

# **TORFAEN COUNTY BOROUGH COUNCIL**

## **LICENCE CONDITIONS AND GUIDANCE FOR PET SHOPS**



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### **1. General Conditions**

<b>Licence Condition</b>	<b>Guidance</b>
<b>1.1 Licence Display</b>  a. A copy of the licence and its conditions must be suitably displayed to the public in a prominent position in, on or about the Pet Shop.	
<b>1.2 The Inspection</b>  a. All animals kept on the premises comprise the 'business of selling animals as pets', and as such will be subject to licensing inspections.	

### **2. Accommodation & Environment**

*Animals must at all times be kept in accommodation suitable to their species with respect to construction, size, temperature, lighting, ventilation, cleanliness and protection from harm. Accommodation must be such that it allows the exhibition of natural behaviours.*

<b>Licence condition</b>	<b>Guidance</b>
<b>2.1 Construction</b>  a. All housing must be constructed of materials which are	Emphasis should be with regards to the size and material used that is suitable to the species being housed and kept in good repair.

<p>capable of being easily and thoroughly cleansed and suitable for the species.</p> <ul style="list-style-type: none"> <li>b. Animals must not be kept in housing in such a way that can be interfered with by other animals, the public or allow them to escape.</li> <li>c. All accommodation must be adequately secured.</li> </ul>	<p>All housing should be designed and constructed to allow animals to move naturally e.g. climb, fly, swim or jump.</p> <p>Signage should be in place to deter public interference and accommodation locked as appropriate.</p>
<p><b>2.2 Stocking Density</b></p> <ul style="list-style-type: none"> <li>a. The maximum numbers of animals to be stocked on the premises will be governed by the accommodation available and must not be exceeded as stated on the Schedule that accompanies the licence.</li> <li>b. All aquaria must be maintained within the industry's recommended minimum water standards to ensure suitable water quality.</li> <li>c. Water quality must be checked routinely.</li> </ul>	<p>Please refer to Pet Care Trust guidelines on stocking density and water quality.</p> <p>Further information regarding minimum water standards can also be found at Ornamental Aquatic Trade Association (OATA) <a href="http://www.ornamentalfish.org">www.ornamentalfish.org</a></p>
<p><b>2.3 Bedding</b></p> <ul style="list-style-type: none"> <li>a. The type of bedding used will depend on the animal kept. It must be provided in sufficient quantities to enable the animal to feel secure and warm.</li> </ul>	<p>Needs to be clean, dry and parasite free and where practicable as close to the species natural environment.</p>
<p><b>2.4 Temperature &amp; Heating</b></p> <ul style="list-style-type: none"> <li>a. Individual accommodation temperatures must be maintained within a range suitable for the particular species kept.</li> <li>b. If animals are displayed outdoors they must have adequate protection from weather.</li> </ul>	<p>These may include min/max thermometers placed within individual environments, as required to ensure accurate &amp; continuous temperature monitoring.</p> <p>This should include shelter from wind, rain or snow and/or the sun and predators if appropriate.</p>

<p><b>2.5 Lighting</b></p> <ul style="list-style-type: none"> <li>a. Lighting must be provided to all accommodation, which is suitable to the species.</li> <li>b. In all cases lighting periods should mimic natural daylight patterns to suit the species kept.</li> </ul>	<p>It is important that species specific lighting is used and is especially important with regards to some species of reptiles. It should be suitable for those species that are naturally nocturnal.</p> <p>In all circumstances expert advice should be sought.</p>
<p><b>2.6 Ventilation</b></p> <ul style="list-style-type: none"> <li>a. Adequate ventilation must be provided to all livestock accommodation without causing excessive draughts.</li> </ul>	<p>Ventilation is important as an aid to disease control and prevents excessive atmospheric humidity. The spread of airborne infection can be of significant risk, also excessive or inadequate humidity may cause other health problems.</p>
<p><b>2.7 Cleanliness</b></p> <ul style="list-style-type: none"> <li>a. Accommodation must be cleaned as often as necessary to maintain good hygiene standards, consistent with the rate of stock turnover.</li> <li>b. Where accommodation is on a tiered system, water, food or other waste must not be allowed to enter the lower housing.</li> <li>c. Cleansing and disinfection of accommodation must take place before any new stock is brought in and otherwise at least every month.</li> </ul>	<p>Spoiled food and water should be removed without delay. Soiled bedding should be removed frequently (at least daily) in order to maintain a clean and healthy environment. This is not intended to include aquarium filtered re-circulation systems.</p>
<p><b>2.8 Dangerous Wild Animals</b></p> <ul style="list-style-type: none"> <li>a. Where Dangerous Wild Animals (DWA) are kept on the</li> </ul>	<p>The Licensee should be fully conversant and compliant with all</p>

