

On the 23rd February 2016 the Service received a formal complaint from a couple who had left their cat in the care of the cattery whilst they were out of the UK. We know that the cat was unwell prior to being placed in the cattery and subsequently died whilst in situ at the cattery. The customers submitted a complaint based on what they claim to be the lack of care given to the animal by staff at the cattery, which they say pointed to the animal suffering for a long period of time before any action was taken to seek medical attention. A copy of the complainants letter is attached as DB6.

The Council then undertook an inspection following the complaint and the officer Found the operation of the premises to be non compliant with conditions 21, 53, 54 and 64. A copy of the officers report is at DB7. The investigating officer requested a formal interview with Mr Morgan but this was responded to by Mr Morgan by engaging solicitors who sought to question the Councils authority in dealing with this matter. Mr Morgan was subsequently interviewed under PACE in relation to the complaint relating to the dead cat. He declined to say anything but submitted a written statement.

Due to the cat being ill prior to being left at the cattery we could not take this particular complaint any further.

The CofL Veterinary Services carried out a joint visit on the 5th October 2016 with the EHO. It was noted that in addition to the existing cages, the cattery had built new cages. All of which were non compliant with the 2013 CIEH Model Licence Conditions. These had been built and installed even after all the information that had been sent to Mr Morgan advising of the CIEH Model Conditions and the need to adhere to them. These newly built cages were even smaller than the sizes permitted by the then Haringey conditions. The vets also raised concerns over the welfare of some of the cats seen at the time of the visit that were displaying signs of stress.

The supplementary vet report for 5th October 2016 and subsequent animal health inspectors report can be seen at appendix DB8 & DB9 along with letters sent to Mr Morgan.

On the 4th January 2017 the CoL Veterinary Services carried out another joint visit, again accompanied by the EHO. The cattery had failed to implement any changes to the size of the cages in line with the 2013 CIEH Model Licence Conditions and since the last visit on the 5th October 2016. This was documented in the supplementary vet report and subsequent animal health inspection report provided on the 5th and 6th January 2017 appendix DB10. At DB11 is the letter received from Mr Morgans solicitors and supporting documentation along with the Council letter in reponse.

2 Recommendations

The recommendation from the City of London is that this cattery should be refused a licence unless they can produce a schedule of proposed plans with a time frame to replace the small units in this cattery with new units that meet the requirements and give each cat/family of cats their own exclusive space with a sleeping area and joined exercise run and the policy of mixing cats in communal exercise is stopped entirely. Mr Morgan has been given the opportunity to submit a schedule of works but has failed to do so, this is why the decision has been made to bring the matter to the LSC for determination.

Options available to the Council

Any determination by the Committee must be both proportionate and reasonable under the provisions of the Human Rights Act and be balanced against the freedoms afforded to the cats boarded at the premises under the Animal Welfare Act.

3.2 Comments from City of London Vets.

The City of London Vets understand that Haringey Licensing wrote to Mr Morgan asking for him to submit a schedule of works to bring the cat accommodation to the standard set by the requirements of the 2013 MLC and to stop the practice of communicable exercise for the cats. Morgan has failed to submit this programme of works our recommendation therefore is for refusal of the licence application.

3.3 Comments from EHO Animal Welfare Officer.

The Environmental Health officers comments are attached as appendix DB12.

4. Policy Implications

4.1 Regulation of the animal boarding trade is a statutory function carried out by the Council. The decision should be made with regard to the Animal Boarding Establishment Act the Welfare Act and the CIEH Model Conditions. Mr Morgan is able to exercise his right of appeal to the Magistrate Court.

4.2 Equalities impact

At the time of writing this report there were no implications for equality and diversity. Any decision taken by the Licensing Sub-Committee will be in accordance with the relevant legislation.

5. Other considerations

5.1 Human Rights

While all Convention Rights must be considered, those which are of particular relevance to the application are:

- o Article 8 – Right to respect for private and family life.
- o Article 1 of the First Protocol – Protection of Property
- o Article 6(1) – Right to a fair hearing.
- o Article 10 – Freedom of Expression

6 Use of Appendices

- DB1- new application submitted
- DB2 - June 2014 email and the vets report
- DB3- Warning letter
- DB4- November 2014 letter and emails
- DB5- July 2015 VETs report
- DB6- A copy of the complainants letter.
- DB7 - A copy of the officers report
- DB8- Supplementary vets report and detailed findings from October 16.
- DB9- Animal health inspectors findings and letters sent to Mr Morgan.
- DB10- Vets report from January 2017 visit.
- DB11- Correspondence from Mr Morgans Solicitors
- DB12 - EHO- Animal Welfare Officer comments

Background papers: Animal Boarding Act
Welfare Act
CIEH Model Conditions.

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DB1- new application submitted

DB1
AG1090485

LONDON BOROUGH OF HARINGEY

Animal Boarding Establishments Act 1963

Application for the grant of a licence authorising the keeping of an animal boarding establishment at the premises in the area of the Local Authority.

To: Licensing Team
Alexandra House, Level 6
10 Station Road
London
N22 7TR
Tel 020 8489 5536

HARINGEY COUNCIL
LICENSING
RECEIVED
12 DEC 2016

I.....ANTHONY JOHN MORGAN.....

carry on a business under the name of.....ELITE CATS.....

And not for the time being a person disqualified:-

- a) under this Act, from keeping a boarding establishment for animals; or
- b) under the Pet Animals Act 1951, from keeping a Pet Shop; or
- c) under the Protection of Animals Act 1911 from keeping or having custody of an animal.

HEREBY APPLY for a licence authorising me to keep an animal boarding establishment on premises occupied by me at

.....512 ARCHWAY ROAD.....
.....HIGHGATE.....LONDON.....N.6.....H.N.A.....

during the period 1st January 2..... to 31st December 2..... in the London Borough of Haringey.

A remittance of £320 is enclosed for the licensing fee.

Signature of applicant.....*Anthony Morgan*.....

Date.....9/12/16.....

Please explain the Status of the business
Sole Trader
Partnership
Limited Liability Company

Please indicate number of individual kennels on premises.....180.....

Please indicate maximum number of cats to be held at any one time.....180.....

DB2 - June 2014 email and the vets report

DBZ

Barrett Daliah

From: Edwards, Sharon [Sharon.Edwards@cityoflondon.gov.uk]
Sent: 02 June 2014 08:55
To: Barrett Daliah
Subject: Elite Cattery
Attachments: CIEH Model Licence conditions and guidance for cat boarding establishments February 2014.pdf

Hi Dale

I hope all is well

I am going to take over the inspections of the Elite Cattery from Daniel and hope to carry out their mid-term routine visit in the next few weeks

As I am sure you are aware at the back end of 2013 a new set of Model Licence conditions for catteries were produced – Will Haringey be adopting these conditions for 2015? If so I will give a copy to Elite Cattery to be aware of any changes that may need to be made

Kind Regards

Sharon

*Sharon Edwards
Animal Health Inspector*

*Markets and Consumer Protection
Animal Health & Welfare Services*

*Tel:
Mob: ""
Fax: 020 8759 3477
E-mail:- sharon.edwards@cityoflondon.gov.uk*

sharon.edwards@cityoflondon.gcsx.gov.uk

Web: www.cityoflondon.gov.uk

*Animal Reception Centre, Beacon Road, Heathrow Airport
Hounslow, Middx, TW6 3JF*

From: Seton, Michael
Sent: 02 June 2014 07:44
To: David, Monica; Luque, Bernardo; Ebben, Marcus
Cc: Edwards, Sharon
Subject: FW: Elite Cattery

Can one of you do this inspection for Daniel, thanks
Mike

From: Santacruz, Daniel
Sent: 28 May 2014 12:34

To: Seton, Michael; Gracia, Carlos
Subject: Elite Cattery

Hi Mike

As discussed in one of our previous meetings, please find the details of Elite Cattery for which I would appreciate if another officer could take over due to my allergy to cats.

512 Archway Road
Highgate
N6 4NA

<http://www.elitecattery.co.uk/>

Regards

Daniel

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DB2



City of London Corporation
Animal Health and Veterinary Services
 on behalf of
London Borough of Haringey
Inspection Report

NAME: Elite Cattery	CONTACT: Donna Lewis	DATE: 19th June 2014
ADDRESS: 512 Archway Road Highgate N6 4NA		TEL NO:
		FAX NO:

TYPE OF PREMISES: Animal Boarding Establishment – Cattery
REASON FOR VISIT:- Routine Mid year

OFFICER(S): Sharon Edwards

<p>COMMENTS</p> <ul style="list-style-type: none"> • This was a routine midyear unannounced visit – Previously tried to carry out an inspection on the 13th June 2014, but the owner was away on holiday Donna was at an Osteopath appointment – spoke to Anthony • I was accompanied during the visit by Donna Lewis who gave me a tour of the cattery • The whole premises appeared to be clean and tidy with no adverse smells • There were a number of cats boarding at time of the visit and Donna explained that although each kennel is only a sleeping area, cats are let into communal areas for exercise if permission is given by owners • I was concerned over the size of accommodation for the cats as in the size of each kennel would be adequate for a sleeping compartment but there is no access to any exercise runs in the majority of the kennels – This is in breach of Haringey Licence condition 17 and if Haringey were to adopt the 2013 CIEH model conditions they this cattery would not meet the requirements • I have also noted that although Haringey condition 45 states a vaccination record should be kept on site during the boarding this procedure is not in operation./ Vac certs are checked but a copy is not kept and original is not kept on site • Details on the booking form need to be verified at full licence inspection to ensure they meet requirement 53 of Haringey's licence conditions • No concerns was raised over the welfare of the cats during the inspection but I do have concerns over the practice of communal exercising in a cattery. My concerns come from previous experience where cats have become infected with disease at other catteries operating this protocol but Donna Lewis informed me that they had not received any complaints re this practice and owners had to sign to say cats could be communally exercised
--



DB2

Elite Cattery,
512 Archway Road,
Hornsey,
London,
N6 4NA

Your ref:

Date: 30th January 2014

Our ref:

Direct dial: 020 8489 8232

Email: Daliah.barrett@haringey.gov.uk

Dear Sir/Madam

Notification of intention to revise the Model conditions for Pet Vending Licensing 2013.

We are consulting you on the Council intention to revise the conditions attached to pet shop Licences granted under the Pet Animals Act 1951.

These changes are being brought in across the UK and will ensure that premises comply with the legislation.

The main changes are:

- Larger accommodation is now required for rabbits and other small mammals, and in particular rabbits must now have sufficient height to be able to rear up.
- Introduction of stocking densities for birds.
- Introduction of detailed conditions for reptiles and amphibians, including space standards
- Prey animals such as rabbits must now have hiding places within their accommodation.
- There is more emphasis on provision of environmental enrichment such as toys and gnawing objects.
- Hay must now be provided for rabbits and other mammals as appropriate
- New applicants for pet vendor licences must not only obtain a recognised qualification within two years, as required in the current standards, but must also now be registered with that recognised body right from the start and have suitably progressed within 12 months.
- Care advice must now be given to purchasers of pets.
- A greater emphasis on signage and record-keeping.

We would urge you to read the document and familiarise yourself with it as it will be the conditions attached to all pet shop licences in future.

Yours sincerely,

Daliah Barrett-Williams
Lead Licensing Officer



DB3- Warning letter

DB3

Barrett Daliah

From: Edwards, Sharon [Sharon.Edwards@cityoflondon.gov.uk]
Sent: 28 November 2014 16:07
To: Barrett Daliah
Subject: Licence inspection reports
Attachments: CIEH Model Licence conditions and guidance for cat boarding establishments 2013.pdf; SHRW2229914112816560.pdf

Dear Daliah

I have recently visited your premises and please find attached reports

Everyday Pets at 560, High road, Tottenham appear closed and no longer in business

Attached are the reports for the following premises

- Elite Cattery

I do have ongoing concerns re Elite cattery and the units – I do understand that the cattery has been running for many years but veterinary science has evolved and there is evidence that cats do not socialise well and mixing of cats in catteries is not recommended – Although with this cattery there would be no other way of cats to gain exercise other than by communal exercise The majority of units in this cattery would not meet the standards expected in regards to size and access to an exercise area as stated in the 2013 conditions and for your reference I have attached a copy of the 2013 CIEH licence conditions for catteries of which we would encourage all Local Authorities to adopt. I have also highlighted areas in my report where the cattery does not meet the LB Haringey current conditions

You can see that among the organisations that were instrumental in putting the CIEH 2013 conditions together were the British Veterinary Association, The British Small Animal Veterinary Association and the RSPCA

Kind Regards

Sharon Edwards
Animal Health Inspector
Port Health & Public Protection
Animal Health & Welfare Services

Tel:
Mob:
Fax: 020 8759 3477
E-mail:- sharon.edwards@cityoflondon.gov.uk

sharon.edwards@cityoflondon.qcsx.gov.uk

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**ANIMAL BOARDING ESTABLISHMENTS ACT, 1963
CATTERY REPORT**

Name of Local Authority	LONDON BOROUGH OF HARINGEY
Name of Applicant	Elite Cattery
Address of Applicant	Tony Morgan 512 Archway Road London N6 4NA
Address of Premises	Elite Cattery, 512 Archway Road, Highgate, N6 4NA Tel

The maximum number of cats to be kept at any one time is280.....
[DETERMINED BY THE ANIMAL HEALTH INSPECTOR / VETERINARY OFFICER]

DETAILS OF CAT UNITS	SIZE OF CAT UNITS
Indoor cages/pens similar to those used in veterinary hospitals in a tiered system Many different sizes of units to hold one or two cats (if two, always from the same family). Smaller size units have been agreed with the Council to be used for kittens only	Room 1: 18 units (160x80 cm) + 6 units (80x80 cm) Room 2: 78 (150 x 70 cm) Room 3: 18 units (150 x 70 cm) Room 4: 12 units (80x80 cm) + 12units (150x80 cm) Room 5: 4 multiple + 5 double + 2 single Room 6 (isolation): 6 singles + 1 double

CONDITIONS	Yes No	Comments
2.1 LICENCE DISPLAY Is a copy of the licence and its conditions suitably displayed to the Public in a prominent position in, on or about the boarding establishment	Yes	In reception area
Is the certificate of insurance prominently displayed	--	Not in Haringey's conditions Would need to check with owner Tony Morgan
STAFF		
Are toilet and washing facilities available for staff	Yes	
Is there an adequate First Aid kit available for staff use	Yes	
Are staff adequately trained in the safe handling of cats and the emergency procedures to be followed, and all other aspects of the licence conditions which are pertinent to their work.		No documented SOP's in place Stated there is in-house supervision and training

		but this should be documented for each member of staff
Are staff vaccinated against Tetanus.	--	Not in Haringey's conditions
CONSTRUCTION		
3.1 GENERAL		
3.1.1 Is the establishment laid out and operated in accordance with an approved plan, that is attached to the licence Before carrying out any alterations, plans must be submitted to and approved by the licensing officer of the local authority.	Yes	Plan is not attached to the license, not required in Haringey's conditions
3.1.2 Are all new units built on a concrete base with a damp proof membrane to Building Regulation standards. This should have a minimum fall of 1 in 80 (see 3.3.2)	--	This is a long established business with no new build units
3.1.3 Is any exterior wood smooth and properly treated against wood rot, is the product used non-toxic to cats	Yes	Wood is treated but some signs of tear and wear in some units, re-coating or replacement is required.
3.1.4 Are all internal surfaces used in the construction of walls, floors, partitions, doors and door frames to be durable, smooth and impervious. There must be no projections or rough edges liable to cause injury.	Yes	See above, melamine in some units is damaged exposing the wood underneath
3.1.5 Are sleeping areas of units insulated to prevent extremes of temperature	Yes	Electric heaters, fans and natural ventilation available. Thermometers on walls
3.1.6 Are fencing materials secure and safe	Yes	
3.1.7 Is the kennel constructed in a way to ensure the security of the cat is ensured	Yes	
3.1.8 Are all areas to which the cat has access roofed (See 3.4.2)	Yes	
3.2 WALLS AND PARTITIONS		
3.2.1 Are walls with which cats may come into contact made of smooth impervious materials, capable of being easily cleansed. Where concrete or other building blocks or bricks are used in such walls, are they sealed so as to be smooth and impervious, and resealed as necessary.	Yes	
3.2.2 Are junctions between vertical and horizontal sections coved or sealed	--	
3.2.3 Are full length sneeze barrier provided where the gap between units is less than 625mm (2ft)	Yes	
3.3 FLOORS AND CONCRETE BASES		
3.3.1 Are the concrete base and floors of all buildings, units, made of smooth, impervious materials, capable of being easily cleansed. In new catteries does the floor incorporate a damp proof membrane	Yes	

