

Q1 Which local authority issues your licence?

Answered: 44 Skipped: 0

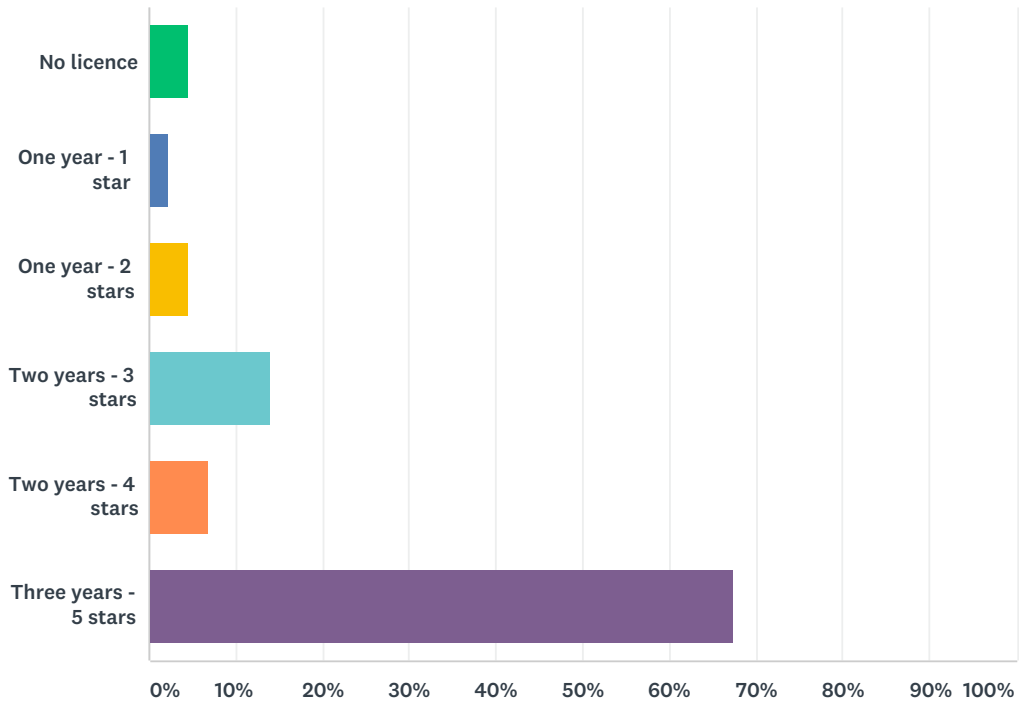
#	RESPONSES	DATE
1	Lincoln	5/1/2019 8:29 PM
2	Wealden District Council	4/12/2019 7:00 PM
3	Newcastle upon tyne	4/5/2019 12:25 AM
4	Swindon	3/28/2019 2:54 PM
5	Salford city council	3/28/2019 9:36 AM
6	Newark and sherwood	3/19/2019 2:47 PM
7	Wyre Forest	3/19/2019 10:09 AM
8	Mendip	3/18/2019 11:32 PM
9	North East lincolnshire	3/18/2019 9:57 PM
10	Bedford Borough	3/18/2019 9:39 PM
11	Leicester	3/18/2019 5:50 PM
12	Birmingham City Council	3/18/2019 4:29 PM
13	South Tyneside	3/18/2019 4:10 PM
14	Sandwell	3/18/2019 3:45 PM
15	Chesterfield borough council	3/18/2019 2:12 PM
16	St Helens	3/11/2019 7:01 PM
17	Stoke on trent	3/11/2019 3:00 PM
18	Royal London borough of Greenwich	2/28/2019 3:33 PM
19	west yorkshire	2/27/2019 9:59 AM
20	Wigan	2/25/2019 5:27 PM
21	Wakefield	2/25/2019 3:49 PM
22	Tewkesbury Borough Council	2/21/2019 4:57 PM
23	sevenoaks	2/15/2019 5:46 PM
24	Walsall council	2/13/2019 6:39 PM
25	East Northamptonshire	2/8/2019 10:23 PM
26	Bristol City council	2/8/2019 8:17 PM
27	Newcastle-Under-Lyme	2/8/2019 6:00 PM
28	Walsall	2/8/2019 5:38 PM
29	Kettering	2/8/2019 3:59 PM
30	Cornwall council	2/8/2019 3:18 PM
31	Plymouth City Council	2/4/2019 3:04 PM
32	Dudley	2/1/2019 11:12 AM
33	THURROCK COUNTY COUNCIL ESSEX	2/1/2019 10:13 AM
34	Bury	1/31/2019 8:06 PM
35	East Cambridgeshire District Council	1/31/2019 8:01 PM