<p>premises they must be kept in appropriate and securely locked accommodation, with warning signs and in compliance with all relevant conditions detailed in the Dangerous Wild Animals Act 1976.</p> <ul style="list-style-type: none"> <li><b>b.</b> The Local Authority must be notified of the intention to keep and/or sell any species on the DWA schedule.</li> <li><b>c.</b> These animals must not be kept until the written permission has been received from the licensing authority</li> <li><b>d.</b> These animals will be inspected as if they were being kept under a DWA licence.</li> <li><b>e.</b> When DWA's are kept for sale there must be a notice advising potential customers of the need to obtain a DWA licence prior to purchase.</li> <li><b>f.</b> An appropriate Risk Assessment for the species of DWA kept will be supplied to the licensing authority before permission is given.</li> </ul>	<p>the requirements in relation to the Dangerous Wild Animals Act 1976.</p>
<p><b>2.9 Pest Control</b></p> <ul style="list-style-type: none"> <li><b>a.</b> All necessary precautions must be taken to prevent the introduction into the premises, of rodents, insects and other pests. (Excluding those for sale or for feeding).</li> <li><b>b.</b> A vermin control plan must be formulated and followed.</li> </ul>	<p>This may be covered by having a contract with a pest control firm for routine visits.</p>
<p><b>2.10 Waste Disposal</b></p> <ul style="list-style-type: none"> <li><b>a.</b> All excreta and soiled bedding must be stored in impervious containers with close fitting lids.</li> <li><b>b.</b> Excreta, soiled bedding and waste food must be removed from the premises on a regular basis, at least weekly, and disposed of to the satisfaction of the appropriate local authority and in accordance with regulation and good waste management.</li> </ul>	<p>Premises should maintain a contract for removal with an appropriate company and adhere to local authority regulations.</p> <p>Whilst awaiting the removal of excreta and soiled bedding, it should be stored in way that it reduces the risk of smells and pest nuisance to a minimum.</p>

<ul style="list-style-type: none"> <li>c. Similarly all dead stock must be disposed of in an appropriate manner.</li> <li>d. All containers must be kept in a clean condition.</li> </ul>	<p>There should be appropriate arrangements in place for removal of dead animals.</p>
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### **3. Diet & Nutrition**

*Animals must be supplied with adequate amounts of food suitable for the species, appropriate to their needs, and at suitable times.*

<b>Licence condition</b>	<b>Guidance</b>
<p><b>3.1 Food &amp; Drink</b></p> <ul style="list-style-type: none"> <li>a. All animals must be supplied with a diet suitable for the species and age.</li> <li>b. Perishable foods must be changed daily.</li> <li>c. Fresh, clean water must be available at all times and changed daily as a minimum.</li> <li>d. Food and drink receptacles must be capable of being easily cleansed and disinfected and must be positioned to minimise faecal contamination.</li> <li>e. A sufficient number of receptacles for the number of animals housed in order to eliminate feeding competition must be provided and easily cleansed at least once a day.</li> </ul>	<p>Particular attention needs to be made to the most appropriate intervals and type of food to be given to each animal dependant on age, species group and any necessary extra vitamin and mineral requirements to ensure basic nutrition and health needs are made e.g. Rabbits require a constant supply of fresh hay to maintain dental and gastrointestinal health.</p> <p>Faecal and urine contamination is of significant risk to health, any dirty food or drink receptacles should be removed and cleaned without delay.</p> <p>All receptacles should be thoroughly cleaned before passing between separate groups of animals.</p>
<p><b>3.2 Food Storage</b></p> <ul style="list-style-type: none"> <li>a. All food, excluding live food, intended for feeding to</li> </ul>	<p>Food storage containers must be thoroughly cleaned between</p>

<p>livestock on the premises must be stored in impervious closed containers.</p> <p><b>b.</b> Any spilt food must be cleared up promptly to avoid attracting vermin.</p> <p><b>c.</b> The containers and equipment used for feeding must be kept in a clean condition.</p>	<p>batches of food, and feeding equipment must be washed after each use.</p>
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#### **4. Normal Behaviour**

*Each species must be kept in an environment that enables them to exhibit normal behaviours and provide for adequate exercise e.g. digging, bathing, climbing and hiding.*

<b>Licence condition</b>	<b>Guidance</b>
<p><b>4.1 Exercise</b></p> <p><b>a.</b> Exercise facilities must be available for the animals where appropriate.</p>	<p>Animals must be able to exhibit normal behaviour patterns and this may require the provision of suitable space for exercise and or appropriate accessories.</p> <p>In the case of puppies an exercise pen must be provided and kittens must have a multi-level environment).</p> <p>Where applicable exercise facilities should be used on a daily basis and exercise regimes should be formulated for those that would benefit from extra exercise outside of their normal living quarters.</p>
<p><b>4.2 Accessories</b></p> <p><b>a.</b> Accessories must be provided to enhance the environment and must be suitable &amp; sufficient for the</p>	<p>Sufficient facilities for species that enjoy privacy should be provided, so that each animal can enjoy solitude at the same time. Sufficient perches must be provided to allow all birds to perch at the same time</p>

species.	Sufficient species specific substrate (cage litter) and cage furniture should be provided so that natural behaviours can be carried out (e.g. materials for burrowing species, branches for tree dwelling/climbing species etc.).
<b>4.3 Company</b> <ul style="list-style-type: none"> <li>a. Animals must be kept in social groups which are suitable to satisfy their need for company.</li> <li>b. Licensees must take in to account group competition and aggression which needs to be avoided.</li> <li>c. Species must be kept separately unless they are of proven compatibility.</li> </ul>	<p>Animals (unless a solitary species) should be kept in groups which reduce to a minimum the chances of indiscriminate breeding.</p> <p>Rabbits and Guinea pigs are not fully compatible and best practice is that they should not be co-housed. e.g. differing nutritional requirements and possibility of bullying/aggression which can increase as they mature.</p>