3.3.2	Are all floors of units and individual exercise areas, constructed and maintained in such a condition as to prevent ponding of liquids (see 3.1.2)	Yes	
3.4 CEILINGS AND ROOFING			
3.4.1	Are ceilings capable of being easily cleansed and disinfected.	Yes	
3.4.2	Are all exercise areas and safety passage covered with mesh and a impermeable material, a proportion of which must be translucent	Yes	
3.5 DOORS			
3.5.1	Are Kennel doors strong enough to resist impact and scratching	Yes	
	Are the doors capable of being effectively secured.	Yes	
3.5.2	Where metal edging is used, Does it present a risk of injury to the cat	Yes	The doors are starting to rust in places and need to be recoated
3.5.3	Are doors adequately constructed to prevent and control the spread of infectious disease particularly by droplet infection	Yes	
3.6 WINDOWS			
3.6.1	Are all windows which pose a security risk escape proofed at all times	Yes	
3.7 DRAINAGE			
3.7.1	Is the kitchen connected to mains drainage or an approved, localised sewage disposal system	Yes	Disposed through the general sewage system
3.8 LIGHTING			
3.8.1	During daylight hours is light provided to exercise and sleeping areas so that all parts are clearly visible. Where practicable this must be natural light	Yes	
3.8.2	Is adequate supplementary lighting provided throughout the establishment	Yes	
3.9 VENTILATION			
3.9.1	Is ventilation provided to all interior areas without the creation of excessive, localised draughts in the bedding area.	Yes	
NUMBER OF ANIMALS			
4.1 NUMBER OF CATS PERMITTED			
4.1.1	Maximum number of cats to be kept		See head of report
4.1.2	Is each cat provided with a separate unit except cats from the same household which share a kennel of adequate size with the written consent of the cats owner.	Yes	
4.1.3	Are there any holding kennels provided for temporarily kennelling a cat for not more than 24 hours. Existing holding units must have a minimum floor area of 9sq ft. In new constructions the floor area must be a minimum of 12sq ft. Holding units must have a minimum height of 0.9m (3ft)	NO	
4.1.4	No animals other than cats are to be boarded within the licensed facilities without the written approval of the local authority. Is there written approval where required What additional species are boarded on site	Yes	Separate small mammal boarding area not visited during inspection

4.1.5 Where stray cats are accepted by the kennels are they kept separated and isolated from boarded cats		N/A
4.2 UNIT SIZE, LAYOUT AND EXERCISE FACILITIES		
4.2.1 For new Units Does each unit have a sleeping area and an adjoining exercise area, which is exclusive to that unit		This is a long established business And none of the kennels meet these size requirements
4.2.2 For new units Is each unit provided with a sleeping area of at least 0.85sq m (9sq ft) or 1 cat or 1.5 sq m (16sq ft) for 2 cats or 1.85 sq m (20 sq ft) for up to 4 cats Are there any units suitable for holding more than 4 cats? If so is there approval for use from the Local Authority		The units would not meet the size requirements of the new 2013 MLC for catteries The units are small and the practice of cats mixing during exercise is not recommend by the veterinary profession but does meet the requirement of condition 19 of the Haringey licence conditions These units do not meet section 16, 17 and 18 of the Haringey licence conditions
4.2.3 Do units have a minimum internal height of 1.8m (ft)		
4.2.4 Is the height of the sleeping area at least 3ft (91cm) in existing kennels and 4ft (1.22m) in new units	Yes	The units are adequate as sleeping units
4.2.5 Is suitable bedding provided which allows the cat to be comfortable and which is capable of being easily and adequately cleaned and disinfected. Is the bedding sited out of draughts Is the bedding material checked daily and maintained in a clean, parasite free and dry condition	Yes	
4.2.6 If unit is a new construction is it provided with an exercise area of at least 1.7sq m (18sq st) for 1 cat; 2.23 sq m (24 sq st) for 2 cats or 30sq m for up to 4 cats	--	This is a long established business
4.2.7 Do units open onto secure corridors or other secure areas so that cats are not able to escape from the premises	Yes	
4.2.8 Are any exercise area used as sleeping areas? This is not permitted	Y	Cats do not have direct access to exercise
4.2.9 Is there direct and voluntary access to the exercise area	NO	Cats exercise in group (prior customer written consent) outside their units in the morning during the cleaning of the units. I was advised that the maximum number of 10 cats per group is exceeded as per Haringey licence condition 20.

MANAGEMENT		
5.1 TRAINING		
<p>5.1.1 Is a written training policy provided.</p> <p>Is there evidence that systematic training of staff has been demonstrated to have been carried out</p>	No	<p>This was also discussed in previous years and not written policy has been produced</p> <p>Have discussed the merits of SOP's with the manager and each member of staff should sign to agree that training has been carried out on each standard procedure</p>
5.2 TEMPERATURE IN KENNELS		
<p>5.2.1 Are there heating facilities available in the unit and used according to the requirements of the individual cat</p>	Yes	<p>Central heating and electrical radiators. Water pipes run along the bottom of the units in The Run and caution need to be exercised in order to prevent the cat from coming into contact with the pipe. This is achieved by placing the cage, tray and equipment in such a way that the access is prevented</p>
<p>5.2.2 Is there some part of the cats sleeping area where the cat is able to enjoy a temperature of at least 10°C (50°F).</p>	Yes	<p>The different parts of the premises are heated to a suitable temperature and thermometers are placed on the walls</p>
<p>5.2.3 In isolation kennels is there a means of maintaining the temperature at a level suitable for the conditions of the cat and dependent on veterinary advice</p>	Yes	
5.3 CLEANLINESS		
<p>5.3.1 Are all units, corridors, common areas, kitchens etc. kept clean and free from accumulations of dirt and dust and kept in such a manner as to be conducive to maintenance of disease control and cat comfort</p>	Yes	
<p>5.3.2 Is each occupied unit cleansed daily with all excreta and soiled material being removed from all areas used by cats at least daily and more often if necessary.</p>	Yes	
<p>5.3.3 Are all bedding areas kept clean and dry</p>	Yes	
<p>5.3.4 Are litter trays that are easy to clean and impermeable, suitably sited and provided a all times Are litter trays emptied and cleansed at least once a day and as necessary at any time during the day if found to be unduly soiled</p> <p>Is a suitable material for litter provided</p>	Yes	

5.3.5 Are units thoroughly cleansed, disinfected and dried upon vacation. Are All fittings and bedding also thoroughly cleansed and disinfected at that time	Yes	
5.3.6 Are facilities provided for the proper reception, storage and disposal of all waste Is clinical waste arising from the treatment and handling of dogs with infectious diseases segregated with the final disposal route being incineration	Yes	
5.3.7 Are measures taken to minimise the risks from rodents, insects and other pests within the establishment	Yes	
5.4 FOOD AND WATER SUPPLIES		
5.4.1 Are all cats adequately supplied with suitable food – At least 2 meals a day must be offered at approximately 8 hours apart Is wholesome water available at all times and changed daily	Yes	No evidence of the contrary
5.4.2 Are eating and drinking vessels provided capable of being easily cleansed and disinfected to prevent cross-contamination – disposable dishes may be used Are they must be maintained in a clean condition	Yes	
5.4.3 Are eating vessels cleansed or disposed of after each meal	NO	Build up of calcium on all metal drinking pots with the holders for these pots showing signs of rusting Holders need to be replaced and all water pots need to be descaled
5.4.4 Are drinking vessels cleansed at least once a day		No evidence of the contrary
5.5 KITCHEN FACILITIES		
5.5.1 Are there exclusive kitchen facilities, hygienically constructed and maintained, for the storage and preparation of food for the cats	Yes	
5.5.2 Are fresh and cooked meats stored in a refrigeration facilities and potential food contamination avoided	Yes	
5.5.3 Is there a sink with hot and cold water provided for the washing of food equipment and eating and drinking vessels. Is there a separate wash hand basin with hot and cold water provided for staff use	Yes	
5.5.4 Are containers provided for the storage of foods and constructed and kept in such good order, repair and condition as to be proof against insects and other pests	Yes	
5.6 DISEASE CONTROL AND VACCINATION		
5.6.1 Are adequate precautions taken to prevent and control the spread of infectious and contagious disease and parasites amongst the cats, staff and visitors	Yes	

5.9 IDENTIFICATION OF KENNELS		
5.9.1 Is each kennel clearly marked (e.g. numbered), and a system in place which ensures that relevant information about the cat in that kennel is readily available	Yes	All units numbered now
5.10 SUPERVISION		
5.10.1 Is there a fit and proper person always present to exercise supervision and deal with emergencies whenever cats are boarded at the premises	Yes	The owner and the manager live above the premises and they are rarely absent at the same time from the premises. The next door neighbour acts also in case of absence as an emergency contact person
5.10.2 Are cats visited at regular intervals as necessary for their health, safety and welfare	Yes	
5.11 FIRE PRECAUTIONS		
5.11.1 Are appropriate steps taken for the protection of the cats in case of fire or other emergencies	Yes	
5.11.2 Is there a proper emergency evacuation plan and fire warning procedure in place and posted on the premises Does this include instructions on where cats are to be evacuated to in the event of a fire or other emergency	Yes	There is a written emergency plan posted on the wall at the reception. Cats to be evacuated in case of emergency to the nearby bunnyry. There are new fire extinguishers. Reminded the manager about routine servicing. Emergency exit signage in proper locations. There is no fire risk assessment in place There are no smoke alarms Recommended fire assessment is carried out by a suitably qualified person see 5.11.3
5.11.3 Is fire fighting equipment provided in accordance with advice given by the Fire Prevention Officer	--	To book an appointment with the fire prevention officer to discuss this matter. Also fire extinguishers are new but they will need to be serviced regularly (once a year) See 5.11.2

<p>5.11.4 Are all electrical installations and appliances maintained in a safe condition. Is there must be a residual current circuit breaker system on each block of kennels</p>	—	Advised that electricians are tested by a friend and so no formal certificate available
<p>5.11.5 Are heating appliances be sited in a location or manner where they may present a risk of fire, or risk to cats</p>	No	Heating water pipes run along the bottom of the units in The Run and caution need to be exercised in order to prevent the cat from coming into contact with the pipe. This is achieved by placing the cage, tray and equipment in such a way that the access is prevented
<p>5.11.6 Are precautions taken to prevent any accumulation which may present a risk of fire</p>	Yes	
<p>5.11.7 Is there adequate means of raising an alarm in the event of a fire or other emergency</p>	Yes	
<p>CONTACT DETAILS IN THE EVENT OF AN EMERGENCY</p>		Owner or manager on site

<u>Recommendations</u>	<u>Comments</u>
Do you recommend that a licence be issued	
Details of recommendations that need addressing but do not prevent the issue of a licence	See body of report
<p>Comments</p> <p>In 2013 the CIEH published updated model licence conditions – This premises would not be able to meet the accommodation requirements of these new conditions should the London Borough of Haringey adopt them</p> <p>In reference to the London Borough of Haringey's conditions the premises does not meet the following conditions</p> <p>Condition 15 to 18 These units have no direct access to an exercise area</p> <p>Condition 35 The water pots all had a build-up of calcium and needed to be descales – The holder for the pots were all showing signs of rusting</p> <p>Condition 45 Vaccination cards are seen or query to vet if not produced but are not kept on site – Recommendation would be to at least keep a copy</p> <p>Condition 54 Records are only kept for 6 months – This has been discussed</p> <p>Condition 59 There has been no assessment from a fire prevention officer</p> <p>Condition 64 There is no written training policy in place – discussed putting in place SOP's that staff must sign off once training in a subject area is complete</p>	

Date of Inspection:

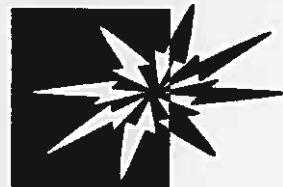
17/11/14

Signature of Inspecting Officer:



Sharon Edwards

DB4- November 2014 letter and emails



Haringey Council

Mr A Morgan
512 Archway Road
London
N6 4NA

02.12.14

Dear Mr. Morgan

Cat Boarding

I enclose a copy of the inspection report compiled by the City of London Vet following the recent inspection of your cattery.

As you will see there are a numbers of areas where the Vet found that you were not compliant with your licensing conditions. In both August and November 2013 the lack of a written training policy was identified as it has been again now. Please address this as a matter of urgency.

Earlier this year Haringey adopted the new model conditions for cat boarding. These will be reflected in your next licence when it is renewed next year. You should familiarise yourself with them. The Vet report notes some areas where you will not be compliant with the new licence conditions.

Yours sincerely

John Smith
Interim Licensing Team Leader

London Borough of Haringey
Licensing Team
Level 6 Alexandra House
10 Station Road
Haringey
N22 7TR

john.smith2@haringey.gov.uk
0208 489 2375

DB4

Barrett Daliah

From: Thomas Simon
Sent: 19 December 2014 15:58
To: Barrett Daliah; Ekemezuma Felicia; Whitehouse Rebecca
Subject: Elite Cattery, 512 Archway Road

Daliah

I visited the above premises yesterday 18/12 following the report that you forwarded to me.

I went through the comments and concerns raised by Sharon Edwards and can confirm the following;

1. Condition 35 – the water bowls have all been de-scaled, and cleaned. Proprietor has decided to replace the water bowls, these had mostly been done before the visit but they state they have a few more to change when the new batch comes.
2. Condition 45 – in terms of the vaccination cards they are not kept on site but the relevant information is placed onto the check in card which is completed for every cat that arrives before they are left at the premises. The only details kept on a vaccination card is the date of the vaccination, the type of vaccination and batch number. They take date and type down and keep on the card.
3. Condition 54 – the records are now being maintained for the relevant period of 6 months.
4. Condition 59 – they are currently developing the fire risk assessment, advice has been given.
5. Condition 64 – training schedule is now documented and signed by the individual workers, training policy in the process of being completed, advice has been given.
6. Condition 15 to 18 – these are subject to discussion.

If you require any more information please let me know.

I will be working with them on the new standards to be adopted for the units.

Thanks

Simon Thomas
Food & Safety Supervisor
Commercial Environmental Health Team

Haringey Council
Alexandra House
10 Station Road
Level 6, Wood Green,
London N22 7TR

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simon.thomas@haringey.gov.uk

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www.facebook.com/haringeycouncil

Please consider the environment before printing this email.

From: Barrett Daliah
Sent: 15 December 2014 22:22
To: Ekemezuma Felicia; Whitehouse Rebecca; Thomas Simon
Subject: Fw: Licence Inspection reports

Simon

Can you advise on the outcome of the inspection visit? What has been complied with?
Regards
Daliah

From: Barrett Daliah
Sent: Monday, December 08, 2014 11:36 AM GMT Standard Time
To: Thomas Simon
Cc: Ekemezuma Felicia
Subject: FW: Licence Inspection reports

Hi Simon

Please email below from the Vet in relation to Elite Cattery. Licensing has sent a warning letter advising the owner of the need to comply with the code of practice in order to meet the welfare issues for the animals.

Can you do a follow up visit to ensure that the owner is complying and understand what is required from him.
Thanks
Daliah

Daliah Barrett
Interim Regulatory Services Manager
Community Safety & Regulatory Services

Haringey Council
6th Floor, 10 Station Road, London, N22 7TR

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daliah.barrett@haringey.gov.uk

www.haringey.gov.uk
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facebook.com/haringeycouncil

Please consider the environment before printing this email.

