properties being built in the district.										
CBP2.2 - Provide High Quality Street Cleansing Services, And Tackle Environmental Crime	CBP2.2.1a Undertake neighbourhood blitzes with community involvement	Quarterly	0	1	★*	✖	0	1	★*	➡
1) What has happened? We have six planned events this year, the first was carried out in June in the Glory Farm area of Bicester. The next is commencing on Monday 14th August concentrating on the Grimsbury area of Banbury. We have been working closely with Street Wardens, local town councils, and the CDC Enforcement team. The bulky household waste collection of up to three (prebooked) items per household is proving to be increasingly more popular with local residents. Recycling as much of the waste items collected is of paramount importance to the Street Cleansing Department. 5) Excellent Performance All the events are on schedule with no issues or concerns to report.										
CBP2.2 - Provide High Quality Street Cleansing Services, And	CBP2.2.1c % of Successful Flytip	Monthly	26	19	▲	✖	65	74	★*	✔

Appendix 4 - All Measures: Safe, Green, Clean

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
Tackle Environmental Crime	actions following investigation									
1) What has happened? During Q1 43 enforcement actions were taken. 37 Written warnings issued 2 Cautions issued 2 Fixed Penalty Notices issues 2 Prosecutions										
3) What actions are we taking? We continue to raise awareness of the consequences and penalties of fly tipping.										
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.1 Maintain CCTV in all urban areas	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
1) What has happened? Enquiries are under way to explore possibility of sharing tender with Oxford City, to see if savings can be made in procurement										
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.2 Reducing the number of anti-social behaviour incidents in our town centres	Quarterly	162	161	★	?	162	161	★	?
1) What has happened? Uniform is being interrogated at ward level to assess levels in Town centres to set baselines at this time										
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.3 Carrying out operations & initiatives in accordance with the joint CDC /TVP night-safe plan	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	?
1) What has happened? Operations are planned and in calendars, Bodfest provided an opportunity to see if the levels of ASB are down										
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.4 Reducing incidents of drunkenness, begging and rough sleeping in the Banbury PSPO area	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.5 Embedding new Taxi Policy incl. safeguarding awareness training for licensed taxi drivers	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
1) What has happened? On track and delivering as expected 5) Excellent Performance Performing well and on track										
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.6 Responding to incidents / complaints regarding licensed premises	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
1) What has happened? On track and delivering as expected 5) Excellent Performance Performing well and on track										
CBP2.3 - Work With Partners To Help Ensure The District Remains A Low Crime Area	CBP2.3.7 Undertaking routine food/health and safety inspections as per programme.	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?

Appendix 4 - All Measures: Safe, Green, Clean

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
1) What has happened? We have met our statutory requirements in regards to H&S inspections and also undertook a number of additional commitments during the reporting period including additional work that is generated as a result of major events that have taken place.										
CBP2.4 - Reduce our carbon footprint and protect the natural environment	CBP2.4.1 Deliver the Council's Biodiversity Action Plan	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	✔
1) What has happened? The delivery of the Corporate BAP 2016-18 - Protecting and Enhancing the Natural Environment relies heavily on partnership work with a number of environmental organisations. The Council supports five main environmental organisations with annual funding in accordance with service level agreements (SLAs). These organisations provide progress reports each year which are published on the Council's natural environment webpages. 2016/17 reports are available here - www.cherwell.gov.uk/biodiversitypartners 2017/18 SLAs have been set up and service delivery is on track.										
CBP2.4 - Reduce our carbon footprint and protect the natural environment	CBP2.4.3 Implementing agreed action plans including the promotion of cycling and walking	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
1) What has happened? Following the production of the Sustainable Transport Strategy for Bicester and the identification of Bicester as a Healthy New Town a number of projects are underway to support walking and cycling within the town. This include the installation of wayfinding signage, the installation of increased cycle parking, the marking of 5k health routes and the promotion of green spaces and cycle routes.										
CBP2.4 - Reduce our carbon footprint and protect the natural environment	CBP2.4.4 Reviewing progress of the actions in the Air Quality Action Plans with partner agencies	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
1) What has happened? National Clean Air Day on 15 June 2017. Information and messages on actions individuals can take to reduce vehicle emissions was sent out through social media by Comms. Article was also put in the All Staff Briefing and Cherwell Link.										

Appendix 4 - All Measures: A Thriving Community

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
CBP3.1 - Deliver Affordable Housing & Work With Private Sector Landlords	CBP3.1.1 Deliver at least 190 Units of affordable housing	Quarterly	16.00	43.00	★*	?	16.00	43.00	★*	?
1) What has happened? The first quarter target has been exceeded by 25 units and remains looking strong for quarter 2. The main delivery has been on Kingsmere, Bicester, Stratton Park, Bicester, Cotefield Farm, Bodicote and Hanwell View, Banbury.										
CBP3.1 - Deliver Affordable Housing & Work With Private Sector Landlords	CBP3.1.2 Monitor no.of additional affordable housing units delivered on new developments	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
1) What has happened? The Housing Strategy and Partnerships Team as part of the overall affordable housing delivery in Cherwell are monitoring sites which are delivering over and above the affordable housing policy requirement. At present there are several sites which will deliver greater numbers than the 30/35% affordable requirements including the Council's Build sites which are delivering 100% affordable housing. There is a site in Bodicote, Bicester and Banbury where the Council have secured a greater number of affordable homes than policy requires.										
CBP3.1 - Deliver Affordable Housing & Work With Private Sector Landlords	CBP3.1.3 Create 10 units of accommodation for nomination by the council	Quarterly	2	0	▲	?	2	0	▲	?
1) What has happened? 3 jobs have been slightly delay and have taken longer than anticipated via the contractors. We have 7 approved grants. Works are underway at 4 and completion of 3 is imminent. Availability and promotion of these grants are on-going.										

Appendix 4 - All Measures: A Thriving Community

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
3) What actions are we taking? We keep the need to revise the grant offer.										
4) When will we see improvement? Works are underway at 4 premises and we expect 3 of those to complete in June.										
CBP3.2 - Work with partners to support financial inclusion	CBP3.2.1 Monitoring of contract for high quality financial & debt advice for vulnerable residents	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
1) What has happened? This is the first quarter of the new corporate debt and money advice contract which will provide Cherwell residents with free and independent debt and money advice for the next two years. The contract includes an option for Cherwell to extend this agreement for a further year if approved by Cherwell members.										
The contract is expected to play a key role in supporting residents affected by the various welfare reforms being introduced including the full role out of Universal Credit into the Cherwell District in October and November 2017 and to support those working but Just About Managing (JAM's). The contract also requires Citizens Advice North Oxfordshire and South Northants to provide person budgeting support for those identified by DWP as needing specialist support when claiming Universal Credit and to promote the use of affordable loans and saving opportunities through the local Credit Union.										
CBP3.2 - Work with partners to support financial inclusion	CBP3.2.2 Effective implementation of welfare reform and administration of benefits	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
1) What has happened? Cherwell go live with full digital Universal Credit service in September. A project team has been established to ensure that residents, partners and the team are ready for Universal Credit. This includes training for internal teams, a forum for partners and working with our JCP Universal Credit partners.										
CBP3.2 - Work with partners to support financial inclusion	CBP3.2.2a Average time taken to process new Housing Benefit claims	Monthly	22.00	1.00	★*	✔	22.00	15.01	★*	✘
CBP3.2 - Work with partners to support financial inclusion	CBP3.2.2b Average time taken to process change in circumstances	Monthly	8.00	4.70	★*	✔	8.00	5.04	★*	✘
CBP3.2 - Work with partners to support financial inclusion	CBP3.2.2c Average time taken to process new claims and changes for HB	Monthly	10.00	4.70	★*	✔	10.00	5.49	★*	✘
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.1 Deliver the actions identified within the revised Homelessness prevention strategy	Monthly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
1) What has happened? The Homeless Prevention Action Plan measures have remained for the same as 2016/17. There are 31 actions identified within the action plan which are delivered in partnership with a range of community and faith groups within the district.										
Officers continue to be involved in working in partnership with the other Oxfordshire District Councils, Oxfordshire County Council and Oxfordshire Clinical Commissioning Group to oversee an approved plan to de-commission beds within the Adult Homeless Pathway as a result of the County Council withdrawing funding. Cherwell have agreed a financial contribution of £62,700 per year for the next three years which guarantees Cherwell access to 11 beds based in Oxford providing 24 hour support for people found rough sleeping with multiple/complex support needs and 13 beds based within the Cherwell District providing a lower level of support to enable individuals to move onto alternative accommodation.										

Appendix 4 - All Measures: A Thriving Community

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.1a Number of households living in Temporary Accommodation (TA)	Monthly	41	45	●	✖	41	45	●	✖
<p>1) What has happened? Numbers in temporary accommodation have increased. We have 7 households waiting to move into permanent accommodation as soon as it is ready. This would bring numbers back within target</p> <p>2) Why has it happened? Temporary Accommodation is a statutory duty the council has to meet. Numbers fluctuate depending on how many household approach for assistance who need to be placed and how many move out to a permanent offer of suitable accommodation. We have a portfolio of accommodation within which we can usually stay within target but have seen an increase in the numbers approaching for assistance which has lead to us exceeding the target</p> <p>3) What actions are we taking? Temporary accommodation is actively monitored weekly in the team with good joint working to enable clients to move on as quickly as possible. As numbers approaching are starting to increase we will review our arrangements and consider further actions we may be able to take to maintain our current target.</p> <p>4) When will we see improvement? We will be working to improve and be back in target by the end of the next quarter. This will be dependent on the amount of property offers and new build housing that become available and are suitable for homeless clients to move into.</p>										
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.1b Housing Advice: repeat homelessness cases	Monthly	0	0	★	➡	0	0	★	➡
<p>1) What has happened? We have had no repeat homeless cases as defined by DCLG P1E reporting guidance. This reflects the dedicated work of the Housing Needs Team to ensure offers made to clients resolve their housing issues in the long term.</p>										
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.2 Prevent people from becoming homeless through use of Housing Advice Service	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
CBP3.3 - Provide High Quality Housing Options Advice & Support To Prevent Homelessness	CBP3.3.3 10 CHEEP grants allotted to private sector landlords	Quarterly	1	0	▲	?	1	0	▲	?
<p>1) What has happened? We currently await completion of 6 approved grants. A review of the grant is underway, including the possibility of increasing scope of eligible work and levels of funding.</p> <p>2) Why has it happened? Cherwell Energy Efficiency Project grants are discretionary grants provided to encourage landlords to improve energy efficiency and comfort of their private rented accommodation. This is reactive work and, although we fund and promote these grants, we are unable to control uptake, speed of process or works on site.</p> <p>3) What actions are we taking? We are continuing to promote these grants to landlords and propose to undertake a review of the grant terms to ensure they are suitably attractive to meet our needs and encourage applications.</p> <p>4) When will we see improvement? This activity is essentially reactive so difficult to specify, however we expect to achieve the annual target set.</p>										
CBP3.4 - Work to provide and support health and wellbeing across the district.	CBP3.4.2 Work with partners to provide the widest level of health care at the Horton Hospital	Quarterly	Delivering to plan	Very behind schedule	▲	?	Delivering to plan	Very behind schedule	▲	?
<p>1) What has happened? Real concerns about proposals to downgrade and relocate services.</p> <p>2) Why has it happened? Oxford Clinical Commissioning Group progressing downgrades and relocation despite threats of legal challenge and referral to Secretary of State.</p>										

