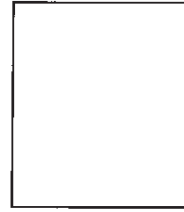




SHEFFIELD CITY COUNCIL Committee Report



Report of: Chief Licensing Officer, Head of Licensing

Date: 29th April 2014

Subject: Pet Animals Act 1951.

Author of Report: Andy Ruston - 2734264

Summary: To consider two applications for the renewal of a Pet Shop Licence under the Pet Animals Act 1951.

Recommendations: See attached report.

Background Papers:

Category of Report: Open

**REPORT OF THE CHIEF LICENSING OFFICER,
HEAD OF LICENSING TO THE LICENSING SUB COMMITTEE.**

Ref: 17/14

THE PET ANIMALS ACT 1951.

**PETS AT HOME LIMITED, UNIT 2 DRAKEHOUSE RETAIL PARK,
DRAKEHOUSE WAY, SHEFFIELD, S20 7JJ AND PETS AT HOME LIMITED,
UNIT 2B HEELEY RETAIL PARK, SHEFFIELD, S2 ORG.**

1.0 PURPOSE OF REPORT

- 1.1 To consider two applications to renew a pet shop licence at the above referred to premises.

2.0 INTRODUCTION

- 2.1 The Keeping and running of a pet shop is controlled by the Pet Animals Act 1951. To run a business selling pet animals a licence is required from Sheffield City Council. This includes all commercial selling of pet animals, including pet shops and businesses selling animals over the internet. When an application is received, an officer from the Animal Control Service will inspect the proposed premises. Where a licence is granted, that licence and any subsequent licence will expire on 31st December of the year to which it relates.

2.2 APPLICATION EVALUATION PROCESS

The following will be considered when the application is being evaluated:

- that animals will be kept in suitable accommodation, for example in regards to temperature, size, lighting, ventilation and cleanliness
- adequate food and drink will be provided to the animals and they will be visited at suitable intervals
- that any mammalian animals will not be sold too young
- that steps are taken to prevent disease spreading among the animals
- that adequate fire and emergency provisions are in place

Conditions will be attached to a licence to ensure that the above are complied with:

3.0 REASONS FOR REFERRAL

- 3.1 Pets at Home Limited, Unit 2 Drakehouse Retail Park, Drakehouse Way, Sheffield, S20 7JJ and Pets at Home Limited, Unit 2B, Heeley Retail Park, Sheffield, S2 ORG, are both licensed under the Pet Animal Act 1951. A copy of the licence for both premises along with standard conditions are attached at Appendix 'A'. An application to renew both licenses was received by the Licensing Service on 21st October 2013. A copy of the renewal applications are attached to the report at Appendix 'B'.

- 3.2 An inspection of the premises was undertaken by an officer from the Animal Control Section of the Council, following which an email along with the a report for both premises was forwarded to the Licensing Service on 5th December 2013. A copy of the email and reports are attached at Appendix 'C' to the report.
- 3.3 A letter was sent to the head office of Pets at Home on 10th December 2013, detailing the concerns of the inspecting Animal Control Officer. A copy of the letter is attached at Appendix 'D'.
- 3.4 An email was received from Lyndsay O'Hanlon, on 19th December 2013, in response to the above referred to letter and detailing the current routines carried out by Pets at Home Limited. A copy of the email is attached at Appendix 'E' to the report. A copy of the email was forwarded onto the Animal Control Section for their consideration and comment.
- 3.5 An email was received from the Animal Control Section in response to the above email received on 19th December 2013, which was forwarded onto Lyndsay O'Hanlon, Pets at Home Limited, detailing that as a resolution to this matter had not been found, that the only option left was to place the matter before the Licensing Committee for consideration. A copy of the email is attached at Appendix 'F'.
- 3.6 Members should note that as referred to above efforts have been made to resolve this matter, without success.

4.0 APPEALS

- 4.1 Any applicant who is refused a licence can appeal to the local Magistrates' court. Any licence holder who wishes to appeal against a condition attached to their licence can appeal to their local Magistrates' court.

5.0 FINANCIAL IMPLICATIONS

- 5.1 There are no financial implications for the Council arising from this report.

6.0 RECOMMENDATIONS

- 6.1 That members consider all the relevant information.

7.0 OPTIONS OPEN TO THE COMMITTEE

- 7.1 To grant the renewal applications with the existing licence conditions attached.
- 7.2 To grant the renewal applications with amendments to the licence conditions.
- 7.3 To defer the matter for further consideration.

Steve Lonnia
Sheffield City Council
Block C, Staniforth Road Depot
Sheffield
S9 3HD
17th April 2014

APPENDIX A

Licensing Service, Sheffield City Council
Block C, Staniforth Road Depot, Staniforth Road,
Sheffield, S9 3HD. Telephone (0114) 2037752 Fax:0114 2734510
E-mail: general.licensing@sheffield.gov.uk
Website: www.sheffield.gov.uk
Date: 6 December 2012

Pets at Home Ltd
Unit 2 Drakehouse Retail Park
Drakehouse Way
Sheffield
S20 7JJ

Our Ref: LIC/227/MRC

Dear Sir/Madam

Pet Animals Act 1951

Pets at Home Ltd, Unit 2 Drakehouse Retail Park, Drakehouse Way, Sheffield, S20 7JJ

I refer to the above and your recent application for a licence to keep a pet shop under the Pet Animals Act 1951 which was received by my Licensing General Section on the 24 October 2012.

As you are aware, the Animal Control Service carried out an inspection at your premises as required under the Act to ensure certain standards are met and that you are able to adhere to the standard licence conditions.

The table below details the Animal Control Officer's report on the inspection and the issues which must receive your attention along with any relevant timescales.

Condition	Defect	Remedy (including timescale where appropriate)
15 All animals must be allowed a suitable acclimatization period before sale.	Fish delivery occurs Thursdays, Fish available for sale approx 2 hours after they have been released into their tanks.	All animals should be isolated for a minimum of 48 hours prior to sale. So that their health, eating habits, behaviour etc can be assessed before sale to ensure they are fit for sale.
18 All animals brought in to the premises with a view to being offered for sale must be isolated for a minimum of 48 hours prior to sale		

I understand that the Animal Control and Enforcement Officer who carried out the inspection discussed the issues with you whilst at the premises.

If you have not already done so, please ensure these matters are given your immediate attention. For those items that have been given a timescale, the Animal Control and Enforcement Officers will be checking the progress as relevant.

I enclose your licence and conditions. Please ensure that all the details are correct and that you are aware of the attached conditions that must be adhered to at all times.

The Licensing General Section issues your licence in accordance with advice from the Animal Control Service.

If you have any queries, please contact us on 0114 2037752 or, if it is a technical issue, please contact the Animal Control Service on 0114 2930361.