From: Edwards, Sharon [<mailto:Sharon.Edwards@cityoflondon.gov.uk>]
Sent: 28 November 2014 16:07
To: Barrett Daliah
Subject: Licence inspection reports

Dear Daliah

I have recently visited your premises and please find attached reports

Everyday Pets at 560, High road, Tottenham appear closed and no longer in business

Attached are the reports for the following premises

- Elite Cattery

I do have ongoing concerns re Elite cattery and the units – I do understand that the cattery has been running for many years but veterinary science has evolved and there is evidence that cats

DB5- July 2015 VETs report

DB5



City of London Corporation
 Animal Health and Veterinary Services
 on behalf of
 London Borough of Haringey
Inspection Report

NAME: Elite Cattery	CONTACT: Donna Lewis Wood	DATE: 27th July 2015
ADDRESS: 512 Archway Road Highgate N6 4NA		TEL NO:
		FAX NO:

TYPE OF PREMISES: Animal Boarding Establishment – Cattery
REASON FOR VISIT:- Routine

OFFICER(S): Sharon Edwards

- This was an unannounced routine visit and Donna Lewis-Wood was available
- There were 60 cats in at the time of the visit
- Since the licence visit 17th November 2014 a number of recommendations have been implemented
- There is a rolling replacement of scratching posts an water pots throughout the cattery
- Smoke alarms have been installed along with new fire extinguishers
- A fire risk assessment is now in place
- Some electrical work has been undertaken but the certificate has yet to be issued
- Standard operating procedures have been put in place to aid staff training

This cattery will not meet the CIEH model licence conditions in regards to construction
 Cats also mix together which is not recommended in the model conditions

No welfare concerns were raised during the visit

It appears to be a popular cattery with its clients



Animal Boarding Establishments Act, 1963
LICENCE CONDITIONS INSPECTION SHEET FOR CAT BOARDING ESTABLISHMENTS

065

Name of Authority		Local		LONDON BOROUGH OF HARINGEY		Tick boxes	
Name and address of cattery		Date of inspection (dd/mm/yyyy)		Breeding			
ELITE CATTERY 512 Archway Road London 4NA		14/12/2015		<input checked="" type="checkbox"/>			
Person seen		Inspector name (\$)		Part Inspection		Overall score	
Tony Morgan		Marcus F.T. Ebben		<input checked="" type="checkbox"/>		67%	
Insurance		Pest Control policy/contract		Accident book		Emergency contact	
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
Licence on display		Cattery Vet details displayed		Has copy of licence Con & Legislation?		Register and back up	
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	

Outdoor cattery	Indoor cattery	Semi-outdoor/ indoor	Full height Unit (walk-in)	Penthouse Style Unit	Home boarding
Timber	PVCu	Fibreglass	Other	Room 1: 18 units 160x80 + 6 units 80x80	Room 4: 12
The maximum number of cats to be kept at any one time is 280			Number Units & Size	Room 2: 78 units 150x70	Room 5: 4
				Room 3: 18 units 150x70	Room 6
				units 80x80 + 12 units 150x80	
				multiple + 5 double + 2 single	
				(isolation): 6 singles + 1 double	

Do you recommend that a licence be issued?		COMMENTS	
If NO, please give reasons and actions to be taken to bring premises up to licensing standards			
Details of recommendations that need addressing but do not prevent the issue of a licence		Size of units not within CIEH licence conditions and smaller than recommended. Units with no direct access to exercise area	
Details of any additional conditions that should be placed on the licence			

Area	Identification Code	Description	Score	Actions or comments	Done
Records	A.5.1/2	Written emergency plan and risk assessment	2		
Records	C.3.1	Long stay cats S.O.Ps	2		

Records	D.3.1	Multi-cat unit consent	✓		2	
Records	E.1	Monitoring cats	✓		3	
Records	E.2	Register and Back-up	✓		2	Paper records kept for 6 months
Records	E.3.4	S.O.Ps to prevent spread of disease	✓		2	
Records	E.5.1 - E.5.3	Vaccinations	✓		2	Date recorded on admission
Records	E.6.7	Barrier nursing S.O.Ps		X		
Records	E.7.1	Veterinary details/displayed	✓		2	Many owners leave details of their vet. No contract with any vet but details of several local available
Records	A.5.1 - A.5.5.5	Fire and other emergencies	✓		2	
Records	A.3.7	Temperature records	✓		2	
Records	D.2.1	Monitoring of cats for human contact	✓		2	
Kitchen/ Eating	B.2.1	Exclusive facilities	✓		1	Some drinking bowls soiled
Kitchen/ Eating	E.3.2	Cleanliness	✓		2	
Kitchen/ Eating	B.2.2	Refrigeration	✓		3	
Kitchen/ Eating	B.2.3	Washing equipment	✓		3	
Kitchen/ Eating	B.2.4	Storage of foods	✓		2	
Kitchen/ Eating	B.2.5 - B.2.7	Feeding regime	✓		3	
Cattery Unit	A.1.1 - A.1.4	Sound and safe construction	✓		2	
Cattery Unit	A.3.1, A.3.5 - A.3.6	Sleeping accommodation sizes	✓		1	
Cattery Unit	A.1.5	Sharp edges/Other hazards	✓		2	
Cattery Unit	A.1.6 - A.1.8, A.2.12	Secure windows, doors & fencing	✓		2	
Cattery Unit/ Drainage	A.1.12 - A.1.14	Drainage/Drain covers	✓		2	

Cattery/safety corridor	A.1.15	Escape proof area	✓		3	
Cattery/safety corridor	A.1.16 – A.1.18,21	Corridor width/secure doors	✓		2	
Cattery/safety corridor	A.1.19	Flooring	✓		2	
Cattery safety corridor	A.1.22	Lighting	✓		2	
Cattery / sneeze barrier	A.4.7 – A.4.8	Sneeze Barriers	✓		2	
Cattery / Roofing	A.1.24	Safe and Waterproof roofing	✓		3	
Cattery / Lighting	A.2.2	Adequate lighting	✓		2	
Cattery / Ventilation	A.2.3	Ventilation/Draughts	✓		2	
Cattery / Interior	A.2.4	Good repair, clean & sealed joints	✓		2	
Cattery / Accessing	A.2.1, A.2.12	Sharing Units/Numbered Units	✓		1	Cats exercise together
Cattery / Temperature	A.3.7	Max-Min Thermometer	✓		2	
Cattery / Temperature	A.3.11-A.3.14	Safe Appliances	✓		2	
Cattery / Temperature	A.3.15	Waterproof sockets		X	2	Mostly high. Not in cat area. Being repaired
Cattery / Bedding	A.3.17-A.3.19	Bedding materials	✓		2	Brought in by owners
Cattery / MultiCat Units	D.3.1-D.3.6	Facilities and monitoring of multi-cat units	✓		2	Frequently checked
Cattery / Litter Trays	A.2.13 – A.2.18	Suitable litter tray cleanliness & position	✓		3	Daily cleaned and taken by council
Cattery / Shelving	A.3.1 – A.3.4	Sleeping accommodation and shelving	✓		2	
Cattery / Exercise Run	A.4.6	Exercise Run sizes	✓		2	
Cattery / Exercise Run	A.3.20	Access to Run	✓		2	
Cattery / Exercise Run	A.4.1 – A.4.4	Clean and secure Run	✓		2	
Cattery / Exercise Run	A.4.9 – A.4.12	Shelving in Run	✓		2	

Cattery/Scratching	C.1.6 – C.1.7	Scratching Posts	✓	2
Cattery/Behaviour	C.1.6	Toys/Environmental enrichment	✓	2
Cattery/Behaviour	C.1.4	Hiding places	✓	2
Cattery Company	D.1.1	Cats from different households	✓	2
Cattery Hygiene	E.4.1	Cleaning products	✓	3
Cattery/Cleaning	E.4.5	Dust pan, brush and scoop	✓	2
Handling Cats	E.4.11 – E.4.12	Hygiene protocols and protective	✓	2
Health Care	E.7.3 - E.7.4	Veterinary instruction/ legislation	X	1
Holding Units	E.8	Facilities	✓	2
Isolation	E.6.1 – E.6.5	Cleanliness and procedures for use	✓	2
Transport	E.9	Use of vehicles for transportation	X	N/A
Index				67%

Identification code	Section	OVERALL SCORE		
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 - 40	225%
Rating	2	Meets the standard	41 - 80	226% to ≤50%
			81 - 120	251% to ≤75%
			121 +	≥76%

Rating

3

Exceeds the standard

N/A = 2

Ref: Licensing

Date: 30th March 2016

Mr Anthony John Morgan
Elite Cattery
512 Archway Road
London
N6 4NA

PET ANIMALS ACT 1951 REGISTRATION.

Dear Sir,

RE: ELITE CATTERY, 512 ARCHWAY ROAD, LONDON N6 4NA

Attached is the list of conditions relevant to the Elite Cattery. We have also attached the vets inspection report in which it is highlighted that units have not been brought up to standard. We have previously provided you with the CIEH model conditions that show the standard requirements for a unit.

It was previously agreed that you would have been undertaking this upgrade to ensure compliance over the last year. It is disappointing that the Vet has carried out an inspection a year on and this work has not been undertaken as agreed.

You must ensure that you are compliant with the conditions in order to be considered suitable to be licensed going forward.

Yours sincerely,

Daliah Barrett-Williams
Licensing Team Leader

Licensing Team
Level 6, Alexandra House
10 Station Road
London, N22 7TR

T 020 8489 8232
E licensing@haringey.gov.uk

www.haringey.gov.uk

DB6- A copy of the complainants letter.

DBL

Shah Noshaba

From: Whitehouse Rebecca
Sent: 24 February 2016 13:06
To: Frontline
Subject: FW: Complaint about my cat's death while in the care of Elite Cattery - WK347038

Please would you log this complaint for CEH Animal Welfare.

Thanks

Rebecca Whitehouse
Commercial Environmental Health/Trading Standards Manager
Haringey Council
Alexandra House, Level 6, 10 Station Road, London N22 7TR

Tel: 020 8489 5142
rebecca.whitehouse@haringey.gov.uk | www.haringey.gov.uk

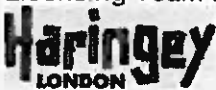
[twitter@haringeycouncil](https://twitter.com/haringeycouncil)
facebook.com/haringeycouncil

Please consider the environment before printing this email.

From: Barrett Daliah **On Behalf Of** Licensing
Sent: 23 February 2016 17:26
To: Ekemezuma Felicia; Whitehouse Rebecca
Subject: FW: Complaint about my cat's death while in the care of Elite Cattery

Hello Ladies,
This is for the animal welfare officer please.
Thanks

Daliah Barrett
Licensing Team Leader



Haringey Council
6th Floor, 10 Station Road, London, N22 7TR

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daliah.barrett@haringey.gov.uk

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facebook.com/haringeycouncil

Please consider the environment before printing this email.

From: [mailto:]
Sent: 23 February 2016 13:56
To: Licensing

Cc:

Subject: Complaint about my cat's death while in the care of Elite Cattery

To whom it may concern,

I am writing to complain about the circumstances around my cat's death while in the care of Elite Cattery.

I was away abroad because I have serious health issues I needed to deal with. My husband noticed that my cat, Yoda, was a bit lethargic Saturday morning 23/01/2016 and had not eaten the food served that morning. My husband dropped our 2 cats at Elite Cattery, 512 Archway Road, London, N6 4NA at 2pm that day as he had to travel overseas the next day for work. He told the staff at Elite Cattery that Yoda was not well and asked them keep an eye on him and to let him know if he got worse.

Sunday 24/01/2016 at 9:10 Sarah (the Assistant) finds Yoda in a critical condition; I quote: "he was yowling, was freezing cold as if he had spent 10 hours in the snow and could not move nor stand up. He could barely move his head."

My husband only got a call from Sarah at 11:03 on 24/01/2016. She informed him of Yoda's critical condition and said they were taking him to the emergency vet, Medivet. Yoda arrived at Medivet at 12:00 and died there at 12:45.

Upon my return to Europe, I called Donna (the Manager) from Italy to speak to her and get all the facts. I recorded the conversation as I could not understand why my cat was left agonising for 2h50mn (which is an extremely long time) without any emergency care.

I asked Donna if my cat had eaten the night before (Saturday night) and she was unable to tell me whether he had eaten or drank any water. She seemed quite unconcerned and played it down, which is very unprofessional if not inhumane. I reminded her I had given all our vet's detail (The Royal Veterinary College) and that the first time I ever left my cats with them, I had authorised them to call the vet or emergency vet straight away if anything was wrong with the cats. The response I got from her made no sense and was very evasive.

I then asked why they had not called the vet or my husband straight away and she said that they couldn't get hold of my husband. I checked my husband's phone log and there were no missed calls and no voicemails prior to 11:03, when he received the first call from Elite Cattery (from Sarah).

When Yoda finally arrived at the vet his mentation was very low and his temperature was not reading (according to Jeremy, the vet who took him into care and to the vet's report + post-mortem)

I would also like to bring your attention to the fact that instead of computers they have a handwritten logbook so no prompt access to information, cat's history, vet info, owner's directives, etc.

I have since looked at their website which contains 50% poor reviews, which reinforces my belief that they have neglected my cat and left him to suffer needlessly. They decreased his chances of survival with every minute they wasted.

I do not find it acceptable that Donna was unable to give me precise information as to why it took so long to help my cat. She was evasive, unorganised, and also blamed traffic on a Sunday morning as an excuse. She clearly was not telling the truth about getting hold of my husband who was at home all this time and had only started making his way to the airport at 11:15.

My husband got a second call from Donna at 11:21 repeating Yoda didn't look good and that she was taking him to the vet. She asked him if we had pet insurance and my husband said no but that cost did not matter.

PS: The vet told me it took 12 hour for Yoda to die from HCM (progressive fluid accumulation in his lungs and eventually heart failure). My other cat wiskey threw up and had diarrhea for several days after returning home from Elite cattery.

I would sincerely appreciate your support and guidance in investigating this matter and holding Elite Cattery to account.

Kind regards,

**This email has been scanned by the Symantec Email Security.cloud service.
For more information please visit <http://www.symanteccloud.com>**

DB7 - A copy of the officers' report

087

ajit.kansara@haringey.gov.uk

HARINGEY COUNCIL, Regulatory Services

Commercial Environmental Health

Level 6, Alexandra House, 10 Station Road, London, N22 7TR

Website: www.haringey.gov.uk Tel: 020 8489 1335

Email: frontline@haringey.gov.uk Fax: 020 8489 2111

Haringey
LONDON

ANIMAL BOARDING ESTABLISHMENTS ACT 1963

Food Safety/Health & Safety Inspection Report

This inspection report covers only the areas inspected at the time of the inspection. It does not indicate compliance with any provision of the relevant food safety or health and safety law. It is not a notice requiring works to be carried out.

WK 347038	Date: March 16	Time In: 11:10	Time Out: 13:55
Full/Partial Inspection	Revisit	Complaint	Other:
Name of Business: Elite Cattery			
Address: 512 Archway Road			
Registered Address (if different): ala			
Business Operator: Anthony John Morgan		Business Type: Cattery	
Person(s) seen/interviewed: *An		Position: Owner	

Documents/Records Examined

Food Safety Documents		Health & Safety Documents	
<input type="checkbox"/> HACCP / FSMS / SFBB	<input type="checkbox"/> Training records	<input type="checkbox"/> Health & Safety Policy	<input type="checkbox"/> Maintenance records
<input type="checkbox"/> Flow diagrams	<input type="checkbox"/> Supplier's invoices	<input type="checkbox"/> Induction & Training	<input type="checkbox"/> Lift engineer
<input type="checkbox"/> Pest control reports	<input type="checkbox"/> Import documents	<input type="checkbox"/> Risk Assessments	<input type="checkbox"/> Fork Lift Trucks
<input type="checkbox"/> Cleaning schedules	<input type="checkbox"/> Complaints	<input type="checkbox"/> First Aid	<input type="checkbox"/> Other documents
<input type="checkbox"/> Temperature records	<input type="checkbox"/> Allergen information	<input type="checkbox"/> COSHH assessments *	
<input type="checkbox"/> Waste transfer notes	<input type="checkbox"/> Other documents:	<input type="checkbox"/> Gas / Electrical certification	
e.g. Oil / Animal by-products		<input type="checkbox"/> Accident	
Areas inspected: Cattery / Coops		Samples taken: COPY TAKEN IN THE FORM OF	R63 Animal Boarding Establishment

Inspection outcome: Inspector Report	<input type="checkbox"/> Advice - verbal/written	<input type="checkbox"/> Service of Detention/ Seizure Notice/s
	<input type="checkbox"/> Inspection report & schedule - (left on site)	<input type="checkbox"/> Service of Improvement Notice/s
	<input type="checkbox"/> Written warning letter & schedule - (to follow)	<input type="checkbox"/> Premises closure Formal/Voluntary
		<input type="checkbox"/> Consideration of legal action

FOOD HYGIENE RATING

Food Hygiene Rating - Criteria Assessed	Annex 5 Score
Compliance with food hygiene and safety procedures	
Compliance with structural requirements	
Confidence in management/control procedures	
Total Score	
Food hygiene rating	

N.B Please refer to the inspection report form where a score greater than 0 has been given

Has the officer clearly explained to you the outcome of this inspection so that you understand what you need to do (if anything) and by when? Yes No

Agreed Timescale: ASAP

Inspecting officer (print): AJIT KANSARA * Position: Acting Technical Enforcement Officer

Inspecting officer (signature): [Signature] Position: Senior Environmental Health Officer

Person seen (print): A.J. MORGAN Position: OWNER, PROPRIETOR

Person seen (signature): [Signature] Position: OWNER, PROPRIETOR

* DONNA LEWIS-POD MANAGER

0208 489 5260 *

NOTES FOR COMMERCIAL BUSINESSES

This report only covers those areas inspected at the time of the visit. All items marked 'L' are legal requirements and 'R' recommendations for best practice.

Please note this schedule of works is NOT exhaustive but list those items which are obvious at the time of the visit. You are reminded the obligation rests with the business to ensure compliance with all legal requirements.

If you wish to discuss any items relating to this inspection report, please contact the inspecting officer. If your concerns remain unresolved or you should like to discuss other matters regarding the visit, please contact the Food and Safety Manager on: 020 8489 5142/5153. The Council's 'Complaints Procedure and Enforcement Policy' is available at: www.haringey.gov.uk







FOOD HYGIENE RATING

This authority operates the national Food Hygiene Rating Scheme. This is designed to help consumers choose where to eat out or shop for food by giving them information about the hygiene standards in food outlets at the time they are inspected. Your rating has been calculated on the basis of the standards found at the time of inspection. Your inspection report outlines the inspector's findings and highlights the priority actions and improvements that are needed to ensure that you are complying with the Food Safety & Hygiene (England) Regulations 2013.

A sticker showing your rating following your recent inspection will be given at the time of the inspection or sent in due course. You can tell your customers how good your hygiene standards are by placing the sticker in the window/door. If you do not have a suitable glass surface, you could fix the sticker onto a transparent surface before fixing that onto a wall or other surface. **You must remove and destroy the sticker/certificate showing your previous rating. Only one rating – the most recent rating – should be displayed.** To continue to display a previous rating may constitute an offence under the Consumer Protection from Unfair Trading Regulations 2008. Your Food Hygiene Rating will also be published on the Food Standards Agency's website at: www.food.gov.uk/ratings within four weeks from receiving this letter.