Appendix 4 - All Measures: A Thriving Community

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
CBP3.4 - Work to provide and support health and wellbeing across the district.	CBP3.4.3 With partners help improve lives of most vulnerable from Brighter Futures initiative	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
1) What has happened? Reference group reflection on progress made over the past twelve months on areas of concern for the partnership agencies involved. Development of the parental involvement toolkit in 11 of the partnership schools in Banbury.										
3) What actions are we taking? Final workshop held in the series of to reframe the focus of Brighter Futures. Connection made with Innovation Unit to provide advice on service and project development.										
CBP3.4 - Work to provide and support health and wellbeing across the district.	CBP3.4.4 Get commitment from five local businesses to work towards Workplace Wellbeing accreditation	Quarterly	Delivering to plan	Slightly behind schedule	●	?	Delivering to plan	Slightly behind schedule	●	?
3) What actions are we taking? We are awaiting the outcome of the Charter review and are in dialogue with business owners. Once the review is complete the business case will be revisited and amended accordingly.										
4) When will we see improvement? It is anticipated that the review will be completed in Q2, therefore progress is expected to be made by the end of the 2nd quarter. This is however dependent on the outcome of the review and the impact of any restrictions/charges imposed as a result.										
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.1 Maintain a minimum usage level of visits to CDC Leisure facilities	Monthly	129,000...	137,388...	★*	✔	387,000...	403,004...	★*	?
1) What has happened? Compared to the same quarter in 2016 usage figures for the Leisure Facilities have increased overall. Strong performance has been identified at both Bicester Leisure Centre and Woodgreen Leisure Centre with Bicester LC demonstrating a circa 7,000 increase and Woodgreen LC a 5,000 increase. Marginal improvements are seen at Kidlington Leisure Centre circa 2,000 against same period last year. Spiceball LC is in line with the previous year										
5) Excellent Performance Excellent performance at CDC Leisure Facilities - usage will continue to be monitored on a monthly basis and form part of monthly client meetings as a topic of discussion										
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.1a Number of Visits/Usage to District Leisure Centres	Monthly	11,000.00	123,983...	★*	✔	33,000.00	365,338...	★*	?
1) What has happened? Please see overarching commentary in CBP3.5.1										
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.1b Number of visit to Cooper, NOA and WGLC	Monthly	11,000.00	13,405.00	★*	✔	33,000.00	37,666.00	★*	?
1) What has happened? Please see overarching commentary in CBP3.5.1										
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.2 Undertake feasibility studies for new indoor leisure facilities in Banbury and Bicester	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
1) What has happened? Draft feasibility studies received. Current being reviewed by officers prior to Executive Report in October.										
5) Excellent Performance Draft studies received in advance of plan										
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.3 Complete work on Whitelands Farm Sports Ground outdoor sports pitches	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
1) What has happened? Construction works on target with anticipated handover mid August 2017 for 1 September opening by newly appointed leisure operator.										

Appendix 4 - All Measures: A Thriving Community

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
5) Excellent Performance On target										
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.4 Establish sports pitch and facilities strategies for the district	Quarterly	Delivering to plan	Slightly behind schedule			Delivering to plan	Slightly behind schedule		
1) What has happened? There was a delay to the consultation. 4) When will we see improvement? Progress will be made in the next quarter.										
CBP3.5 - Provide High Quality & Accessible Leisure Opportunities	CBP3.5.5 Commence, with the aid of external funding the redevelopment of the Hill in Banbury	Quarterly	Delivering to plan	Very behind schedule			Delivering to plan	Very behind schedule		
1) What has happened? The Council are still engaged in discussion with contractor to review and agree the design. 4) When will we see improvement? It is expected to see significant progress by Quarter 2.										
CBP3.6 - Provide Support To The Voluntary & Community Sector	CBP3.6.2 Put in place partner organisation with commissioning arrangements to promote volunteering	Quarterly	Delivering to plan	Delivering to plan			Delivering to plan	Delivering to plan		
1) What has happened? Arrangements have been put into place with Citizens Advice to manage a range of volunteering options to benefit both charitable/voluntary organisations and individuals over the next two years with a view to improving volunteering in the district.										
CBP3.6 - Provide Support To The Voluntary & Community Sector	CBP3.6.3 Support the growth & development of neighbourhood community associations	Quarterly	Delivering to plan	Delivering to plan			Delivering to plan	Delivering to plan		
1) What has happened? Work being undertaken in Bicester in conjunction with the Healthy New Town initiative to promote 'little lunches' in smaller localities but along the 'Big Lunch' model to improve neighbourhood cohesion and reduce social isolation										
CBP3.6 - Provide Support To The Voluntary & Community Sector	CBP3.6.5 Support the Local Strategic Partnership in addressing the key issues in the District	Quarterly	Delivering to plan	Delivering to plan			Delivering to plan	Delivering to plan		
1) What has happened? Quarterly meeting to highlight areas of concern and where a multi agency approach may unlock new ways of thinking or resources.										
CBP3.7 - Protect Our Built Heritage	CBP3.7.1 Continue programme of Conservation Reviews (5pa)	Quarterly	0	0			0	0		
1) What has happened? No new conservation areas were planned to be delivered in this period.										
CBP3.7 - Protect Our Built Heritage	CBP3.7.2 Respond to consultations from Development Management with design guidance	Quarterly	Delivering to plan	Delivering to plan			Delivering to plan	Delivering to plan		
CBP3.7 - Protect Our Built Heritage	CBP3.7.3 Processing of major applications within 13 weeks	Monthly	50.00	90.91			50.00	81.82		
1) What has happened? A performance figure of 91% was achieved in June.										

Appendix 4 - All Measures: A Thriving Community

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
5) Excellent Performance 91% is an improvement on the previous month and exceeds the target for major applications. This has been achieved through the pro-active use of Planning Performance Agreements and negotiating extensions of time limits.										
CBP3.7 - Protect Our Built Heritage	CBP3.7.4 Processing of non-major applications within 8 weeks	Monthly	65.00	93.94	★*	👍	65.00	91.40	★*	👎
1) What has happened? Performance in June was 94%. 5) Excellent Performance Performance for June remains high and is significantly above the national target.										
CBP3.7 - Protect Our Built Heritage	CBP3.7.6 Major Planning appeals allowed	Monthly	10.00	0.00	★*	👍	10.00	4.55	★*	👍
CBP3.7 - Protect Our Built Heritage	CBP3.7.7 Non Major Planning appeals allowed	Monthly	10.00	2.42	★*	👎	10.00	1.26	★*	?
CBP3.8 - Work To Ensure Rural Areas Are Connected To Local Services.	CBP3.8.1 Work with BT/BDUK & Oxfordshire County Council to extend Superfast Broadband District wide	Quarterly	Delivering to plan	Delivering to plan	★	➡	Delivering to plan	Delivering to plan	★	➡
1) What has happened? The roll-out of Superfast Broadband across Cherwell is continuing to plan up to Dec 2017. The final 5% of premises remain a challenge and during July a key meeting was attended with Oxfordshire County Council to meet many of the mobile service providers already operating in parts of the County with a view to understanding how CDC might work in partnership to address premises that are not commercially viable. Meanwhile, Government work on this national challenge may reveal solutions and potential funding sources over the coming months applicable to this district.										

Appendix 4 - All Measures: Sound budgets and customer focussed council

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
CBP4.1 - Reduce the cost of providing our services through efficiencies	CBP4.1.2 Implement the shared corporate IT strategy including a new council website	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
1) What has happened? Good progress continues on the website projects with both council sites on track to go live in September 2017.										
CBP4.1 - Reduce the cost of providing our services through efficiencies	CBP4.1.3 Percentage of Council Tax collected, increasing Council Tax Base	Monthly	30.00	33.47	★*	👍	30.00	33.47	★*	👍
CBP4.1 - Reduce the cost of providing our services through efficiencies	CBP4.1.4 Percentage of business rates collected, increasing NNDR Base.	Monthly	30.00	34.95	★*	👍	30.00	34.95	★*	👍
CBP4.2 - Communicate effectively with local residents & businesses, access to services online	CBP4.2.1a Social media ratings : Facebook (Target 12000 likes)	Monthly	4,000	9,487	★*	👍	12,000	28,274	★*	👍
2) Why has it happened? During the first quarter there has been a marked increase in the level of engagement in both Facebook & Twitter sites. There has also been an increase in level of reports regarding issues in the district via social media channels.										