## **5. Health & Welfare**

*All stock sold must be in good health as far as can be reasonably determined without veterinary inspection. Any sick or injured animal must receive appropriate care and treatment without delay. Veterinary advice must be sought whenever necessary.*

<b>Licence condition</b>	<b>Guidance</b>
<b>5.1 Registration with a Veterinary Surgeon</b> <ul style="list-style-type: none"> <li>a. All premises must be registered with a veterinary surgeon, including a specialist veterinary surgeon where appropriate.</li> </ul>	Ideally a local vet which specialises in the species kept and sold within the pet shop (small animal/reptiles etc where applicable).
<b>5.2 Health Status</b>	Keepers have a 'Duty of Care' under the Animal Welfare Act

<ul style="list-style-type: none"> <li>a. There must be a daily inspection of each animal to check for any signs of pain, suffering, injury or disease.</li> <li>b. Any sick or injured animal must receive appropriate care and treatment without delay. Veterinary advice should be sought whenever necessary.</li> <li>c. No animal receiving veterinary treatment must be exposed for sale until treatments have finished and the animal has regained full health.</li> </ul>	<p>2006. Section 9 defines the need to provide an animal its 'five freedoms'. Of which one is its need to be <i>Protected from Pain, Suffering, Injury and Disease</i>.</p> <p>As practicable, this should be off the shop floor to enable quiet recuperation and to prevent inadvertent sale. Where this is not possible as a minimum there should be a notice indicating 'not for sale'/'currently under treatment'.</p>
<p><b>5.3 Disease Control</b></p> <ul style="list-style-type: none"> <li>a. All reasonable precautions must be taken to prevent the outbreak and spread of disease.</li> <li>b. No animal which is suffering from, or is suspected of having come into contact with any animal suffering from any infectious or contagious disease, or which is infested with parasites, shall be brought or kept on the premises unless effectively isolated.</li> <li>c. Suitable hand washing and/or sanitising facilities must be provided for staff and the public.</li> </ul>	<p>All animals should receive appropriate vaccinations where required for the species and as advised by the licensee's veterinary surgeon. Any record of vaccination should be passed to the purchaser. (e.g. puppies, kittens, ferrets etc)</p> <p>Precautions should include effective quarantine of newly arrived groups of animals.</p>
<p><b>5.4 Isolation</b></p> <ul style="list-style-type: none"> <li>a. Suitable and adequate facilities to isolate sick animals must be provided.</li> </ul>	<p>Preferably separate from public display to minimise stress.</p> <p>The facilities need to be appropriate to the species, type of sickness or injury and be conducive to aid optimum recovery. In most circumstances veterinary advice should be sought.</p>
<p><b>5.5 Supervision</b></p> <ul style="list-style-type: none"> <li>a. All livestock must be attended to at regular intervals,</li> </ul>	<p>'Attended to' includes; general welfare check, feeding/watering, cleaning out and handling as applicable.</p>

<p>appropriate to the species.</p> <ul style="list-style-type: none"> <li>b. Under no circumstances will this be less than daily.</li> <li>c. Where there are social/housed groups they must be monitored daily for signs of aggression or bullying.</li> <li>d. All livestock, for sale must be readily accessible and easy to inspect by staff.</li> </ul>	<p>Where social groups of animals are housed there is potential for aggression and bullying to develop careful monitoring of these groups must be made so that any problems can be identified at the earliest opportunity and corrective action be taken to prevent unnecessary injuries or stress.</p> <p>The person monitoring needs to have a sound understanding of the behaviours of the animals socially housed and to have adequate time to observe so that they can detect any early signs of a problem.</p>
<p><b>5.6 Acclimatisation</b></p> <ul style="list-style-type: none"> <li>a. All animals must be allowed a suitable acclimatisation period before being offered for sale.</li> <li>b. This must be no less than a 48 hour period.</li> </ul>	<p>The period required needs to be assessed on an individual species basis (this can be more than 48 hours). We would strongly recommend that the acclimatisation period should be 'off' display.</p> <p>The acclimatisation period is to allow the particular species to recover from their transportation and to allow time to ensure that they are fit for sale. (The stress of the journey may have exacerbated any underlying health issue).</p>
<p><b>5.7 Sale of Livestock</b></p> <ul style="list-style-type: none"> <li>a. No mammal shall be sold or accepted in from a supplier un-weaned or, if weaned, at an age at which it should not have been weaned. In the case of non-mammals, they must be capable of feeding.</li> <li>b. Any animals with an obvious, significant abnormality that would materially affect its quality of life must not be offered for sale. When in doubt, veterinary advice must be sought.</li> </ul>	<p>Young mammals require nutritional and behavioural support from their mothers. It can prove detrimental to their health and wellbeing should this support be lost too early in the young mammals life.</p> <p>Veterinary advice may include euthanasia where this is the case under no circumstances may an animal be euthanised other than in a humane and effective manner. In almost all circumstances this should be carried out by a Veterinary Surgeon.</p>