1. If you think that the rating is wrong or unfair – in other words it does not reflect the hygiene standards at the time of your inspection – you can 'appeal'.
2. If you have improved the hygiene standards since your inspection, or if there were unusual circumstances at the time of the inspection that might have affected your food hygiene rating, you have a 'right to reply' so that you can explain this to potential customers that look up your rating online.
3. If you make the improvements to hygiene standards that are highlighted in your inspection report, you can 'request a re-visit' with a view to giving you a new and higher food hygiene rating. More information about these safeguards is provided on the FSA's website at: www.food.gov.uk/multimedia/pdfs/enforcement/thrssafeguards.pdf

How is your food hygiene rating calculated?

Total Score	0 – 15	20	25 – 30	35 – 40	45 – 50	> 50
Highest permitted individual score	5	10	10	15	20	
Rating						

NOTICE OF OUR POWERS

Under the legislation listed below, an authorised Officer may at all reasonable (when open to trade) times on production of his/her identification, enter any business premises under the legislation listed below for the purpose of inspection and/or enforcement. Admission to a private dwelling (home) shall not be demanded unless 24 hours notice of the intended entry is given to the occupier.

- | | |
|---|---|
| <input type="checkbox"/> Food Safety Act 1990 | <input type="checkbox"/> Health & Safety at Work etc Act 1974 |
| <input type="checkbox"/> Food Safety & Hygiene (England) Regulations 2013 | <input type="checkbox"/> Environmental Protection Act 1990 |
| <input type="checkbox"/> Regulation EC No. 178/2002 | <input checked="" type="checkbox"/> Other: |

SUMMARY OF YOUR RIGHTS

For further details, please refer to the following:

1. Food law inspections and your businesses (Food Standards Agency)
2. What to expect when an health and safety Inspector calls (Health and Safety Executive)
3. London Borough of Haringey Enforcement Policy

These rights, which are taken from Code B of the Police and Criminal Evidence Act 1984 (Code of Practice for the Search of Premises and the Seizure of Property Found on Persons or Premises) (the 'Code'), provides a mechanism whereby you may be entitled to compensation for any damage caused as a result of the inspection. A copy of this information can be found on our website

USEFUL WEBSITES

Haringey Council: www.haringey.gov.uk • Health and Safety Executive: www.hse.gov.uk • GOV.UK: www.gov.uk
 Food Standards Agency: www.food.gov.uk • Department of Health: www.dh.gov.uk

**FOOD SAFETY /
HEALTH & SAFETY INSPECTION CONTINUATION REPORT**



Haringey Council

Page 2 of 2

Wk: <u>347038</u>	Date: <u>3rd March '2016</u>
Name of Business: <u>Elite Catering</u>	
Address: <u>512 Archway Rd</u>	
Postcode: <u>NG4NA</u>	

Item	What is wrong and what you need to do to comply with the Law = <input type="checkbox"/> L or Recommendations / Best Practice = <input type="checkbox"/> R	Timescale	<input type="checkbox"/> L <input type="checkbox"/> R
* CONDITION 64	No adequate training records were available for Sarah XU /		<input type="checkbox"/> L
* CONDITION 54	No written records were available for Yoda regarding decorations, treatment etc.		<input type="checkbox"/> L
* CONDITION 53	No health & welfare and nutritional requirements / notes were available.		<input type="checkbox"/> L
* CONDITION 51	The death of Yoda was not reported immediately / or at all to the Local Authority.		<input type="checkbox"/> L
* Refer: LICENCE CONDITIONS.			
* The above conditions require rectification.			

Authorised Officer (Signature): [Signature]
 Print Name: AJIT KANSARA

Animal Boarding Establishments Act 1963
Licence Conditions (Cats)

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 cats. The term "unit" relates to the individual unit of accommodation for each cat, including bedding and exercise area.

1. The maximum number of cats to be kept at any one time is 280. This relates to the number and size of the units. Each cat must be provided with a separate unit except cats from the same household who may share a unit with the written consent of the cats' owners subject to the unit size being adequate.
2. No animals other than cats are to be boarded within the licensed facilities without the written approval of the local authority. Any animals kept for other purposes must be completely separate from the cats being boarded.
3. All units must be of substantial construction and provide damp proof protection for the weather.
4. All exterior wood must be properly treated against wood rot. No product to be used that contains any substance toxic to cats.
5. All internal surfaces used in the construction of walls, floors, partitions, doors and doorframes to be durable and impervious. There must be no projections liable to cause injury.
6. It must be nose and paw/claw proof and safe for the animals within.
7. Sleeping areas of units must be so insulated as to prevent extremes of temperature.
8. The construction must be such that the security of the cat is ensured.
9. All areas to which cats have free access must be roofed with impermeable material.
10. Where the gap between units is less than 2 feet, sneeze and hygiene screens must be provided to a minimum height of 1.0m (3'3"). The same protection must be provided to adjoined raised shelving etc.
11. Drainage must not pass towards sides or partitions, so that contamination does not pass between units. Litter trays must be adequate in positions to avoid cross-contamination.
12. Doors must be strong enough to resist impact and scratching and must be close fitting and capable of being effectively secured.
13. Where plastic doors with metal edging are used, the strip metal edges must be adequately shaped and smoothed to prevent injury to the cat.
14. All windows must be escape proof at all times. Such windows must be protected by weld mesh, or be made of reinforced glass, polycarbonate or other impact resistant material.
15. Each unit must be provided with a sleeping area of, at least, 0.85 sq. (9sq. ft) for a single cat, or 1.5 sq (16 sq. ft) for up to a maximum of three cats from the same household. Suitable bedding equipment, which allows the cat to be comfortable and which is capable of being easily and adequately cleaned and sterilised must be provided. Such equipment must be sited out of draughts. Bedding material must be maintained in a clean, parasite free and dry condition. This applies when owners provide their own bedding material.

16. The sleeping area must have a minimum height of 0.9m (3ft).
17. Each unit must be provided with an exercise area of, at least, 1.7 sq m (18sq. ft) for a single cat, or 3.0 sq m from the bedding area and exclusive to that pen. There must be free and easy access for the cat between the bedding and exercise area at all times, except when bedded down for the night. This entire area must be roofed.
18. Units must have a minimum height of 1.8 m (4 sq. ft), although 6ft is recommended.
19. Where a group exercise policy is followed, the owners of the cats must be informed and an agreement obtained in writing.
20. Where a group exercise policy is followed, a maximum number of 10 cats are to be exercised together at any one time. This exercise period is to be closely supervised to prevent fighting/injuries.
21. Units must be open onto secure corridors or other secure areas so that cats are not able to escape from the premises.
22. Exercise areas must not be used as bedding areas.
23. The establishment must be connected to mains drainage or an approved, localised sewage disposal system.
24. The bedding area of the unit must be maintained at a temperature of between 10 C (50F) and 26C (79 F).
25. In isolation units there must be a means of maintaining the temperature at a level suitable for the condition of the cat, and dependant on veterinary advice. However, the temperature in the isolation unit must not be allowed to rise above 26C (79F) or fall below 13C (60F).
26. A "minimum-maximum" thermometer must be provided in each unit block and isolation unit.
27. Permanent ventilation must be provided to the animal quarters without the creation of excessive draughts.
28. Adequate artificial lighting must be provided to all areas of the establishment, so positioned as to constitute no danger to the cats.
29. All parts of the establishment 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.
30. Litter trays containing approved material, which are easy to clean and impermeable must be provided. These must be emptied and cleaned in the morning and changed if necessary at anytime during the day if found to be unduly soiled.
31. All bedding areas must be kept clean and dry.
32. Each unit must be thoroughly cleansed and disinfected upon vacation or every seven days whichever is the shorter. All fittings and bedding must also be thoroughly cleansed and disinfected prior to re-use.
33. Facilities must be provided for the proper reception, storage and disposal of all waste in accordance with legal requirements. Particular care should be taken to segregate clinical waste arising from the treatment and handling of cats with infectious diseases and the final disposal route for all such waste must be incineration.
34. All vehicles used by the establishment for the transportation of cats must be kept clean and disinfected. Cats must be transported in cages/baskets or boxes of adequate size and construction (including sneeze barriers to control the spread of infectious diseases), and be provided with adequate ventilation. All vehicles must be secure. Legal requirements concerning transport of animals must be complied with.

35. All boarded cats must be adequately supplied with suitable food. Wholesome water must be available at all times and changed as needed, at least daily.
36. Eating vessels must be cleaned after each meal.
37. Drinking vessels must be cleaned at least once daily.
38. Facilities must be provided for the storage and preparation of food for the cats.
39. Food storage and preparation areas must be hygienically constructed and be kept clean.
40. Where fresh and cooked meats are stored, refrigeration facilities must be provided and contamination must be avoided.
41. A sink with hot and cold water must be provided for the washing of food equipment and eating vessels. A wash hand basin with hot and cold water must also be provided for staff.
42. Containers must be provided for the storage of food and shall be so constructed and kept in such good order, repair and condition as to be proof against insects and other pests.
43. Eating and drinking vessels must be provided; these must be of a material which is capable of being easily cleansed and sterilised.
44. Adequate precautions must be taken to prevent and control the spread of infectious and contagious disease and parasite among cats, staff, and visitors.
45. Cats boarded or resident must be accompanied by an up to date record of vaccinations against infectious feline enteritis, feline respiratory disease and other relevant diseases. Vaccination must have been completed at least 4 weeks before the first date of boarding. This record of vaccination must be kept on site throughout the period that the cat is boarded. A shorter period of time is acceptable if suitable veterinary evidence is provided based on manufacturers instructions.
46. Adequate isolation facilities must be provided.
47. These isolation facilities must be in compliance with the other boarding requirements but must be separate and physically isolated from the main units. Isolation facilities must be used where the presence of the infectious or contagious disease is suspected.
48. Adequate facilities and procedures to prevent the spread of infectious disease between the isolation unit and other units must be provided.
49. Measures must be taken to keep establishments free of rodents, insects, and other pests and cats free from external parasites.
50. The establishment's veterinary surgeon must be called in case of signs of disease, injury or illness. Where any cat is sick or injured, any instruments for its treatment which have been given by a veterinary surgeon must be strictly followed.
51. Any deaths of cats on the premises must be referred immediately to the establishment's veterinary surgeon and the local authority inspector.
52. A well stocked first aid kit suitable for use on cats must be available and accessible on site.
53. A register must be kept of all cats boarded. The information kept must include the following:-
 - Date of arrival and unit number
 - Name of cat, and any identification marks

- Description, breed, age and sex of cat
 - Name, address, telephone number of contact person whilst boarded.
 - Name, address and telephone number of cat's veterinary surgeon
 - Anticipated date and actual date of departure
 - Health, welfare and nutritional requirements
54. Records must be kept available for a minimum of 24 months and kept in such a manner as to enable an authorised officer to easily access such information. Where records are computerised, a hard copy must be kept. The register must also be available to members of staff of the establishment at all times.
 55. Each unit must be clearly and permanently numbered, and must carry a notice giving the name of the owner, the name and description of the cat, it's date of arrival and date of departure.
 56. A fit and proper person aged 18 or over must always be available to exercise supervision and deal with emergencies whenever cats are boarded at the premises. Cats must be visited at regular intervals, at least 3 times daily, as necessary for their health, safety and welfare. No person under 18 must have control or supervision of the premises or cats.
 57. Appropriate steps must be taken for the protection of the cats in case of fire or other emergencies. The name, address and telephone number of the licensee must be permanently displayed on the premises and must also be logged with the police and fire authorities. Fire protection advice must be sought from the Fire Prevention Officer and implemented.
 58. A proper emergency evacuation plan and fire warning procedure must be drawn up and posted on the premises. This must include an instruction as to where the cats are to be evacuated to in the event of a fire or other emergency.
 59. Fire fighting equipment must be provided in accordance with any advice given by the Fire Prevention Officer.
 60. All electrical installations and appliances must be maintained and in a safe conditions.
 61. Heating appliances must not be sited in a location or manner where they may present a risk of fire or a risk to cats.
 62. Precautions must be taken to prevent any accumulation, which may present a risk of fire.
 63. There must be adequate means of raising an alarm in the event of fire or other emergency.
 64. A written training policy must be provided. Systematic training of staff must be demonstrated to have been carried out; including Animal Welfare, Cleanliness and hygiene, Feeding and food preparation, Disease control, First Aid, Health and Safety, and emergency procedures.
 65. A copy of the license and its conditions must be suitably displayed to the public in a prominent position in, on or about the boarding establishment.

DB8- Supplementary vets report and detailed findings from October 16.

DBB



SUPPLEMENTARY VETERINARY REPORT

Elite Cattery
512 Archway Road
London
N6 4NA

5th October 2016
10:50 Hours

Veterinary Inspector: - Monica David MRCVS

- This was a joint multi-agency inspection carried out with Sharon Edwards, City of London Animal Health Inspector and Charley Osinaike of the London Borough of Haringey
- The inspection was made unannounced and the purpose was to assess the premises for the suitability to be issued with a licence renewal under the Animal Boarding Establishment Act 1963 for 2017 should an application be received to the London Borough of Haringey
- This is a supplementary vet report to accompany the full licence inspection report submitted by Sharon Edwards
- The first thing I noticed when we entered the reception area was the strong smell of urine, which was an indication to me that this was a cattery not operating at a satisfactory standard. This smell was then evident throughout the cat areas
- The 1st area we inspected was a room referred to as "The Annex" In this area I noted that all the cats were in cages, two of the cages had one of the gates covered by a towel, because the occupant was too nervous to be in full view of all the other cats.
- Hiding is a behaviour that cats can use to help them cope with changes in their environment. Cats will 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. Every cat unit should be provided with the hiding space as per 2013 CIEH model condition. During the visit I noted that only a couple of cats had boxes to hide in – most just had beds that left them exposed – while we were in the Annex area we heard a number of the cats growling and grumbling
- It is important from a welfare perspective to ensure the need that a cat has to be housed, with or apart from, other animals, is met. The cat is by nature a territorial and solitary animal, and contact with or seeing unfamiliar/strange cats can be very stressful. 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. It must be possible for cats to 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. There was no sleeping quarters as described by the 2013 CIEH model condition in any of the accommodations.

- The size and layout of the cages did not permit there to be enough separation between litter tray, water bowl, food bowl and beds, which is also part of the 2013 CIEH model condition.
- 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, same principle is valid for water the bowls. – this was not observed in this cattery due to the restriction in size of the units
- Each unit had a litter tray but the trays were only lined with absorbent material as a sheet of newspaper. Only a couple of cats were seen to have litter in their trays and even then it was only a sprinkling. Cats are meticulous animals and a dirty litter tray may deter use. Natural behaviour is to scratch in loose material (litter), to be able to dig a hole and to cover their 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. I witnessed on the day different cats trying to cover the waste to no avail since the substrate of a sheet of newspaper was unsuitable.
- In this establishment the exercising area(s) are the communal area(s) this practice is in clear contravention with the 2013 CIEH model condition where is clearly stated that cats from different units **must not share exercise runs or an exercise area either at the same time or sequentially**. This is also a breach of the Animal Welfare Act 2006 as per the section 9 requirement for animals to be housed with or apart from other animals
- During the inspection when we entered the area referred to a "MIB" I noted that there were 4 cats in the communal exercise area and all were exhibiting stress related behaviours
- When a cat is placed in a stressful situation such as communal exercise in a new environment, in proximity with other cats and new routine, this will increase the stress level of the cat(s) and as consequence this can lead to shedding of viruses or greater susceptibility to diseases.
- The Animal Welfare Act 2006 in section 9 makes it an offence for a person not to comply with the basic 5 welfare needs of an animals and these are as follows
 1. its need for a suitable environment,
 2. its need for a suitable diet,
 3. its need to be able to exhibit normal behaviour patterns,
 4. any need it has to be housed with, or apart from, other animals, and
 5. its need to be protected from pain, suffering, injury and disease.
- I was informed by Sharon Edwards and Charley Osinaike, the Licencee Tony Morgan and the Manger, Donna Lewis had been informed that the CIEH had published updated MLC's in 2013 – As a consequence I was very surprised, when we were shown to an area named as "New Block" That again contained small units with no exercise area, that this area had been installed in Summer 2016 by Tony Morgan – It was evident by the installation that no regard had been given to the CIEH 2013 conditions or the cats welfare needs as per the Animal Welfare Act 2006

- **Conclusion**

I am of the opinion that in this cattery, the cat(s) welfare has not been given enough consideration

The Units are small and not suitable for any use other than to board cats for more than a few hours – they would only be suitable as a holding pen for a restricted number of hours.

- In boarding cats in these units, the requirement for a suitable environment has not been met. This also leads in the fact that if the cat does not have a suitable environment it cannot exhibit normal behaviour patterns.
- The cats can also not exhibit normal behaviour when using the litter trays as there is only a sheet of newspaper in most of the trays as details above
- In allowing the cats to have communal exercise, the need to be housed with, or apart from, other animals has not been met.
- Cats observed during the visit were showing a range of stress related behaviours, from growling, cowering and hiding to panic running to try and find a place to hide. In increasing the stress in the cats they will be more prone to disease and so the need to be protected from pain, suffering, injury and disease in my opinion have been disregarded by the way the cattery is managed.