Appendix 4 - All Measures: Sound budgets and customer focussed council

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
In relation to the target set for Facebook activity, if current levels continue at the same or higher rate, this measure will reach the 10,000 milestone in the near future.										
CBP4.2 - Communicate effectively with local residents & businesses, access to services online	CBP4.2.1b Social media ratings : Twitter (9000 Hits)	Monthly	3,000	6,780	★	👍	9,000	20,224	★	👍
1) What has happened? As above										
CBP4.2 - Communicate effectively with local residents & businesses, access to services online	CBP4.2.2 Making five more services available online	Quarterly	Delivering to plan	Slightly behind schedule	🟡	?	Delivering to plan	Slightly behind schedule	🟡	?
1) What has happened? On-going - expect progress when new council website available. 3) What actions are we taking? New council website under construction.										
CBP4.2 - Communicate effectively with local residents & businesses, access to services online	CBP4.2.3 Reducing face to face contact time	Quarterly	Delivering to plan	Slightly behind schedule	🟡	?	Delivering to plan	Slightly behind schedule	🟡	?
1) What has happened? Introduction of online booking facilities will be in place,when the new website is up and running.										
CBP4.4 - Deliver the outcomes of the commercial strategy to reduce the funding gap in the MTRP	CBP4.4.1 Growing existing income for services we currently trade	Quarterly	Delivering to plan	Slightly behind schedule	🟡	?	Delivering to plan	Slightly behind schedule	🟡	?
1) What has happened? Good progress is being made with regards to major commercial projects in Bicester (e.g. innovation centre). 2) Why has it happened? Succeeding in a commercial environment training has been launched with good feedback.										
CBP4.4 - Deliver the outcomes of the commercial strategy to reduce the funding gap in the MTRP	CBP4.4.2 Delivering a jointly owned company (with SNC) for Revenues and Benefits services	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
1) What has happened? CSN resources was established in April 2017.										
CBP4.4 - Deliver the outcomes of the commercial strategy to reduce the funding gap in the MTRP	CBP4.4.3 Undertaking feasibility studies for the delivery of new commercial services and projects	Quarterly	Delivering to plan	Slightly behind schedule	🟡	?	Delivering to plan	Slightly behind schedule	🟡	?
1) What has happened? There has delayed the development of some feasibility studies. 4) When will we see improvement? Progress has been made with regards to the commercial development training programme and key projects including the Innovation Centre and Franklin House.										
CBP4.4 - Deliver the outcomes of the commercial strategy to reduce the funding gap in the MTRP	CBP4.4.4 Implementing the actions set out in the new Asset Management Strategy	Quarterly	Delivering to plan	Slightly behind schedule	🟡	?	Delivering to plan	Slightly behind schedule	🟡	?
1) What has happened? The new commercially focused Asset Management System is in the process of being developed. In the meantime, the team continues to take opportunities to boost income. 2) Why has it happened? The change to a commercially focused Asset Management System has required external input which has meant longer timescales for completion. 3) What actions are we taking? Large amount of research has been undertaken and reports are being prepared to suggest appropriate ways of bringing about the AMS recommendations. Expect these to be available in Autumn 2017 and implemented thereafter.										

Appendix 4 - All Measures: Sound budgets and customer focussed council

Objective	Measure	Frequency	Target (pd)	Actual (pd)	Period	vs last period	Target (YTD)	Actual (YTD)	YTD	vs last Year
4) When will we see improvement? Autumn 2017.										
CBP4.5 - Ensure effective governance arrangements are in place for all council owned companies	CBP4.5.2 Include full legal implications in member reports on establishment of companies/entities	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
4) When will we see improvement? All reports to members have contained full legal implications. Due diligence has been carried out and expert external legal advice obtained where necessary.										
CBP4.5 - Ensure effective governance arrangements are in place for all council owned companies	CBP4.5.3 Incorporating each approved company entity in accordance with project plan timescale	Quarterly	Delivering to plan	Delivering to plan	★	?	Delivering to plan	Delivering to plan	★	?
4) When will we see improvement? All companies have been incorporated as required. The most recent companies to be incorporated is CSN Recourse and CSN Associates which were incurred as required by the product timetable										

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Appendix 4 – CDC Quarter 1 Equalities Sunburst



Colour	Meaning-for-Judgements	Meaning-for-Numeric-Measures
Red	Significantly behind-schedule	Significantly worse than target (more than 10% by default)
Amber	Slightly behind-schedule	Slightly worse than target (up to 10% worse by default)
Dark-Green	Delivering to plan	Delivering to target (up to 10% better by default)
Light-Green	Ahead of schedule	Significantly better than target (more than 10% by default)

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Annual Performance Report

Looking back on 2016/2017



Cherwell: a great place to live

 [cherwelldistrictcouncil](https://www.facebook.com/cherwelldistrictcouncil)  [@cherwellcouncil](https://twitter.com/cherwellcouncil) www.cherwell.gov.uk

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Cherwell

DISTRICT COUNCIL
NORTH OXFORDSHIRE

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Foreword

Welcome to Cherwell District Council’s annual report, providing an overview of our performance in delivering our objectives and highlighting our key achievements in 2016/2017.

During the year we have continued to build on previous high levels of delivering quality services by undertaking new projects, seeking improvements and innovations in our existing services and ensuring our customer satisfaction levels remain high.

We have continued to strengthen our relationship with our partner, South Northamptonshire Council, in the further sharing of services. This enables us to provide efficiencies so there is no loss of frontline services in light of the reduced funding we receive from Government. It also gives us the opportunity to improve service delivery by sharing best practice so that services are protected and consistently delivered.

Highlights for the year include promotion and delivery of our economic growth objectives through helping local companies to expand; securing high quality and high value jobs with increased opportunities for all and supporting more affordable homes for local people so that Cherwell is a place where people want to live and work. For example, 297 new affordable houses were constructed and the Build! team provided eight houses for shared ownership or rent.

We have delivered safe, green and clean communities and our recycling rate is one of the highest we have achieved; we are currently ahead of plan for the year with 56 per cent of our waste recycled.

We have continued the work with our partners to provide support to the most vulnerable individuals and families in the district by building on the Brighter Futures in Banbury programme.

Finally, our robust financial management has ensured we have balanced our budget for the year and maintained a freeze on the Cherwell element of council tax going into 2017/2018.

Although this report is an opportunity to look back on our achievements in the last year, we are not standing still and have already detailed ambitious plans to further improve our services and deliver on our objectives in 2017/2018.

A refreshed annual business plan is in place to ensure we maximise the quality of services being delivered to get the best outcomes for the residents and businesses of Cherwell. The 2017/2018 business plan can be found on our website.

I hope you enjoy reading about our achievements.



Councillor Barry Wood

A handwritten signature in black ink, appearing to read 'Barry Wood'.

Leader of Cherwell District Council

Our strategic priorities and key achievements

In 2016/2017 Cherwell District Council continued to work with the four strategic priorities.

Cherwell: a district of opportunity	Supporting economic development, employment, conservation, regeneration and development of the district.
Cherwell: safe, green, clean	Working to ensure the district has high standards of environmental cleanliness, great recycling and waste management, tackling crime and supporting energy efficiency.
Cherwell: a thriving community	Providing affordable housing, leisure and sports facilities and activities. Working with partners to improve access to health services. Providing arts, cultural and community services.
Cherwell: sound budgets and customer focused council	Ensuring the council is run as efficiently as possible, consulting with local people, helping vulnerable people to access our services, and the provision of council tax and housing benefits.

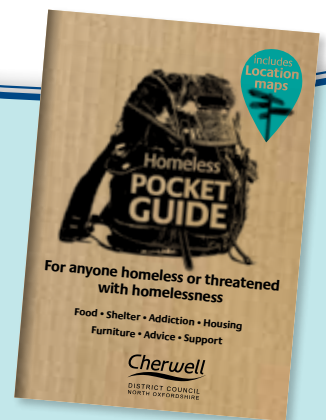
Each year, from the key objectives and actions under our strategic priorities, several are highlighted as performance pledges. These pledges reflect local priorities and demonstrate our commitment to the delivery of important local services and new projects to help make Cherwell a great place to live.

One year on, it's time to reflect on our progress in delivering the 2016/ 2017 business plan. The next few pages highlight some of the achievements that the council - working with its partners, employees and communities - has achieved.

Key achievements at a glance

The Homeless Pocket Guide to housing services – as highlighted by Victoria Prentis MP in the House of Commons -

was created to ensure that multi-agency partners are aware of partnerships that are in place to prevent rough sleeping in Cherwell. Whilst the national trend in rough sleeping rises (16 per cent according to the Department for Communities and Local Government), joint working has resulted in a significant reduction (-19 per cent) in rough sleeping in the district.



The first occupants are settling into the UK's first eco town at North West Bicester.

Grant budgets in excess of £1 million delivered to help more than 500 vulnerable and disabled residents.

Debt and money advice services for the next two years awarded to Citizens Advice,

ensuring all residents have access to impartial advice on money matters. This will be key in light of welfare reform and the impending roll out of Universal Credit during 2017/2018.

Sports England funding secured to rebuild The Hill Community Centre, Banbury.

Free Play Days enjoyed by over 9,000 children.



Holiday Hub programme; a multi-sport school holiday programme offering affordable activities for children aged between five and 15 years old, used by 3,826 children.



The Build! team provided eight houses for shared ownership or rent and 122 homes are being built for completion by the end of December 2017.

Banbury Town Centre House provided homes for rent for at least 40 people, as well as training and support to find a job in partnership with the Job Centre and Banbury Young Homelessness Project.

'Have your say day' for 80 school children from seven schools who presented new ideas for various community safety issues.

The Bicester Healthy New Town initiative is part of a national innovation programme which is taking a partnership approach to improving the health and wellbeing of residents.



Castle Quay 2, a major redevelopment project in the centre of Banbury was granted planning permission.

Completion of £1.5 million Woodgreen Leisure Centre improvements.

Our performance pledges for 2016/2017 – review

Cherwell: a district of opportunity

Supporting economic development, employment, conservation, regeneration and development of the district.

Continue to support skills development, apprenticeships and job clubs in order to help support local employment and reduce the number of young people not in education, employment or training.

- Now in their eighth year, Cherwell Job Clubs and Fairs have proven to be extremely popular with job seekers and employers. During the 2016/2017 year, 1,089 residents attended the events alongside approximately 100 potential employers and their agents.
- The Banbury Job Fair in March 2017 attracted 165 people seeking work or a change of career and received excellent feedback.
- For the first time, Cherwell had a stand at the Milton Keynes Job Fair, drawing interest for Cherwell’s employers from 202 jobseekers over the weekend event in January.



North West Bicester: continue to facilitate the planning applications for the site

- The site saw the first occupations into the true zero carbon development that is a national exemplar of sustainable development. There are now 5,200 homes with resolution to grant planning permission which will be forthcoming once the final legal agreements are in place in 2017.

Banbury and Kidlington Masterplans: adopted as Supplementary Planning Documents

- These were completed in the year 2016/2017

Graven Hill: deliver the demonstration project on the Graven Hill site



- Graven Hill is a wholly owned subsidiary of Cherwell District Council. It is an ambitious project that will see a former MOD site in Bicester turn into the UK’s largest self and custom-build development with up to 1,900 homes over the next decade.
- Work at the site is well under way with infrastructure and landscaping work continuing. Plots of land to accommodate various house sizes and styles, known as Golden Bricks, are continuing to sell and recently a range of new Tailored Finish products - which allow purchasers to customise the internal layout of their home - have also been launched.
- Ten early adopters of the self-build process have also been selected to appear on a Channel 4 series, fronted by Kevin McCloud. All ten pioneers have now exchanged contracts and are at various stages of their journey as they build their dream homes side-by-side.
- The Graven Hill team has also moved into its new home at the Plot Shop in Pioneer Square in Bicester.



Key achievements

- Throughout 2016/2017 the results of the 'development pipeline' actively supported by the council were seen to have created hundreds of jobs on business parks, notably in Banbury.

The council's Banbury Town Centre Vitality programme completed a third year contributing to a reduction in the number of vacant retail units from 54 to 35.

In Bicester, 15 small retail businesses received expert mentoring and training over six months to develop their products and services with advice also being provided to establish an independent traders' association.