English retailers - feedback on the new Animal Activities Licensing regime

36	Wiltshire Council	1/31/2019 7:17 PM
37	East Devon district council	1/31/2019 5:29 PM
38	North Somerset Council	1/31/2019 4:45 PM
39	Warwickshire	1/31/2019 4:30 PM
40	Stoke on trent	1/31/2019 4:17 PM
41	Hyndburn	1/31/2019 4:11 PM
42	Bassetlaw District Council	1/31/2019 4:03 PM
43	Uttlesford Dsitrict Council	1/31/2019 3:42 PM
44	Birmingham City Council	1/31/2019 3:26 PM

Q2 What licence and star rating was issued to you?

Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES
No licence	4.65% 2
One year - 1 star	2.33% 1
One year - 2 stars	4.65% 2
Two years - 3 stars	13.95% 6
Two years - 4 stars	6.98% 3
Three years - 5 stars	67.44% 29
TOTAL	43

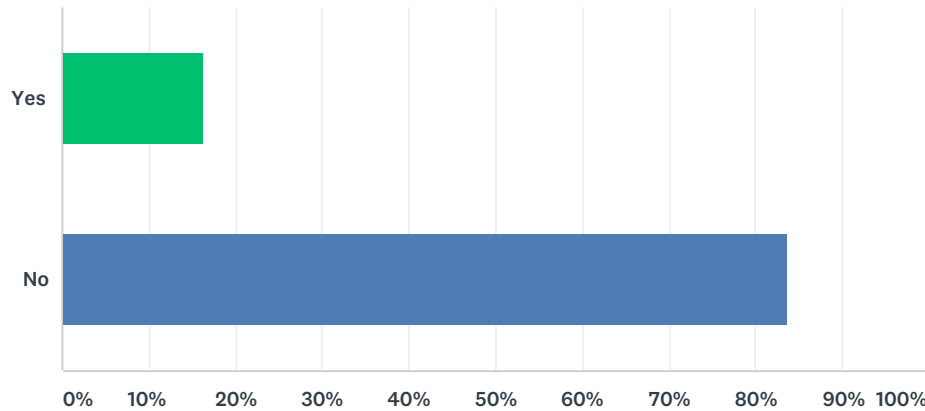
Q3 If no licence was issued please tell us the reason given by your local authority.

Answered: 18 Skipped: 26

#	RESPONSES	DATE
1	N/a	4/5/2019 12:25 AM
2	N/A	3/18/2019 9:57 PM
3	I couldn't afford the new cost that was estimated at around £550. That's £285. More than double. And £385. More than my neighbouring shop less than 10 min drive in next county.	3/18/2019 5:50 PM
4	Not applicable	3/18/2019 4:29 PM
5	N/a	3/18/2019 4:10 PM
6	N/a	3/18/2019 2:12 PM
7	N/A	3/11/2019 3:00 PM
8	faug 2018	2/27/2019 9:59 AM
9	na	2/25/2019 3:49 PM
10	Non	2/13/2019 6:39 PM
11	Not Applicable	2/8/2019 10:23 PM
12	N/a	2/8/2019 8:17 PM
13	We were inspected on the 10th of January and the inspector was unsure on around 40% of the questions so as of now still no answer on our licence he said well probably get 3 stars	2/8/2019 5:38 PM
14	N/A	2/1/2019 11:12 AM
15	NA	2/1/2019 10:13 AM
16	License was issued.	1/31/2019 4:45 PM
17	N/a	1/31/2019 4:17 PM
18	I still haven't actually got my licence yet (31st Jan)	1/31/2019 3:26 PM

Q4 Did your local authority attach any conditions to your licence?