<p><b>5.8 Transportation</b></p> <ul style="list-style-type: none"> <li>a. Livestock must be handed to purchasers in suitable, durable containers with adequate ventilation for the anticipated journey.</li> <li>b. When receiving livestock, a licensee must make every effort to ensure it is transported in a suitable manner.</li> <li>c. Any livestock received from a supplier or delivered to a purchaser shall be transported according to the current legislation and recommendations</li> </ul>	<p>The purchaser should be advised by the retailer as to the best method of transporting their purchases home to minimise stress.</p> <p>The legislation defines the requirements to ensure the 'Welfare of Animals in Transport'. You can ask your licensing inspector for details of the current regulations. Examples include; securely fitted cage(s) and suitable ventilation. As well as the requirement to hold a Transporters Authorisation.</p>
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## **6. Staff Training & Livestock Knowledge**

*A minimum level of knowledge is expected for staff working in a pet shop environment. All staff need to be competent to look after the animals kept on the premises and to offer purchasers sound advice with regard to their new pets.*

<b>Licence condition</b>	<b>Guidance</b>
<p><b>6.1 Training</b></p> <ul style="list-style-type: none"> <li>a. At least one member of staff working at the licensed premises must hold the City and Guilds Pet Store Management Certificate or another appropriate qualification, and be available during opening hours. This can include by telephone.</li> <li>b. Those already licensed and who do not hold an</li> </ul>	<p>Detailed advice with regards to training and qualifications can be sought through the various Trade Associations, which maybe tailored to the type of species kept.</p>

<p>appropriate qualification must provide evidence of appropriate experience and/or knowledge before additional species are included on their schedule.</p> <p><b>c.</b> The licensee must formulate a written training policy for all permanent staff, and will be required to demonstrate that systematic training is carried out.</p>	
<p><b>6.2 Knowledge</b></p> <p><b>a.</b> No animal can be stocked or sold unless the licensee or a member of staff is familiar with the care and welfare of that animal.</p> <p><b>b.</b> The licensee or an employee must be able to provide suitable advice to purchasers of animals with regard to feeding, housing, handling, suitable accessories and veterinary care.</p> <p><b>c.</b> The Pet Care Trust Quality Assurance Manual or other appropriate reference books (other than, those offered for sale) must always be available for use by staff.</p>	<p>Staff should be able to answer pertinent questions posed to them to ensure that the animal's welfare in its new home is catered for.</p>
<p><b>6.3 Pet Care Advice</b></p> <p><b>a.</b> Pet care leaflets and advice must be made available free of charge to customers where appropriate at the time of purchase.</p> <p><b>b.</b> Purchasers of accessories must, where necessary, be given advice as to their maintenance and use.</p>	<p>Information can also be in the form of the 'Codes of Practice' for the welfare of specific animals as issued by Government. These can be sourced electronically from the Welsh Government website.</p>

## **7. Record Keeping & Procedures**

*Records, notices and any additional paperwork for animals must be kept or displayed as appropriate.*

Licence condition	Guidance
<p><b>7.1 Registers</b></p> <p>a. A livestock purchase register containing the name, address and telephone number of the supplier must be maintained for all livestock.</p> <p>b. A sales register must be maintained for:</p> <ul style="list-style-type: none"> <li>(i) Puppies;</li> <li>(ii) Kittens;</li> <li>(iii) Psittacines;</li> <li>(iv) Primates; and</li> <li>(v) Species contained in the schedule of the Dangerous Wild Animals Act 1976 and the register must be available to authorised officers for inspection.</li> <li>(vi) All other species*</li> </ul>	<p>Those species for which a sales register must be kept should be individually identified and a record kept of breeder &amp; birth details and any pertinent records of health status and veterinary treatments to date. These details should accompany the animal when sold and a copy kept on file.</p> <p>N.B – *Those species that are included in (vi) only require the purchasers name and address. They do not require to be individually identified.</p>
<p><b>7.2 Point of Sale</b></p> <p>a. No animal can be sold to any person under the age of 16 years unless that person is accompanied by a parent or legal guardian.</p> <p>b. A Refusals Register must be kept to identify refusals at point of sale to anyone deemed under the age of 16 (and fails to satisfy the above) or unsuitable to acquire certain species.</p>	<p>Under the Animal Welfare Act 2006, section 11(1) <i>A person commits an offence if he sells an animal to a person whom he has reasonable cause to believe to be under the age of 16 years. (exceptions apply)</i></p> <p>The preferred scenario is that at all times anyone under the age of 16 should be accompanied by their parent or guardian to ensure that the appropriate consent is made and there is confidence that all the health &amp; welfare needs of the animals will be catered for.</p> <p>A refusals register is a good indicator of a procedure that is in place to show an awareness by staff of their obligations with</p>

	regards to the licence conditions and the welfare of the animals in their care. A template for the register can be found within the 'The Pet Care Trust Quality Assurance Manual'.
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## **8. Fire & other Emergency Precautions**

*Suitable emergency precautions and written procedures shall exist and be made known to all staff, including arrangements for evacuation of livestock. Fire precaution requirements must comply with the attached 'Fire Precautions Schedule B'.*