- Following a request from businesses, the economic growth team commissioned a study to examine the feasibility of creating a Business Improvement District (BID) in central Banbury and 74 per cent of businesses supported this.

Subsequently, in February 2017 the council commissioned the preparation of a business plan to be consulted upon during spring/summer 2017, which will lead to a ballot in October.

There are more than 250 BIDs already operating across the UK, with the majority focusing on town centres. The activities of the BID would be designed to benefit the entire range of business sectors within central Banbury.

- The tourism or visitor economy sector in Cherwell is worth over £378 million per annum and supports over 6,700 jobs. We have become an ambassador member of Experience Oxfordshire to ensure that local businesses have access to expert advice and opportunities to develop their businesses.

Investment has been made in the visitor information centres in Banbury and Bicester with the aim of spreading the benefits of tourism in the district.



Our performance pledges for 2016/2017 – review

Cherwell: safe, green, clean

Working to ensure the district has high standards of environmental cleanliness, great recycling and waste management, tackling crime and supporting energy efficiency.

Maintain the district’s high recycling rate

- The provisional figures show that 56 per cent of our waste is recycled meaning the overall amount sent to landfill is less than last year and most of the waste that cannot be recycled is sent to our Energy Recovery Facility.



Undertake six neighbourhood blitzes with community involvement

- These events took place in Banbury and Bicester town centres, Calthorpe, Easington, Langford Village and Hardwick. They have been supported by the town councils and the public. A roadshow also took place to promote recycling initiatives and bulky item collection requests increased.



Work with the local police and licence holders to ensure our town centres remain clean, safe and vibrant at all times

- We developed a partnership Night Time Economy plan with Thames Valley Police and Oxfordshire Fire and Rescue to ensure those enjoying the vibrant night time economy in Banbury could do so safely and most importantly, get home safely.
- Over the festive season there was a multi-agency 'Departure Zone' in which several agencies combined to promote the National 'Consent is Everything' campaign. Advice was given out on what actually constitutes consent to protect all parties involved in a sexual relationship and all organisations worked to ensure people of all ages and sexes ended their night as safely as possible.

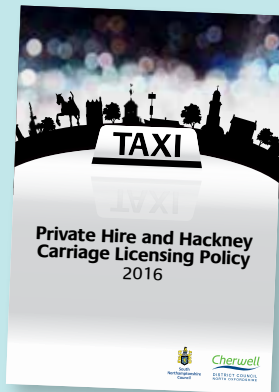


Neighbourhood blitz and recycling events



Key achievements

- A new taxi policy has been launched this year and is the first in Oxfordshire and Northamptonshire to include mandatory safeguarding training for all drivers. It empowers drivers to be aware and safeguard the public, especially vulnerable members of our community. The courses are well subscribed and feedback has been excellent.



- An Air Quality Action Plan is in place and can be found on our website.
- A total of 580 food hygiene inspections were undertaken during the course of the year.



Our performance pledges for 2016/2017 – review

Cherwell: a thriving community

Providing affordable housing, leisure and sports facilities and activities, working with partners to improve access to health services, providing arts, cultural and community services.

Continue working with our partners to provide support to the most vulnerable individuals and families in the district, building on the Brighter Futures in Banbury programme.

- Workshops have been held during the year to address child poverty and educational attainment. A report from Oxfordshire Health Inequalities Commission supports the approach being taken by the Brighter Futures Programme which is encouraging multi-agency support to improve educational standards for local schools.

Deliver at least 190 units of affordable housing.



- In total 297 new affordable houses were constructed and the Build! team provided eight houses for shared ownership or rent.

Key achievements

- Successfully secured Sports England funding to rebuild The Hill Community Centre in Banbury. Chosen by the Arts Council to begin a Local Cultural Education Partnership for Banbury and Bicester.
- New public art is now on show at Banbury Gateway, Karcher HQ and Wesley Square in Bicester.
- Over 70 people attended the November 2016 Parish Liaison Meeting. Parish representatives had a choice of 13 'drop-in surgeries' to attend, with topics ranging from community banking to playing fields. Presentations included an update on the Cherwell Local Plan and an introduction to the work of the Guideposts Trust which encourages community based support for people with dementia.
- Cherwell Young People, Play and Wellbeing Partnership. The emphasis of this group is a multi-agency approach to tackle youth and play issues together and develop a strategic action plan for each year.

- Two Play Day events were held in July and August 2016 to showcase what great opportunities are available in the district for young people to engage in.

The events act as a networking tool for groups as well as to share good practice and develop partnerships to support each other in the future. The events were both very successful with over 4,500 attendees and 52 stallholders in Banbury and 3,000 attendees and 38 stallholders in Bicester. Both events will be running again in 2017.



- The Youth Activator programme, which offers eight to 16 year olds informal sporting and physical activity opportunities, continues to grow. Over 4,500 children participated in informal sports and physical activities in a variety of settings such as parks, youth clubs and schools between April 2016 and March 2017. Within that number 1,680 attendees were part of the Activate Banbury Youth programme, specifically targeting areas of Banbury linked to Sanctuary Housing.



- The Sportivate programme (targeting 11–18 year olds) secured £14,828 of external Sport England funding in partnership with OXSPA and NOSSP to deliver sports and physical activity in gym, boxing, pilates, canoeing and specific sessions linked to special schools. Over the year 1,890 young people participated in the programme with incentives that included one month's free membership into Cherwell's sport centres for 16 to 18 year olds who attended six or more sessions in a two month period.
- Three local forums were held across the district in Banbury, Kidlington and Bicester to bring together older people groups and those organisations working with them. The forum looked at themes and issues facing older people in the district and developed an agenda for the Cherwell Seniors Forum, which is held annually at Bodicote House.

- A notably successful project has been Town Centre House in Banbury which has provided rented homes for at least 40 people with support to help them find work and training, working in partnership with the Job Centre and BYHP (Banbury Young Homelessness Project).
- We have worked with Oxfordshire partners to deliver a health referral pilot project called Better Housing, Better Health. This delivered improvements to the homes of 67 people with particular health problems in Oxfordshire, 17 of whom came from Cherwell.
- A grant budget in excess of £1 million was used to help more than 500 vulnerable and disabled residents, including new work for Oxfordshire County Council through our Home Improvement Agency, amounting to £150,000 for 312 residents.



- The health walks programme is now combined with South Northamptonshire Council and offers 41 walks across 25 locations. The programme has 106 volunteer walk leaders and 917 registered walkers, 214 of whom have registered since April 2016.

Our performance pledges for 2016/2017 – review

Cherwell: sound budgets and customer focused council

Ensuring the council is run as efficiently as possible, consulting with local people, helping vulnerable people to access our services, and the provision of council tax and housing benefits.

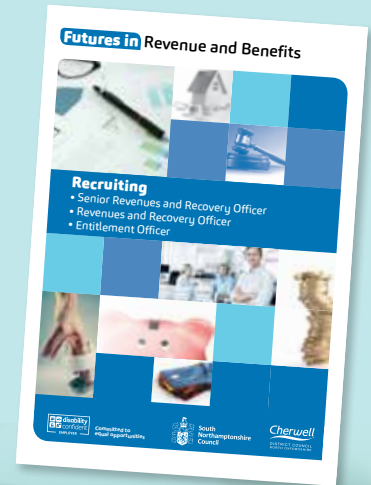
Reduce the cost of providing our services through partnerships, joint working and other service delivery models.

- The annual billing of council tax was completed ahead of schedule and both council tax and business rate collection rate targets were exceeded.



Key achievements

- Establishing a new joint revenues and benefits team in a newly-formed council-owned company
- Establishing an ICT harmonisation project in July 2016 to streamline internal processes
- Developing a suite of online forms to make access to council services more efficient and easier for residents
- Maintained a freeze on the Cherwell District Council element of council tax whilst continuing to provide a high standard of frontline services.



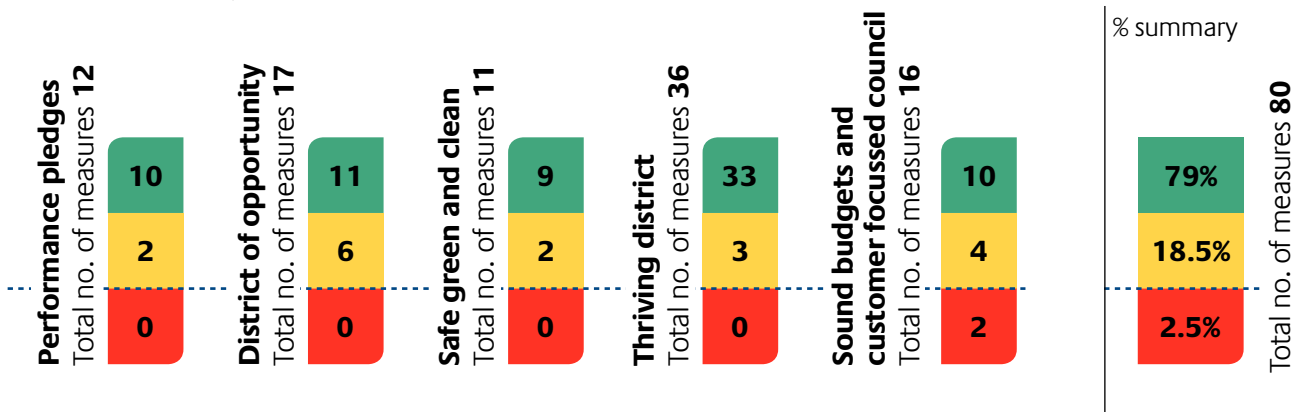
A summary of our performance:

Summary of our performance

The table below summarises the progress we have made delivering against the activities, tasks and projects outlined in our business plan under each of the four strategic priorities.

We use a 'RAG' (red, amber, green) system, where green refers to a target wholly met, amber to a target narrowly missed and red to a target missed by 10 per cent or more.

End of year 2016/17 summary outturn



Community engagement

The community services team delivered eight connecting community events across the district in 2016/2017 working with voluntary organisations and key stakeholders to engage with residents and provide information regarding services offered in the district.

The events proved to be very successful with over 400 people attending to be linked to services and new opportunities locally.

In November a 'Have Faith in your community' event was held in Bicester to celebrate inter faith week, working with local faith groups and voluntary organisations to bring residents together and strengthen communities.

The success of this type of events and the feedback from the community on how useful they are will help with planning more events in 2017/2018, including the possibility of taking connecting community events to isolated neighbourhoods across the district.



Customer contact and feedback

In June 2016 the annual customer satisfaction survey was undertaken and revealed that 69 per cent of residents were satisfied with the council’s performance and 80 per cent were satisfied with their local area as a place to live.