Yours faithfully

Steve Lonnia
Head of Licensing

Enquiries to: **0114 2037752**

The person dealing with this matter is: **Michael Crawshaw**

SHEFFIELD CITY COUNCIL
PET ANIMALS ACT 1951
LICENCE TO KEEP A PET SHOP

Licence Number: 237

Issue: 9

THE SHEFFIELD CITY COUNCIL HEREBY GRANTS THIS LICENCE TO:

NAME

Pets at Home Ltd

IN RESPECT OF PREMISES AT

**Unit 2 Drakehouse Retail Park
Drakehouse Way
Sheffield
S20 7JJ**

This licence is valid from:

1 January 2013

Expires on:

31 December 2013

THIS LICENCE IS ISSUED SUBJECT TO THE SPECIAL CONDITIONS SET OUT BELOW AND THE ATTACHED CONDITIONS.

DATE ISSUED: **6 December 2012**

SIGNATURE.....

Steve Lonnia
Head of Licensing

SPECIAL CONDITIONS:

1. The Sheffield City Council must be informed of any changed to accommodation and approved before use.
2. Sheffield City Council must be advised if any animals covered by the Convention in International Trade of Endangered Species (CITES), the Dangerous Wild Animals Act 1976, or the current Ministry of Agriculture, Fisheries and Foods (CEFAS) legislation are being kept or sold from the premises and must be supplied with any relevant copies of documentation, licences etc pertaining to them.
3. The animals you have indicated on your application and the accommodation of those animals, which has been approved, must be the only animals kept or sold from the premises unless specifically agreed by Sheffield City Council in writing.
4. Any puppies that are offered for sale must be taken home at the close of day, on a daily basis, and not left on the shop premise unsupervised.

Please see overleaf for list of animals authorised to be sold at this premises.

ANIMALS AUTHORISED TO BE SOLD AT THE PET SHOP

Degus	20	Purpose built cages and quarantine cages	10 weeks
Chinchillas	8	Purpose built cages and quarantine cages	12 weeks
Rabbits and Cavies	50 each	Purpose built runs and quarantine cages	Rabbits 8 weeks Cavies 5 weeks
Hamsters	120	Purpose built cages and quarantine cages	4-6 weeks
Rats and Gerbils	30 each	Purpose built cages and quarantine cages	4-6 weeks
Reptiles & Amphibians	50	Purpose built cages and quarantine cages	6 weeks
Fish	Tropical	6000	Filtered Aquariums and Vats
	Marine	0	
	Cold Water	5000	

Licensing Service, Sheffield City Council, Block C, Staniforth Road Depot, Staniforth Road, Sheffield, S9 3HD. Telephone (0114) 2037752

SHEFFIELD CITY COUNCIL

PET SHOP LICENCE CONDITIONS

ACCOMMODATION

1. Animals must at all times be kept in accommodation suitable with respect to construction, size, temperature, lighting, ventilation and cleanliness.
2. Animals must not be exposed to draughts and must be kept in an environment suitable to the species. If animals are displayed outdoors, they must have protection appropriate to their species.
3. Housing must be constructed of either non-porous materials or such other materials as the Council may approve and subject to any conditions attached to such approval.
4. Animals must not be kept in housing in such a way that they can be interfered with by other animals or the public.
5. All animals for sale must be readily accessible and easy to inspect.
6. Accommodation must be cleaned as often as necessary to maintain good hygiene standards.
7. Where accommodation is on a tiered system, water food or other droppings must not be allowed to enter the lower housing.
8. All accessories provided in the accommodation must be suitable for the species.

EXERCISE FACILITIES

9. Facilities must be available where appropriate.

REGISTER OF ANIMALS

10. An animals purchase register must be maintained for all animals. A sales register must be maintained for: puppies; kittens; Psittacines; and any Dangerous Wild Animal as defined by the Dangerous Wild Animals Act 1976 (as amended).

STOCKING NUMBERS AND DENSITIES

11. The maximum numbers of animals to be stocked on the premises will be governed by the accommodation available. NOTE: advice on stocking densities is available from the City Council who will make reference to guidance issued by the Pets Trades Industry Association Council who will make reference to guidance issued by the Pets Trades Industry Association.

HEALTH, DISEASE AND ACCLIMATISATION

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

15. All animals must be allowed a suitable acclimatisation period before sale.
16. Isolation facilities must be provided on the premises.
17. All sick and injured animals must be isolated.
18. All animals brought in to the premises with a view to being offered for sale must be isolated for a minimum of 48 hours prior to sale.
19. All reasonable precautions must be taken to prevent the outbreak and spread of disease. No animal which is suffering from any infectious or contagious disease or which is infested with parasites, shall be brought into or kept on the premises unless effectively isolated.
20. Puppies and kittens must be kept separate from other litters.
21. All necessary precautions must be taken to prevent the introduction to the premises and harbourage, or rodents, insects and other pests.

FOOD AND DRINK

22. Animals must be supplied with adequate amounts of food and drink appropriate to their needs and at suitable intervals.
23. All food must be suitable for the species concerned.
24. Food and drink receptacles must be constructed and positioned to minimise faecal contamination and be kept clean.

FOOD STORAGE

25. All food, excluding live foods, intended for feeding to animals on the premises, must be stored in impervious closed containers which are kept clean.

OBSERVATION

26. All animals must be attended to at regular intervals and in any event not less than once per day, as appropriate to the species.

EXCRETA AND SOILED BEDDING

27. All excreta and soiled bedding must be stored in impervious containers with close fitting lids.
28. Excreta and soiled bedding should be removed from the premises on a regular basis, at least weekly, and disposed of to the satisfaction of the City Council and in accordance with current regulations and good waste management practice.
29. All containers must be kept in a clean condition.

SALE OF ANIMALS

30. All animals sold must be in good health as far as can be reasonably determined without veterinary inspection.

31. No mammal shall be sold unweaned or, if weaned, at an age at which it should not have been weaned.
32. In the case of non-mammals, they must be capable of feeding themselves when sold.

DANGEROUS WILD ANIMALS
AS DEFINED BY THE DANGEROUS WILD ANIMALS ACT 1976

33. The Council must be informed of the intention to keep Dangerous Wild Animals and given the opportunity to re-inspect the premises to assess and approve the accommodation etc, prior to stocking.

When Dangerous Wild Animals are kept, the accommodation must be of a secure design and construction appropriate to the species. A fine wire mesh, glass or plastic safety barrier must be incorporated into the case system. Other appropriate security and safety arrangements to the satisfaction of the council, must be in place.

34. Licensees selling Dangerous Wild Animals must check and inspect the validity of the purchaser's licence to keep such an animal and immediately inform the issuing Authority of the details of the purchase.
35. No animal, defined as a Dangerous Wild Animal by the Dangerous Wild Animals Act 1976, or any subsequent revision or enactment or by regulations attached to the legislation may be kept or offered for sale from the premises without the specific written consent of the council and subject to any further conditions that the council may impose.

STAFF TRAINING AND ANIMAL KNOWLEDGE

36. No animal may be stocked or sold unless the staff (or a member of the staff) is familiar with the case and welfare of that animal. Appropriate information relating to the case and welfare of the animal must be given to the purchaser at the time of sale.
37. The licensee must formulate a written training policy for all permanent staff responsible for animal care and will be required to demonstrate that systematic training is carried out.