<b>Licence condition</b>	<b>Guidance</b>
<p><b>8.1 Evacuation Plan</b></p> <p>a. An emergency evacuation plan must be displayed in a prominent position which is easily accessible to all staff and they must be familiar with it.</p>	<p>This should detail how and by what means the animals, staff and the public should evacuate the premises and direct them to a designated fire assembly point. This by no means should put anyone at unnecessary risk.</p>
<p><b>8.2 Fire Precautions</b></p> <p>a. Fire extinguishers must be provided and sited as approved by the local fire protection/prevention officer.</p> <p>b. The fire fighting equipment must be maintained in good working order.</p> <p>c. Licensees must be able to demonstrate that they are maintained by a competent person.</p> <p>d. Entrances and exits must be clear of obstructions at all times.</p> <p>e. An emergency telephone number must be displayed at</p>	<p>In the case of fire precautions there also needs to be consideration for: Access for Fire Fighting and Water Supplies, Means of Escape, No Smoking</p> <p>Signs, Electrical Installations, Fire fighting equipment and notices. For full details please refer to Schedule B attached.</p>

the front of the shop.	
<p><b>8.3 Key Holder &amp; Access</b></p> <ul style="list-style-type: none"> <li>a. The licensee or designated key holder must at all times be within reasonable distance of the premises and be available to visit the premises in a case of emergency.</li> <li>b. A list of key holders must be lodged with the local police and fire brigade.</li> <li>c. Where pet shop premises are situated within larger commercial premises (i.e. an in-door market or shopping centre) the licensee and key holders to the premises must have access to the main building at all times.</li> </ul>	<p>In case of an emergency there needs to be a contingency should the licensee or shop manager is not contactable or able to attend (e.g. abroad). There needs to be prompt action out of hours to have any chance of protecting the animals where possible, so there must always be a key holder available at any one time.</p> <p>Whether in case of emergency or for the purpose of ensuring the welfare of the animals, the pet shop needs to be able to be accessed 24 hours every day.</p>
<p><b>8.4 Electrical Safety &amp; Contingency</b></p> <ul style="list-style-type: none"> <li>a. All electrical installations and appliances must be maintained in a safe condition and comply with the Electricity at Work Regulations 1989.</li> <li>b. A contingency plan must be in place to adequately cover failures in essential life support systems (e.g. power cuts).</li> </ul>	<p>To aid with the compliance to the regulations please see notes at the end of the licensing conditions.</p> <p>Some species may require a permanent source of power to provide the necessary light, heat or oxygen supply and during a power cut may not be able to survive (at all or for very long). Examples would be an alarm system to alert the licensee of the power cut and the use of a back up generator.</p>

## **9. Animal Welfare Act 2006**

Section 9 of the above Act places a duty of care on a person who is responsible for an animal. The Act states that a person commits a criminal offence if they do not take reasonable steps to ensure for the needs of that animal. In order that you comply with these duties the Council has detailed certain requirements and guidance that you must follow.

Where there is a potential breach of a Duty of Care under the Animal Welfare Act 2006, the Council may, at its discretion, issue an Improvement Notice to remedy the problem.

<b>Licensing Condition</b>	<b>Guidance</b>
<p><b>9.1 Duty of Care</b></p> <ul style="list-style-type: none"> <li>a. All licensees must be fully aware of the contents of Section 9 of the Animal Welfare Act 2006 with regards to the animals they keep in their pet shops.</li> <li>b. All purchasers must be made fully aware of their duty of care under Section 9 of the Animal Welfare Act 2006 with regard to the animal they have just purchased.</li> <li>c. Licensees must follow any relevant codes of welfare that have been produced for certain species.</li> </ul>	<p>The licensee should also inform staff working in the pet shop of the contents of this legislation and welfare codes.</p> <p>This may be by means of drawing purchasers' attention to posters within the establishment setting out that legislation and/or by highlighting that legislation (together with any relevant Codes of Practice (where applicable) either by the giving of a copy of it to the purchaser at the point of sale, or providing the purchaser with website details from where the codes can be downloaded.</p> <p>As much as it is important that purchasers are aware of their legal requirements with regards to the animal purchased, whilst within the establishment the licensee and staff also have a 'duty of care' and the codes of practice are an invaluable tool to help provide this.</p>
<p><b>9.2 Socialisation</b></p> <ul style="list-style-type: none"> <li>a. All species offered for sale should receive suitable human socialisation as appropriate, whilst on the premises prior to sale.</li> </ul>	<p>Where animals are likely to be handled in their 'new home' the handling of them (as appropriate) by staff will enable an easier transition into their new environment and help reduce any stress. It would also help as an indicator as to whether an individual animal would be a suitable pet for a particular purchaser.</p>

<p><b>9.3 Protocol for Unsold Stock</b></p> <ul style="list-style-type: none"> <li>a. A protocol must be in place for the re-homing of any unsold livestock.</li> <li>b. Records must be kept of the means and reason for the re-homing of each individual animal not sold to the public.</li> </ul>	<p>Animals which pass their ‘cute and cuddly stage’ can prove to be more difficult to sell and some species by their nature are less desirable. There will come a point when a ‘business’ decision is made as to the future of such an individual animal. A pet shop environment is only supposed to be temporary and many species can be affected both mentally &amp; physically if kept in such an environment long term. Having the protocol in place will help provide evidence that consideration for the welfare of an individual animal has been made.</p> <p>Advice should be sourced from a veterinary surgeon and/or industry recognised trade body.</p>
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<b>Recommendation</b>	<b>Guidance</b>
<p><b>Level of Difficulty</b></p> <p>We would recommend that all animals on sale should be labelled with a ‘level of difficulty’ guide - see Schedule 1 below, to make purchasers aware of each species level of requirements prior to purchase.</p>	<p>A Veterinary expert has produced the ‘Level of Difficulty’ which has been calculated by scoring certain aspects concerning a species for example: size, life span and any specialist requirements. They are then categorised into Easy, Intermediate and Difficult dependant on their score.</p> <p>Its purpose is to aid as a quick guide to potential purchasers and to help them make a more informed decision as to whether a particular species would be suitable for them in their circumstances. This may also help reduce any likelihood of animals being returned, abandoned or caused any suffering.</p>

