Introduction

Catteries provide temporary accommodation for pets while their owners are away from home or unable to look after them. Some catteries also provide accommodation for rescued and abandoned cats or offer related services such as grooming and daycare.

Catteries in England, Wales and Scotland must be licensed to trade by the environmental health department of the local authority in the area where they are located, and in Northern Ireland by the Department of Agriculture and Rural Development (DARD). The licensing conditions stipulate how the cattery should be constructed and operated. Many catteries are set up by homeowners on land adjacent to their property, or as a farm diversification activity.

This profile provides information about starting up and running a cattery. It describes the skills required, the training available, the current market trends and some of the key trading issues. It also identifies some of the main legislation that must be complied with and provides sources of further information.

What qualifications and skills are required?

While there are no mandatory qualifications required to run a cattery, in practice it is essential for the proprietor and cattery staff to have experience and skills in animal handling and welfare, feline behaviour, personal health and safety and feline first aid. The local authority’s licensing conditions may also include minimum training requirements for both the cattery proprietor and staff.

Suitable courses for cattery proprietors and staff seeking formal qualifications include:

- The Level 2 and 3 Certificates/Diplomas in Animal Care, which are also accredited by City & Guilds, cover aspects of animal feeding, handling, and safe working practices. The Level 3 qualification provides the opportunity to specialise in the boarding of animals. Courses are delivered by training providers at locations across the UK and fees vary according to provider. Go to [www.cityandguilds.com/Courses-and-Qualifications/land-based-services/animal-management/0074-animal-care](http://www.cityandguilds.com/Courses-and-Qualifications/land-based-services/animal-management/0074-animal-care) for details and to search for a local training provider.

- The Level 3 Kennel and Cattery Management, which is run on a distance learning basis by the Animal Care College. The course covers the practical aspects of running a cattery, including legal and financial considerations, planning and design, environmental issues, employing and managing staff, working routines and procedures, advertising and PR. The course costs £432. Go to [www.animalcarecollege.co.uk/courses.php?course_ID=39](http://www.animalcarecollege.co.uk/courses.php?course_ID=39) for more information.

- The Level 2 Caring for Animals in Kennels and Catteries Certificate, which is also run by the Animal Care College. The course consists of six units covering legal issues, customer service, health and safety, anatomy, nutrition and diet, cattery routines and animal welfare issues. A
minimum of 30 hours of practical training at a cattery is required during the course, which costs £372 (www.animalcarecollege.co.uk/courses.php?course_ID=21).

- The Health, Safety, Legal and Associated Issues distance learning course run by the Animal Care College must be completed by anyone studying the Level 2 Caring for Animals Certificate above. The course costs £144 and covers health and safety legislation and 'duty of care' issues under the Animal Welfare Bill 2006 (www.animalcarecollege.co.uk/courses.php?course_ID=40).

- The Level 3 Animal Care and Welfare Management Diploma is an online course that is accredited by NCFE and run by Animal Jobs Direct. It covers animal nutrition, disease and hygiene, companion animals and accommodation and care of the cat and costs £399. Go to www.animal-job.co.uk/animal-welfare-course.html for more information.

- The distance learning Feline Studies Diploma Course, which is run by the Open College, covers topics such as thinking like a cat, correct feeding, healthcare, cat body language and dangers to cats. The course requires between three and six months’ self-study and costs £190 (www.opencollege.info/cats.html).

- The three-day Cattery Management Training Course run by the Amber Ley Cattery in Derbyshire covers feeding and cleaning rounds, preparing for new arrivals and monitoring boarders. Details of course fees are available on request from Amber Ley cattery (www.amberleycattery.co.uk/training_pages/index.asp?menu=1&option=cat).

- An online Feline First Aid course, which is provided by Animal Jobs Direct costing £145 and covers restraining and carrying an injured cat, cleaning wounds and applying dressings (www.animal-job.co.uk/feline-first-aid-course.html).