FIRE AND OTHER EMERGENCY PRECAUTION

38. Suitable emergency precautions and written procedures shall exist and be made known to all staff, including arrangement for evacuation of animals.
39. Entrances and exits must be clear of obstructions at all times.
40. Fire extinguishers must be provided and sited as approved by the local Fire Protection/Prevention Officer.
41. The fire-fighting equipment must be maintained in good working order.
42. The licensee, or a designated key holder, must at all times be within reasonable distance of the premises and available to visit the premises in case of emergency.
43. A list of key holders must be lodged with the local Police and Fire Brigade.

44. An emergency telephone number must be displayed at the front of the shop; this may either be the key holder's number or the emergency telephone number 999.
45. When pet shops are sited within other premises, the licensee or key holders must have access at all times to the part(s) of the premises containing the animals.
46. Animals being sold from a licensed pet shop must be transported in appropriate containers.

Additional Agreed Condition

47. Fish will be acclimatised / rested for a period of at least 24 - 48 hours and a normal feeding pattern established, before being released for sale.

Licensing Service, Sheffield City Council
Block C, Staniforth Road Depot, Staniforth Road,
Sheffield, S9 3HD. Tel:0114 2037752 Fax:0114 2734510
E-mail: general.licensing@sheffield.gov.uk
Website: www.sheffield.gov.uk
Date: 6 December 2012

Pets at Home Ltd
Unit 2B Heeley Retail Park
Sheffield
S2 0RG

Our Ref: LIC/227/MRC

Dear Sir/Madam

Pet Animals Act 1951

Pets at Home Ltd Unit 2B Heeley Retail Park Sheffield S2 0RG

I refer to the above and your recent application for a licence to keep a pet shop under the Pet Animals Act 1951 which was received by my Licensing General Section on the 24 October 2012.

I am pleased to confirm that further to the licensing inspection carried out by the Animal Control Service, no issues were found and I therefore enclose the licence for the above premises.

Please ensure that all details are correct and that you are aware of the attached conditions that must be adhered to at all times.

The Licensing General Section issues your licence in accordance with advice from the Animal Control Service.

If you have any queries, please contact us on 0114 2037752, or if it is a technical issue please contact the Animal Control Service on 0114 2930361.

Yours faithfully

Steve Lonnia
Head of Licensing

Enquiries to: **0114 2037752**

The person dealing with this matter is Michael Crawshaw

SHEFFIELD CITY COUNCIL
PET ANIMALS ACT 1951
LICENCE TO KEEP A PET SHOP

Licence Number: 241

Issue: 8

THE SHEFFIELD CITY COUNCIL HEREBY GRANTS THIS LICENCE TO:

NAME	Pets at Home Ltd
IN RESPECT OF PREMISES AT	Unit 2B Heeley Retail Park Sheffield S2 0RG

This licence is valid from: **1 January 2013**

Expires on: **31 December 2013**

THIS LICENCE IS ISSUED SUBJECT TO THE SPECIAL CONDITIONS SET OUT BELOW AND THE ATTACHED CONDITIONS.

DATE ISSUED: 6 December 2012

SIGNATURE.....

Steve Lonnia
Head of Licensing

SPECIAL CONDITIONS:

1. The Sheffield City Council must be informed of any changes to accommodation and approved before use.
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Licensing Service, Sheffield City Council Block C,
 Staniforth Road Depot, Staniforth Road, Sheffield,
 S9 3HD. Telephone (0114) 2037752

PET SHOP LICENCE CONDITIONS

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25. All food, excluding live foods, intended for feeding to animals on the premises, must be stored in impervious closed containers which are kept clean.

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26. All animals must be attended to at regular intervals and in any vent not less than once per day, as appropriate to the species.

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29. All containers must be kept in a clean condition.

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AS DEFINED BY THE DANGEROUS WILD ANIMALS ACT 1976

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FIRE AND OTHER EMERGENCY PRECAUTION

38. Suitable emergency precautions and written procedures shall exist and be made known to all staff, including arrangement for evacuation of animals.
39. Entrances and exits must be clear of obstructions at all times.
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41. The fire-fighting equipment must be maintained in good working order.
42. The licensee, or a designated key holder, must at all times be within reasonable distance of the premises and available to visit the premises in case of emergency.
43. A list of key holders must be lodged with the local Police and Fire Brigade.
44. An emergency telephone number must be displayed at the front of the shop; this may either be the key holder's number or the emergency telephone number 999.

45. When pet shops are sited within other premises, the licensee or key holders must have access at all times to the part(s) of the premises containing the animals.
46. Animals being sold from a licensed pet shop must be transported in appropriate containers.

Additional Agreed Condition

47. Fish will be acclimatised / rested for a period of at least 24 - 48 hours and a normal feeding pattern established, before being released for sale.

APPENDIX B

SHEFFIELD CITY COUNCIL

THE PET ANIMALS ACT 1951

Application for the RENEWAL of a licence to keep a pet shop

Please read the notes attached to this form before completing it.

1. APPLICANT(S)

Full Name(s) PETS AT HOME LTD

Date of Birth:

Address (including postcode) ERSOM AVENUE, STANLEY GREEN
TRADING ESTATE HANDFORTH CHESTIRE SK9 3RN

Telephone number 0161 486 3786

Mobile No:

E.Mail Address: lyhardya@petsathome.co.uk

2. PREMISES

Name (if any) PETS AT HOME

Address (including postcode) UNIT 2 DRAYHOUSE RETAIL PARK
DRAYHOUSE WAY SHEFFIELD S20 7JJ

Telephone Number 0845 600 8733

Name and telephone number of person through whom an inspection of the premises can be arranged STORE MANAGER 0845 600 8733

3. OFFENCES, DISQUALIFICATIONS ETC.

Have you ever been;

21 OCT 2013

(a) Convicted of any offences involving animals? YES / NO

(b) Disqualified under animal related legislation? SECTION YES / NO

If the answer to any of these questions is 'YES', please supply full details on a separate sheet. Any information supplied is subject to the Rehabilitation of Offenders Act 1974.

4. Please list below the animals you intend to sell and the accommodation you will be providing to keep them in.

TYPE OF ANIMAL	ACCOMMODATION PROVIDED	PREVIOUSLY APPROVED
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO

SAME AS CURRENT LICENCE PLEASE

5. ANIMAL ACCOMMODATION AND HUSBANDRY

What steps do you intend to take for securing that:

- (A) The animals will at all times be kept in accommodation suitable as respect construction, size, temperature, lighting, ventilation and cleanliness.

3 THE STORE HAS STRICT PROTOCOLS
TO ADHERE TO. SEE WHILE IN STORE

- (B) That the animals will be adequately supplied with suitable food, drink and visited at regular intervals.

AS ABOVE

- (C) That those animals, being mammals, will not be sold at too early an age?

AS ABOVE

- (D) That all reasonable precautions will be taken to prevent and control the spread of infectious or contagious diseases including the provision of isolation facilities for each type of animal stocked? **N.B.** There is a specific requirement in the Pet Animals Act 1951 that quarantine facilities should be provided and maintained on the premises. **A licence will not be issued without this provision.**

QUARANTINE & ISOLATION ROOMS IN PLACE.

(E) That appropriate steps will be taken for the protection of the animals in case of fire including the use of written fire procedures and provision of fire fighting equipment?