Full details of the satisfaction survey can be found online



Complaints summary

No of complaints received	Number of complaints not upheld	Number of upheld complaints:	Number of complaints escalated to stage 2	Percentage acknowledged within SLA
214 (100 per cent resolved)	117	97	34	91 per cent

Ombudsman summary

No of complaints received	Number leading to a decision	Number upheld
37*	23	4

* This number does not relate to the yearly number of stage 2 as customers can wait between six and nine months to put forward a complaint to LGO.

Freedom of Information requests

Number of requests received during 2016/2017:

April – June	July – September	October – December	January – March	Year total
141	130	132	161	564

Getting in touch

Throughout the year the council provides opportunities for local people to have their say.

Whether it is through customer satisfaction surveys, budget consultation, consultation on new projects and services, talking to local business organisations or feedback via our Link Points or website, we are keen to listen to what you like and what needs to be improved.

Our consultations are published on our one-stop consultation portal which can be found at:

www.cherwell.gov.uk/consultations

If you have any additional feedback, please contact us using any of the means below:

Email: consultation@cherwell-dc.gov.uk

To find and email your ward councillor:

<http://modgov.cherwell.gov.uk/mgFindCouncillor.aspx>

Call:

The strategic intelligence and insight team:

01295 221605

Customer services: 01295 227094

Write:

The strategic intelligence and insight team

Bodicote House

Bodicote

Banbury

Oxfordshire, OX15 4AA

For general enquiries visit www.cherwell.gov.uk
or contact the customer service team
01295 227001.

Cherwell District Council

Executive

4 September 2017

<p>Quarter 1 2017-18 – Revenue and Capital Budget Monitoring</p>

Report of Chief Finance Officer

This report is public

Purpose of report

This report summarises the Council's Revenue, Capital and Reserves position as at the end of Quarter One of the financial year 2017-18 and projections for the full year.

1.0 Recommendations

The Executive is recommended:

- 1.1 To note the projected revenue and capital position at June 2017.
- 1.2 To note the current position on reserves at June 2017.

2.0 Introduction

- 2.1 In line with good practice budget monitoring is undertaken on a monthly basis within the Council. The revenue and capital position is formulated in conjunction with the joint management team and reported formally to the Budget Planning Committee on a quarterly basis. The report is then considered by the Executive.
- 2.2 The revenue and capital expenditure in quarter 1 has been subject to a detailed review by Officers.

3.0 Report Details

Projected Revenue Outturn

- 3.1 At quarter one the Council is projecting underspend of £38k at the year end. Analysis by directorate can be found in Appendix 1.

CHERWELL DISTRICT COUNCIL
MANAGEMENT ACCOUNTS AS AT 30 JUNE 2017

SUMMARY BY SERVICE AREA

	Actual v Profile							Projected v Budget					
	Budget YTD £000's	Use of Reserves 2017/18 £000's	Revised Budget £000's	Actual YTD £000's	Commitment £000's	Variance (Under) / Over £000's	Concern Key	Budget £000's	Use of Reserves 2017/18 £000's	Revised Budget £000's	Projected £000's	Variance (Under) / Over £000's	Concern Key
Chief Executive	47	0	47	42	6	1	G	187	0	187	195	8	G
CHIEF EXECUTIVE TOTAL	47	0	47	42	6	1	G	187	0	187	195	8	G
Finance	583	0	583	471	112	0	G	1,104	0	1,104	1,104	0	G
Revenues & Benefits	244	61	305	246	69	10	G	190	297	487	487	0	G
Procurement	30	0	30	8	22	0	G	104	0	104	104	0	G
Assets and facilities Management	(165)	88	(77)	(248)	185	14	G	165	247	412	428	16	G
Commercial Dev't and innovation	778	81	859	589	260	(10)	G	2,302	60	2,362	2,316	(46)	G
Business Support Unit	24	0	24	24	0	0	G	89	0	89	89	0	G
Housing and Regeneration	41	0	41	(3)	59	15	G	85	0	85	100	15	G
CHIEF FINANCE OFFICER TOTAL	1,535	230	1,765	1,087	707	29	A	4,039	604	4,643	4,628	(15)	G
Strategic Planning Economy	290	39	329	74	256	1	G	1,161	122	1,283	1,283	0	G
Development Management	138	0	138	46	86	(6)	G	552	0	552	493	(59)	A
Communications and Corporate P	79	0	79	74	16	11	G	317	0	317	317	0	G
Performance	73	20	93	64	21	(8)	G	333	20	353	353	0	G
Strategy and Commissioning	30	0	30	30	0	0	G	109	0	109	109	0	G
Governance	126	0	126	111	16	1	G	819	0	819	830	11	G
Law	65	0	65	56	7	(2)	G	240	0	240	240	0	G
Bicester Regeneration Projects	496	138	634	323	312	1	G	1,190	160	1,350	1,350	0	G
STRATEGY AND COMMISSIONING TOTAL	1,297	197	1,494	778	714	(2)	G	4,721	302	5,023	4,975	(48)	G
Community Services	1,809	0	1,809	733	1,074	(2)	G	7,226	19	7,245	7,252	7	G
Environmental Services	1,366	0	1,366	1,236	134	4	G	5,454	0	5,454	5,464	10	G
OPERATIONS AND DELIVERY TOTAL	3,175	0	3,175	1,969	1,208	2	G	12,680	19	12,699	12,716	17	G
TOTAL DIRECTORATES	6,054	427	6,481	3,876	2,635	30	G	21,627	925	22,552	22,514	(38)	G

Concern Key

Overspent more than £20k and 2.5% of budget	R
Underspent more than £20k and 2.5% of budget	A
Overspent by £20k and between 1.5% and 2.5% of budget	A
Anything else	G

- 3.2 The only significant variance for the year to date relates to Assets and Facilities Management costs where there are still downward pressures on income relating to commercial and investment property, these continue to be monitored closely.
- 3.3 The year end projection shows only one significant variance with the Development Management budget being underspent by £59k due to the expectation that planning income will be higher than budget based on performance to date.

Projected Capital Outturn

Directorate	BUDGET £000	ACTUAL £000	COMMITMENT £000	PROJECTION £000	SLIPPAGE £000	VARIANCE £000
Chief Finance Officer	29,948	1,633	7,894	20,734	0	313
Operations & Delivery	7,742	1,185	2,111	3,769	520	(157)
Total	37,690	2,818	10,005	24,503	520	156

- 3.4 The net Capital projection as at June 2017 is within budget tolerances (projected variance is less than 1% of the Approved Budget). The projected slippage relates largely to spend on Disabled Facilities Grants where the allocation from Oxfordshire County Council has increased this year. It expected that the slipped funds will be utilised in future years where funding could be reduced. A detailed breakdown by capital scheme is presented at Appendix 2.

Reserves 2017-18

- 3.5 Executive is asked to note the Council's draft reserves position for the 2016/17 year-end as set out at Appendix 3. (Figures shaded yellow are planned use of reserves, amber shading indicates additional in-year use of reserves, green shading indicates planned transfers into reserves and blue shading indicates additional in-year transfers to reserves).

4.0 Conclusion and Reasons for Recommendations

- 4.1 It is recommended that the contents of this report are noted. In line with good practice budget monitoring is undertaken on a monthly basis within the Council.

5.0 Consultation

Cllr Tony Ilott – Lead member
for Financial Management

Cllr Ilott is content with the report and supportive
of the recommendations contained within it.

6.0 Alternative Options and Reasons for Rejection

- 6.1 The following alternative options have been identified and rejected for the reasons as set out below.
- 6.2 Option 1: This report illustrates the Council's performance against the 2017-18 Financial Targets for Revenue and Capital and sets out the Council's position on Reserves. As this is a monitoring report, no further options have been considered. However, members may wish to request that officers provide additional information.

7.0 Implications

Financial and Resource Implications

- 7.1 These are contained in the body of the report. There are no direct costs or other direct financial implications arising from this report.

Comments checked by:

Sanjay Sharma, Interim Head of Finance 01295 221564
sanjay.sharma@cherwellandsouthnorthants.gov.uk

Legal Implications

- 7.2 There are no legal implications. Presentation of this report is in line with the CIPFA Code of Practice.

Comments checked by:

Nigel Bell, Interim Legal Services Manager, 01295 221687
nigel.bell@cherwellandsouthnorthants.gov.uk

Risk management

- 7.3 The position to date highlights the relevance of maintaining a minimum level of reserves and budget contingency to absorb the financial impact of changes during the year. Any increase in risk will be escalated through the corporate risk register.

Comments checked by:

Louise Tustian, Team Leader – Strategic Intelligence and Insight, 01295 221786
louise.tustian@cherwellandsouthnorthants.gov.uk

Equality and Diversity

- 7.4 Impact assessments were carried out in advance of setting the 2017-18 budget.

Comments checked by:

Caroline French, Corporate Policy Officer, 01295 221586
caroline.french@cherwellandsouthnorthants.gov.uk

8.0 Decision Information

Key Decision

Financial Threshold Met: No

Community Impact Threshold Met: No

Wards Affected

All

Links to Corporate Plan and Policy Framework

All

Lead Councillor

Councillor Tony Ilott – Lead Member for Financial Management

Document Information

Appendix No	Title
1	Directorate Analysis of Revenue Expenditure 2017-18
2	Directorate Analysis of Capital Expenditure 2017-18
3	Reserve Position at Year End 2016-17
Background Papers	
None	
Report Author	Paul Sutton, Chief Finance Officer
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CHERWELL DISTRICT COUNCIL
MANAGEMENT ACCOUNTS AS AT 30 JUNE 2017