Anyone starting up a cattery will also benefit from training in general business and enterprise skills. Suitable courses include:

- HM Revenue & Customs (HMRC) provides free webinars on topics including business expenses, self assessment online, VAT, self employment and becoming an employer. Go to www.hmrc.gov.uk/webinars/topics.htm for more information.

- Stonebridge Associated Colleges runs an online or paper-based distance learning course entitled Contracts of Employment, Recruitment and Selection, which may benefit cattery proprietors new to recruiting staff. The course costs £69. Go to www.stonebridge.uk.com/course/contracts-of-employment-recruitment-and-selection-byte-size for information.

- Marketing Tom Media runs a one-day Social Media Marketing workshop covering topics including the principles of social media, using LinkedIn, Twitter and Facebook for business, and business blogging. Workshops take place in London and Cardiff and cost around £200 (excluding VAT). Go to www.marketingtom.co.uk/training/social-media-marketing for more information.

**Industry awareness and continuing professional development (CPD)**

Cattery proprietors and their staff can keep up to date with news and developments in their sector and improve their awareness of trends by attending events and reading trade journals and industry resources, including:

- ‘Kennel & Cattery Management’ (www.kennelandcattery.com), which is a trade journal for cattery owners and managers. It provides articles and information about topics such
as cattery construction and regulations, how to promote a cattery, and coping with an emergency. An annual subscription costs £22.

• 'Pet Business World News' (www.petbusinessworld.co.uk), a trade journal that provides news and events and a directory of pet business suppliers.

• 'Your Cat' (www.yourcat.co.uk), which is a monthly consumer magazine that includes articles covering topics such as cat health, grooming and cat eating habits.

• A variety of CPD courses run by the College of Animal Welfare (CAW, www.caw.ac.uk/cpd-revision-short-courses.aspx) covering topics such as cat behaviour and health and safety. These courses cost from around £165 to £295 and are held at locations including Huntingdon, Edinburgh and Leeds.

• 'Feline Behaviour and Psychology', which is a distance learning course provided by Compass Education and Training that covers topics such as kitten and young cat behaviour and psychology, ways of explaining cat behaviour and avoiding problem behaviour. The course costs around £360 and there is also an accreditation fee of around £30 (www.compass-education.co.uk/opencart/Cat%20%20courses?product_id=79).

• Glee Petindex (www.gleebirmingham.com), which is the UK's largest pet trade show, is held each autumn at the NEC, Birmingham. The event includes a seminar programme and demonstrations of new pet care products and accessories.

• Championship cat shows such as the Supreme Show (www.supremecatshow.org), which is the equivalent of Crufts and is held every November at the NEC, Birmingham. A trade exhibition featuring cat equipment suppliers and other related organisations runs alongside the show and provides opportunities for cattery proprietors to learn about new products and unusual breeds of cat and network with other professionals in the sector.

• Online resources and information about cat health and behaviour published by the charity International Cat Care (www.icatcare.org).

**What are the key market issues and trends?**

Some of the key current market issues affecting catteries are as follows:

• Cat ownership is increasing, according to figures published by the Pet Food Manufacturers' Association (PFMA). In 2014 around 17% of UK households with a pet owned a cat and there were eight million domestic cats in the UK, compared to 7.2 million in 2008. According to the PFMA, a survey carried out in January 2012 revealed that around 62% of UK cats were of a recognised pedigree breed. Go to www.pfma.org.uk/pet-population-2014 for more information.

• Demand for cattery services was affected by an increase in the number of pet owners taking holidays in the UK, or 'staycations', rather than going abroad during the recent economic downturn. However, according to Travel Weekly, while almost 20% of British people took a domestic holiday in 2013, less than 17% planned to do so in 2014, and 68% intended to take a holiday in 2014, spending around £2,000 on their break (www.travelweekly.co.uk/Articles/2014/01/16/46656/brits+plan+to+spend+2k+on+holiday+as+consumer+confidence+picks+up.html).
• There are opportunities for catteries to provide quarantine accommodation for cats that have been brought into the UK from abroad but need to be kept isolated to ensure that the cats have not contracted (or are carrying) rabies before their owners take them home. In order to provide quarantine facilities, catteries must be authorised by the Department for Environment, Food and Rural Affairs (Defra). Out of the nearly 3,300 catteries in the UK listed on Yell.com in May 2014 there are only 34 quarantine catteries authorised by Defra. For a full list of authorised quarantine catteries go to www.gov.uk/pet-travel-quarantine.