## **OTHER MATTERS RELATING TO THE OPERATION OF A LICENSED ESTABLISHMENT.**

### **A. APPEALS PROCEDURE**

#### **Pet Animals Act 1951 - Section 1 (4)**

Any person aggrieved by the refusal of a local authority to grant such a licence, or by any condition subject to which such a licence is proposed to be granted, may appeal to a magistrates' court; and the court may on such an appeal give such directions with respect to the issue of a licence or, as the case may be, with respect to the conditions subject to which a licence is to be granted as it thinks proper.

### **B. FIRE PRECAUTIONS GUIDANCE**

The following information is supplied to licensees, in order to aid compliance with the fire precaution requirements detailed in the Council's licensing conditions that require appropriate steps to be taken for the protection of animals in case of fire or any other emergency.

The guidance is aimed at ensuring that the means of escape and associated fire precautions are adequate for human occupants. It should be borne in mind that the fire safety requirements for people maybe covered by other legislation.

The following matters must be considered:

1. Access for Fire Fighting and Water Supplies - There should be good access for fire fighting appliances (minimum width of 3.7m) to all hydrants and other water sources and hard standings should be provided. The name board of the premises should be clearly displayed beside the nearest road access.
2. Means of Escape - Escape routes for animals should be designed to provide a straight run out of buildings, with the minimum of human assistance. Pen doors should be so arranged that animals can be evacuated quickly and acute turns, obstructions and ramps in the escape routes should be avoided as far as possible.
  - a) All premises should be provided with exits of sufficient width and height to allow easy access to the animals at all times.
  - b) The exits should be easily opened from the inside without the use of a key.
  - c) If necessary provision should be made for the ready summoning of a key holder.

In buildings exceeding 18 metres in length or where considerable numbers of animals are housed, at least two exits should be provided and situated as far apart as possible. The distance of travel should be limited to 45 metres.

3. No Smoking Signs - No smoking notices should be displayed in the vicinity of all hay and straw and where practicable precautions should be taken against unauthorised entry especially by children.
4. Electrical Installations - Electrical installations including lamps should be cleaned regularly to avoid the build-up of dust. Electrical equipment, heaters etc should be positioned and secured so that they are kept at a safe distance from any likely accumulation of flammable bedding material.
5. Fire Fighting Equipment
  - a. Portable Fire Extinguishers -The following are recommended as a minimum:
    - Buildings not exceeding 200sqm in area require at least 2x9 litre water extinguishers for buildings over 200sqm an additional fire extinguisher must be provided for every additional 200sqm or part thereof.
    - Portable fire extinguishers must meet the requirements of BS EN 3 and be installed and maintained according to the recommendations given in BS 5306.
    - Depending on the outcome of your fire risk assessment, it may be possible to reduce this to one extinguisher in very small premises with a floor space of less than 90m<sup>2</sup>.
    - Fire extinguishers that when operated produce a loud noise, e.g. CO<sub>2</sub>, or large clouds of dry powder, **should not** be used in close proximity to animals.
  - b. Hose Reels - Hose reels can be provided as an alternative to portable fire extinguishers. There should be a minimum of one hose for each 800sqm in area or part thereof. It should conform to BS 5306: Part 1. Wash down hoses may be acceptable provided there is a constant flow of water that is able to produce water jet with a minimum throw of 5 metres. Hose reels must not exceed 45m in length and should be sited so that the nozzle can be taken to within 6m of each part of the protected premises.
6. Fire Notices - All staff at the establishment should be familiar with what action must be taken in the event of a fire. A clearly written and conspicuous notice should be provided indicating the action to be taken in case of fire and the location of the nearest telephone. This notice may include the following:

“On discovering a fire, ensure the building involved is evacuated.

Call the Fire Brigade {the nearest telephone is sited at .....}.  
Attack the fire using the fire fighting equipment provided, if safe to do so  
etc”

7. *O/S Map Reference - An Ordnance Survey map reference number should be made available for the premises and displayed with the Fire Notice provided.*

**The Regulatory Reform (Fire Safety) Order 2005** requires that necessary fire precautions are put in place to protect relevant persons in case of fire in, and in the vicinity of all premises to which the legislation applies.

Responsibility for complying with the order rests with the ‘responsible person’. In a workplace, this is the employer and any other person who may have control of any part of the premises, e.g. the occupier or owner. In all other premises the person(s) in control of the premises will be responsible.

The responsible person must:

Carry out a Fire Risk Assessment, the significant findings of which must be recorded if five or more persons are employed, if the premises are licensed or if an alterations notice is in force.

To further assist you, the Fire Safety Guide to Animal Premises and Stables (ISBN: 978 1 85112 884 6) is available from the stationary office or via the Department for Communities and Local Government website ([www.communities.gov.uk](http://www.communities.gov.uk)).