SUMMARY BY SERVICE AREA

	Actual v Profile						Projected v Budget						
	Budget YTD £000's	Use of Reserves 2017/18 £000's	Revised Budget £000's	Actual YTD £000's	Commitment £000's	Variance (Under) / Over £000's	Concern Key	Budget £000's	Use of Reserves 2017/18 £000's	Revised Budget £000's	Projected £000's	Variance (Under) / Over £000's	Concern Key
Chief Executive	47	0	47	42	6	1	G	187	0	187	195	8	G
CHIEF EXECUTIVE TOTAL	47	0	47	42	6	1	G	187	0	187	195	8	G
Finance	583	0	583	471	112	0	G	1,104	0	1,104	1,104	0	G
Revenues & Benefits	244	61	305	246	69	10	G	190	297	487	487	0	G
Procurement	30	0	30	8	22	0	G	104	0	104	104	0	G
Assets and facilities Management	(165)	88	(77)	(248)	185	14	G	165	247	412	428	16	G
Commercial Dev't and innovation	778	81	859	589	260	(10)	G	2,302	60	2,362	2,316	(46)	G
Business Support Unit	24	0	24	24	0	0	G	89	0	89	89	0	G
Housing and Regeneration	41	0	41	(3)	59	15	G	85	0	85	100	15	G
CHIEF FINANCE OFFICER TOTAL	1,535	230	1,765	1,087	707	29	A	4,039	604	4,643	4,628	(15)	G
Strategic Planning Economy	290	39	329	74	256	1	G	1,161	122	1,283	1,283	0	G
Development Management	138	0	138	46	86	(6)	G	552	0	552	493	(59)	A
Communications and Corporate P	79	0	79	74	16	11	G	317	0	317	317	0	G
Performance	73	20	93	64	21	(8)	G	333	20	353	353	0	G
Strategy and Commissioning	30	0	30	30	0	0	G	109	0	109	109	0	G
Governance	126	0	126	111	16	1	G	819	0	819	830	11	G
Law	65	0	65	56	7	(2)	G	240	0	240	240	0	G
Bicester Regeneration Projects	496	138	634	323	312	1	G	1,190	160	1,350	1,350	0	G
STRATEGY AND COMMISSIONING TOTAL	1,297	197	1,494	778	714	(2)	G	4,721	302	5,023	4,975	(48)	G
Community Services	1,809	0	1,809	733	1,074	(2)	G	7,226	19	7,245	7,252	7	G
Environmental Services	1,366	0	1,366	1,236	134	4	G	5,454	0	5,454	5,464	10	G
OPERATIONS AND DELIVERY TOTAL	3,175	0	3,175	1,969	1,208	2	G	12,680	19	12,699	12,716	17	G
TOTAL DIRECTORATES	6,054	427	6,481	3,876	2,635	30	G	21,627	925	22,552	22,514	(38)	G

Concern Key

Overspent more than £20k and 2.5% of budget	R
Underspent more than £20k and 2.5% of budget	A
Overspent by £20k and between 1.5% and 2.5% of budget	A
Anything else	G

**CHERWELL DISTRICT COUNCIL
MANAGEMENT ACCOUNTS AS AT 30 JUNE 2017**

CHIEF EXECUTIVE

	Actual v Profile							Projected v Budget					
	Budget YTD	Use of Reserves 2017/18	Revised Budget	Actual YTD £000's	Commitment	Variance (Under) / Over	Concern Key	Budget	Use of Reserves 2017/18	Revised Budget	Projected	Variance (Under) / Over	Concern Key
Chief Executive	46,854	0	46,854	41,646	6,379	1,170	G	187,000	0	187,000	195,000	8,000	G
CHIEF EXECUTIVE TOTAL	46,854	0	46,854	41,646	6,379	1,170	G	187,000	0	187,000	195,000	8,000	G

Reasons for major variance :

Actual:

Chief Executive

Savings in employee costs have been offset by costs relating to the Council's response to Oxfordshire Local Government Reorganisation proposals.

Projected:

Chief Executive

It is anticipated that the saving made to date will show an annual potential saving of at least £8k on employee costs. However Consultancy costs re Oxfordshire LGR will absorb this and will possibly need to be funded from Reserves. Salary budget needs to be reviewed now the new Chief Executive is in post.

Concern Key (based on YTD budget)

Overspent more than £20k and 2.5% of budget	R
Underspent more than £20k and 2.5% of budget	A
Overspent by £20k and between 1.5% and 2.5% of budget	A
Anything else	G

**CHERWELL DISTRICT COUNCIL
MANAGEMENT ACCOUNTS AS AT 30 JUNE 2017**

CHIEF FINANCE OFFICER

	Actual v Profile							Projected v Budget					
	Budget YTD	Use of Reserves 2017/18	Revised Budget	Actual YTD £000's	Commitment	Variance (Under) / Over	Concern Key	Budget	Use of Reserves 2017/18	Revised Budget	Projected	Variance (Under) / Over	Concern Key
Finance	582,878	0	582,878	470,639	112,239	(0)	G	1,104,000	0	1,104,000	1,104,000	0	G
Revenues & Benefits	243,803	61,275	305,078	245,671	68,680	9,274	G	190,000	297,000	487,000	487,000	0	G
Procurement	29,649	0	29,649	8,049	21,600	0	G	104,000	0	104,000	104,000	0	G
Assets and facilities Management	(165,197)	88,170	(77,027)	(248,407)	185,141	13,760	G	165,000	246,562	411,562	427,562	16,000	G
Commercial Dev't and innovation	778,378	81,000	859,378	588,719	259,972	(10,686)	G	2,302,000	60,000	2,362,000	2,316,434	(45,566)	G
Business Support Unit	23,683	0	23,683	23,683	0	(0)	G	89,000	0	89,000	89,000	0	G
Housing and Regeneration	40,957	0	40,957	(3,228)	59,382	15,198	G	85,000	0	85,000	100,000	15,000	G
CHIEF FINANCE OFFICER Total	1,534,151	230,445	1,764,596	1,085,126	707,015	27,545	A	4,039,000	603,562	4,642,562	4,627,996	(14,566)	G

Reasons for major variance :

Actual:

Finance

Revenues & Benefits

Procurement

Assets & Facilities Management There are still downward pressures on income related to commercial and investment properties, these continue to be monitored closely.

Commercial Devt & Innovation

Business Support Unit

Housing and Regeneration

Projected:

Finance

Revenues & Benefits

Procurement

Assets & Facilities Management Income relating to commercial and investment properties is expected to remain volatile and will be monitored closely.

Commercial Devt & Innovation

Business Support Unit

Housing and Regeneration

Concern Key (based on YTD budget)

Overspent more than £20k and 2.5% of budget	R
Underspent more than £20k and 2.5% of budget	A
Overspent by £20k and between 1.5% and 2.5% of budget	A
Anything else	G

**CHERWELL DISTRICT COUNCIL
MANAGEMENT ACCOUNTS AS AT 30 JUNE 2017**

Strategy and Commissioning

	Actual v Profile							Projected v Budget					
	Budget YTD	Use of Reseves 2017/18	Revised Budget	Actual YTD	Commitment	Variance (Under) / Over	Comments	Budget	Use of Reseves 2017/18	Revised Budget	Projected	Variance (Under) / Over	Comments
Strategic Planning Economy	290,494	39,111	329,605	73,710	255,895	0	G	1,161,000	122,424	1,283,424	1,283,424	(0)	G
Development Management	138,437	0	138,437	46,416	85,740	(6,281)	G	552,000	0	552,000	493,230	(58,770)	A
Communications and Corporate P	79,338	0	79,338	73,856	15,974	10,491	G	317,000	0	317,000	317,000	0	G
Performance (Strategic Intelligence & Insight)	72,878	20,000	92,878	63,720	20,784	(8,374)	G	333,000	20,000	353,000	353,000	0	G
Strategy and Commissioning	29,622	0	29,622	29,960	0	338	G	109,000	0	109,000	109,000	0	G
Governance	126,474	0	126,474	111,497	16,149	1,173	G	819,000	0	819,000	830,250	11,250	G
Legal	65,409	0	65,409	56,017	6,759	(2,633)	G	240,000	0	240,000	240,000	0	G
Bicester Regeneration Projects	496,259	138,296	634,555	322,648	311,907	(0)	G	1,190,000	160,000	1,350,000	1,350,000	0	G
Strategy and Commissioning Total	1,298,911	197,407	1,496,318	777,824	713,208	(5,286)	G	4,721,000	302,424	5,023,424	4,975,904	(47,520)	G

Reasons for major variance :

Actual:

Strategic Planning Economy:

Development Management:

Communications:

Performance (Strategic Intelligence &

Insight):

Strategy and Commissioning:

Governance

Legal Services

Bicester Regeneration Projects

Projected:

Strategic Planning Economy:

Development Management:

Expected that planning income will be higher than budget based on Q1 performance.

Communications:

Performance (Strategic Intelligence &

Insight):

Strategy and Commissioning:

Governance

Legal Services

Bicester Regeneration Projects

Concern Key (based on YTD budget)

Overspent more than £20k and 2.5% of budget	R
Underspent more than £20k and 2.5% of budget	A
Overspent by £20k and between 1.5% and 2.5% of budget	A
Anything else	G

CHERWELL DISTRICT COUNCIL

Operational Delivery - Community

	Actual v Profile							Projected v Budget					
	Budget YTD	Use of Reserves 2017/18	Revised Budget	Actual YTD	Commitment	Variance (Under / Over)	Concern Key	Budget	Use of Reserves 2017/18	Revised Budget	Projected	Variance (Under / Over)	Concern Key
Countryside and Community	137,422	0	137,422	10,684	129,558	2,820	G	548,999	0	548,999	560,120	11,167	G
Arts Tourism and Health	227,685	0	227,685	(180,588)	410,023	1,750	G	910,000	0	910,000	912,702	2,702	G
Customer Services	277,601	0	277,601	267,573	15,261	5,232	G	1,109,000	0	1,109,000	1,129,783	20,783	A
Parking Services	(260,898)	0	(260,898)	(237,144)	(28,516)	(4,762)	G	(1,043,000)	9,000	(1,034,000)	(1,076,168)	(42,168)	A
Recreation and Sports	30,324	0	30,324	81,617	(45,198)	6,095	G	121,001		121,001	134,621	13,620	G
Leisure Facilities Management	652,357	0	652,357	238,378	415,614	1,635	G	2,607,000	0	2,607,000	2,622,411	15,411	G
Public Protection	231,190	0	231,190	182,420	46,312	(2,458)	G	923,000	10,452	933,452	923,156	(10,296)	G
Strategic Housing	81,575	0	81,575	79,898	(2,314)	(3,991)	G	326,000	0	326,000	351,453	25,453	R
Housing Needs	344,111	0	344,111	227,361	104,399	(12,350)	G	1,374,000	0	1,374,000	1,324,213	(49,787)	A
Private Sector Housing	97,886	0	97,886	109,448	(11,203)	359	G	391,000	0	391,000	392,430	1,430	G
Home Improvement Agency	(10,218)	0	(10,218)	(46,755)	40,351	3,815	G	(41,000)	0	(41,000)	(22,888)	18,112	G
Operational Delivery - Community Total	1,809,035	0	1,809,035	732,892	1,074,288	(1,855)	G	7,226,000	19,452	7,245,452	7,251,834	6,428	G

Reasons for major variance :

Actual:

Countryside and Community
 Arts Tourism and Health
 Customer Services Overspend is wholly related to the Staffing Vacancy Factor as there is a full compliment of staff
 Parking Services The new contract is in place as of 1 June 2017. Therefore salary savings are forecast alongside an increase in income through more Excess Charge notices being issued.
 Recreation and Sports
 Leisure Facilities Management
 Public Protection
 Strategic Housing/Housing In terms of budget monitoring please consider Strategic Housing, Housing Needs, Private Sector Housing and HIA as a single department. This is so that the overall outturn position is reflected as per the business case of a 52:48 (CDC:SNC). The current
 Needs/Private Sector forecast is a (£5k) underspend at CDC and (£4k) underspend at SNC (once inter council recharging has taken place)
 Housing/Home Improvement Agency

Projected:

Countryside and Community
 Arts Tourism and Health
 Customer Services If the full contingent of staff remain in post for the duration of the year then the overspend forecast at Q1 is likely to remain at year end
 Parking Services
 Due to the new contract with APCOA to manage CDC's car parks there is the expectation that a saving will be made in 2017-18 as a result of reduced costs compared to the mangement fee payable to APCOA as well as an increase in fee income from the issue of more ECN (Excess charge notice) due to more efficient methods. Due to better technology and the use of mopeds wardens are issuing more ECNs
 Recreation and Sports
 Leisure Facilities Management
 Public Protection
 Strategic Housing/Housing
 Needs/Private Sector
 Housing/Home Improvement Agency Housing have recently undergone a restructure and have become a joint service with SNC. The budgets have been set prior to the restructure and reflect the original structure. The business case has forecast savings as a result of becoming a joint service. This will need to be reviewed at quarter 2.