• Demand for quarantine boarding could be affected by the Pet Travel Scheme (PETS), under which cats can be brought into the UK without the need for quarantine, provided they meet the PETS requirements, which include vaccinating cats against rabies (www.gov.uk/take-pet-abroad).

• Opportunities for traditional catteries also include accommodating rescued cats on behalf of animal charities such as the RSPCA (www.rspca.org.uk), Cats Protection (www.cats.org.uk) and Blue Cross (www.bluecross.org.uk), which seek to re-home rescued cats. Many charities work in partnership with local catteries in areas where the charity does not have its own cattery facilities, and pay to accommodate rescued cats while they are awaiting re-homing. Much of the funding raised by local branches of animal charities is spent on animal boarding. For example, go to http://217.196.1.21/~rspcanw/fundraising.php.

• Franchises provide both opportunities and competition for catteries. Initial franchise investment fees are typically around £12,000 (excluding VAT). For an example of a cattery franchise go to Longcroft Cat Hotel (www.longcroftcathotel.co.uk/join-the-longcroft-family).

• In May 2014 there were almost 3,300 listings on Yell.com in the catteries category and over 2,600 listings under the cat sitters category. There were also over 3,100 home and pet sitters that represent indirect competition for catteries.

• In May 2014 Daltons Business listed around 130 catteries for sale, typically including a domestic property on the same site, with prices starting from around £250,000 for a freehold property.

What are the main trading issues?

Some of the main trading issues faced by catteries include:

Licensing and regulation

Under the Animal Boarding Establishments Act 1963 in England, Wales and Scotland, before starting to trade, all aspiring cattery proprietors must apply for an Animal Boarding Establishment Licence from their local authority. Licences are usually issued by the environmental health department following an inspection of the proposed cattery premises and must be renewed annually. It is an offence to operate a cattery without a licence. A boarding establishment is defined under the Act as any premises, including a private dwelling, which provides accommodation for other people's animals. For details, go to www.gov.uk/animal-boarding-establishment-licence.

In Northern Ireland an Animal Boarding Establishment Licence is also required under the Animal Welfare (Northern Ireland) Act 1972 and licences are issued by the Department of Agriculture and Rural Development (DARD). The application process involves a veterinary officer from the local Divisional Veterinary Office (DVO) inspecting the proposed cattery premises before a licence is
Cattery proprietors in England and Wales must comply in full with the requirements of the Animal Welfare Act 2006, which requires pet owners to ensure that their animals are cared for appropriately. The Act extends to cattery proprietors who are temporarily responsible for animals while they are in their care. The Act also partly applies in Scotland and Northern Ireland.

Animal Boarding Establishment Licences include conditions to ensure the health, welfare and safety of animals while they are boarded at catteries.

The cost of an Animal Boarding Establishment Licence varies, but is typically between £70 and £100.

**Licensing conditions**

Many local authorities and DVOs use the Chartered Institute of Environmental Health’s (CIEH) 'Model Licence Conditions and Guidance for Cat Boarding Establishments' when inspecting catteries and deciding whether to grant or renew a licence.

The Model Licence Conditions set out a range of requirements to ensure that:

- Cats are kept in suitable accommodation.
- Cats are supplied with food and drink and are visited at regular intervals.
- Cats are kept secure.
- Precautions are taken to prevent the spread of infectious diseases among cats, staff and visitors, for example by accommodating stray cats, or those that are ill, and especially cats that are in quarantine in isolation units away from other cats.
- Appropriate steps can be taken in event of a fire or another emergency. For example there should be an evacuation plan in place so that cats can be moved to a place of safety.
- A consistent standard of management is maintained.