### **C. HEALTH AND SAFETY**

Health and safety law applies to all businesses, no matter how small. As an employer or a self employed person, you are responsible for health and safety in your business. You need to take the right precautions to reduce the risks of workplace dangers and provide a safe working environment.

There is a guide called “Health and safety made simple”. This guide makes life easier for you by providing the basic information on what you need to do in one place. It will help you get started in managing health and safety in your business.

For some work activities there may be extra things you need to do to make sure you are complying with the law. Further guidance on specific topics, such as managing asbestos, preventing ill health from animal contact etc, and model risk assessments are available online at [www.hse.gov.uk](http://www.hse.gov.uk) . You can also contact the health and safety team of Torfaen County Borough Council on 01633 647621/22 or email us at [commercial.services@torfaen.gov.uk](mailto:commercial.services@torfaen.gov.uk).

The “Health and Safety made simple” leaflet can be downloaded by following this link:  
<http://www.hse.gov.uk/pubns/indg449.pdf>

## **Schedule 1**

### **Level of difficulty for keeping Pet Animals.**

## LEVEL OF DIFFICULTY –TRAFFIC LIGHT SYSTEM

To label each species within the Pet Shop according to their scoring:-

Score Key:

- 7 to 10 =  Easy pet; small to moderate sized animal that is easily accommodated and fed on readily available commercial foods. No specialized knowledge required beyond normal husbandry requirements. Integrates well into home environment.
- 11 to 14 =  Intermediate pet; likely to need some specialized housing (often requiring significant financial outlay and/or running costs) and may have distinct dietary needs e.g. live insect foods or long fibre (hay). Can adapt reasonably well to home environment or is relatively unaffected by home environment e.g. reptile in vivarium or fish in aquarium. Knowledge base likely to be more involved e.g. familiarity with basic water quality parameters.
- 15 + =  Difficult (specialized) pet; likely to have highly specialized housing needs, specialized and/or difficult to source foods and complex environmental needs that may include appropriate social structures or suitable environmental enrichment. They may grow to a large size and/or be potentially dangerous e.g. aggressive or venomous. Highly specialized knowledge by the keeper required.

Species	Size	Life span	Housing	Food	Behaviour	Source	Knowledge	Total	Pet Suitability
<b>Mammals</b>									
Rabbit <i>Oryctolagus cuniculus</i>	2	2	1	2	1	1	1 (2)	<b>10 (11)</b>	Easy (Intermediate)
Guinea pig <i>Cavia porcellus</i>	1	1	1	2	1	1	1	<b>8</b>	Easy
Degu	1	2	1	2	2	1	1	<b>10</b>	Easy

Chinchilla <i>Chinchilla laniger</i>	1	3	1	2	1	1	1	<b>10</b>	Easy
Syrian hamster <i>Mesocricetus auratus</i>	1	1	1	1	1	1	1	<b>7</b>	Easy
Russian hamster <i>Phodopus sungoris</i>	1	1	1	1	2	1	1	<b>8</b>	Easy
Roborovski hamster	1	1	1	1	2	1	1	<b>8</b>	Easy
Fancy rat <i>Rattus norvegicus</i>	1	1	1	1	1	1	1	<b>7</b>	Easy
Fancy mouse <i>Mus musculus</i>	1	1	1	1	1	1	1	<b>7</b>	Easy
Dwarf African hedgehog <i>Atelerix spp</i>	1	2	1	2	2	1	2	<b>11</b>	Intermediate
Ferret <i>Mustela putorius furo</i>	2	2	1	1	1	1	1	<b>9</b>	Easy
Common marmoset <i>Callithrix jaculator</i>	1	3	3	3	3	1	3	<b>17</b>	Difficult
Meerkat <i>Suricata suricatta</i>	2	2	3	2	3	3	1	<b>16</b>	Difficult

### Birds

Canary <i>Serinus</i>	1	1	1	1	2	1	1	<b>8</b>	Easy
Budgerigar <i>Melopsittacus undulatus</i>	1	2	2	1	1	1	1	<b>9</b>	Easy
Cockatiel <i>Nymphoides hollandicus</i>	1	2	2	1	1	1	1	<b>9</b>	Easy
African grey parrot <i>Psittacus erithicus</i>	2	4	3	2	3 (4)	1 (3)	2	<b>17 (20)</b>	Diff (cb), (wc)

cb (wc)									
Blue-fronted Amazon parrot <i>Amazona</i>	2	4	3	2	2	1	2	<b>16</b>	Difficult
Blue and gold macaw <i>Ara</i>	3	4	3	2	2	1	2	<b>16</b>	Difficult
Scarlet macaw <i>Ara</i>	3	4	3	2	2	1	2	<b>13</b>	Difficult
Hahn's macaw	1	4	3	2	2	1	2	<b>11</b>	Intermediate
Mynah bird	2	3	1	2	2	1	2	<b>13</b>	Intermediate
Zebra finch	1	3	1	1	2	1	1	<b>10</b>	Easy
Bengalese finch	1	2	1	1	2	1	1	<b>9</b>	Easy
Toco Toucan	3	2	2	3	2	1	2	<b>15</b>	Difficult

