

Ms Julia O'Gorman
Rags and Berts Doggy Day Care
25 Loverock Road
RG30 1DZ

Our Ref: PDW/117223

Direct: ☎ 0118 9372251
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Your contact is: Lisa Clements - Animal Warden Service

Dear Ms O'Gorman

**THE ANIMAL WELFARE (Licensing of Activities Involving Animals)
(ENGLAND) Regulation 2018**
Licence for providing home boarding for dogs.
RE: Rags and Berts Doggy Day Care, 25 Loverock Road, RG30 1DZ

Further to our recent meeting, I am pleased to enclose your Dog Boarding licence.

If you wish to appeal the council's decision please contact the First-tier Tribunal, this must be done within 28 days beginning with the day following the date of the decision.

Contact details for the First-tier Tribunal: <https://www.gov.uk/guidance/welfare-of-animals-appeal-to-a-tribunal>

The licence covers the period from **21 December 2021 until 20 December 2023** and must be available to all customers.

If you require any further information, please do not hesitate to contact me on the above number.

Reading borough Council will also do one visit within 24 months, this won't be an inspection just a visit. If you require any further information, please do not hesitate to contact me on the above number.

Yours sincerely



Lisa Clements
Animal Warden

*It is **YOUR** responsibility to ensure that you submit the correctly completed renewal application form, fee and supporting documentation to this office no less than 10 full weeks prior to the expiry of your licence. Failure to do so may lead to your application not being processed before the licence expires.*



**THE ANIMAL WELFARE (Licensing of Activities Involving Animals)
(ENGLAND) Regulation 2018**

**Licence for providing
Home boarding for dogs**

**THIS IS TO CERTIFY that
Ms Julia O'Gorman**

are hereby licensed to keep a Dog Boarding Establishment
at the premises known as

***Rags and Berts Doggy Day Care,
25 Loverock Road, RG30 1DZ***

The number of animals shall not exceed 25 dogs

This licence shall continue from 21 December 2021 until 20 December 2023,

DATED: 22.12.2021

.....
Francis Martin
Executive Director of Economic Growth and Neighbourhood Services

This licence is granted by Environmental Protection, Reading Borough Council, Civic Offices, Reading RG1 2LU
This certificate, together with a copy of any conditions made under the Acts relating to

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General conditions to be attached to all licences issued under The Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018

Licence display

- 1.1 A copy of the licence must be clearly and prominently displayed on any premises on which the licensable activity is carried on.
- 1.2 The name of the licence holder followed by the number of the licence holder's licence must be clearly and prominently displayed on any website used in respect of the licensable activity.

Records

- 2.1 The licence holder must ensure that at any time all the records that the licence holder is required to keep as a condition of the licence are available for inspection by an inspector in a visible and legible form or, where any such records are stored in electronic form, in a form from which they can readily be produced in a visible and legible form.
- 2.2 The licence holder must keep all such records for at least three years beginning with the date on which the record was created.

Use, number and type of animal

- 3.1 No animals or types of animal other than those animals and types of animal specified in the licence may be used in relation to the relevant licensable activity.
- 3.2 The number of animals kept for the activity at any time must not exceed the maximum that is reasonable taking into account the facilities and staffing on any premises on which the licensable activity is carried on.

Staffing

- 4.1 Sufficient numbers of people who are competent for the purpose must be available to provide a level of care that ensures that the welfare needs of all the animals are met.
- 4.2 The licence holder or a designated manager and any staff employed to care for the animals must have competence to identify the normal behaviour of the species for which they are caring and to recognise signs of, and take appropriate measures to mitigate or prevent, pain, suffering, injury, disease or abnormal behaviour.
- 4.3 The licence holder must provide and ensure the implementation of a written training policy for all staff.

Suitable environment

- 5.1 All areas, equipment and appliances to which the animals have access must present minimal risks of injury, illness and escape and must be constructed in materials that are robust, safe and durable, in a good state of repair and well maintained.
- 5.2 Animals must be kept at all times in an environment suitable to their species and condition (including health status and age) with respect to—
 - (a) their behavioural needs,
 - (b) its situation, space, air quality, cleanliness and temperature,
 - (c) the water quality (where relevant),
 - (d) noise levels,
 - (e) light levels,
 - (f) ventilation.
- 5.3 Staff must ensure that the animals are kept clean and comfortable.
- 5.4 Where appropriate for the species, a toileting area and opportunities for toileting must be provided.
- 5.5 Procedures must be in place to ensure accommodation and any equipment within it is cleaned as often as necessary and good hygiene standards are maintained and the accommodation must be capable of being thoroughly cleaned and disinfected.

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5.6 The animals must be transported and handled in a manner (including for example in relation to housing, temperature, ventilation and frequency) that protects them from pain, suffering, injury and disease.