The Conditions also require each accommodation unit to have a litter tray that is easy to clean and facilities to clean litter trays. Occupied units should be cleaned once a day, and after a cat has vacated the accommodation unit should be thoroughly cleaned and disinfected.


**Premises and planning permission**

The CIEH Model Licence Conditions also set out the requirements for the construction of cattery accommodation units. These relate to the materials that should be used to construct the cattery, as well as the minimum requirements for the size of each unit, the layout of the cattery, exercise facilities that should be provided, temperature and ventilation and a cattery reception area.

Cattery proprietors will need to budget for the costs associated with adapting, building, leasing or buying premises. The cost of building a cattery varies widely depending on the number of cats
the premises will accommodate and the range of facilities offered. For example, a basic wooden accommodation unit can cost from around £1,200.

Cattery and kennel manufacturers such as Mitton Hall (www.mittonhallkennelsystems.org) and Lindee Lu (www.lindee-lu.co.uk) provide itemised price lists and quotations for the design and construction of catteries. Cattery proprietors should also contact their local authority to find out whether they will need to apply for ‘change of use’ planning permission for the land or property where they are proposing to establish the cattery. Anyone intending to operate a cattery from a residential property should inform their mortgage company or landlord and check that they are allowed to do this under the terms of their mortgage or tenancy agreement.

Landlords and local authorities may be unwilling to grant permission if, for example, there will be nuisance to neighbours such as parking problems caused by customers and delivery vehicles visiting the premises.


Land & Property Services (LPS), part of the Department of Finance and Personnel, is responsible for determining business rates in Northern Ireland. Go to www.dfpni.gov.uk/lps/index/property_rating.htm for more information.

It is also important to hold adequate insurance cover both for the home and for business purposes.

**Sourcing supplies and equipment**

Cattery proprietors need to budget for and source a wide range of cat food, pet care products and specialist equipment, and cleaning materials from reliable trade suppliers.

A typical budget for equipment and supplies (excluding VAT) is as follows:

- Individual accommodation unit heaters and guards can be purchased from around £35.
- Cat beds (from £7 to £42 each).
- Cat litter (from £6 to £22 for 25 litres).
- Litter trays (from £1.50 to £3.50 for 10).
- Cat flaps or doors (from £10 to £48 each).
- Cat collars and harnesses (from £1.60 to £7 each).
- Toys (from £1 to £13 each).
- Cat carriers (from £12 to £30).
Regular supplies of a range of dry ‘complete’ cat food and wet tinned food, including food for cats that require special diets will need to be kept in stock. For example, a 15kg bag of complete cat food costs from around £22 to £50 depending on the brand.

An average sized adult cat weighing around 5kg requires around 60g of complete food per day. Therefore catteries accommodating 10 cats would need to budget for around one 5kg bag of cat food per week, which would cost from around £10 per bag.

A similar sized cat being fed wet food from tins or pouches would require between two and three pouches a day. Wet food pouches typically cost around £12 for a box of 24, which is sufficient to feed four cats for three days. Therefore catteries accommodating 12 cats would have to budget around £360 per month to feed them wet food pouches. For an example of a cat feeding calculator, go to www.wellbeloved.com/ideal-bodyweight/cat-feeding-guides.

A basic first aid kit suitable for cats and costing between £12 and £15 will be required. For an example, go to www.petsathome.com/shop/en/pets/dog/dog-healthcare/dog-first-aid/first-aid-box-for-pets.

For examples of wholesale pet food and accessories suppliers, go to www.trustpet.co.uk and www.berriewoodwholesale.co.uk.

Regular supplies of commercial cleaning products will be required for daily cleaning and disinfecting of the individual accommodation units after removal of faeces and urine from litter trays, which will also need to be thoroughly cleaned. For examples of commercial cleaning product suppliers, go to www.clickcleaning.co.uk and www.express-cleaning-supplies.co.uk.