Concern Key (based on YTD budget)

Overspent more than £20k and 2.5% of budget	R
Underspent more than £20k and 2.5% of budget	A
Overspent by £20k and between 1.5% and 2.5% of budget	A
Anything else	G

**CHERWELL DISTRICT COUNCIL
MANAGEMENT ACCOUNTS AS AT 30 JUNE 2017**

Operations and Delivery - Environmental Services

	Actual v Profile							Projected v Budget					
	Budget YTD	Use of Reserves 2017/18	Revised Budget	Actual YTD	Commitment	Variance (Under) / Over	Comments	Budget	Use of Reserves 2017/18	Revised Budget	Projected	Variance (Under) / Over	Comments
Environmental Services	12,513	0	12,513	25,159	(13,146)	(500)	G	50,000	0	50,000	48,008	(1,992)	G
Environmental Protection	64,377	0	64,377	69,636	(6,428)	(1,169)	G	257,000	0	257,000	251,427	(5,573)	G
Street Cleansing and Public Services	300,702	0	300,702	303,297	(2,295)	300	G	1,201,000	0	1,201,000	1,201,300	300	G
Vehicle Maintenance and MOTs	38,907	0	38,907	179,158	(138,887)	1,364	G	155,000	0	155,000	156,864	1,864	G
Waste and Recycling	678,326	0	678,326	652,840	38,566	13,080	G	2,709,000	0	2,709,000	2,754,330	45,330	A
Street Scene and Landscape Services	226,126	0	226,126	(36,809)	261,172	(1,763)	G	903,000	0	903,000	898,132	(4,868)	G
Service Development Environment	44,805	0	44,805	42,395	(5,426)	(7,836)	G	179,000	0	179,000	154,414	(24,586)	A
Operations and Delivery - Environmental Services Total	1,365,756	0	1,365,756	1,235,675	133,556	3,475	G	5,454,000	0	5,454,000	5,464,475	10,475	G

Reasons for major variance :

Actual:

Environmental Services
 Environmental Protection
 Street Cleansing and Public Services
 Vehicle Maintenance and MOTs
 Waste and Recycling
 Street Scene and Landscape Services
 Service Development Environment

Projected:

Environmental Services
 Environmental Protection
 Street Cleansing and Public Services
 Vehicle Maintenance and MOTs
 Waste and Recycling
 Street Scene and Landscape Services
 Service Development Environment

If current trend continues then there will be an overspend in Waste and recycling relating to reduction in income through the sale of bins. This can be reviewed at quarter 2

If vacancies remain within the team without agency cover this area is projected to underspend at year end

Concern Key (based on YTD budget)

Overspent more than £20k and 2.5% of budget	R
Underspent more than £20k and 2.5% of budget	A
Overspent by £20k and between 1.5% and 2.5% of budget	A
Anything else	G

**CHERWELL DISTRICT COUNCIL
CAPITAL MONITORING 2017/18**

CODE	DESCRIPTION	SERVICE OWNER	BUDGET £000	ACTUAL £000	COMMITMENT £000	PROJECTION £000	SLIPPAGE £000	VARIANCE £000	COMMENTS
40096	Financial System Upgrade	Paul Sutton	0	0	6		0	6	
40060	HR / Payroll System replacement	Paul Sutton	37	0	0	37	0	0	XCD costs re HR incurred in July 17 & PO now raised for Data Migration costs.
	Castle Quay 2	Paul Sutton	500	69	0	431	0	0	Initial fees incurred.
	Finance Total		537	69	6	468	0	6	
40093	Bicester Community Building	Scott Barnes	94	(190)	10	354	0	80	Reversal of accrual pending receipt of invoice has resulted in negative actual expenditure. Budget not yet increased to reflect Executive decision re Travelodge.
40094	Graven Hill	Scott Barnes	13,148	0	0	13,148	0	0	
40095	NW Bicester Eco Business Centre	Scott Barnes	3,726	76	160	3,490	0	0	Does not yet reflect additional budget agreed by Executive.
	Bicester Regeneration Projects Total		16,968	(114)	170	16,992	0	80	
40062	East West Railways		870	0	0	870		0	There is a 5yr schedule of capital contributions to 2019/20.
	Build Programme	Paul Sutton	9,619	2,015	7,065	629	0	90	All schemes on target, as monitored by Build Board, with only minor variances.
40066	Condition Survey Works	Chris Hipkiss	101	(4)	0	105		0	Work planned in 2016/17 has been delayed to 2017/18 - Solihull Partnership - Actual re accrual reversal based on PO commitment as at 31/03/17
40067	Bradley Arcade Roof Repairs	Chris Hipkiss	88	(4)	9	84		1	Order placed 11th May 16 for completion in 2016/17 but work delayed till 2017/18 - Solihull Partnership - Actual re accrual reversal based on PO commitment as at 31/03/17
40071	Upgrade Uninterrupted Pwr Supp Back up	Chris Hipkiss	337	0	0	337		0	Work procured through Solihull Partnership. Work is urgent, so there is a need to complete this year
40072	Improvmts to Amenities Orchard Way	Chris Hipkiss	22	0	0	22		0	Work procured through Solihull Partnership but due to a lengthy lead-in time will be carried out in 2017/18 see 40075
40073	Woodgreen - Condition Survey Works	Chris Hipkiss	9	4	1	3		(1)	Ongoing project. Actuals to date are for Rendering work at WLC
40075	Orchard Way Shopg Arcade Front Serv	Chris Hipkiss	288	(7)	283	12		0	Work procured through Solihull Partnership. Orders placed 25/05/17 and is ongoing. Demolition of existing garages completed in July
40079	Bicester Cattle Market Car Park Phase 2	Chris Hipkiss	90	0	0	90		0	Project to commence in Q3 2017/18
40080	Old Bodicote House	Chris Hipkiss	0	(54)	65	0		11	Procured through Solihull Partnership, programme of planned works.
40081	Bicester Town Centre Redevelopment	Chris Hipkiss	0	22	2	79		103	Pioneer Sq costs re defect issues. Some costs will be recovered as part of a legal claim but amount is unknown at present
40085	Thorpe Lane Depot - CCTV Replacement	Chris Hipkiss	25	0	15	0		(10)	PO Commitment (CDC003691) to be cancelled as invoice was accrued in 2016/17 and processed in 2017/18 - see CDS invoice 10395 dated 14/03/17
40086	Bodicote House - CCTV Upgrade	Chris Hipkiss	0	0	18	0		18	PO Commitment (CDC003691) to be cancelled as invoice was accrued in 2016/17 and processed in 2017/18 - see CDS invoice 10395 dated 14/03/17
40087	Banbury Bus Station - Refurbishment	Chris Hipkiss	0	(103)	3	100		0	Work procured through Solihull Partnership. Actual related to accrual b/fwd from 2016/17 awaiting invoice from SP
40088	Banbury Museum - Refurbishment Programme	Chris Hipkiss	38	(40)	9	69		0	Work procured through Solihull Partnership. Actual related to accrual b/fwd from 2016/17 awaiting invoice from SP
40089	Community Buildings - Remedial Works	Chris Hipkiss	150	0	0	150		0	Project to commence in 2017/18 - date to be determined