### Reptiles

Leopard gecko <i>Eublepharus macularius</i>	1	2	2	2	2	1	2	<b>10</b>	Intermediate
Crested gecko <i>Rhacodactylus ciliatus</i>	1	3	2	2	2	1	2	<b>10</b>	Intermediate
Tokay gecko <i>Gekko gekko</i>	1	2	2	2	2	1	2	<b>10</b>	Intermediate
Bearded dragon <i>Pogona vitticeps</i>	2	2	2	2	1	1	2	<b>10</b>	Intermediate
Chinese water dragon <i>Amphibolurus</i>	2	2	2	2	2	1	2	<b>11</b>	Intermediate
Wall lizard <i>Podarcis muralis</i>	1	2	2	2	2	3	2	<b>11</b>	Intermediate
Savannah monitor <i>Varanus exanthimaticus</i>	4	2	2	2	2	3	2	<b>17</b>	Difficult

Corn snake <i>Elaphe guttata</i>	2	3	2	2	2	1	2	<b>14</b>	Intermediate
Ball (royal) python <i>Python regius</i>	2	4	2	2	2	1	2	<b>15</b>	Difficult
Burmese python <i>Python morulus bivittatus</i>	4	4	2	2	2	1	2	<b>17</b>	Difficult
King snake <i>Lampropeltis</i>	2	3	2	2	2	1	2	<b>14</b>	Intermediate
Map turtle	2	4	2	2	2	1	2	<b>15</b>	Difficult
Spur-thighed tortoise <i>Testudo graeca</i>	3	4	2	2	2	1	2 (3)	<b>16 (17)</b>	Difficult

### Amphibians

Dart frogs <i>Dendrobates spp cb (wc)</i>	1	1	3	3	2 (4)	1 (3)	3	<b>14 (18)</b>	Intermediate (Difficult)
Cane toad <i>Rhinella marinus</i>	3	3	2	2	2	3	2	<b>17</b>	Difficult
Oriental fire-bellied toad	1	3	2	2	2	1	2	<b>13</b>	Intermediate
European green tree frog <i>Hyla arborea</i>	1	1	2	2	2	3	2	<b>13</b>	Intermediate
White's tree frog	2	3	2	2	2	1	2	<b>14</b>	Intermediate
European salamander <i>Salamandra salamandra</i>	1	4	2	2	2	3	2	<b>16</b>	Difficult
Tiger salamander <i>Ambystoma mavortium</i>	1	3	2	2	2	3	2	<b>15</b>	Difficult

Axolotl <i>Ambystoma mexicanum</i>	1	3	2	2	2	1	2	<b>13</b>	Intermediate
Chinese fire-bellied newt <i>Cynops</i>	1	3	2	2	2	1	2	<b>13</b>	Intermediate

### Fish

Goldfish (fancy) <i>Carassius auratus</i>	1	2	2	1	2	1	2	<b>11</b>	Intermediate
Goldfish (common) <i>Carassius auratus</i>	2	3	2	1	2	1	2	<b>13</b>	Intermediate
Koi <i>Cyprinus carpio</i>	4	3	2	1	2	1	2	<b>15</b>	Difficult
Neon tetras <i>Hyphessobrycon innesi</i>	1	2	2	1	2	1	2	<b>11</b>	Intermediate
Guppies <i>Poecilia reticulatus</i>	1	1	2	1	2	1	2	<b>10</b>	Easy
Siamese fighting fish <i>Betta splendens</i>	1	1	2	1	2	1	2	<b>10</b>	Easy
Tiger barbs <i>Barbus pentazona</i>	1	1	2	1	2	1	2	<b>10</b>	Easy
Malawi cichlids <i>Metriaclima spp</i>	2	2	2	1	2	1	2	<b>12</b>	Intermediate
Discus <i>Symphysodon spp</i>	2	2	2	1	2	1	3	<b>13</b>	Intermediate
Oscar <i>Astronotus ocellatus</i>	3	2	2	1	2	1	2	<b>13</b>	Intermediate
Midas cichlid <i>citrinellum</i>	3	2	2	1	2	1	2	<b>13</b>	Intermediate
Freshwater stingrays <i>Pomatotrygon</i>	3	3	2	2	2	2	3	<b>17</b>	Difficult

Clown fish <i>Amphiprion spp</i> cb (wc)	1	3	3	1	2	3	1 (3)	<b>14 (16)</b>	Int (cb) Diff (wc)
Seahorses <i>Hippocampus spp</i>	1	1	3	2 (3)	2	1 (3)	3	<b>13 (16)</b>	Intermediate (Difficult)
Emperor angelfish <i>Pomacanthus</i> <i>imperator</i>	3	2	3	1	2	3	3	<b>17</b>	Difficult

### Invertebrates

Theraphosid spiders <i>Brachypelma spp</i> (female)	1	3	2	2	2	3	1 (3)	<b>14 (16)</b>	Intermediate (Intermediate)
Stick insects	1	1	1	2	2	1	2	<b>10</b>	Easy
Giant African land snails <i>Achatina spp</i>	1	2	1	2	2	1	1	<b>10</b>	Easy
SPS hard corals e.g. <i>Acropora spp</i>	1	4	3	3	2	1 (3)	3	<b>17 (19)</b>	Difficult
Cleaner shrimps <i>Lysmata spp</i>	1	1	3	2	2	1	2	<b>12</b>	Intermediate
Common octopus <i>Octopus vulgaris</i>	2	1	3	3	2	1	3	<b>15</b>	Difficult