Typically, for the first few months’ trading, wholesalers and suppliers will only deal with new trade customers using pro forma invoices. Payments must be made upon purchase and before delivery of equipment and materials. Suppliers usually carry out credit checks on new customers applying for a trade account. This includes taking up references, reviewing published accounts (if available) and checking public registers such as County Court Judgments.

Sourcing suppliers of specialist pet services

Proprietors of catteries will occasionally need to engage specialist pet services, including veterinary services in case cats in their care become ill or die.

The Royal College of Veterinary Surgeons has published a searchable directory of vets, which can be viewed at http://findavet.rcvs.org.uk/find-a-vet.

Storage and preparation of food and medication for cats

The CIEH Model Licence Conditions require that separate hygienic ‘kitchen’ facilities must be provided for the storage and preparation of food for cats. There must also be two sinks, one for washing up cat bowls and a separate one for staff hand washing.

Cat food must be stored in a secure and vermin-free environment, with refrigeration facilities for any fresh food or opened tins or pouches of cat food, and, if appropriate, for any medication that is to be administered to a cat.

Some owners supply kennels with cat food if their pet has a special diet. This should be clearly labelled by cattery proprietors to ensure that it is fed to the correct cat.
Providing quarantine facilities

Some catteries provide quarantine accommodation for cats that have been brought into the UK from abroad and which must be kept in isolation before their owners are allowed to take them home. This is to ensure they have not contracted or do not carry the rabies virus.

In order to provide quarantine facilities, catteries must be authorised by the Department for Environment, Food and Rural Affairs (Defra). For a full list of authorised quarantine catteries and more information about quarantine requirements, go to www.gov.uk/pet-travel-quarantine.

Waste disposal

Under the Environmental Protection Act 1990 in England, Wales and Scotland, and the Controlled Waste (Duty of Care) Regulations (Northern Ireland), cattery proprietors have a duty of care to ensure that any trade waste they produce in the course of their business is properly and safely disposed of.

The Hazardous Waste (England and Wales) Regulations 2005 stipulate that animal faeces is classified as clinical waste and must be disposed of without causing harm either to humans or the environment. In Scotland the Special Waste Regulations 1996 and Special Waste Amendment (Scotland) Regulations 2004 apply, and in Northern Ireland the Hazardous Waste Regulations (Northern Ireland) 2005 apply.

Animal faeces and any swabs or dressings used to treat cats (also classified as 'clinical waste') must be taken to an authorised disposal site by a licensed clinical waste carrier. Most local authorities provide clinical waste collection services. Alternatively, cattery proprietors can engage a specialist clinical collection service such as www.clinicalwasteservices.com or www.cliniserve.co.uk.


Information about waste disposal for catteries in Scotland and Northern Ireland can be viewed at www.netregs.org.uk/business_sectors/animal_boarding__care.aspx.

Under the Water Industry Act 1991, all waste water produced by catteries is classed as 'trade effluent' and proprietors may require formal consent from their water company to sluice this waste water down the freshwater drains at their premises, depending on the scale of their activities.

In England and Wales, they should find out whether they need trade effluent consent by contacting their local water company, for example Northumbrian Water (www.nwl.co.uk/business/trade-effluent.aspx) or Welsh Water (www.dwrcymru.com/en/Business/Trade-Effluent.aspx). In Scotland this is handled by Scottish Water (www.scottishwater.co.uk/business/our-services/compliance/trade-effluent) and in Northern Ireland by Northern Ireland Water (www.niwater.com/trade-effluent-charges).

Record keeping and administrative software

The CIEH Model Licence Conditions require catteries to keep a register of all cats boarded. The register must include:

- The date of arrival, anticipated date of departure and actual date of departure.
- The name of the cat and any identification, such as a microchip or tattoo.
- The cat's breed, age and gender.
- The name, address and telephone number of the animal's owner and the contact person, if different from the owner.
- The name, address and telephone number of the animal's usual veterinary practice.
- Any health, welfare or nutritional requirements.