.....
SEE PROCEDURES LITTLE IN STORE
.....
.....

6. YEAR OF LICENCE VALIDITY

If a licence is to be granted, do you wish it to start (and therefore end) in the year in which you applied for it, or in the next following year?

RENEWAL

THIS YEAR / NEXT YEAR

7. PROPOSED LICENCE CONDITIONS

You have the right to appeal against any licence conditions, which the Council intends to impose. Do you wish to be notified of the proposed conditions? (see note 5 below before answering this question).

YES / NO

8. DECLARATIONS, ETC.

I/we apply for a licence under the Pet Animals Act 1951.
I/we understand my/our responsibilities under the Act.
I/we declare that the information I/we have given is complete and correct.

I/we enclose the licence fee of £134:00 (cheques to be made payable to Sheffield City Council)

SIGNATURE(S)

.....

.....

DATE

16/10/13
.....

NOTES

1. Please complete this form in block capital letters and return it to:

Licensing Service
Business Strategy and Regulation
Place Portfolio
Block C Staniforth Road Depot
Staniforth Road
Sheffield S9 3HD

Tel: (0114) 203 7752
Fax: (0114) 273 5410

Opening Hours
9:00am to 5:00pm
Monday to Friday

Or visit our website at www.sheffield.gov.uk
Or email us at: general.licensing@sheffield.gov.uk

The Councils' Chief Environmental Health Officer will deal with the technical aspects of this application. Telephone (0114) 2037415.

2. The licence fee is fixed in April each year. If the application is made near this date, please check the fee prior to submitting it.
3. **Renewal applications – if this application is for the renewal of a licence, it is recommended that it be submitted by mid November.** If it is submitted later than this it may not be possible to process the application prior to the previous licence expiring. If this licence is not renewed by the 1st January, then the licensed activity must cease. It is a serious criminal offence to carry on that activity without a licence, such action could also jeopardise any future licence application.
4. Proposed licence conditions – The applicant has a right of appeal to the Magistrates' Court against any licence condition that the Council intend to impose. The right is lost once the licence has been granted. If you wish to be notified of the proposed condition please answer question 7 is 'YES'. The applicant should bear in mind that
 - (a) The proposed licence conditions will only be determined at the end of the application process
 - (b) No licence can be issued until the applicant has had a reasonable time to consider the proposed conditions.
 - (c) If no licence is currently in force, the activity for which the licence is being applied for cannot be started or carried on. You should seek independent legal advice if you have any queries about this issue.

FOR OFFICE USE ONLY

Date: 21-10-13 Time: 12-10

Officer: MRC

Receipt No: 30825 Fee: £ 134.00

Date Sent to ERS:

Date Received from ERS:

Licence No: Issue Date:

SHEFFIELD CITY COUNCIL

THE PET ANIMALS ACT 1951

Application for the RENEWAL of a licence to keep a pet shop

Please read the notes attached to this form before completing it.

1. APPLICANT(S)

Full Name(s) PETS AT HOME LTD

Date of Birth:

Address (including postcode) ELSON AVENUE, STANLEY GREEN
TRADING ESTATE, HANDFORTH, CHESTER SK9 3RN

Telephone number 0161 486 3786

Mobile No:

E.Mail Address: lyhardy@petsathome.co.uk

2. PREMISES

Name (if any) PETS AT HOME

Address (including postcode) UNIT 28 HEELEY RETAIL PARK
CHESTERFIELD ROAD, SHEFFIELD

S8 0RG

Telephone Number 0114 255 8622

Name and telephone number of person through whom an inspection of the premises can be arranged STORE MANAGER 0114 255 8622

3. OFFENCES, DISQUALIFICATIONS ETC.

Have you ever been;

(a) Convicted of any offences involving animals? YES NO

(b) Disqualified under animal related legislation? YES NO

If the answer to any of these questions is 'YES', please supply full details on a separate sheet. Any information supplied is subject to the Rehabilitation of Offenders Act 1974.

4. Please list below the animals you intend to sell and the accommodation you will be providing to keep them in.

TYPE OF ANIMAL	ACCOMMODATION PROVIDED	PREVIOUSLY APPROVED
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO
		YES / NO

CURRENT
PLEASE

SAME AS
LICENCE

5. ANIMAL ACCOMMODATION AND HUSBANDRY

What steps do you intend to take for securing that:

- (A) The animals will at all times be kept in accommodation suitable as respect construction, size, temperature, lighting, ventilation and cleanliness.

.....
THE STORE HAS STRICT PROTOCOLS TO
ADHERE TO. SEE WRITE IN STORE
.....

- (B) That the animals will be adequately supplied with suitable food, drink and visited at regular intervals.

.....
AS ABOVE
.....

- (C) That those animals, being mammals, will not be sold at too early an age?

.....
AS ABOVE
.....

- (D) That all reasonable precautions will be taken to prevent and control the spread of infectious or contagious diseases including the provision of isolation facilities for each type of animal stocked? **N.B.** There is a specific requirement in the Pet Animals Act 1951 that quarantine facilities should be provided and maintained on the premises. **A licence will not be issued without this provision.**

.....
QUARANTINE & ISOLATION ROOMS IN PLACE
.....

NOTES

1. Please complete this form in block capital letters and return it to:

Licensing Service
Business Strategy and Regulation
Place Portfolio
Block C Staniforth Road Depot
Staniforth Road
Sheffield S9 3HD

Tel: (0114) 203 7752
Fax: (0114) 273 5410

Opening Hours
9:00am to 5:00pm
Monday to Friday

Or visit our website at www.sheffield.gov.uk
Or email us at: general.licensing@sheffield.gov.uk

The Councils' Chief Environmental Health Officer will deal with the technical aspects of this application. Telephone (0114) 2037415.

2. The licence fee is fixed in April each year. If the application is made near this date, please check the fee prior to submitting it.
3. **Renewal applications – if this application is for the renewal of a licence, it is recommended that it be submitted by mid November.** If it is submitted later than this it may not be possible to process the application prior to the previous licence expiring. If this licence is not renewed by the 1st January, then the licensed activity must cease. It is a serious criminal offence to carry on that activity without a licence, such action could also jeopardise any future licence application.
4. Proposed licence conditions – The applicant has a right of appeal to the Magistrates' Court against any licence condition that the Council intend to impose. The right is lost once the licence has been granted. If you wish to be notified of the proposed condition please answer question 7 is 'YES'. The applicant should bear in mind that
 - (a) The proposed licence conditions will only be determined at the end of the application process
 - (b) No licence can be issued until the applicant has had a reasonable time to consider the proposed conditions.
 - (c) If no licence is currently in force, the activity for which the licence is being applied for cannot be started or carried on. You should seek independent legal advice if you have any queries about this issue.

