



STAR RATING:



Reference: **CB/LANW/12/046769**

**The Animal Welfare (Licensing of Activities Involving Animals)  
(England) Regulations 2018**

**LICENCE FOR BOARDING OF DOGS**

**Central Bedfordshire Council** being the Local Authority under the above Regulations, hereby licence:

**KATHLEEN & GLYN STANDRING**  
**of AGK R US LTD T/A WAYSIDE KENNELS AND CATTERY**  
**at Wayside House, Chapel Road, Meppershall, Shefford, SG17 5NQ**

Being the occupier of the above-mentioned premises within the area of the said Authority to keep a **DOG BOARDING** establishment at the same premises subject to the licence conditions.

The maximum number of dogs to be kept at any one time is: **75 Dogs.**

This Licence shall remain in force from the **7<sup>th</sup> January 2024** until and including the **6<sup>th</sup> January 2026**

Granted at the Central Bedfordshire Council offices.

Date of issue: 20<sup>th</sup> December 2023

Signed:

A handwritten signature in black ink, appearing to be "Susan Childerhouse".

Susan Childerhouse  
(Officer appointed for this purpose)

## Licence conditions

All licence conditions are to be complied with throughout the duration of the licence. These licence conditions and statutory guidance can be found online at:

<https://www.gov.uk/government/publications/animal-activities-licensing-guidance-for-local-authorities/dog-kennel-boarding-licensing-statutory-guidance-for-local-authorities>

In addition to the above:

1. At least one unannounced visit every year will occur and will increase in frequency in the event of any complaints or non-compliance reported to the local authority.
2. Any changes to the licence such as licensee, dog numbers or address must be reported to the local authority to vary the licence.
3. Once received, the licence must be visibly displayed for any potential customers to view. (Licence condition 1.1). **Action: To be completed within 1 week.**
4. Staff ratios to be maintained at a minimum of 1 person to 25 animals. (Licence condition 4.1) **Action: To be completed Immediately (Ongoing).**
5. All dogs must have some form of enrichment within their kennel when not being exercised. Where toys are not provided by the owner, other provisions are to be made by the business to reduce any stress and excessive barking. Competent ongoing assessments to be made for every dog daily during its stay (Licence condition 7.1 and Part B – 8.2, 8.4 and 8.5) **Action: To be completed Immediately (Ongoing).**
6. All dogs must receive opportunities to exercise either involving at least one walk per day or access to a secure open space away from the kennel unit for a minimum of 10 minutes per day. This is to be increased where possible to reduce any stress and excessive barking. Competent ongoing assessments to be made for every dog daily during its stay. Where this cannot be achieved due to veterinary reasons, additional enrichment must be provided to support the dog mentally and physically. (Licence condition 7.2) **Action: To be completed Immediately (Ongoing).**
7. Dogs MUST NOT be left wearing check chains capable of getting caught and causing subsequent injury in any kennel when left unsupervised. Any equipment such as collars must be checked for safety before being left on the dog in the kennel unsupervised. (Licence condition Part B – 8.1) **Action: To be completed within 1 week (Ongoing).**
8. All people responsible for the care of the animals must be made fully aware of the up-to-date policies and procedures. Update the staff records to demonstrate as and when this has been completed (Licence condition 9.2) **Action: To be completed within 1 week (Ongoing).**

## The appeals process

This licence has been given a star rating and issued following an inspection of the business.

To ensure fairness to businesses, Central Bedfordshire Council has an appeal procedure in place for businesses to dispute the star rating given in respect of their business, procedure as per this document. The appeal procedure is relevant where the business wishes to dispute

the star rating given as not reflecting the animal welfare standards and risk level of their business at the time of the inspection. This should not be used if the business has made improvements to their business and wishes to be reassessed – in this case, the business should apply for re-inspection

If a business wishes to appeal the star rating given by the ‘inspecting officer’ (i.e. the officer undertaking the inspection) on behalf of Central Bedfordshire Council, the appeal should be made in writing (including by email) to the Council, and can be sent to: [Health&Safety@centralbedfordshire.gov.uk](mailto:Health&Safety@centralbedfordshire.gov.uk)

A business disputing a rating should be encouraged to discuss this informally first with the ‘**inspecting officer**’ so that there is an opportunity to help explain to the business how the rating was worked out, as this may help resolve the matter without the business having to lodge an appeal. Any such discussions do not form part of the formal appeal process and do not change the deadline within which an appeal must be lodged. Note if the business does lodge an appeal and the matter is resolved informally, the business may subsequently withdraw it, if they wish.

Businesses have **21 days** (including weekends and bank holidays) following the issue of their licence in which to appeal the star rating.

The appeal should be determined by a designated manager, details below. No officer involved in the production of the rating, or in the inspection on which the rating is based should consider the appeal.

Central Bedfordshire Council will deal with the appeal within 21 days (including weekends and bank holidays) from the date we receive the appeal to consider the appeal, within which time we will issue a decision to the business.

Central Bedfordshire Council will determine the outcome of an appeal by considering the paperwork associated with the inspection and the past record of the business. In some circumstances, a further visit to the establishment may be required. The appeal process will be transparent. The costs of any additional inspections related to the appeal will be borne by the applicant unless it results in a higher rating being awarded. This will depend on the nature of the dispute and whether a decision can or cannot be made on the basis of the paperwork.

If the business disagrees with the outcome of the appeal, they can challenge the Council’s decision by means of judicial review. The business also has recourse to the Council’s complaints procedure (including taking the matter to the Local Government Ombudsman where appropriate) if they consider that a council service has not been properly delivered

## **Requests for re-inspections for re-rating purposes**

To ensure fairness to businesses, Central Bedfordshire Council has a procedure in place for undertaking re-inspections at the request of the business for re-assessing their star rating. Please contact the officer issuing the licence for more information.