DB9- Animal health inspectors findings and letters sent to Mr Morgan.

Animal Boarding Establishments Act, 1963

LICENCE CONDITIONS INSPECTION SHEET FOR CAT BOARDING ESTABLISHMENTS

DB9

Premises		Date of inspection (dd/mm/yyyy)	5th October 2016	Boarding	<input checked="" type="checkbox"/>	Rescue		Breeding		Tick boxes
Mr Tony Morgan, Elite Cattery. 512 Archway Road, London. N6 4NS. Phone 0208 3405120. Manager:- Donna Lewis donna.lewis@hotmail.co.uk	Person seen	Sarah Furlong		Part Inspection		Full Inspection		Overall score	38%	
	Inspector name (s)	Sharon Edwards, Monica David		Accident book		Emergency displayed		Emergency contact		
Insurance	Pest Control policy/contract	<input checked="" type="checkbox"/>	Cattery Vet details displayed	Has copy of licence Con & Legislation?	<input checked="" type="checkbox"/>	Register and back up				

Indoor cattery	<input checked="" type="checkbox"/>	Semi-outdoor/ indoor	Full height Unit (walk-in)		Penthouse Style Unit		Home boarding	
PVCu		Fibreglass		<input checked="" type="checkbox"/>	Number Units & Size			
See End of report for details								

COMMENTS

Additional Vet Report supplied by City of London Vet Monica David

Cattery units in use do not meet the requirements in the CIEH current published Conditions

Recommendation that cattery supplies a shedule of works to bring the units into compliance with the CIEH conditions within the next 12 months by the end of 2017

None of the units in the New Build area to be used as these were built in 2016 after the owner was made aware of the CIEH conditions that it appears he has chosen to ignore

Identification Code	Description	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Score	Actions or comments	Done
A11 - A14	Sound and safe construction on a concrete base with damp proof membrane, well maintained in good decorative order repair, materials used must not expose cats to harmful chemicals.		<input checked="" type="checkbox"/>	0	ENVIRONMENT: Providing the cat(s) with a suitable place to live/stay Small units that do not meet this requirement - some of the doors to units are rusting	

A.1.5	hazard to cats.				1	There are no obvious hazards in the small units
A.1.6 - A.1.8, A.2.12	Windows must be escape proof, door must have secure latches and all wire mesh/fencing must be strong, rigid and kept in good repair to provide an escape proof structure				1	Cats are able to get their paws out of the grill door - this is an indoor cattery with small accommodation units - there are no windows from the units to the outside
A.1.11	Electrical equipment must be installed in line with current legislation and maintained in a safe condition				1	No evidence to the contrary
A.1.12 - A.1.14	Waste water must not run off in adjacent pens, pooling of liquid must be prevented, and drains covers must be designed and/or located to prevent cats toes/claws to be caught.				1	There is a drain in the centre of the main wing - Other than that kennels are cleaned with mop and bucket - Cats do have access to the covered drains while out on exercise in the main block
A.1.15	There must be an escape proof area (safety corridor/entrance lobby) at the exit of each cat unit.				2	Indoor cattery with double doors from communal areas
A.1.16 - A.1.18,21	For cattery with facing units corridor must be at least 1.2m wide or the door must have a solid sneeze barrier. Door at the end of the corrido must be escape proof, kept close at all time and the cattery can be viewed from the outside.				0	The front of the units are a grill door - Cats are given free access to roam outside of their units and there is nothing to stop cross contamination with cats still in their units -
A.1.19	Floor must be finished to produce a smooth, impervious surface easy to clean and disinfect, hole and gaps between tiles or paving slabs are not acceptable.				2	Flooring throughout the cattery can be C&D - all units can be cleaned
A.1.22	Sufficient lighting must be provided to illuminate the corridors all year round. Where practical this should be natural light during the day.				2	Natural and artificial light in all main areas - no lighting in units
A.1.24	Safe and waterproof roofing over the cat runs and the safety corridor.				2	Indoor cattery with roof over main building
A.2.1, A.2.12	Cats from different households must not share. Each unit must be clearly marked and a system in place which ensure that relevant information of the cat in that unit is available.				0	Although cats do not share units they do share a communal exercise area which is the main corridor of the cattery areas
A.2.2	Adequate lighting must be provided in the cat unit.				0	no lighting in cat units
A.2.3	Ventilation must be provided all year round. Localised draughts in the sleeping quarter must be avoided.				2	There appears to be adequate ventilation through the building - airconditioning has been provided in some areas and there are extractor fans that can be used
A.2.4	All interior surfaces to which the cats have access must be smooth, durable and impervious. Capable to be cleaned and disinfected and kept in good decorative order and repair.				1	Some rusting to unit doors

A.2.10 - 12	Each unit need to be easily accessible and provide a means of identification for each cat.				1	Each unit is numbered - but when cats are let out for communal exercise it is up to the staff to know which unit to return each cat to	
A.2.13 - A.2.18	Litter trays of a suitable size, number or type must be provided. They must be regularly and appropriately cleaned.				1	Litter trays were provided - but unless requested cats are not given litter but the trays are lined with paper - This does not allow the cats to exhibit normal behaviour patterns as required by the Animal Welfare Act 2006	
A.3.1 - A.3.4	Sleeping accommodation must be separate from the run (except some indoor catteries) and provide somewhere for the cat to hide. Shelving must be able to be kept clean, and large enough for cat to lie on. Safe access for elderly, very young, ill or disabled cats if required.				0	Each unit is only just adequate as a sleeping unit - there are no runs except in the 1 room referred to as "The Runs" and cats are let out of their small units for communal exercise	
A.3.5 - A.3.6	Minimum size accommodation must be achieved in order to give the cat a suitable space, facilities must be easily accessible.				0	These units do not meet the minimum size requirements of the 2016 CIEH MLC's	
A.3.7	Must be a means of measuring, monitoring and recording minimum and maximum temperature representative of the temperature in the cat sleeping accommodation.				1	There are thermometers throughout the building, but they are not max and min - there is no way of recording the temperature in each unit	
A.3.11-A.3.14	Heaters must not present a risk of burning or electrocution to cats or humans. Heated beds or pads must not be the main source of heating.				2	Central heating	
A.3.15	Any sockets in the sleeping accommodation must be waterproof and out of reach of the cats as possible.				1	No sockets in cat units - there are some uncovered sockets in communal exercise areas	
A.3.17-A.3.19	Clean resting place providing warmth and which is out of draughts, Bedding need to be appropriate for the cat and must be easy to wash/clean and disinfect.				1		
A.3.20	A cat must have access between the sleeping quarter and run.				0	Cats are allocated small units and there are no exercise runs - cats have communal exercise in the corridors	
A.4.1 - A.4.4	The exercise run must be large enough for the cat to play/exercise, easily cleanable not damaged. Floor need to be smooth, cleanable. Mesh size should be not more than 25mm. Exercise areas must be roofed.				0	the communal areas are too large to effectively C&D after use - there are no runs attached to units except in the area referred to as "The Runs" where the whole unit is a run and there is no sleeping area except for a shelf	
A.4.6	Exercise Run sizes see table				0	no runs	

A.4.7 - A.4.8	Sneeze Barriers full height, solid sneeze barrier between cat units unless there is a gap of 60cm. Sneeze barriers must be in place at the end of the cattery block to prevent contacts with outside animals.				0	The are sneeze barriers up to mid height in "The Runs" otherwise all are separate units but cats can have contact with other cats via the door of units when out on exercise
A.4.9 - A.4.12	Shelving in the exercise area must be easily cleanable, large enough for each cat to lie on. Extra help for ill, very young, or disabled cats must be provided.				1	only shelves in the Runs and these are large enough to lie on
A.5.1 A.5.2	Written emergency plan and risk assessment agreed by the local authority must be on display and known to staff.				1	Basic Plan see on office notice board
A.5.1 - A.5.5	Fire fighting equipment must be provided maintained in good working order. Fire exit clearly marked and the premises must comply with the current legislation with regards to electricity and gas if connected.				1	Fire exits are marked - There are fire extinguishers through the building - not ascertained if there are smoke detectors
DIET: Providing the cat(s) with an appropriate diet						
B.1.1 - 2.5	Fresh water must be available all the time, food and water must be kept separate and water must be kept away from the litter tray. Adequate number of water bowls must be provided for multi-cat units. Water bowls must be easily cleanable/disinfected				1	Units are not large enough to keep water and food away from litter tray - The water bowls are hung on the unit doors - many of the hangers are rusty and this has been highlighted in previous years
B.2.1	There must be exclusive facilities for the storage and preparation of food for the cats.				2	dedicated kitchen
B.2.2	Refrigeration facilities must be provided				2	in dedicated kitchen
B.2.3	sink with cold and hot water must be provided for the washing of the food equipment and eating and drinking vessels.				2	sink in dedicated kitchen - hot water not tested
B.2.4	Clean and safe container must be provided for the storage of food and must be insect and rodent proof.				2	
B.2.5 - B.2.7	Cats must be fed a balance diet suitable for their age, health status, reproductive status and lifestyle. Food must be unspoilt, palatable and free from contamination. 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.				2	no evidence to the contrary

B.2.8 - 2.12	Unconsumed wet or fresh food must be removed before it deteriorates, food must not left for excessive time to prevent it attracting flies. All food must be positioned well away from litter tray. One feeding bowl must be provided per cat. Food bowls must be cleanable/disinfectable or disposable.				2	All cats appeared to have an appropriate diet	
B.2.13 - 15	Food intake must be monitored daily and problems recorded. Veterinary advice must be followed if feeding debilitated, underweight or ill cats, or those with specific dietary requirements. Cats displaying marked weight loss/gain must be evaluated by a vet and treated as necessary.				1	Monitoring of food intake could be improved - A chart could be added to the door of each kennel and this could also include record of medication	
BEHAVIOUR: Allowing the cat(s) to express normal behaviour patterns							
C1.1 - C1.3	The behaviour of individual cats must be monitored on a daily basis for abnormalities and changes have been noted acted upon if necessary. Cats must be given the opportunity to play, exercise and have access to different levels within the unit.				1	Monitoring of behaviour could be improved - A chart could be added to the door of each kennel as per detailed in B2.13 to 15 - It was noted during the inspection	
C1.4	Hiding places must be provided in the sleeping accommodation				1	Some cats were provided with cardboard boxes and 2 cats had towels over their unit doors - Apart from these there is little privacy for the cats in these units	
C1.6 - C1.7	Toys and environmental enrichment if provided must be disinfected between use in the cattery or disposed of. If provided by the owner kept within the cat's unit. Cats must be provided with suitable facilities for scratching. any surface for scratching must be disinfected between cats.				1	Cats share toys and scratching posts in the communal exercise area and they do not appear to be C&D between use of cats	
C2.1 -	Cats must not be exposed to excessive noise of barking boarded dogs or other excessive and/or continuous noise				2	N/A - no dogs on site	
C3.1	A standard operating procedures (SOP) must be in place explaining how to ensure the health and welfare of long-term stay cats.				1	WE were informed by the member of staff that SOP had been introduced but they were not produced during the inspection as the licensee or the cattery manager were not available due to attendign a funeral	
COMPANY: Providing the cat(s) with appropriate company							

D.1.1	Cats from different households must not share exercise runs or exercise areas either at the same time or sequentially				0	Cats only have a communal area to exercise in - During the visit we observed 4 cats that were on communal exercise in the MIB area - All 4 were exhibiting signs of stress - 2 were hiding behind a door - 1 was running looking for places to hide - The 4th looked stressed with ears down trying to hide - These animals were all exhibiting behaviours associated with stress - There would be a breach of Article 9 of the Animal Welfare Act in the need to housed with or apart from other animals
D.2.1	Cats must be always be handled humanely and appropriately to suit the requirements of the individual cat.				2	
D.3.1-D.3.6	for multi-cat unit (cats from the same home) cats must be monitored and consent obtained from the owner for separating cats, should problem arise. There must be multiple source of resources: water, food, litter trays and sleeping areas.				1	Cats can be put into separate units but would still only get exercise in the communal area
HEALTH AND WELFARE: Protecting the cat(s) from pain, suffering, injury and disease						
E.1.1 - E.1.2	All cats must be observed regularly throughout the day. Cattery proprietor or responsible person must visit the cats at regular intervals (of no more than 4 hours apart) during the working day.				2	The owner and manger live on site - There was no evidence at the time of the visit that they are not attended at appropriate intervals - At the time of the inspection there was 1 full time member of staff on duty been assisted by a member of casual staff
E.1.3	Presence or absence of urine and faeces in trays must be noted daily. Any signs of abnormalities in excreta must also be noted and acted upon as appropriate.				1	Concerns were raised by the vet Monica David on the lack of litter in the trays (Newspeer) and the fact that the cat could not exhibit natural behaviour when toileting
E.1.4	Drinking and eating habits must be monitored and any problem investigated.				1	Chart is kept on the door with type of food but very little recorded monitoring takes place
E.2.1 - E.2.8	A register must be kept of all cats boarded and available to the staff members. The following information must be included: date of arrival and departure. Name, sex, description and microchip number. Number of cats sharing the same household. Name, address, phone number and email of the owner (including emergency contacts). Cat's veterinary surgeon. Cat's diet and relevant requirements.				1	Basic client boarding form completed on cats arrival

E.2.9	Consent forms eg veterinary treatment, consent to share or separate cats from the same household.				0	Not verified during inspection
E.2.10	Records of vaccination				1	Checked but not kept on site - manager not on site at time of visit so no records verified
E.2.11	Any medical treatment must be recorded and visible to prevent mis-dosing				1	Basic information on unit door - white board in kitchen area - more detail needs to be retained in regards to administering of vet meds
E.3	If rescue cats are boarded this must be kept completely separate, standard operational procedure must be in place to prevent the spread of disease.				2	N/A No rescue cats taken in
E.4	Products must be suitable to use and effective against pathogens, must be non toxic to cats.				2	GHS direct / Bacta-care in use
E.4.4 - E.4.10	There must be cleaning and disinfection routine for day to day management. Litter trays, bedding drinking and eating vessels. Grooming equipment must also be cleaned and disinfected as the scratching posts and toys. Dust pan, brush and scoop must be provided for each unit and disinfected between cats				2	GHS direct / Bacta-care in use - All utensils cleaned in kitchen - All units have shared cleaning utensils - Scratching posts are in the communal area and so are not cleaned
E.4.11 - E.4.12	Hygiene protocols must be observed between handling cats. Hands must be cleaned and disinfected. Protective garments must be changed and laundered with appropriate disinfectant.				0	No evidence of hand washing or change of garments between handling of cats
E.5	There must be a policy for cats coming to the cattery having vaccinations updated, worms and flea treatments before entry to the cattery				2	Vaccination certs checked on entry
E.6	There must be an isolation facilities that will allow sick cats which develop signs of infectious diseases to be separated. SOP for barrier nursing and information must be provided for the staff.				1	Isolation area available but rarely used - Barrier nursing protocol not seen during inspection
E.7	A veterinary practice must be appointed for the establishment, the contact details must be displayed in prominent position to be accessible to all the staff.				2	Details of vet practice listed on reception wall

Areas	Kennel/ Unit	Kennels in use at time of visit	[Length (L) x Height (H) x Depth (D)] in cm's	
Main	39		180 x 60 x 60	
Annex (ME)	24	21?	150 x 60 x 60?	
Little Kitchen	9	0	150 x 60 x 60?	
Big Kitchen	18	0	150 x 60 x 60?	
MIB	18	7-8?	150 x 56 x 70?	
Back office	15	?	142 x 80 x 56?	
New Build (AC)	27	0	123 x 62 x 78	
The runs	8 Singles	0	68 x 217 x 142	
The runs	5	?	144 x 180 x 150	
Isolation unit	8	0	Not measured	

(ME) = Mechanical Extractor - (AC) = Air Con

Barrett Daliah

From: Osinaike Charley
Sent: 02 March 2017 15:08
To: Barrett Daliah
Subject: FW: Elite Cattery
Attachments: Elite cattery 05-10-2016 vet report MD.docx; Elite Haringey inspection report 5th Oct 2016 SED.xlsx

Hi Dales,

Can't locate the email that I sent you, so guess I didn't send it to you.