FOR OFFICE USE ONLY

Date: 21 - 10 - 13 Time: 12 - 05

Officer: MRC

Receipt No: 30823 Fee: £..... 134 - 00

Date Sent to ERS:

Date Received from ERS:

Licence No: Issue Date:

APPENDIX C

Ruston Andy (CEX)

Need to write
to Pets @ Home

From: Owen Wendy
Sent: 05 December 2013 09:54
To: Ruston Andy (CEX); Siddall Ann (CEX); Anderson Anne (CEX)
Cc: Bell Shaun; Parry Mark; Owens Angela
Subject: Pets at Home - Heeley and Drakehouse
Attachments: WEO03448.doc; WEO03449.doc

re above - 12/12/13

Hi All

Following my inspections earlier this year and now at Licensing time it has been brought to my attention that Pets at Home at Heeley and Drakehouse, under direction of their home authority, are not in compliance with their licensing conditions in relation to Condition 18 which states:-
"All animals brought in to the premises with a view to being offered for sale must be isolated for a minimum of 48 hours prior to sale."

In 2008 following numerous complaints and problems at Pets at Home a meeting was arranged on 21st February.

In attendance was Philip Dunraven, myself and from Pets at Home Dominic Jordan and George Lingwood.

One result of this meeting was an agreement that we would allow a special condition for Pets at Home, in relation to reducing the acclimatisation period, for fish, to 12 hours.

All other stock was to remain at 48 hours as an acclimatisation period.

A special condition was then attached to the licence stating the following (however this may have only been attached in 2012 for some reason,?), as follows

47

Additional Agreed Condition

Fish will be acclimatised / rested for a period of at least 24-48 hours and a normal feeding pattern established, before being released for sale.

I am therefore suggesting **no licence is granted** to the above 2 premises until written confirmation is received from their **head office** in relation to providing the appropriate acclimatisation period as stated in the licensing conditions, for **All** animals. (I have bolded this as I also have some paperwork which indicates the 'quarantine' period for Hamsters, Gerbils and Rats is only 24 hours)

The Head office address, as per the licensing application is as follows:-

Pets At Home Ltd
Epsom Avenue
Stanley Green Trading Estate
Handforth
Cheshire
SK9 3RN

I feel addressing this matter at store level is not appropriate as they take their operating instructions from Head Office.

If you can let me have copies of any letters or e mails I can attach them to the flare record.

Thank You

Kind regards

Wendy Owen
Animal Control & Enforcement Officer
Environmental Protection Service
Business Strategy & Regulation
Sheffield City Council
2-10 Carbrook Hall Road
Sheffield
S9 2DB

Tel: 0114 2930360

Fax: 0114 2736464

Charter Mark Standard for Customer Service Excellence re - awarded in March 2008

Visit us at: www.sheffield.gov.uk/environment/environmental-health/animals

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Memorandum- Sheffield City Council
Business Strategy and Regulation

From: Wendy Owen
Tel: 0114 2930360
Date: 4 December 2013

To: Steve Lonnia
cc: Andy Rushdon,
 Ann Siddall, Anne Anderson

Ref: Licensing Inspection

**Pets At Home, Unit 2, Drakehouse Retail Park, Drake House Way,
 Sheffield, S20 7JJ
 Pet Animals Act 1951**

Further to your request for a report on the above premises, I would report that an inspection was carried out on 13 November 2013. I have advised on the following matters with the licence holder, referenced by the relevant condition number.

Condition	Defect	Remedy (including timescale where appropriate)
	Licence on Display is out of date	A valid, current licence (or a copy of) is to be suitably displayed to the public in a prominent position.
18	Fish being offered for sale within 2-3 hours after delivery.	All animals brought in to the premises with a view to being offered for sale must be isolated for a minimum of 48 hours prior to sale.
47 Additional Agreed Condition		Fish will be acclimatised / rested for a period of at least 24-48 hours and a normal feeding pattern established, before being released for sale.

These matters should be confirmed to the licence holder in writing and need to be addressed to the Home Authority for confirmation of compliance with the above conditions.

.....
 Wendy Owen
 Animal Control & Enforcement Officer

Memorandum- Sheffield City Council
Business Strategy and Regulation

From: Wendy Owen
Tel: 0114 2930360
Date: 4 December 2013

To: Steve Lonnia
cc: Andy Rushdon
 Ann Siddall, Anne Anderson,

Ref: Licensing Inspection

Pets at Home, 2B Heeley Retail Park, Chesterfield Road, Sheffield, S8 0RL
Pet Animals Act 1951

Further to your request for a report on the above premises, I would report that an inspection was carried out on 21 November 2013. I have advised on the following matters with the licence holder, referenced by the relevant condition number.

Condition	Defect	Remedy (including timescale where appropriate)
1	New metal protector, on step into rabbit enclosures, to be filed down/smoothed off.	Animals must at all times be kept in accommodation suitable with respect to construction, size, temperature, lighting, ventilation and cleanliness. Informed matter to be attended to immediately after my visit.
12 13.	Some dead and diseased fish seen in tanks, on display (not in isolation tanks or covered up).	All animals sold must be in good health as far as can be reasonably determined without veterinary inspection. Any sick or injured animal must receive appropriate care and treatment without delay. Matter being attended to whilst on site.
18 47 Additional Agreed Condition	Fish being offered for sale within 2-3 hours after delivery.	All animals brought in to the premises with a view to being offered for sale must be isolated for a minimum of 48 hours prior to sale. Fish will be acclimatised / rested for a period of at least 24-48 hours and a normal feeding pattern established, before being released for sale.

These matters should be confirmed to the licence holder in writing and need to be addressed to the Home Authority for confirmation of compliance with the above conditions.

.....
 Wendy Owen
 Animal Control & Enforcement Officer

APPENDIX D

Licensing Services

Block C, Staniforth Road Depot,
Staniforth Road, SHEFFIELD S9 3HD
Tel: 0114 203 7752 Fax: 0114 273 5410
E-mail: general.licensing@sheffield.gov.uk
Website: www.sheffield.gov.uk
Date: 10th December 2013

*Copy of what
sent*



Pets at Home Limited
Epsom Avenue
Stanley Green Trading Estate
Handforth
Cheshire
SK9 3RN.

Dear Sir/Madam,

The Pet Animals Act 1951 – Pets at Home Limited, Heeley Retail Park and Drakehouse Retail Park, Sheffield.

I refer to the above and the Pet Shop Licence for each premise, which expire on 31st December 2013.

It has been brought to my attention by my colleague Wendy Owen, Animal Control & Enforcement Officer, Environmental Protection Service, Sheffield City Council, that during an inspection of the above premises, the premises are not in compliance with their licensing conditions in relation to Condition 18 which states:-

All animals brought in to the premises with a view to being offered for sale must be isolated for a minimum of 48 hours prior to sale.

I am aware that previously in 2008, a meeting was arranged on 21st February. In attendance were Philip Dunraven, Environmental Protection Services and Wendy Owen, Environmental Protection Service, and Dominic Jordan and George Lingwood from Pets at Home. One result of this meeting was an agreement that a special condition would be allowed for Pets at Home in relation to reducing the acclimatisation period, for fish, to 12 hours. All other stock was to remain at 48 hours as an acclimatisation period.

A special condition was attached to the licence in 2012, stating the following as follows

Condition 47

Additional Agreed Condition

Fish will be acclimatised / rested for a period of at least 24-48 hours and a normal feeding pattern established, before being released for sale.