Register records must be kept for at least 24 months and be made available to local authority environmental health officers.

Many cattery proprietors use specialist software that enables staff to keep records of customers and their animals, view customer booking details, print and e-mail invoices and booking confirmations and store vet contact details and vaccination information about cats.

For examples of cattery software suppliers, go to www.petadmin.com, which charges from £275 (excluding VAT) for a software licence and www.pet-base.co.uk, which charges from £99 (excluding VAT) for its software package.

**Cat collection and delivery**

Under the Welfare of Animals (Transport) Order 2006, if the cattery proprietor intends to use their vehicle to take cats over distances greater than 65 km (around 40 miles), for example for a visit to a veterinary practice, they must apply for an Animal Transporter Authorisation from Defra. Type 1 Transporter Authorisation is required for journeys of eight hours or less. Go to www.gov.uk/government/publications/welfare-of-animals-during-transport for more information about Transporter Authorisation.

**Boarding charges**

Catteries typically operate a scale of charges that depend on the length of time the cat is to be boarded. The basic rate usually includes food, but extra charges are often made for services such as collecting or returning cats to their owners.

It is common for catteries to operate a higher scale of charges during peak periods of demand, such as holiday periods including the school summer holidays, Christmas and Easter. Extra charges are often applied if the owner is late in collecting their cat, or for short-notice bookings.

Charges typically start at between £9 and £14 per day, per cat. Some catteries offer discounts for accommodating more than one cat belonging to the same owner.

Some catteries apply additional charges for services such as grooming, which is typically charged at around £20 per cat depending on the breed.

As best practice, cattery proprietors should ensure that all pricing is clearly stated on the cattery website, and is prominently displayed in the reception area along with their standard Terms and Conditions (Ts and Cs) of booking.
Booking terms and conditions (Ts and Cs)

It is best practice for cattery proprietors to issue all customers with their standard Ts and Cs at the time of booking. These will effectively form a contract once accepted by the customer. Ts and Cs are typically published on catteries’ websites and clearly displayed in the cattery’s reception area.

Ts and Cs should typically include:

- A clause stipulating that all cats must have an up-to-date vaccination certificate, which must be produced on arrival at the cattery.
- Details of time limits relating to vaccinations, for example kittens must have had their last vaccination at least two weeks before arriving at the cattery.
- A disclaimer stating that animals are boarded at the owner’s risk.
- A clause stating that if an animal becomes ill while at the cattery, it will be treated by a vet under the cattery’s insurance policy but that pre-existing conditions will not be covered and owners will be liable for any vets’ bills for such treatment.
- A clause stating that fees are charged by the day and include a charge for the day of arrival and departure.
- A clause stating that extra charges for grooming, collection and delivery or insurance to cover vets’ bills will be added to the boarding fee.
- Details of any deposits charged and whether they will be refunded if the booking is cancelled.

For examples of catteries’ Ts and Cs, go to www.hadrianpethotel.co.uk/page.php?id=8 and www.silverdale-kennels.com/Silverdale-Boarding-Kennels-Terms-and-Conditions.php.

Taking payment

A till (from around £50) will handle basic transactions. Go to www.cashregistergroup.com and www.buyatill.co.uk for examples of suppliers.

A Chip and PIN machine will be required to process credit and debit card payments. Examples of providers include www.lloydsbankcardnet.com, www.streamline.com and www.chipandpinsicsolutions.com. Alternatively, they can be leased from banks. Equipment rental costs between £15 and £35 a month, plus per-transaction charges of around 2%.

Payment is increasingly being taken via smartphone apps and keypads. Examples of providers include iZettle (www.izettle.com), which charges variable rates on a percentage basis depending on sales figures, and WorldPay Zinc, which charges around £60 for a chip and pin keypad and 2.75% per payment with no monthly fees. Go to www.worldpayzinc.com for details.