5.7 All the animals must be easily accessible to staff and for inspection and there must be sufficient light for the staff to work effectively and observe the animals.

5.8 All resources must be provided in a way (for example as regards frequency, location and access points) that minimises competitive behaviour or the dominance of individual animals.

5.9 The animals must not be left unattended in any situation or for any period likely to cause them distress.

Suitable diet

6.1 The animals must be provided with a suitable diet in terms of quality, quantity and frequency and any new feeds must be introduced gradually to allow the animals to adjust to them.

6.2 Feed and (where appropriate) water intake must be monitored, and any problems recorded and addressed.

6.3 Feed and drinking water provided to the animals must be unspoilt and free from contamination.

6.4 Feed and drinking receptacles must be capable of being cleaned and disinfected, or disposable.

6.5 Constant access to fresh, clean drinking water must be provided in a suitable receptacle for the species that requires it.

6.6 Where feed is prepared on the premises on which the licensable activity is carried on, there must be hygienic facilities for its preparation, including a working surface, hot and cold running water and storage.

Monitoring of behaviour and training of animals

7.1 Active and effective environmental enrichment must be provided to the animals in inside and any outside environments.

7.2 For species whose welfare depends partly on exercise, opportunities to exercise which benefit the animals' physical and mental health must be provided, unless advice from a veterinarian suggests otherwise.

7.3 The animals' behaviour and any changes of behaviour must be monitored and advice must be sought, as appropriate and without delay, from a veterinarian or, in the case of fish, any person competent to give such advice if adverse or abnormal behaviour is detected.

7.4 Where used, training methods or equipment must not cause pain, suffering or injury.

7.5 All immature animals must be given suitable and adequate opportunities to—

(a) learn how to interact with people, their own species and other animals where such interaction benefits their welfare, and

(b) become habituated to noises, objects and activities in their environment.

Animal handling and interactions

8.1 All people responsible for the care of the animals must be competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease.

8.2 The animals must be kept separately or in suitable compatible social groups appropriate to the species and individual animals and no animals from a social species may be isolated or separated from others of their species for any longer than is necessary.

8.3 The animals must have at least daily opportunities to interact with people where such interaction benefits their welfare.

Protection from pain, suffering, injury and disease

9.1 Written procedures must—

(a) be in place and implemented covering—

(i) feeding regimes,

(ii) cleaning regimes,

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(iii) transportation,
(iv) the prevention of, and control of the spread of, disease,
(v) monitoring and ensuring the health and welfare of all the animals,
(vi) the death or escape of an animal (including the storage of carcasses);
(b) be in place covering the care of the animals following the suspension or revocation of the licence or during and following an emergency.

9.2 All people responsible for the care of the animals must be made fully aware of these procedures.

9.3 Appropriate isolation, in separate self-contained facilities, must be available for the care of sick, injured or potentially infectious animals.

9.4 All reasonable precautions must be taken to prevent and control the spread among the animals and people of infectious diseases, pathogens and parasites.

9.5 All excreta and soiled bedding for disposal must be stored and disposed of in a hygienic manner and in accordance with any relevant legislation.

9.6 Sick or injured animals must receive prompt attention from a veterinarian or, in the case of fish, an appropriately competent person and the advice of that veterinarian or, in the case of fish, that competent person must be followed.

9.7 Where necessary, animals must receive preventative treatment by an appropriately competent person.

9.8 The licence holder must register with a veterinarian with an appropriate level of experience in the health and welfare requirements of any animals specified in the

9.12 No person may euthanase an animal except a veterinarian or a person who has been authorised by a veterinarian as competent for such purpose or—

(a) in the case of fish, a person who is competent for such purpose;

(b) in the case of horses, a person who is competent, and who holds a licence or certificate, for such purpose.

9.13 All animals must be checked at least once daily and more regularly as necessary to check for any signs of pain, suffering, injury, disease or abnormal behaviour and vulnerable animals must be checked more frequently.

9.14 Any signs of pain, suffering, injury, disease or abnormal behaviour must be recorded and the advice and further advice (if necessary) of a veterinarian (or in the case of fish, of an appropriately competent person) must be sought and followed.

Emergencies

10.1 A written emergency plan, acceptable to the local authority, must be in place, known and available to all the staff on the premises on which the licensable activity is carried on, and followed where necessary to ensure appropriate steps are taken to protect all the people and animals on the premises in case of fire or in case of breakdowns of essential heating, ventilation and aeration or filtration systems or other emergencies.

10.2 The plan must include details of the emergency measures to be taken for the extrication of the animals should the premises become uninhabitable and an emergency telephone list that includes the fire service and police.

10.3 External doors and gates must be lockable.

10.4 A designated key holder with access to all animal areas must at all times be within reasonable travel distance of the premises and available to attend in an emergency.

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