I understand from information provided to me that the management of the premises have indicated that they receive their operating instructions from head office and are unable to change the operation of the premises. Wendy Owen has at this stage requested that the renewal applications for both premises not be granted until such a time as this matter is resolved and has requested that written confirmation is received from you in relation to providing the appropriate acclimatisation period as stated in the licensing conditions, for all animals.

I must inform you that failure to comply with the above condition is a breach of the conditions that are attached to the licence for each of the above premises, and should this continue the Licensing Service may consider taking appropriate action with regards to this

matter. Furthermore, should a resolution not be found that is satisfactory to the Environmental Protection Service, then I will have no option but to place the renewal applications for both of the above premises, before the Licensing Sub Committee of Sheffield City Council for determination.

If you require any further information/assistance regarding this matter, please can you contact me either via email or on the telephone number shown above.

Yours faithfully



Andy Ruston
Senior Licensing Officer

APPENDIX E

Ruston Andy (CEX)

- Await comment
from Wendy Owen.
20/12/13.

From: Ruston Andy (CEX)
Sent: 20 December 2013 09:39
To: 'lyhardy@petsathome.co.uk'
Cc: Owen Wendy
Subject: FW: Pet Shop Licence- Sheffield Stores- FAO Andy Rushton
Attachments: Fish Delivery Procedure.pdf; PAH Aquatics system.pdf; Pets at Home Fish Suppliers.pdf; Acclimatisation.doc

Dear Lyndsay,

Thank you for the below response. I will forward your comments onto my colleague Wendy Owen in our Animal Control Team for her consideration.

Regards
Andy Ruston
Senior Licensing Officer
Business Strategy and Regulation
Place Portfolio
Block C, Staniforth Road Depot, Staniforth Road, Sheffield, S9.
Telephone: 0114 2037752 Fax: 0114 20 37750 Email: Andy.Ruston@sheffield.gov.uk
www.sheffield.gov.uk

From: Licensing(General)
Sent: 19 December 2013 16:49
To: Ruston Andy (CEX)
Subject: FW: Pet Shop Licence- Sheffield Stores, FAO Andy Rushton

From: Lyndsay O'hanlon [<mailto:lyhardy@petsathome.co.uk>]
Sent: 19 December 2013 16:47
To: Licensing(General)
Subject: Pet Shop Licence- Sheffield Stores, FAO Andy Rushton

Dear Andy,

I am writing in correspondence to your recent letter regarding our Sheffield stores non compliance with your licensing conditions.

I understand that you are referring to the condition listed below:

Condition 47

Additional agreed condition

Fish will be acclimatised/rested for a period of at least 24-48 hours and a normal feeding pattern established, before being released for sale.

I will just give you a bit of background information on how our current fish routines were formed and where our current guidance has originated from as this has changed significantly in recent times. All of our current fish protocols and routines have been put together by our Aquatics Manager, Pete Carey BSc (Hons), who is a very experienced Freshwater and Marine Biologist and also a Director of OATA- (the Ornamental Aquatic Trade Association). Pete was not working for us when we met with you previously and has completely overhauled our aquatic operations and how our suppliers deliver fish to us. We also work with OATA on a regular basis as well as the one of the leading fish specialist vets in the UK, Peter Scott MSc.BVSc.FRCVS Specialist in Fish Health & Production and RCVS Specialist in Zoo & Wildlife Medicine

Member of the Companion Animal Welfare Council, Member of the Defra Sector Council Forum, both of whom have approved our fish routines in store.

I have attached our current delivery procedure as well as a letter from both OATA and Peter Scott to support our position that using a set period of time for fish quarantine actually is not very logical, it is their behaviour that should be used as a guide.

We know you are keen to ensure good standards of animal welfare in the pet shops in your area and we wish to work with you to achieve this. We are sure you will appreciate that considerable advances have been made in this area over the last few years and guidelines that were appropriate in the past may have no relevance today. We would appreciate if you could clarify where the timescale of up to 48hours in the above condition has originated from and what aquatic consultants were involved in the decision making process.

If after reading the supportive information you still feel that the set acclimatisation period is necessary, we would like to invite you and your aquatic consultants to meet with both our Aquatics Operations Manager and Fish Specialist to discuss this further.

Kind Regards.

Lyndsay

Lyndsay O'Hanlon

Vet Nurse Assistant to Head of Pets
Pet Team | Pets at Home Ltd
Direct Dial: 0161 486 37 86 |
lyhardy@petsathome.co.uk



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Fish Delivery:

Delivery routine:

1. The day before your delivery, do a good clean so that you don't need to disturb the new fish too much when they go in tomorrow.
2. Dose the bays with Myxazin the evening before your delivery day, except for bays that have been treated with Protozin or any other medicine within the last 2 days. This prepares the systems for the new fish.
3. When the fish arrive at the back door, check through the bags looking for complete bags that are DOA or complete bags that are not healthy and send these back with the driver. Look for split fins, clamped fins, damage to eyes, fins and scales and look out for any signs of disease. Don't worry about counting all the fish in each bag though, you can do this later. This initial check should take less than 15 mins.
4. Turn off the lights on the bays and float the sealed bags in the tanks that they are to go into. This is the time to very carefully count the fish as you unpack them noting any missing fish on your delivery sheet.
5. Check that you have received what you are expecting and so do not have any empty tanks. If not, now is the time to move species around, as it is much easier and less stressful for the fish to be moved while they are still in their bag.
6. After 20 mins, start at one end of your system and untie/ cut off the top of the bags and roll them down. Scoop some of the tank water into the bag, adding about 1/3 new water to the bag. Now leave the rolled down bag to float again. Work around the bays from left to right.
7. Once you have done all the bags, start at the beginning again and scoop another third new water into the bag. Once you have done this leave to float for another 20 mins.
8. Starting with the bay you began with, quickly and smoothly release the fish into their new tank. Repeat right around the fish bays.
9. Once all the fish are released ensure all the lids are down and leave the lights off for a further 2 hours. Do not leave the lights off for any longer than this.
10. After this settling in time you can turn on the lights and check the new arrivals have settled by giving a small feed. Any fish that don't feed should not be offered for sale until they start feeding.
11. The evening of the fish delivery day, dose all the bays with Myxazin, except for bays that have been treated with Protozin or any other medicine within the last 2 days. This helps to prevent the new fish getting sick following the journey to your store.



Lyndsay

Some initial thoughts.

It is my understanding that the new system operated by Pets at Home (PAH) – after extensive trialling is for stores to receive fish from one of four specialist importers. These are based in London, Sheffield, Glasgow and Belfast. These importers have dedicated PAH systems, I have seen the London site and will be seeing the others in the early part of 2014.

The system is that the importers get the fish in, into the dedicated PAH tanks where they are held in quarantine for as long as necessary to settle them down. Any necessary treatments can be applied and then healthy fish make the short journeys to stores, packed to order for individual stores for same day delivery.

This is a true quarantine system, it exceeds any basic quarantine that could be installed in a PAH or other store.

Reference to the CIEH model conditions for pet vending licensing 2003 will indicate that I was one of the people consulted. I had input to the conditions in 2013, and actually the previous ones.

There is no requirement in the 2003 Model Conditions which requires in-store quarantine/acclimatisation. The Condition is that 'All animals for sale must be in good health'. Acclimatisation is mentioned in the guidance as to how this is achieved, and this is perfectly appropriate where importers are not pre-acclimatising prior to distribution to stores.