Apologies

Charley Osinaike
Food & Safety Lead Officer



6th Floor, Alexandra House, 10 Station Road, London N22 7TR
T. 020 8489 5569

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facebook.com/haringeycouncil

Please consider the environment before printing this email

From: Edwards, Sharon [<mailto:Sharon.Edwards@cityoflondon.gov.uk>]
Sent: 14 November 2016 14:15
To: Osinaike Charley; David, Monica
Subject: Elite Cattery

Hi Charley

Please see attached a licence inspection report and the additional vet report following the inspection of Elite cattery on the 5th October 2016

Both Monica David and myself are in agreement that the units that provide accommodation for boarding cats do not meet the requirements of the CIEH model licence conditions for cattery's

Cats are not a suitable species to be mixed with cats from other households – The only exercise the cats receive at this cattery is when they are given communal exercise – At the time of the visit we observed cats exhibiting signs of stress and aggression

We were particularly disappointed to see the new installation of 27 units in the "new Build area" especially as the owner, Mr Morgan, had been made aware of the 2013 CIEH conditions prior to this installation - It is our recommendation that these units are not licenced for use

All cats should be supplied with a separate unit that gives the cat a sleeping unit and an exercise area – the food and water should be separate from the litter tray and sleeping area

As it is our opinion that the units in place are not fit for purpose it is the City of London's recommendation that Mr Morgan supplies plans for a schedule of work to install new units into this cattery to bring it into compliance with the 2013 CIEH model licence conditions

<http://www.cieh.org/policy/model-licence-conditions-and-guidance-for-cat-boarding-establishments.html>

Please let me know if you have any further questions

Regards

Sharon

*Sharon Edwards
Animal Health Inspector
Port Health & Public Protection
Animal Health & Welfare Services*

Tel:

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Fax: 020 8759 3477

E-mail:- sharon.edwards@cityoflondon.gov.uk

secure email Sharon.Edwards@cityoflondon.gcsx.gov.uk>

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*Animal Reception Centre, Beacon Road, Heathrow Airport
Hounslow, Middx, TW6 3JF*



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Ref: Licensing

Date: 15th November 2016

Mr Anthony John Morgan
Elite Cattery
512 Archway Road
London
N6 4NA

PET ANIMALS ACT 1951 REGISTRATION.

Dear Sir,

RE: ELITE CATTERY, 512 ARCHWAY ROAD, LONDON N6 4NA

The Council continues to have concerns relating to the operation of the cattery.

As you will recall there were a number of areas where the Vet found that you were not compliant with your licensing conditions. Since 2013 the Authority has been issuing you with a licence on the condition that the problems identified are sorted out within a given time period as well as compliance with the licence conditions.

In determining whether to grant a licence for the keeping of a pet shop 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 animals will at all times be kept in accommodation suitable as respects size, temperature, lighting, ventilation and cleanliness;
- (b) that animals will be adequately supplied with suitable food and drink and (so far as necessary) visited at suitable intervals;
- (c) that animals, being mammals, will not be sold at too early an age;
- (d) that all reasonable precautions will be taken to prevent the spread among animals of infectious diseases;
- (e) that appropriate steps will be taken in case of fire or other emergency;

and shall specify such conditions in the licence as it deems necessary.

The Vet has carried out a further inspection and have advised of the following matters that will need to be addressed prior to any licence being issued:

- Cattery units in use do not meet the requirements in the CIEH current published Conditions
- Recommendation that cattery supplies a schedule of works to bring the units into compliance with the CIEH conditions within the next 12 months by the end of 2017
- None of the units in the New Build area to be used as these were built in 2016, but you have failed to ensure that they are compliant with the current standards even though you have previously been notified of these.

It was previously agreed that you would undertake the upgrade of the cattery to ensure compliance with the standards. It is disappointing that the Vet has carried out an inspection yet again and this work has not been undertaken as agreed.

You must ensure that you are compliant with the conditions in order to be considered suitable to be licensed going forward.

Yours sincerely,

Daliah Barrett-Williams
Licensing Team Leader

Copy of Vet report
Copy of CIEH Standards

Licensing Team
Level 6, Alexandra House
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Ref: Licensing

Date: 22nd November 2016

Mr Anthony John Morgan
Elite Cattery
512 Archway Road
London
N6 4NA

**PET ANIMALS ACT 1951 REGISTRATION
ANIMAL BOARDING ESTABLISHMENT ACT 1963**

Dear Sir,

RE: ELITE CATTERY, 512 ARCHWAY ROAD, LONDON N6 4NA

I refer to joint multi-agency inspection at ELITE CATTERY, 512 ARCHWAY ROAD, LONDON N6 4NA by Sharon Edwards (City of London Animal Health Inspector), Monica David (MRCVS) Charley Osinaike (Haringey Council's Environmental Health Officer) on the 5th October 2016 at 10:50.

The purpose of the visit is to assess both animal welfare and the suitability of Elite Cattery for the re-issuing of a Cat Boarding Establishment Licence under the Animal Boarding Establishment Act 1963.

You are advised the Council continues to have concerns over the operation of the cattery. You are strongly advised to carefully read the enclosed Supplementary Vet Report submitted by Monica David and the Full Licence Inspection Report submitted by Sharon Edwards. These highlight those matters needed to ensure compliance with current standards/regulations.

Both reports should be read in conjunction with the CIEH Model Licence Conditions and Guidance for Cat Boarding Establishments 2013.

You are further advised that in determining whether to grant a licence for the operation of a cat boarding establishment 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 animals will at all times be kept in accommodation suitable as respects to size, temperature, lighting, ventilation and cleanliness;
- (b) that animals will be adequately supplied with suitable food and drink and (so far as necessary) visited at suitable intervals;
- (c) that animals, being mammals, will not be sold at too early an age;
- (d) that all reasonable precautions will be taken to prevent the spread among animals of infectious diseases;
- (e) that appropriate steps will be taken in case of fire or other emergency; and shall specify such conditions in the licence as it deems necessary.

In summary, both the Animal Health Inspector and the Vet are in agreement that the units that provide accommodation for boarding cats (including the recently built units) are not fit for purpose, as they do not meet the requirements of the CIEH model licence conditions for cattery's. As the operator you are required to submit a detailed schedule of works (including timeframes etc.) to install new units in the cattery in order to comply with the 2013 CIEH model licence conditions.

I will be revisiting Elite Cattery in January 2017 in order to assess compliance with the above.

You must ensure that you are compliant with the conditions in order to be considered suitable to be licensed going forward.

Please find enclosed for your attention a copy of the following documents:

- Supplementary vet report submitted by Monica David
- Full licence inspection report submitted by Sharon Edwards
- CIEH Model Licence Conditions and Guidance for Cat Boarding Establishments 2013: <http://www.cieh.org/policy/model-licence-conditions-and-guidance-for-cat-boarding-establishments.html>

If you are unclear about any of the issues raised within this letter, the enclosed reports and/or you should like to discuss this matter further, please contact me using the details provided below.

Yours sincerely,

Daliah Barrett-Williams
Licensing Team Leader

Copy of Vet report
Copy of CIEH Standards
Copy of Standard Conditions

Licensing Team
Level 6, Alexandra House
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Ref: Licensing

Date: 12th December 2016

Mr Anthony John Morgan
Elite Cattery
512 Archway Road
London
N6 4NA

**PET ANIMALS ACT 1951 REGISTRATION
ANIMAL BOARDING ESTABLISHMENT ACT 1963**

Dear Sir,

RE: ELITE CATTERY, 512 ARCHWAY ROAD, LONDON N6 4NA

We are in receipt of your application for the renewal of the Animal Boarding Establishment at ELITE CATTERY, 512 ARCHWAY ROAD, LONDON N6 4NA .

We wrote to you in November to advise you that the Council continued to have concerns over the operation of the cattery.

You were asked to submit a detailed schedule of works (including timeframes etc.) to install new units in the cattery in order to comply with the 2013 CIEH model licence conditions. You have been advised that the accommodation units for boarding cats (including the recently built units) are not fit for purpose, as they do not meet the requirements of the CIEH model licence conditions for cattery's.

Other matters to be addressed are:

- The cattery was found to be operating under even the minimum standard in terms of the welfare considerations this was evident in the strong smell of urine throughout the premises at the time of the visit.
- The Units were found to be small and not suitable for any use other than to board cats for more than a few hours – they would only be suitable as a holding pen for a restricted number of hours.
- Due to the unsuitable environment some cats were seen to not be able to exhibit normal behaviour patterns.
- The need to be housed with, or apart from, other animals has not been met.
- Cats observed during the visit were showing a range of stress related behaviours, from growling, cowering and hiding to panic running to try and find a place to hide

Under the Animal Welfare Act 2006, it is the duty of the person responsible for the animal to ensure welfare

(1) A person commits an offence if he does not take such steps as are reasonable in all the circumstances to ensure that the needs of an animal for which he is responsible are met to the extent required by good practice.

(2) For the purposes of this Act, an animal's needs shall be taken to include—

- (a) its need for a suitable environment,
- (b) its need for a suitable diet,
- (c) its need to be able to exhibit normal behaviour patterns,
- (d) any need it has to be housed with, or apart from, other animals, and
- (e) its need to be protected from pain, suffering, injury and disease.

The management practices at the Cattery put the welfare of the animals at risk,

You are further advised that in determining whether to grant a licence for the operation of a cat boarding establishment 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 animals will at all times be kept in accommodation suitable as respects construction, size of quarters, number of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness;
- (b) that animals will be adequately supplied with suitable food, drink and bedding material, adequately exercised, and (so far as necessary) visited at suitable intervals;
- (c) that all reasonable precautions will be taken to prevent and control the spread among animals of infectious or contagious diseases, including the provision of adequate isolation facilities;
- (d) that appropriate steps will be taken for the protection of the animals in case of fire or other emergency;
- (e) that a register be kept containing a description of any animals received into the establishment, date of arrival and departure, and the name and address of the owner, such register to be available for inspection at all times by an officer of the local authority, veterinary surgeon or veterinary practitioner authorised under section 2 (1) of this Act;

You are now required to do the following;

1. Provide a detail plan of the works to bring units to the standard sizes and a timeline for completion of the works.
2. Provide details of cleaning rota and management of the animals to ensure welfare requirements are met.

Failure to respond to this request or address the concerns raised satisfactorily will result in the application being taken to a Licensing Sub Committee with a view to refuse the application. Be advised that the consultation period on the application is 28 days, so you need to ensure your documentation is with us no later than 13th January 2017.

You must ensure that you are compliant with the conditions in order to be considered suitable to be licensed going forward.

If you are unclear about any of the issues raised within this letter, the enclosed reports and/or you should like to discuss this matter further, please contact me using the details provided below.

Yours sincerely,

Daliah Barrett-Williams
Licensing Team Leader

Licensing Team
Level 6, Alexandra House
10 Station Road

DB10- Vets report from January 2017 visit.

DB10



SUPPLEMENTARY INSPECTION REPORT OF:-

Elite Cattery
512 Archway Road
London
N6 4NA

4th January 2016

Officers Present

Monica David MRCVS - City of London - Veterinary Inspector
Sharon Edwards – City of London – Animal Health Inspector
Charley Osinaike – London Borough Haringey

- This report should be read alongside the inspection report issued by Sharon Edwards on the 4th January 2017
- There was an unannounced visit to Elite Cattery to carry out an inspection to assess the premises for suitability for a licence to be issued under the Animal Boarding Establishment Act 1963
- The officers present arrived on site at 10:42 – We waited in the reception area while an employee known to us from previous inspections as Sarah Furlong, dealt with clients collecting their cats
- During this time we observed 1 cat being given back to its owner with its owner being informed that the cat had been unwell with a cold while in boarding and had been taken to a vet and given an antibiotic injection. No further details were given to the client and no medical history or details of the drugs given was handed to the client – There was no conversation that stated any of this information would be passed on at a later date
- A total of 2 cats were handed to their owners in this office area while we were waiting to introduce ourselves – All were brought out of the cattery **not** in their travelling containers with staff and owners boxing the cats in an unfamiliar environment and all cats were exhibiting stress behaviours – towards the end of the inspection we commented to Tony Morgan and Antony the stress we had observed and their answer was that the cats were stressed as the office was an unfamiliar environment – When we asked why the boxes were not taken into the cattery and the cats put into them in a familiar environment and so the stress would be reduced there was no answer forthcoming
- Once the clients had left with their cats we introduced ourselves to Sarah Furlong and asked to see the owner or manager as we were at the premises to carry out a licence inspection
- At 10:50, the current licensee and applicant for 2017, Mr Tony Morgan arrived into the office and introductions of all the officers was made and the purpose of the inspection explained

- Mr Tony Morgan was quite adamant we could not enter the cattery as it was a busy period -- He was quite belligerent but eventually after conversations with the officers agreed we could enter at 11:15
- We enquired to the availability of the cattery manager, Donna, but we were informed she was not on site – during the inspection she was found in one of the rear areas of the cattery but did not participate in the inspection or offer any assistance
- We were accompanied during the visit by Mr Morgan and a man who identified himself as Anthony a part time casual employee – During previous inspections I had been informed by Donna that Anthony was her partner and lived on site with her, but he denied this during this visit, but. Despite claiming he was only a casual member of staff, he was left to accompany us during an important licencing inspection when it was apparent to the officers that the manager, Donna, had made herself deliberately unavailable
- There have been concerns highlighted over the cat accommodation in this cattery for the past few years – In 2014 I presented a report and correspondence to the London Borough of Haringey highlighting my concerns
- The London Borough of Haringey have now adopted the CIEH (Chartered Institute of Environmental Health) Model Licence conditions and Guidance for Cat Boarding Establishments 2013 – Mr Morgan has previously been advised that these conditions exist and were being adopted by LB Haringey on a number of occasions in the past 2 years – His manager Donna, has also been given this information on a number of occasions

The Animal Boarding Establishment Act 1963 under Section 1(3) requires that Animals (cats) are:-

- (a) that animals will at all times be kept in accommodation suitable as respects construction, size of quarters, number of occupants, exercising facilities, temperature, lighting, ventilation and cleanliness;
- (b) that animals will be adequately supplied with suitable food, drink and bedding material, adequately exercised, and (so far as necessary) visited at suitable intervals;
- (c) that all reasonable precautions will be taken to prevent and control the spread among animals of infectious or contagious diseases, including the provision of adequate isolation facilities;
- (d) that appropriate steps will be taken for the protection of the animals in case of fire or other emergency;
- (e) that a register be kept containing a description of any animals received into the establishment, date of arrival and departure, and the name and address of the owner, such register to be available for inspection at all times by an officer of the local authority, veterinary surgeon or veterinary practitioner authorised under section 2 (1) of the Act;

The Act allows Local Authorities to 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 paragraphs (a) to (e) (above) .

In securing conditions as per the Act the London Borough of Haringey have adopted CIEH (Chartered Institute of Environmental Health) Model Licence conditions and Guidance for Cat Boarding Establishments 2013. These conditions are split into 6 Schedules. 5 of these (A to E) mirror the duties of care as required by the Animal Welfare Act 2006 – In meeting the minimum requirements of each schedule of the 2013 MLC then the Duty of Care in Section 9 should also be met

Schedules A – E are a requirement for all catteries and then there is a further Schedule at F that refers to the construction of New Build Kennels

Under the Animal Welfare Act 2006 a person has a legal duty to ensure an animal in their care meet the following and to not to do so is an offence under the Act

- A. its need for a suitable environment,
- B. its need for a suitable diet,
- C. its need to be able to exhibit normal behaviour patterns,
- D. any need it has to be housed with, or apart from, other animals, and
- E. its need to be protected from pain, suffering, injury and disease.

The following refers to the 2013 MLC for Cat Boarding Establishments and should be read in conjunction with it and refers to areas that the officers have assessed not to meet the requirements of the schedules of the 2013 MLC and so do not meet the requirements of the Animal Welfare Act 2006

Section A – Environment: Providing the cat(s) with a suitable place to live/stay
This is an indoor cattery and reference is made to this on page 11 of the MLC

A1.23 The Safety corridor must not be used as an exercise area

All communal areas are used as exercise area – at the time of the visit there were a number of cats loose around the building – one of these was in the kitchen

A.2 Cat Units – A boarded cat is accommodated in a “unit” comprising enclosed sleeping accommodation and an adjoined individual covered exercise run

Cats are accommodated in small units and are given exercise in the communal area in the centre of each room of units that are installed against the walls – The cats do not have access to an exclusive exercise run

A.2.1 Cats from Different Households must not share cat units

The cats do not share the small sleeping units but they are let out to mix with cats from various households in the general space in the cattery

Accessing the cat unit – Each unit needs to be easily accessible and provide a means of identification for each cat

Each unit is numbered but once the cats are let out there is no way of identifying them to their specific small unit

A.2.11 The unit must have a securable, full height door for access

Apart from 13 pens referred to as the runs, where there is full height access – the units in the rest of the building have a max height between 60cm and 80cm (this is 158 units in total)

Litter Trays

Natural behaviour for a cat is to scratch in loose material (litter) to dig a hole or cover waste. (a minimum of 3cm of litter is recommended) to allow digging actively. Loose sawdust, shredded or sheet newspaper, or soil are not considered acceptable as litter material

All units had standard size litter trays – a number of units had 2 trays – All had flat newspaper and some had a very light sprinkling of litter – none met the 3cm requirement



A.2.14 Each unit must have a space to allow for at least 60cm 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

This could only realistically be achieved in the pens in the area referred to as “the runs” – See example in photograph below where you can see the water next to the litter tray with only newspaper provided and this is next to the bedding and eating area



A.2.16 A safe and absorbent litter material must be provided

This has not been provided as per the requirement - All units had standard size litter trays - a number of units had 2 trays - All had flat newspaper and some had a very light sprinkling of litter - none met the 3cm requirement for litter

NOTE THE FOLLOWING IS FOR EXISTING CATTERIES AND NOT NEW BUILD - THESE ARE REFERRED TO IN SECTION F

Page 15 - 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.