CODE	DESCRIPTION	SERVICE OWNER	BUDGET £000	ACTUAL £000	COMMITMENT £000	PROJECTION £000	SLIPPAGE £000	VARIANCE £000	COMMENTS
40090	Car Parks Resurfacing	Chris Hipkiss	0	(49)	46	3		0	Work procured through Solihull Partnership. Actual related to accrual b/fwd from 2016/17 awaiting invoice from SP
40092	Spiceball Riverbank Reinstatement	Chris Hipkiss	50	0	0	50		0	Project delayed until 2017/18 - commencement to be determined
40123	Bolton Road	Jane Norman	74	0	88	0		14	PO Commitment (CDC002158 Balance) re Armac Grp re Retention
40139	Banbury Health Centre - Refurbishment of Ventilation, Heating & Cooling Systems	Chris Hipkiss	270	0	0	270		0	Project Plan being drawn up
40140	Thorpe Way Industrial estate - Roof & Roof Lights	Chris Hipkiss	100	0	0	100		0	Project Plan being drawn up
Assets Facilities Management Total			12,131	1,780	7,604	2,973	0	226	
40054	Land & Property Harmonisation	Tim Spiers	83	0	0	83		0	For implementation in 17/18 as per Project Plans
40056	5 Year Rolling HW / SW Replacement Prog	Tim Spiers	50	0	0	50		0	For implementation in 17/18 as per Project Plans
40057	Business Systems Harmonisation Programme	Tim Spiers	40	0	0	29		(11)	For implementation in 17/18 as per Project Plans
40059	Website Redevelopment	Tim Spiers	0	(114)	114	0		0	Actual re accrual reversal based on PO Commitment from previous year.
40126	Visualifies Replacement	Tim Spiers	0	11	0	0		11	IKEN Data Migration / Installation / Consultancy
	IT Strategy Review		139	1	0	139		1	For implementation in 17/18 as per Project Plans
Information Technology Total			312	(102)	114	301	0	1	
Chief Finance Officer Total			29,948	1,633	7,894	20,734	0	313	
40001	Biomass Heating Bicester Leisure Centre	Sharon Bolton	14	0	0	14		0	H and S changes required to delivery system
40002	Cooper Sports Hall Roof	Sharon Bolton	0	0	0	0		0	Works completed
40003	Customer Self-Service Portal CRM Solutn	Natasha Barnes	80	0	0	80		0	Project delayed
40004	The Hill Youth Community Centre	Jane Norman	909	0	0	909		0	The Hill project has been delayed and will not be complete until December 2017.
40005	Whitelands Farm Sports ground	Sharon Bolton	998	957	1,309	(1,268)		0	Budget needs to be reviewed.
40006	Community Centre Refurbishments	Nicola Riley	84	0	0	84		0	This budget is being held back for the Hill Youth Centre fit out
40007	Solar Photovoltaics at Sports Centre	Sharon Bolton	80	0	0	80		0	Required for replacement of the invertors
40009	Football Development Plan in Banbury	Sharon Bolton	20	0	0	20		0	Project delayed as new master plan being developed - spend in Q4
40010	North Oxfordshire Academy Astro turf	Sharon Bolton	490	0	0	490		0	Assume these are 2 projects: one for contribution to NOA 3G and one for NOA/ Cooper ATP replacement
40013	Stratfield Brake Repair Works	Sharon Bolton	22	0	0	22		0	All to be spent in Q2 - scoping of works completed - appointing contractors
40015	Car Park Refurbishments	Natasha Barnes	650	0	0	650		0	CDC car parks are now outsourced under a new management contract with APCOA. However Executive agreed to fund the capital set up costs for the new equipment required in the car parks. It is expected that the budget will be fully utilised but any underspend will need to be slipped as contingency for replacement equipment in the future.
40017	Sports Centre Modernisation Programme	Sharon Bolton	86	(199)	1	285		1	Reversal of accrual from previous year has resulted in the negative expenditure pending receipt of the expected invoice.
40018	WGLC Dry Side Refurbishment	Sharon Bolton	0	(52)	0	52		0	Reversal of accrual from previous year has resulted in the negative expenditure pending receipt of the expected invoice.
40019	Bicester Leisure Centre Extension	Sharon Bolton	149	5	30	114		0	Feasibility commenced Q1
40020	Spiceball Leis Centre Bridge Resurfacing	Sharon Bolton	30	0	0	30		0	Works to be determined post completion of formation of new bridge connection in 2018 as part of the CQ2 project. Capital to slip as a consequence into 2018/19
40069	Empty Homes Work-in-Default Recoverable	Ian Davies	100	0	0	100		0	Contingency pot - this needs to remain at £100k per annum. Any unspent budget is to be slipped and topped up to £100k
40083	Disabled Facilities Grants	Ian Davies	1,798	157	0	1,231	410	0	£930k DFG grant from OCC. Expect to slip £410k

CODE	DESCRIPTION	SERVICE OWNER	BUDGET £000	ACTUAL £000	COMMITMENT £000	PROJECTION £000	SLIPPAGE £000	VARIANCE £000	COMMENTS
40084	Discretionary Grants Domestic Properties	Ian Davies	615	11	0	481		(123)	Could potentially offer up a saving at year end with members agreement
40131	S106 Capital Costs- Various Schemes		0	24	105	(129)		0	year end adjustment - projection is the transfer from S106 holding account
40135	Bicester Leisure Centre - Access Road Improvements	Sharon Bolton	33	0	0	33		0	Order not yet raised but cost of circa 23K - to be carried out in Q2 - planned 15/16 Aug
40136	Cooper School Performance Hall - Roof, Floor & Seat	Sharon Bolton	136	0	0	136		0	Works to roof to have commenced however due to timescales logistics the flooring/seating works are to be scheduled later in the year or slipped to 2018
40137	North Oxfordshire Academy - Replacement Floodlight	Sharon Bolton	95	0	0	95		0	Purchase order raised to Abacua Lighting - works to be completed
40138	North Oxfordshire Academy - Sports Pavilion Improve	Sharon Bolton	20	0	0	20		0	Works to be completed late in Q2 or early in Q3
	Community Services Total		6,409	903	1,445	3,529	410	(122)	
40021	Energy Efficiency Projects	Ed Potter	20	0	3	4	10	(3)	Best estimate - RS 24/07/17
40022	Glass Bank Recycling Scheme	Ed Potter	8	0	0	0	0	(8)	To be committed in quarter 2 - RS 24/07/17
40023	Recycling Bank Scheme	Ed Potter	0	0	0	0	0	0	Fully committed in 16/17 - RS 24/07/17
40025	Public Conveniences	Ed Potter	0	0	0	25	0	25	Fully committed in 16/17 - RS 24/07/17
40026	Off Road Parking Facilities	Ed Potter	18	0	0	0	0	(18)	To be committed in quarter 2/3 - RS 24/07/17
40028	Vehicle Replacement Programme	Ed Potter	1,087	282	663	142	0	0	on target - slippage possible when purchases are confirmed later in the year
40029	Wheeled Bin Replacement Scheme	Ed Potter	170	0	0	70	100	(0)	Slippage will definitely be required as this is a rolling programme
40031	Urban Centre Electricity Installations	Ed Potter	30	0	0	0	0	(30)	To be committed in quarter 2/3 - RS 24/07/17
	Environmental Services Total		1,333	282	666	240	110	(35)	
	Operations & Delivery Total		7,742	1,185	2,111	3,769	520	(157)	
	Capital Total		37,690	2,818	10,005	24,503	520	156	

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CDC Earmarked Reserves 2017-18 At 30 June 17

Reserve	Service Owner	Estimated Balance 31-Mar-2017 Post Review	Transfer In	Transfer Out	Year End Review of Reserves	Year End Review of Reserves	Estimated Balance 31-Mar-2018 Post Review
		£000	£000	£000	£000	£000	£000
General Fund:							
Building Control	Tony Brummell	(100)					(100)
Capacity Funding	Jenny Barker	(157)		157			0
Country Park Reserve	Kevin Larnar	(100)					(100)
Elections	James Doble	(109)					(109)
Environmental Warranties	Paul Sutton	(1,000)					(1,000)
Hanwell Fields Open Space	Andy Preston / Lewis Bankes-Hughes	(79)					(79)
Home Improvement Agency	Tim Mills	(234)					(234)
Housing Reserve	Marianne North	(91)		46	39		(6)
Work in Default reserve	Tim Mills	(100)					(100)
Joint External Bid-writer	Jenny Barker	(19)		11			(8)
Licensing	Nicolas Sutcliffe	(129)					(129)
Local Plan Charges	Adrian Colwell	(75)	(417)	370	122		0
NHB - Affordable Housing	Joanne Barrett	(577)	(278)				(855)
NHB - Economic Development	Adrian Colwell	(2,665)	(2,095)				(4,760)
NHB - Superfast Broadband	Adrian Colwell	(727)					(727)
Planning Control	Andy Preston	(350)		94			(256)
Corporate Projects	Paul Sutton	(491)		200	223		(68)
Retained Business Rates	Mandy Anderson	(2,205)			568		(1,637)
Sainsbury's Primary Authority	Jackie Fitzsimons	(55)					(55)
Self Insurance	Paul Sutton	(160)					(160)
Transformation and Commercial	Paul Sutton	(313)			210		(103)
VAT Deminimus	Paul Sutton	(500)					(500)
Welfare Reform	Belinda Green	(99)		97			(2)
Wheeled Bin Replacements	Ed Potter	(37)					(37)
PCT Contributions to Health Bus	Nicola Riley	(40)					(40)
Performance Reward Grant ABG	Mike Grant	(21)					(21)
Heat Network	Jenny Barker	(50)					(50)
Devolution Viability Work	James Doble	(12)					(12)
Healthy New Towns	Ian Davies	(20)		7			(13)
Horton General Towns	Ian Davies	(150)					(150)
Museum development	Ian Davies	(30)					(30)
Pensions Deficit	Paul Sutton	(3,396)		3,053			(343)
NEW Strategic Intelligence studies (from General Fund)	Scot Barnes	0	(30)		30		0
New Car Parks APCOA Consultants fees (from General Fund)	Ian Davies	0	(9)		9		0
							0
General Fund Earmarked Reserves		(14,091)	(2,829)	4,035	1,201	0	(11,684)

CDC Earmarked Reserves 2017-18 At 30 June 17

Earmarked Reserves from Grants & Contributions							
Area Based Grant	Rakesh Kumar	(83)					(83)
Bicester Fields Main Park	Andy Preston / Lewis Bankes-Hughes	(97)					(97)
Brighter Futures - Skills Reward Grant	Nicola Riley	(66)					(66)
Bicester Garden Town	Jenny Barker	(1,197)		629			(568)
Bicester Youth Bus	Mike Grant	(65)					(65)
Broadfield Road Yarnton Sports		(4)					(4)
Courtyard Youth Arts	Nicola Riley	(39)					(39)
Dovecote Milcombe	Andy Preston / Lewis Bankes-Hughes	(56)		35			(21)
Eco Town Revenue	Jenny Barker	(472)		282	160		(30)
Emergency Planning	Jackie Fitzsimons	(40)					(40)
Green Deal Pioneer Places	Jenny Barker	(67)					(67)
Homelessness Prevention	Joanne Barrett	(70)					(70)
New Burdens Grant	Paul Sutton	(248)					(248)
Housing and Planning Initiatives	Andy Preston / Adrian Colwell / Chris Stratford	(322)					(322)
Police & Crime Commissioner - Community Safety Grant	Mike Grant	(64)					(64)
Thames Vally Police	Mike Grant	(86)					(86)
Sportivate Grant	Sharon Bolton	(33)					(33)
Active Women Grant	Sharon Bolton	(22)					(22)
Credit Union Development Officer	Belinda Green/Marianne North	(23)					(23)
Laburnham Cres Ambrosden	Andy Preston / Lewis Bankes-Hughes	(38)					(38)
Reserves from Grants & Contributions		(3,092)	0	946	160	0	(1,986)
Total Earmarked Reserves		(17,183)	(2,829)	4,981	1,361	0	(13,670)
General Fund		(2,993)				0	(2,993)
Total Reserves		(20,176)	(2,829)	4,981	1,361	0	(16,663)

CDC Earmarked Reserves 2017-18 At 30 June 17

Reserves Opening Balance	(20,176)	
Budget moved to reserve NHB	(2,373)	
Budget created from reserve	4,849	
General reserves included in budget	(589)	589
General underspends trf to reserves		(456)
Capital Financing		
Use of Reserves in year		1,493
Total Use of Reserves in Budget Monitoring	1,887	1,626
Subtotal (Net use of Reserves)		3,513
Draft Reserves Closing Balance		(16,663)

	EMR	GF	Total
Opening	(17,183)	(2,993)	(20,176)
In year movements	3,513	0	3,513
	(13,670)	(2,993)	(16,663)
CIES Movement	0	(131)	(131)
Closing	(13,670)	(3,124)	(16,794)

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