Quarantine / acclimatisation was always done at the store, but this was generally when fish had very recently travelled around the world. Now this stressor is increasingly dealt with at the quarantine premises where dedicated systems exist.

This is now becoming a common practice, one major marine fish importer actually quarantines in the country of origin and simply carries out water changes here in Europe before going straight to shops for sale (this is not a PAH supplier). They have detailed records which show improved survival throughout the process and at final purchasers with this system.



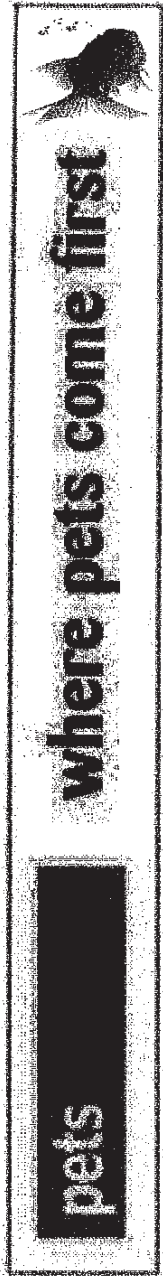
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All of our fish and aquatic livestock comes from our fish supply partners, and follow the wholesale supply route and not direct from the fish farms/ producers. The two routes can be confused, but are fundamentally different:

- Direct import/ consolidation: the fish are shipped straight from the fish farm/ breeder (the producer) to the retailer, where the fish are not acclimatised to life in an aquarium and the water conditions of an aquarium rather than a breeding pond/ facility. The fish would require a 'quarantine' period with the appropriate treatments and feeding up required to prepare the fish for retail sale. In this instance when the fish are 'directly imported' by a retailer from the producer, the retailer must perform the necessary treatments during the 'quarantine' period before offering for sale. This should be as long as is needed, but generally takes 5-10 days.
- Wholesale Supply: The fish come from a fish farm and into a wholesaler's tanks. The wholesaler does the 'quarantining' and the routine treatments and feeding up required to prepare the fish for life in an aquarium and therefore retail sale, before sending on to the retailer where the fish are simply acclimatised to the retailers water conditions in their tanks, just as if they were being moved from one body of water to another. The fish are ready for sale when they are acclimatised which is indicated by the fish exhibiting normal behaviours such as feeding and swimming appropriately for the species. This generally takes only a couple of hours, but can take longer with some species. If the fish are not exhibiting normal behaviours they should be left off sales until they are.



We have 4 freshwater fish suppliers, and one marine supplier, and these are based at 8 sites across the UK to service all our stores.

- We regularly inspect our fish suppliers' facilities and also use the services of various specialist vets to perform checks throughout the year to ensure that the standards comply with our code of conduct for freshwater fish supply.
- All of our fish suppliers must sign and follow this code in order to supply fish to us.
- This code of conduct was originally written in conjunction with Peter Scott one of the UK's leading aquatic specialist vets who has considerable knowledge of both retail and public aquarium operations.
- Breaches to this code would result in PAH terminating the contract with the supplier.
- I believe that we are the only aquatics retailer in the UK that has such a code of conduct.
- We use a 'Store Supplier Feedback' electronic sheet for stores to feedback any issues that they have with a fish delivery and this is actioned with the suppliers on a store by store basis. This enables a very fast reaction time and means that we are able to adapt very quickly to prevent issues from becoming problems.
- Our store colleagues perform a check of the fish upon delivery to their store and we only paid our suppliers for the fish that our stores accept. This forces our suppliers to only send fish that are 100% fit and healthy, as they don't get paid for fish that are anything less than this.

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Images from our fish suppliers facilities where fish from fish producers are quarantined, treated and prepared for dispatch to our stores. The fish are only sent onto the stores when they have completed a course of broad spectrum treatments and are completely acclimatised to tank water as apposed to pond/ lake or breeding facility water.



Selling through service

pets where pets come first

Images from our suppliers facilities showing fish already quarantined and acclimatised to life in a tank as apposed to a producers breeding lake/ pond/ facility. All Pets at Home fish come from the fish producers to our suppliers, who acclimatise the fish to tank water and treat the fish with a broad spectrum of medications to ensure they are disease free and ready to be sent to our stores.



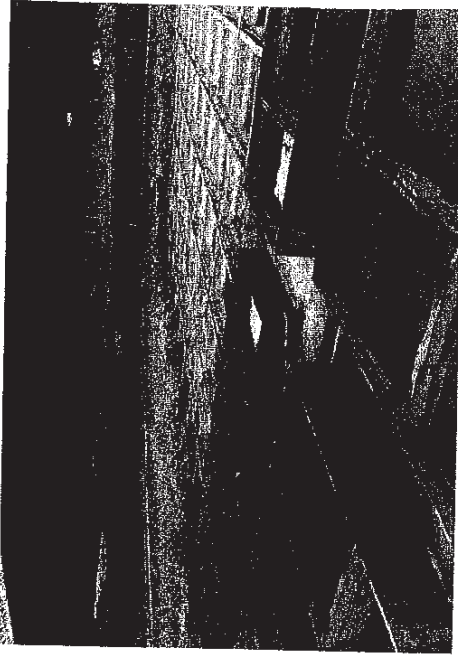
pets
Selling through
service

pets

where pets come first



Images from fish farms and fish producers showing the difference in water conditions and the need to quarantine fish from these sources, which is carried out by our fish suppliers. Pets at Home does not get fish directly from the producers. All our fish are quarantined and treated with out suppliers before being sent to our stores.



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Comparison of packing densities of Pets At Home wholesale route versus direct import/consolidation route.

Our packing densities are vastly lower. A direct comparison is neon tetra which our bags contain a maximum of 40 fish, and we pack now more than 12 bags in a box = 480 fish.

The comparable size via consolidation/ direct import is 120 per bag and 8 bags per box = 960 fish.

The cost of buying through a whole sale supplier and stipulating packing densities results in the cost price of the smaller fish, such as neons, almost doubling. We happy chose this option as this is the best for the fish welfare.