A safe (from around £75) can be used to keep small amounts of cash secure up to the limits of insurance cover for cash held on the premises. Typical policies provide cover for £1,000 kept in a safe and a further £500 out of the safe. Cash should be banked regularly to keep the amount on site to a minimum. For examples of suppliers of safes go to www.securesafe.co.uk and www.acesafes.co.uk.
Health and safety

Under the Management of Health and Safety at Work Regulations 1999, all employers, including those who are self employed, are required to undertake a risk assessment of their workplace and provide employees with adequate health and safety training. The Health and Safety Executive (HSE) publishes a guide to carrying out a risk assessment at www.hse.gov.uk/risk/fivesteps.htm.

The CIEH Model Licence Conditions require cattery proprietors to establish safe systems of work for staff, particularly when involved in cat handling. Anyone handling cats is at increased risk of being scratched or bitten or contracting illnesses typically passed on through cat faeces such as toxocariasis. The Health and Safety Executive (HSE) has published information about zoonoses, which are diseases that are passed on by animals. This can be viewed at www.hse.gov.uk/agriculture/topics/zoonoses.htm.

More information about toxocariasis can be viewed at www.nhs.uk/conditions/Toxocariasis/Pages/Introduction.aspx.

Under the Control of Substances Hazardous to Health Regulations 2002 (COSHH), cattery proprietors must have health and safety measures in place to protect themselves, any employees and customers from health risks. They include risks arising from exposure to potentially harmful infections passed on to humans by cats and from irritants in substances, such as cleaning fluids.

According to guidance from the Health and Safety Executive (HSE), cattery proprietors must ensure areas used for storing substances such as cleaning fluids are well organised and well ventilated. Containers should be clearly labelled and heavier containers stored on lower shelves. Go to www.hse.gov.uk/pubns/guidance/ocm8.pdf to view the guidance.

Cattery staff are at increased risk of dermatitis and skin disease through regular contact with water and cleaning chemicals. The HSE provides guidance and advice about preventing dermatitis at www.hse.gov.uk/skin.

Trade associations

Membership of a trade association can provide a wide range of individual and business benefits.

The UK Kennel & Cattery Association is a specialist trade body that comes under the umbrella of the Pet Industry Federation. Membership benefits include access to a range of services, including discounts on fuel cards and chip and pin machines, advice, training, free animal welfare insurance and legal and tax helplines. The membership fee varies according to turnover and starts from £135 (excluding VAT). Go to www.petcare.org.uk/index.php/membership/membership-benefits/1371-uk-kennel-a-cattery-association for more information.

Promotion

Opportunities for promoting catteries include:

- Listing in specialist business directories such as:
  - British Catteries (www.britishcatteries.co.uk), which provides free listings.
  - The National Pet Register (www.nationalpetregister.org), which provides free basic listings.
  - All Pet Services (www.allpetservices.co.uk), which provides free basic listings.
• Building relationships with other local pet care services, including vets, breeders, and pet shops in the area.

• Attending regional events, including county and national cat shows, which can provide opportunities for proprietors to network with cat owners and others in the pet care sector. Go to www.gccfcats.org/showsnew.html for information about national and regional cat shows and events.

• Displaying the name of the cattery and contact details on business vehicles.

• Creating a five-minute video presentation about the cattery, uploading it onto online video sharing websites such as YouTube and including a link back to the business’ website. Go to www.youtube.co.uk and enter ‘Catteries uk’ in the search box for examples of other catteries doing this.

• Creating a Facebook business page to encourage customer referrals. Facebook pages can be customised with the cattery's name, logo and other information, and regularly updated with photos, articles and special offers. Go to www.facebook.com/pages/Lower-Mill-Boarding-Kennels-and-Cattery/273084372760355 and www.facebook.com/pages/rathmore-boarding-kennels/337559595288 for examples of catteries and boarding kennels with a Facebook business page.