Apart from the pens in the runs the rest of the units would just about be sufficient for the space allowance for a sleeping area only - but they are not away from the run as there are no exercise runs attached to the units - The cats are exposed to the noise and everyday workings of the cattery and not given anywhere to hide - There were a few kennels where the kennel door had a towel draped over the unit

Page 17 - Access to run

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

There are no units with runs attached for the cats to have access to - they only have their small sleeping unit and communal exercise

Page 18 - Exercise Run (in addition to and not including sleeping accommodation)

The exercise run must be large enough to allow cats to play /exercise

There are no exercise runs

A.4.5 Communal exercise areas must not be used

There are only communal exercise areas in this cattery

Section B - DIET - Providing the cat(s) with an appropriate diet

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

Water bowls are placed on bars near to litter trays - see photograph above in report

B.2.13 Food intake must be monitored daily and any problems recorded

On each door there is a sheet stating the diet the cats is on but there is no record of how much is eaten or left - a number of cats were observed during the visit to have left wet food in their bowls but we were informed this is only noted mentally by a member of staff

Section C - BEHAVIOUR: Allowing the cats(s) to express normal behaviour patterns

C.1.2 Cats must be able to access different levels within the unit

The units are very small and restricted in space and there are no exercise runs attached to allow for different levels

C.1.4 A hiding place must be provided for cats in the sleeping accommodation

No hide is available – see photograph above

C.1.6 Cats must be provided with suitable facilities for Scratching

There are no scratching posts in units – only in communal exercise areas

C.1.7 Any surface available for scratching must either be disinfected between use for different cats, or disposable.

The cats only have access to scratching posts in the main communal area of the cattery and they are not for exclusive use and given this there is no way that they could be disinfected between each cat having access to them

Section D – COMPANY: Providing cat(s) with the appropriate company

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.

There is no way of preventing cats from seeing other cats in this cattery

D.1.1 Cats from different units must not share exercise runs or an exercise area either at the same time or sequentially.

This cattery does not meet this requirement and all cats are exercised in communal groups – the officers have witnessed a number of cats exhibiting stressed behaviour in the communal exercise during the inspections carried out in 2016/2017

Section E - HEALTH AND WELFARE: Protecting the cat(s) from pain suffering injury and disease

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.

No cats are weighted on site and when I asked Anthony if this procedure was following he replied in the negative and did not seem to be aware of why it would be a beneficial requirement

E.2 Keeping Records – Page 24

The records do not appear to be as detailed as required – There is not written recording monitoring of the administration of veterinary medicines

E.3 Disease Control

No cats should be allowed in the safety corridor or to share an exercise area (unless they come from the same household)

This is not complied with as all cats get communal exercise

Conclusion

This report is supplementary and outlines the main area of concerns cross referenced to the CIEH (Chartered Institute of Environmental Health) Model Licence conditions and Guidance for Cat Boarding Establishments 2013 – It is not a complete report on the establishment

Both Mr Morgan and Anthony who accompanied us during the visit were advised that they should read the MLC and that it was not designed to be a husbandry manual but a minimum set of conditions that the premises should be operating to – They both stated during the inspection that they were aware of the document

Mr Morgan seemed more concerned with his loss of income than providing the cats in his care with a suitable environment in which to be boarded which would meet their needs and the legal requirement under the Animal Welfare Act 2006

The establishment has been running for many years (47) and Mr Morgan keeps referring to this as his defence – We have tried to explain to him that the science and understanding of the science and the needs of the cats has developed over the years and the cattery with its existing use of small sleeping units with communal exercise areas does not allow cats their legal needs as per the Animal Welfare Act 2006 –

It was explained to Mr Morgan that the CIEH (Chartered Institute of Environmental Health) Model Licence conditions and Guidance for Cat Boarding Establishments 2013 were compiled with input from industry experts including vets from the British Veterinary Association, The Cats Protection and the British Small Animal Veterinary Association and that these people had a wealth of knowledge on Feline care, behaviours and requirements

The recommendation from the City of London is that this cattery should be refused a licence unless they can produce a schedule of proposed plans with a time frame to replace the small units in this cattery with new units that meet the requirements and give each cat/family of cats their own exclusive space with a sleeping area and joined exercise run and the policy of mixing cats in communal exercise is stopped

**Animal Boarding Establishments Act, 1963
LICENCE CONDITIONS INSPECTION SHEET FOR CAT BOARDING ESTABLISHMENTS**

Premises		Date of inspection (dd/mm/yyyy)	4th January 2017	Boarding	<input checked="" type="checkbox"/>	Rescue		Breeding		Tick boxes
Mr Tony Morgan, Elite Cattery. 512 Archway Road, London. N6 4NS. Phone 0208 3405120. Manager:- Donna Lewis donna.lewis@hotmail.co.uk		Person seen	Mt Tony Morgan	Part Inspection		Full inspection		Overall score		36%
Inspector name (\$)		Sharon Edwards, Monica David		Accident book		Emergency displayed		contact		
Insurance	Pest Control policy/contract	<input checked="" type="checkbox"/>	Cattery Vet details displayed	<input checked="" type="checkbox"/>	Has copy of licence Con & Legislation?			Register and back up		

Indoor cattery	<input checked="" type="checkbox"/>	Semi-outdoor/ indoor		Full height Unit (walk-in)		Penthouse Style Unit		Home boarding	
PVCu		Fibreglass	Other	<input checked="" type="checkbox"/>					
Recommend a Licence be issued		NO		Number Units & Size					

See End of report for details

COMMENTS

Additional Vet Report supplied by City of London Animal Health Inspector Sharon Edwards
 Cattery units in use do not meet the requirements in the CIEH current published Conditions
 Recommendation that cattery supplies a schedule of works to bring the units into compliance with the CIEH conditions within the next 12 months by the end of 2017

None of the units in the New Build area to be used as these were built in 2016 after the owner was made aware of the CIEH conditions that it appears he has chosen to ignore

Identification Code	Description	<input checked="" type="checkbox"/>	Score	Actions or comments	Done
	ENVIRONMENT: Providing the cat(s) with a suitable place to live/stay		<input checked="" type="checkbox"/>		

0810

A.1.1 - A.1.4	Sound and safe construction on a concrete base with damp proof membrane, well maintained in good decorative order repair, materials used must not expose cats to harmful chemicals.				Small units that do not meet this requirement - some of the doors to units are rusting
A.1.5	There must no be sharp/rough edges or other hazards which present hazard to cats.				There are no obvious hazards in the small units
A.1.6 - A.1.8, A.2.12	Windows must be escape proof, door must have secure latches and all wire mesh/fencing must be strong, rigid and kept in good repair to provide an escape proof structure				Cats are able to get their paws out of the grill door - this is an indoor cattery with small accommodation units - there are no windows from the units to the outside
A.1.11	Electrical equipment must be installed in line with current legislation and maintained in a safe condition				No evidence to the contrary - stated that an electrical had carried out work but had not yet given a certificate as he was unwell
A.1.12 - A.1.14	Waste water must not run off in adjacent pens, pooling of liquid must be prevented, and drains covers must be designed and/or located to prevent cats toes/claws to be caught.				There is a drain in the centre of the main wing - Other than that kennels are cleaned with mop and bucket - Cats do have access to the covered drains while out on exercise in the main block
A.1.15	There must be an escape proof area (safety corridor/entrance lobby) at the exit of each cat unit.				Indoor cattery with double doors from communal areas
A.1.16 - A.1.18,21	For cattery with facing units corridor must be at least 1.2m wide or the door must have a solid sneeze barrier. Door at the end of the corridor must be escape proof, kept close at all time and the cattery can be viewed from the outside.				The front of the units are a grill door - Cats are given free access to roam outside of their units and there is nothing to stop cross contamination with cats still in their units -
A.1.19	Floor must be finished to produce a smooth, impervious surface easy to clean and disinfect, hole and gaps between tiles or paving slabs are not acceptable.				Flooring throughout the cattery can be C&D - all units can be cleaned
A.1.22	Sufficient lighting must be provided to illuminate the corridors all year round. Where practical this should be natural light during the day.				Natural and artificial light in all main areas - no lighting in units
A.1.24	Safe and waterproof roofing over the cat runs and the safety corridor.				Indoor cattery with roof over main building
A.2.1, A.2.12	Cats from different households must not share. Each unit must be clearly marked and a system in place which ensure that relevant information of the cat in that unit is available.				Although cats do not share units they do share a communal exercise area which is the main corridor of the cattery areas
A.2.2	Adequate lighting must be provided in the cat unit.				no lighting in cat units - All lighting in communal areas
A.2.3	Ventilation must be provided all year round. Localised draughts in the sleeping quarter must be avoided.				There appears to be adequate ventilation through the building - air-conditioning has been provided in some areas and there are extractor fans that can be used

A.2.4	All interior surfaces to which the cats have access must be smooth, durable and impervious. Capable to be cleaned and disinfected and kept in good decorative order and repair.				1	Some rusting to unit doors - some rotting of the wood on the units
A.2.10 - 12	Each unit need to be easily accessible and provide a means of identification for each cat.				1	Each unit is numbered - but when cats are let out for communal exercise it is up to the staff to know which unit to return each cat to
A.2.13 – A.2.18	Litter trays of a suitable size, number or type must be provided. They must be regularly and appropriately cleaned.				0	Litter trays were provided - but unless requested cats are not given litter but the trays are lined with paper - This does not allow the cats to exhibit normal behaviour patterns as required by the Animal Welfare Act 2006 - The MLC requires a min depth of 3cm of litter and there is not even a thin layer in any litter tray
A.3.1 – A.3.4	Sleeping accommodation must be separate from the run (except some indoor catteries) and provide somewhere for the cat to hide. Shelving must be able to be kept clean, and large enough for cat to lie on. Safe access for elderly, very young, ill or disabled cats if required.				0	Each unit is only just adequate as a sleeping unit - there are no runs except in the 1 room referred to as "The Runs" and cats are let out of their small units for communal exercise
A.3.5 – A.3.6	Minimum size accommodation must be achieved in order to give the cat a suitable space, facilities must be easily accessible.				0	These units do not meet the minimum size requirements of the 2016 CIEH MLC's
A.3.7	Must be a means of measuring, monitoring and recording minimum and maximum temperature representative of the temperature in the cat sleeping accommodation.				1	There are thermometers throughout the building, but they are not max and min - there is no way of recording the temperature in each unit
A.3.11-A.3.14	Heaters must not present a risk of burning or electrocution to cats or humans. Heated beds or pads must not be the main source of heating.				2	Central heating
A.3.15	Any sockets in the sleeping accommodation must be waterproof and out of reach of the cats as possible.				1	No sockets in cat units - there are some uncovered sockets in communal exercise areas
A.3.17-A.3.19	Clean resting place providing warmth and which is out of draughts, Bedding need to be appropriate for the cat and must be easy to wash/clean and disinfect.				1	
A.3.20	A cat must have access between the sleeping quarter and run.				0	Cats are allocated small units and there are no exercise runs - cats have communal exercise in the corridors

A.4.1 - A.4.4	The exercise run must be large enough for the cat to play/exercise, easily cleanable not damaged. Floor need to be smooth, cleanable. Mesh size should be not more than 25mm. Exercise areas must be roofed.				0	the communal areas are too large to effectively C&D after use there are no runs attached to units except in the area referred to as "The Runs" where the whole unit is a run and there is no sleeping area except for a shelf
A.4.6	Exercise Run sizes see table				0	no runs
A.4.7 - A.4.8	Sneeze Barriers full height, solid sneeze barrier between cat units unless there is a gap of 60cm . Sneeze barriers must be in place at the end of the cattery block to prevent contacts with outside animals.				0	The are sneeze barriers up to mid height in "The Runs" otherwise all are separate units but cats can have contact with other cats via the door of units when out on exercise
A.4.9 - A.4.12	Shelving in the exercise area must be easily cleanable, large enough for each cat to lie on. Extra help for ill, very young, or disabled cats must be provided.				1	only shelves in the Runs and these are large enough to lie on
A.5.1 A.5.2	Written emergency plan and risk assessment agreed by the local authority must be on display and known to staff.				1	Basic Plan see on office notice board
A.5.1 - A.5.5	Fire fighting equipment must be provided maintained in good working order. Fire exit clearly marked and the premises must comply with the current legislation with regards to electricity and gas if connected.				1	Fire exits are marked - There are fire extinguishers through the building - not ascertained if there are smoke detectors
DIET: Providing the cat(s) with an appropriate diet						
B.1.1 - 2.5	Fresh water must be available all the time, food and water must be kept separate and water must be kept away from the litter tray. Adequate number of water bowls must be provided for multi-cat units. Water bowls must be easily cleanable/disinfected				1	Units are not large enough to keep water and food away from litter tray - The water bowls are hung on the unit doors - some of the hangers are rusty and this has been highlighted in previous years
B.2.1	There must be exclusive facilities for the storage and preparation of food for the cats.				2	dedicated kitchen
B.2.2	Refrigeration facilities must be provided				2	in dedicated kitchen
B.2.3	sink with cold and hot water must be provided for the washing of the food equipment and eating and drinking vessels.				2	sink in dedicated kitchen - hot water from tap on test
B.2.4	Clean and safe container must be provided for the storage of food and must be insect and rodent proof.				2	

B.2.5 – B.2.7	Cats must be fed a balance diet suitable for their age, health status, reproductive status and lifestyle. Food must be unspoilt, palatable and free from contamination. 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.				2	no evidence to the contrary
B.2.8 - 2.12	Unconsumed wet or fresh food must be removed before it deteriorates, food must not be left for excessive time to prevent it attracting flies. All food must be positioned well away from litter tray. One feeding bowl must be provided per cat. Food bowls must be cleanable/disinfectable or disposable.				2	All cats appeared to have an appropriate diet
B.2.13 - 15	Food intake must be monitored daily and problems recorded. Veterinary advice must be followed if feeding debilitated, underweight or ill cats, or those with specific dietary requirements. Cats displaying marked weight loss/gain must be evaluated by a vet and treated as necessary.				1	Monitoring of food intake could be improved - It is only monitored at present by sight and a mental note - This is not sufficient when the cattery is busy (Over 100 cats) and the operation of the cattery relies on a number of casual staff as well as the 2 permanent staff - A chart could be added to the door of each kennel and this could also include record of medication
BEHAVIOUR: Allowing the cat(s) to express normal behaviour patterns						
C.1.1 - C1.3	The behaviour of individual cats must be monitored on a daily basis for abnormalities and changes have been noted acted upon if necessary. Cats must be given the opportunity to play, exercise and have access to different levels within the unit.				1	Monitoring of behaviour could be improved - A chart could be added to the door of each kennel as per detailed in B2.13 to 15 - It was noted during the inspection
C.1.4	Hiding places must be provided in the sleeping accommodation				0	Some cats were provided with cardboard boxes and 2 cats had towels over their unit doors - Apart from these there is little privacy for the cats in these units
C.1.6 - C1.7	Toys and environmental enrichment if provided must be disinfected between use in the cattery or disposed of. If provided by the owner kept within the cat's unit. Cats must be provided with suitable facilities for scratching, any surface for scratching must be disinfected between cats.				0	Cats share toys and scratching posts in the communal exercise area and they do not appear to be C&D between use of cats
C.2.1 -	Cats must not be exposed to excessive noise of barking boarded dogs or other excessive and/or continuous noise				2	N/A - no dogs on site

C.3.1	A standard operating procedures (SOP) must be in place explaining how to ensure the health and welfare of long-term stay cats.	1	WE were informed that SOP had been introduced -we checked these for each member of staff - they are basic but all staff on site at the time of the visit had signed a sheet to state they had received training
COMPANY: Providing the cat(s) with appropriate company			
D.1.1	Cats from different households must not share exercise runs or exercise areas either at the same time or sequentially	0	Cats only have a communal area to exercise in - During prior inspections concerns had been raised over the cats showing stressed behaviours - As Mr Tony Morgan had initially refused us entry, but the time entry was granted most cats had been put back in their units apart from one older looking cat which was on a stool in the kitchen
D.2.1	Cats must be always be handled humanely and appropriately to suit the requirements of the individual cat.	1	On arrival at the start of the visit - we witnessed 2 cats being given back to clients - both were brought out of the cattery not in a travelling container and then there was a struggle to get them boxed in an unfamiliar environment - when this practice was questioned the staff member could not give an answer as to why the cats were not boxed inside the cattery in a surrounding that was more failure to them
D.3.1-D.3.6	for multi-cat unit (cats from the same home) cats must be monitored and consent obtained from the owner for separating cats, should problem arise. There must be multiple source of resources: water, food, litter trays and sleeping areas.	1	Cats can be put into separate units but would still only get exercise in the communal area
HEALTH AND WELFARE: Protecting the cat(s) from pain, suffering, injury and disease			
E.1.1 - E.1.2	All cats must be observed regularly throughout the day. Cattery proprietor or responsible person must visit the cats at regular intervals (of no more than 4 hours apart) during the working day.	2	The owner and manger live on site - There was no evidence at the time of the visit that they are not attended at appropriate intervals
E.1.3	Presence or absence of urine and faeces in trays must be noted daily. Any signs of abnormalities in excreta must also be noted and acted upon as appropriate.	1	Concerns again were raised on the lack of litter in the trays (Newspaper) and the fact that the cat could not exhibit natural behaviours when toileting