Sunbeam Aquarium Pte Ltd
 Tel: 65-5481 1726; Fax: 65-5482 4893; Email: enquiry@sunbeam.aquarium.com

U. Price \$	1/8 Bag	Label Price	Code
0.23	50	10.75	7000
1.23	50	61.75	7000
1.47	48	61.92	7010
4.41	32	52.51	7044
0.49	40	50.31	7060
0.56	64	50.56	7063
1.10	32	50.72	7064
0.49	40	50.72	7065
0.49	40	50.72	7065
0.61	80	50.41	7087
0.86	72	50.55	7088
1.23	50	50.51	7089
0.37	80	50.54	7088
0.29	80	50.30	7108
0.35	140	50.15	7115
0.40	80	50.35	7115
0.40	80	50.35	7115
0.30	100	50.28	7132
0.54	64	50.40	7154
0.95	64	50.56	7167
0.37	80	50.29	7151
0.49	72	50.36	7152
0.49	72	50.36	7152
1.23	50	50.75	7158
0.49	64	50.37	7171
0.61	52	50.45	7172
0.54	64	50.40	7188
0.64	52	50.48	7190
0.49	120	50.32	7194
0.54	64	50.73	7197
1.23	50	50.73	7197
0.17	80	50.37	7204
0.23	64	50.34	7205
0.29	55	50.29	7207
0.62	55	50.44	7217
0.86	400	51.52	7230
0.49	30	50.32	7235
0.49	140	50.31	7240
0.61	120	50.38	7241
0.49	70	50.40	7240
0.58	70	50.40	7240
1.23	120	50.32	7259
0.49	72	50.49	7261
0.49	120	50.32	7265
0.49	120	50.32	7265
0.74	100	50.46	7270
0.74	100	50.46	7270
0.49	110	50.32	7278
0.61	100	50.39	7279
0.49	120	50.32	7313
0.61	110	50.38	7314
0.74	80	50.48	7315
0.86	64	50.56	7319
0.29	160	50.20	7330
0.32	120	50.23	7331
0.61	72	50.42	7331

SUNBEAM AQUARIUM, SINGAPORE

CONSOLIDATED PRICE LIST

8FC 2012





ORNAMENTAL AQUATIC TRADE ASSOCIATION LTD

"The voice of the ornamental fish industry"

Wessex House, 40 Station Road, Westbury, Wiltshire, BA13 3JN, UK

Telephone: +44(0)1373 301352 Fax: +44(0)1373 301236

keith@ornamentalfish.org www.ornamentalfish.org

Lyndsay O'Hanlon
Vet Nurse Assistant to Head of Pets
Pets at Home Ltd
Epsom Avenue
Stanley Green Trading Estate
Handforth
Cheshire
SK9 3RN

19 December 2013

Dear Lyndsay,

Acclimatisation of fish in retail outlets and fitness for sale

The passage of an arbitrary period of time does not ensure the acclimatisation or welfare of imported ornamental fish. Insisting fish are kept for a specified period prior to sale may achieve no more than recording the passage of time. Rather the welfare of fish and their fitness for sale is determined by the care they receive in the supply chain. Thus matters such as *inter alia* the species concerned, pre-acclimatisation in the country of origin, stocking in transport, the training and experience of staff unpacking the fish and the protocol they use will all impact on how quickly fish adapt to a new environment.

A fish could be fit for sale very quickly after arrival or for a variety of reasons it may take days or weeks to acclimatise. The key determinations to be made are that the fish are behaving normally, their colouration is normal for the species taking into considerations its age and sex and they are feeding normally. The greater the investment in the supply chain logistics the better the welfare of the fish and the more quickly they might be offered for sale to the public.

If I can help any further on this matter please let me know,

Yours sincerely,

Keith Davenport
Chief Executive

APPENDIX F

Ruston Andy (CEX)

From: Lyndsay O'hanlon <lyhardy@petsathome.co.uk>
Sent: 28 March 2014 14:29
To: Ruston Andy (CEX)
Subject: RE: Pets at home, Heeley and Drakehouse and pet shop model conditions.

Hi Andy,

Thank you for getting back to me, I would appreciate it if you could put it to the licensing committee as we have been practicing these routines for many years now as guided by experienced marine biologists and an Exotic Specialist vet specialising in fish.

Thanks again for your help.

Kind Regards.

Lyndsay O'Hanlon
Vet Nurse Assistant to Head of Pets
Pet Team | Pets at Home Ltd
Direct Dial: 0161 486 37 86 |
lyhardy@petsathome.co.uk



From: Ruston Andy (CEX) [mailto:Andy.Ruston@sheffield.gov.uk]
Sent: 28 March 2014 13:25
To: Lyndsay O'hanlon
Subject: FW: Pets at home, Heeley and Drakehouse and pet shop model conditions.

Dear Lyndsay,

Apologies for the delay with this matter. I have received the below comment from Wendy Owen, Animal Control. It looks like the only option at the moment is to put the matter before the Licensing Committee for their consideration. I am out of the office after today until next Thursday, following which I will book the matter in at the next available committee hearing. If you have any thoughts with regards to a way forward other than the aforementioned, please feel free to contact me and I will be happy to discuss.

Regards
Andy Ruston
Senior Licensing Officer
Business Strategy and Regulation
Place Portfolio
Block C, Staniforth Road Depot, Staniforth Road, Sheffield, S9.
Telephone: 0114 2037752 Fax: 0114 20 37750 Email: Andy.Ruston@sheffield.gov.uk
www.sheffield.gov.uk

From: Ruston Andy (CEX)
Sent: 28 March 2014 13:06
To: Owen Wendy; Bell Shaun
Subject: RE: Pets at home, Heeley and Drakehouse and pet shop model conditions.

Wendy,

Thank you for the below. It looks like the only option at the moment is to put the matter before the Licensing Committee for their consideration. I am out of the office after today until next Thursday, following which I will book the matter in at the next available committee hearing.

Thanks
Andy.

From: Owen Wendy
Sent: 27 March 2014 14:25
To: Ruston Andy (CEX); Finch Shimla (CEX)
Cc: Parry Mark; Bell Shaun
Subject: RE: Pets at home, Heeley and Drakehouse and pet shop model conditions.

Hi Andy

Sorry for the delay.

After speaking with both Mark Parry and Shaun Bell on this matter please see the comment's below.

Following discussions with Pets at Home in 2009 the following additional condition was agreed,

Condition 47

Additional Agreed Condition

Fish will be acclimatised / rested for a period of at least 24-48 hours and a normal feeding pattern established, before being released for sale.

The original condition states;

Condition 18,

All animals brought in to the premises with a view to being offered for sale must be isolated for a minimum of 48 hours prior to sale.

We recognise Pets at Homes commitment to ensuring good standards of animal welfare and husbandry. The current licensing conditions were created by Sheffield City Council with this in mind.

However as stated in the literature received via e mail and dated 20/12/13, entitled, Fish Delivery, in particular Item 11 *"The evening of the fish delivery day, dose all the bays with Myxazin, except for bays that have been treated with Protozinor any other medicine within the last 2 days. This helps to prevent the new fish getting sick following the journey to your store."*

If fish have been sold within 1-2 hours of delivery, as is the current practice as I have been informed, they will not receive the above secondary preventative treatment and are then being subjected to further disturbance and stress within a short period of time.

The process of handling and transportation once a day let alone potentially twice within a short space of time can cause disruption, fear and stress for the fish. This in turn could then lead to health issues for the individual animals and potentially cause problems through the introduction of new stressed fish into a customers established tank.

A period of 24 hours will allow a sufficient period of time to establish normal behaviour patterns, feeding etc, but should not significantly impact on the retail aspect. If customers are then advised

as to the reason for any delay in sales this should only further demonstrate and reinforce a commitment to good practice and animal health and welfare.

We also have information indicating other Pets at Home stores do provide the minimum 24 hours acclimatisation, rest period.

Kind regards

Wendy Owen
Animal Control & Enforcement Officer
Environmental Protection Service
Business Strategy & Regulation
Sheffield City Council
2-10 Carbrook Hall Road
Sheffield
S9 2DB

Tel: 0114 2930360
Fax: 0114 2736464

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