Answered: 43 Skipped: 1

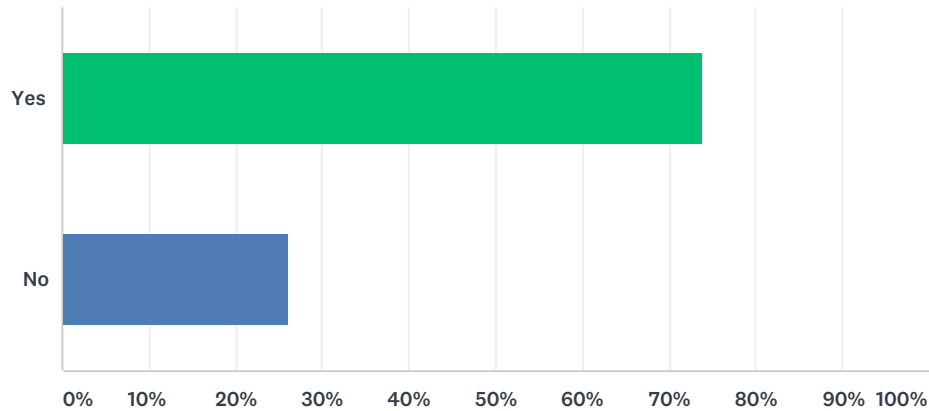


ANSWER CHOICES	RESPONSES	
Yes	16.28%	7
No	83.72%	36
Total Respondents: 43		

#	IF YES PLEASE LIST CONDITIONS	DATE
1	Minor issues - seperate food prep areas, thermostatic controls, temperature monitoring	3/19/2019 10:09 AM
2	uv sterilisers on marine fish uv	2/27/2019 9:59 AM
3	8 A4 pages of general & specific conditions about displaying the licence, keeping records, staffing, etc. which have been copied verbatim from the guidance advice.	2/21/2019 4:57 PM
4	to get to a 5 star they are saying that I need a ofqual regulated level 3 qualification but I have been working in my shop for over 30 years	2/15/2019 5:46 PM
5	The conditions listed from directly copied from the Derfa guidelines.	2/8/2019 10:23 PM
6	Just make sure we keep up the work and they will still check on us in a years time	2/1/2019 11:12 AM
7	All that was said is that I could potentially progress to a higher star rating after the first 3 years. As I was a new start up business (opening in November 2018) despite my facility's, only a 2 star License was issued.	1/31/2019 4:45 PM
8	The only thing extra we had to do was to have documentary evidence of weekly water quality checks on all systems.	1/31/2019 4:03 PM
9	Unsure as yet as still waiting for the actual licence	1/31/2019 3:26 PM

Q5 Did you receive a 4 or 5 star rating?

Answered: 42 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	73.81%	31
No	26.19%	11
TOTAL		42