E.1.4	Drinking and eating habits must be monitored and any problem investigated.				1	Chart is kept on the door with type of food but very little recorded monitoring takes place
E.2.1 - E.2.8	A register must be kept of all cats boarded and available to the staff members. The following information must be included: date of arrival and departure. Name, sex, description and microchip number. Number of cats sharing the same household. Name, address, phone number and email of the owner (including emergency contacts). Cat's veterinary surgeon. Cat's diet and relevant requirements.				1	very Basic client boarding form completed on cats arrival
E.2.9	Consent forms eg veterinary treatment, consent to share or separate cats from the same household.				0	Not verified during inspection
E.2.10	Records of vaccination				1	Checked but not kept on site -
E.2.11	Any medical treatment must be recorded and visible to prevent mis-dosing				1	Basic information on unit door - white board in kitchen area - more detail needs to be retained in regards to administering of vet meds
E.3	If rescue cats are boarded this must be kept completely separate, standard operational procedure must be in place to prevent the spread of disease.				2	N/A No rescue cats taken in
E.4	Products must be suitable to use and effective against pathogens, must be non toxic to cats.				2	GHS direct / Bacta-care in use
E.4.4 - E.4.10	There must be cleaning and disinfection routine for day to day management. Litter trays, bedding drinking and eating vessels. Grooming equipment must also be cleaned and disinfected as the scratching posts and toys. Dust pan, brush and scoop must be provided for each unit and disinfected between cats				2	GHS direct / Bacta-care in use - All utensils cleaned in kitchen - All units have shared cleaning utensils - Scratching posts are in the communal area and so are not cleaned
E.4.11 - E.4.12	Hygiene protocols must be observed between handling cats. Hands must be cleaned and disinfected. Protective garments must be changed and laundered with appropriate disinfectant.				1	No evidence of hand washing or change of garments between handling of cats but there is soap and hand gell in the food prep kitchen - There is no staff room at the facility

E.5	There must be a policy for cats coming to the cattery having vaccinations updated, worms and flea treatments before to entry the cattery				2	Vaccination certs checked on entry
E.6	There must be an isolation facilities that will allow sick cats which develop signs of infectious diseases to be separated. SOP for barrier nursing and information must be provided for the staff.				1	isolation area available but rarely used - Barrier nursing protocol not seen during inspection
E.7	A veterinary practice must be appointed for the establishment, the contact details must be displayed in prominent position to be accessible to all the staff.				2	Details of vet practice listed on reception wall
E.8	Holding units for temporary housing cats must be provided with water, food, bed and litter tray. Can be used in exceptional circumstances and for more than 12 hours.				1	All units on site are appropriate as a holding unit but not as a boarding unit
E.9	Any transport legislation must be complied with, cats must be transported in durable carrier basket. Vehicles and equipment must be kept clean. Cats must not be left in the vehicles except for transportation				2	All cats delivered - Cattery would only transport in an emergency to a vet practice
OVERALL SCORE					36%	

Section

Environment	Cattery Unit: Drainage: Exercise Run: Fire/Emergency: Interior Surfaces: Lighting: Litter Trays: Roofing: Safety C: Sizes: Sneeze Barriers and Shelving: Temperature: Ventilation
Diet	Drinking: Eating: Refrigeration: Storage of foods: Washing equipment
Behaviour	Scratching: Long stay cats: Environmental enrichment: Toys:
Company	Multi-Cat Units: Monitoring: Shared cats
Health and Welfare	Cleaning: Disease Control: Hygiene Practices: Holding Units: Isolation: Monitoring Cats: Records/S.O.Ps: Register: Transport

Does not meet the minimum standard	0
Meets standard, but with noticeable limitations	1
Meets the standard	2
Exceeds the standard	3

Range	Score	Range	Score
0 - 46	≥25%	87 - 137	≥51% to ≤75%
47 - 91	≥26% to ≤50%	138+	≥76%

N/A = 2

Areas	Kennel/ Unit	Kennels in use at time of visit	Measurements [Length (L) x Height (H) x Depth (D)] in cm's
Annex (ME)	24	21?	150 x 60 x 60?
Little Kitchen	9	0	150 x 60 x 60?
Big Kitchen	18	0	150 x 60 x 60?
MIB	18	7-8?	150 x 56 x 70?
Back office	15	?	142 x 80 x 56?
New Build (AC)	27	0	123 x 62 x 78
The runs	8 Singles	0	68 x 217 x 142
The runs	5	?	144 x 180 x 150
Isolation unit	8	0	Not measured

DB11- Correspondence from Mr Morgan's Solicitors

DB 11



STARCK
SOLICITORS

&

UBEROI
ADVOCATES

Licensing Team
Haringey London
Level 6, Alexandra House
10 Station Road
London
N22 7TR

Date: 11 January 2017

Our Ref: JS.PR.MS.1303 Elite
Cattery

Your Ref: Licensing

Dear Sirs,

RE: Elite Cattery, 512 Archway Road, London, N6 4NA

Please note that we are solicitors instructed by Elite Cattery in response to your letter dated 13 December 2016. We are instructed that Elite Cattery have addressed the concerns raised in your letter satisfactorily. There is therefore no basis upon which you may place the application before a Licensing Sub Committee with a view to refuse the same.

Please note that if the matter is placed before a Licensing Sub Committee, we are solicitors instructed to present evidence before the Sub Committee to demonstrate that Elite Cattery are compliant and ought to be granted a license to enable them to continue to operate their cat boarding establishment which has operated continuously for 47 years with no upheld complaints throughout its history.

We now deal with specific points raised in your letter. The concluding opinions of the veterinary inspector are not accepted for reasons not limited to but including the fact that they differ from the opinion of C W Hill, MRCVS, Veterinary Surgeon who has visited Elite Cattery many times in the past 40 years. Ms Hill's professional opinion is set out in the enclosed copy letter dated 09 January 2016 in which it is stated that the cats in Elite Cattery generally settle most quickly if handled, cleaned and fed by the same people in a stable situation *without any stress from unknown people*.

It appears that cats showing stress related behaviors on 05 October 2016 were stressed because of the presence of unknown people, particularly Ms Edwards, Ms Osinaike and Ms David.

Ms Hill also disagrees with Ms David's opinion in respect of the welfare of the cats. Ms Hill states in her letter that Elite Cattery always ensures the best interests of the cats. She further confirms that any clinical issues are reported immediately to her and the fact that the welfare of the cats in Elite Cattery is paramount is borne out by the evidence of many cat owners who return year after year to board their animals with Elite Cattery.

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In any event, you ask in your letter for a "detail plan of the works to bring units to the standard sizes and a timeline for completion of the works." You further ask for "details of cleaning rota and management of the animals to ensure welfare requirements are met." We therefore enclose the detail plan and the cleaning rota and management documents pursuant to your request.

We look forward to hearing from you with confirmation that the 2017 license has been granted. Please correspond directly with ourselves in respect of any further queries you may have in this matter.

Yours faithfully,



STARCK UBEROI

Hills Veterinary Surgery
178 Park Road
London N8 8JT

Tel:
Fax:
Email: vets@acmhills.co.uk
Web: www.Hillsvets.co.uk
VAT 232 0587 87



9th January 2016

TO WHOM IT MAY CONCERN

I have known Mr Morgan for more than 40 years and during that time I have made many visits to the cattery in a professional capacity. Mr Morgan and his staff have always been very alert and attentive to the needs of cats boarding there- as witnessed by the many owners who return year after year to board their animals. They are very quick to pick up any problems and if I am unable to visit will readily bring the cats to our surgery and treat any clinical issues very efficiently.

I am not au fait with the rules and regulations associated with running a boarding cattery but I have seen that over the years Mr Morgan has continuously improved and updated the accommodation. I feel sure he will continue to do so as he always has the best interests of the cats at heart.

Boarding cats can be a challenging job-the average cat does not like to be away from its home environment and so can behave in an erratic way. Generally, they settle most quickly if handled, cleaned and fed by the same people in a stable situation without any stress from unknown people.

Yours sincerely

[Redacted Signature]
[Redacted Name]
[Redacted Title]
[Redacted Address]
[Redacted Contact Info]
[Redacted Phone]
[Redacted Email]
[Redacted VAT]
[Redacted Website]
[Redacted Social Media]
[Redacted Footer]
[Redacted Page Number]

Veterinary Surgeon

Daily work duties in order 8:00/9:00am

- Staff briefing
- Check whiteboards for any new information and check relevant cat's, changing/adding notes on boarding card if needed
- Sort washing, drying and put away
- Prepare cleaning buckets with Bacta-Care
- Clean areas replacing litter trays and bedding
- Wash trays and bowls in relevant sinks using Bacta-Care
- Put cat's away
- Prepare food/meds and feed
- Change water bowls
- Clean/sterilize utensils and kitchen
- Give out any bedding needed
- Change and wash any used trays in Bacta-Care
- Paper trays and put in areas
- Clean all external surfaces with Bacta-Care
- Sweep/mop floors using Bacta-Care
- Final check on cats
- Clean & feed rabbits

During a working season staff performance meetings are held once a week after morning closing and more casual meetings are offered at the staff/managers discretion.

5:00/7:00pm

- Check whiteboards for any new information and check relevant cat's, changing/adding notes on boarding card if needed
- Let out any cats wanting more exercise
- Change litter trays & clean any cages if needed
- Prepare food/meds
- Put any cats that are out away and feed
- Change and wash any used trays in Bacta-Care
- Spray scratch posts with Bacta-Care
- Final check on cats

Nighttime check 10:30-11:30pm (depending on cats boarding)

Note: Staff break is after feeding in the morning, most staff choose to spend this time giving attention to any cats needing or wanting it.

PLANNING FOR UNITS IN THE CATTERY

AREAS	PRESENT FLOOR SPACE	PROPOSED FLOOR SPACE
MAIN	.70 SQ MTS	1.4 SQ MTS
L. KITCHEN	.90 SQ MTS	1.8 SQ. MTS
S. KITCHEN	.90 SQ. MTS	1.8 SQ MTS
MIR	.93 SQ MTS	1.8 SQ. MTS
Office	58 ⁴ SQ. M. 1.16 SQ. M.	INCREASE 58 TO 1.16 SQ MTS.
<p>WORK CAN ONLY BE CARRIED OUT DURING THE PERIODS OF QUIET @ THE CATTERY (MAX BOARDING 8-10CNS) TO AVOID STRESS TO THE ANIMALS CAUSED BY NOISE OF MACHINES AND DISTURBANCES TO THE ANIMALS</p>		
<p><i>[Signature]</i> PROP. WHITE CATTERY.</p>		

Ref: Licensing

Date: 19th January 2017

Messr Starck Uberoi Solicitors Ltd
45 St Mary's Road
London W5 5RG

**PET ANIMALS ACT 1951 REGISTRATION
ANIMAL BOARDING ESTABLISHMENT ACT 1963**

Dear Sirs,

RE: ELITE CATTERY, 512 ARCHWAY ROAD, LONDON N6 4NA

We are in receipt of your letter submitted on behalf of your client Mr Morgan in relation to the matters arising with the ELITE CATTERY, 512 ARCHWAY ROAD, LONDON N6 4NA .

Firstly, allow me to clarify that the decision about the matter going to a Licensing Sub Committee sits solely with the Licensing Authority.

Having read your letter and supporting documents we are unable to ascertain the proposed timeline for the required works to be carried out. Is this an oversight as you have mentioned that we have asked for this in your letter but there is no clarity on this from your client. The London Borough of Haringey have adopted CIEH (Chartered Institute of Environmental Health) Model Licence conditions and Guidance for Cat Boarding Establishments 2013. We note the daily work schedule but there is no reference as to when the building works required in relation to bringing the cages up to the minimum standard required by the above stated MLC will be carried out and completed.

We also note that your client is not in agreement with the findings of the City of London Vets but we also note that the vet Mr/Ms Hill states that he/she is 'not au fait' with the rules and regulations associated with running a boarding establishment for cats. We have also noted that no comment has been passed on the practice of communal exercise of the cats while boarding – There is also no reference from C W Hill as to the last time he/she carried out a visit to the cattery.

We note the comment relating to unknown people and citing the officers authorised to make visits to such premises under the relevant legislation as the cause of the behaviour shown by the cats. Please be advised that the premises operates under the regulations and as such is accessible to inspections at any given time by officers of the Council and partners contracted on behalf of the Council.

The Council has the responsibility of overseeing these rules and regulations and it is our view that practices are not as they should be at Elite Cattery at the present time and we cannot therefore issue a licence to this business.

The Council has previously provided Mr Morgan with time to make changes to the premises to bring it up to the new standards in line with the model licensing conditions. At this time we shall prepare a report for submission to the Licensing Sub Committee on 2nd March 2017 at 19:00 at Wood Green Civic Centre, High Road Wood Green London N22. I invite you to submit to me any documentation in support of your client's position that you will wish the LSC to have sight of by 7th February 2017.

If you are unclear about any of the issues raised within this letter, or you should like to discuss this matter further, please contact me using the details provided below.

Yours sincerely,

Daliah Barrett-Williams
Licensing Team Leader

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DB12 - EHO- Animal Welfare Officer comments

DB 12

Licensing Consultation - Internal Memo

To: Licensing Officer

From: Commercial EH Team

Name of Officer preparing representation: Charley Osinaike

cc: Joint Food & Safety Manager, Felicia Ekemezuma & Rebecca Whitehouse

Our Reference: WK/371678

Date: 7th February 2017

Premises: ELITE CATTERY, 512 ARCHWAY ROAD, HORNSEY, LONDON, N6 4NA.

Type of application: Renewal of Animal Boarding Establishment License

Relevant Legislation and Guidance

- Chartered Institute of Environmental Health (CIEH) Model Licence Conditions (MLC) and Guidance for Cat Boarding Establishments 2013
- The Animal Boarding Establishment Act 1963
- Animal Welfare Act 2006
- Health and Safety at Work etc. Act 1974
- Electricity at Work Regulations 1989
- Environmental Protection Act 1990

With reference to the above application I confirm that I have considered the proposal with regard to the above legislation on behalf of the Commercial EH Team.

I would like to bring to your attention the following matters that are currently being dealt with:

1. In February 2016, the service received a formal complaint from a couple following the death of their cat whilst under the care of Elite Cattery. The investigation, which involved an inspection of the premises with the City of London's Veterinary Services and discussions with staff and management revealed some concerns to animal

welfare. In light of these concerns the operator (Mr Morgan) was invited to attend an interview under caution. Mr Morgan, accompanied by his solicitor, declined to answer any question but instead submitted a written statement.

2. On completion of the investigation, it was revealed that the deceased cat was in poor health prior to being left in the care of the cattery. The investigation also highlighted that the establishment did not meet the standards prescribed in the CIEH MLC 2013. It was decided that the complaint would not be escalated in terms of enforcement. However, concerns over the establishment not meeting the standards prescribed by CIEH MLC 2013 would be best dealt with by the Council's Licensing Team as directed by the City of London's Veterinary Services as part of the licensing process for Animal Boarding Establishment.
3. Establishments such as Catteries are subjected to periodic inspections under the Animal Boarding Establishment Act 1963 and the Animal Welfare Act 2006. Elite Cattery was inspected on the 5th October 2016 and again on the 4th January 2017. Subsequent veterinarian reports dated the 14th November 2016 and 5th January 2017 and license condition inspection reports dated 14th November 2016 and 6th January 2017 were provided by the City of London Veterinarian (Monica David) and Animal Welfare Inspector (Sharon Edwards) respectively. The above reports identified concerns over the running of the Cattery in terms of Animal Welfare Act 2006 and the Animal Boarding Establishment Act 1963. I enclose copies of the above inspection reports confirming that the establishment does not meet the minimum standards prescribed in the CIEH MLC 2013.
4. I further confirm the operator Mr Morgan has been forwarded copies of the CIEH MLC 2013.

Recommendation

The recommendation from the City of London is that this cattery should be refused a licence unless they can produce a schedule works with an appropriate timeframe to meet the CIEH MLC 2013 standard. Namely:

- To replace the existing small cat units with larger units, with exclusive space, combining both a sleeping area and exercise run.
- The policy of mixing cats in communal exercise is stopped.
- To provide appropriate documentation certifying the establishment electrical installation is in a safe condition and compliant with current legislation.

The Council did receive a schedule from Mr Morgan in January 2017; conversely this was insufficient as it did not provide any details pertaining to the type of work to be undertaken, the location and/or timescales. I also confirm the Council have not received an electrical installation certificate confirming the electrical installation is maintained in a safe condition and installed in line with current legislation.

In the absence of the above I recommend the application for an Animal Boarding Establishment Licence is refused -as detailed by the City of London's Veterinarian and Animal Welfare Inspector.

Please contact me should you require further information regarding this matter.