• Advertising in the hard copy and online versions of local business directories such as Yellow Pages (www.yell.com) and Thomson (www.thomsonlocal.com). Google Places (www.google.com/lbc) provides free listings for services such as boarding kennels by location.

Insurance

Catteries require a range of insurance policies, including:

• Public liability insurance, which covers a business against claims from customers, suppliers and members of the public injured or adversely affected as a result of its activities, for example as a result of being scratched badly or bitten by a cat.

• Professional indemnity insurance, which covers catteries against claims of negligence, loss of documents (such as vaccination certificates) and breach of confidentiality (for example disclosing that a customer is away from home, which may lead to them being burgled).

• Employers' liability insurance, which is mandatory as soon as the business employs staff.

• Contract dispute insurance, which covers a business against claims arising from contractual or commercial disputes with suppliers such as promotional directories, equipment suppliers or third parties such as landlords.

• Cover for equipment and other business contents such as office and IT systems, cattery fixtures and fittings, and cat food against accidental damage, spoilage, fire, flood, theft and any business interruption arising as a result.

• Cover for use of any vehicles for business purposes, which must include a minimum of third party cover.

Specialist insurance is available for catteries, which provides care, custody and control cover, cover for vets’ fees, personal accident cover and cover for the death or loss of an animal. For examples of specialist policy providers go to www.eandl.co.uk/pet/kennel-and-cattery-insurance
Legislation

This section is intended as a starting point only. It provides an introduction to some of the key legislation that regulates the activities of catteries. Professional advice about the impact of legislation should always be taken before making any business decisions. Relevant legislation includes:

- The Animal Boarding Establishments Act 1963 requires proprietors of catteries, including anyone providing temporary accommodation for animals in or at their own home, to be licensed by their local authority.

- The Welfare of Animals Act (Northern Ireland) 1972 requires a veterinary officer from the local Divisional Veterinary Office (DVO) to inspect the boarding premises before a licence is granted.

- The Animal Welfare Act 2006 stipulates that anyone caring for an animal, including proprietors of boarding kennels, must ensure the animal has a suitable environment and diet, is protected from pain, suffering and injury and is housed with, or apart from, other animals as appropriate.

- The Management of Health and Safety at Work Regulations 1999 require employers and self-employed people to carry out a risk assessment of their workplace and provide adequate health and safety training for employees. In Northern Ireland the Management of Health and Safety at Work Regulations (Northern Ireland) 2000 apply.

- The Control of Substances Hazardous to Health Regulations 2002 (COSHH) require employers to reduce the risk posed to employees and customers by identifying health hazards, introducing controls and monitoring their effectiveness. In Northern Ireland, the Control of Substances Hazardous to Health Regulations (Northern Ireland) 2003 (COSHH) apply.

- The Hazardous Waste (England and Wales) Regulations 2005 stipulate that animal faeces are classed as clinical waste and must be disposed of without harming human health or the environment. In Northern Ireland the Hazardous Waste Regulations (Northern Ireland) 2005 apply.

- The Special Waste Regulations 1996 in Scotland set out procedures for disposing of hazardous waste such as animal faeces.

- The Environmental Protection Act 1990 stipulates that cattery proprietors have a duty to ensure that any noise from business premises, for example from vehicles frequently visiting the premises, does not cause a nuisance to neighbours.

Further information

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UK Market Synopsis 18 Pet Care and Pet Services

BOP 37 Pet Grooming Service
BOP 48 Boarding Kennels
BOP 170 Pet Shop
BOP 261 Veterinary Surgery
BOP 308 Dog Walker
BOP 382 Pet Sitter/Home Boarding Service
BOP 425 Pet Dog Trainer

Useful contacts

The UK Kennel & Cattery Association
Website: www.petcare.org.uk

International Cat Care
Tel: (01747) 871872
Website: www.icatcare.org

Cats Protection
Tel: 03000 121212
Website: www.cats.org.uk

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