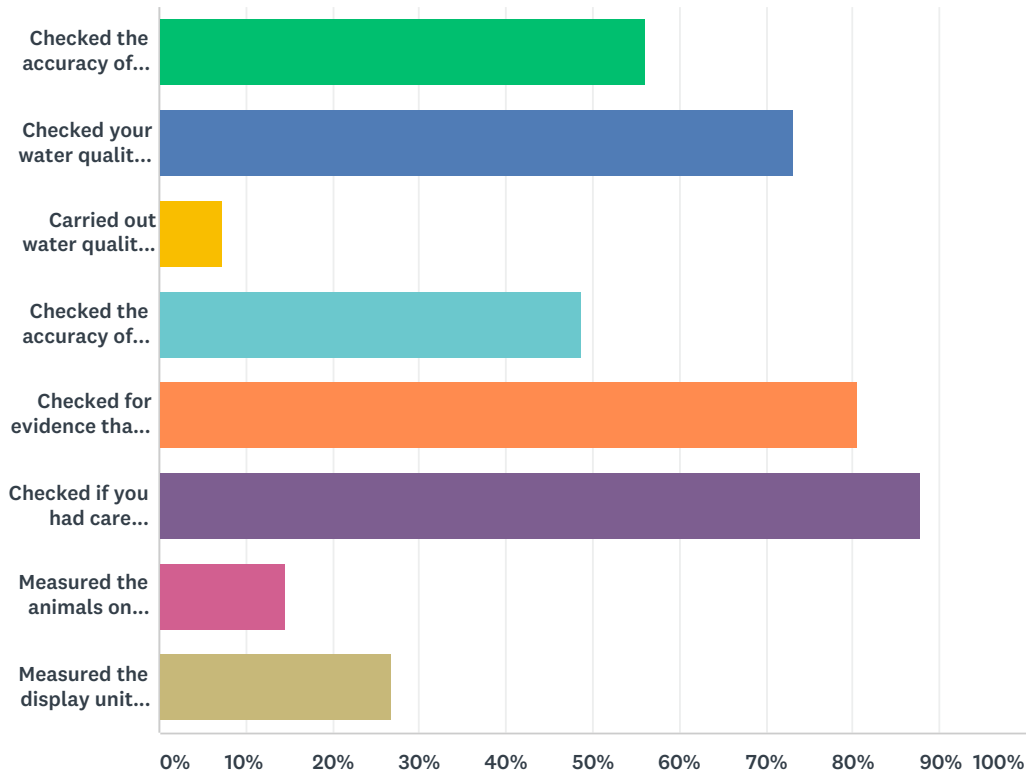
#	IF NO, PLEASE GIVE THE REASON GIVEN BY YOUR LOCAL AUTHORITY.	DATE
1	We was told we didn't comply with some of the higher standards even though we had meet them we tried the appeal process which was dealt with by an inspecting officer so we are now taking it further	3/18/2019 9:57 PM
2	Our aviaries for the birds failed to meet the higher standards sizing.	3/18/2019 9:39 PM
3	We didn't hit the standard required for the higher rating due to not monitoring temperatures and water conditions regularly enough.	3/18/2019 4:29 PM
4	Only got 4 stars as not held an old psl for a full 3 years i was 2 months short	3/18/2019 3:45 PM
5	We don't have formal qualifications, although we have been in the fish trade for over forty years. Our staff don't have formal qualifications either but they are all keen fish hobbyists and have worked for us for over seven years. We didn't keep enough written records of daily activities, such as checking temperatures and water testing. We did not keep a written record of the numbers of fish we sell, - this seems utterly bizarre to me, I cannot see what purpose it achieves. (we do keep records of all fish coming in) We did not have written procedures in place on staff training. Basically, it was stuff we do every day for the welfare of the fish but we weren't writing it down.	2/28/2019 3:33 PM
6	was before new licence aug 2018 but he was in the shop 4.5 hours checked pat testing licence fire safety	2/27/2019 9:59 AM
7	No real reason just minimum standards.	2/25/2019 3:49 PM
8	to get to a 5 star they are saying that I need a ofqual regulated level 3 qualification but I have been working in my shop for over 30 years. I need a training policy for the 1 member of staff who has worked for me over 20 years. I need signs to state that I have open topped tanks and if they put their hands in the tank they could catch a infection.	2/15/2019 5:46 PM
9	No qualifications in areas that were clearly not applicable to aquatics	2/8/2019 5:38 PM
10	No written details provided, but when the inspection was carried out there was a discussion regarding the requirements to achieve a higher rating. Primarily this was down to water testing requirements. (All our tanks are individually filtered and I made the judgement that the testing regime required for a higher rating would be far too time consuming to carry out.)	2/4/2019 3:04 PM

English retailers - feedback on the new Animal Activities Licensing regime

11	Because I was a new business I was classed as 'high risk'	1/31/2019 4:45 PM
12	I can apparently only have a maximum of 3 star as we sell tiny (1cm) aquatic frogs and the conditions of the higher standards are that no more than 3 may be kept per 3ft tank! We import a few hundred at a time. Turtle stocking quantities are also an issue for us, a maximum of three 2cm baby black musk turtles per 3ft tank is ridiculous for us as a Wholesaler. Its a shame as I would do the other items to get a 4 or 5 star rating (like extra testing, your qualification etc) but unless they change the stocking levels for frogs and turtles there is no point me doing it	1/31/2019 3:26 PM

Q6 During about the inspection process, did your inspector do any of the below (please tick all that they did)?

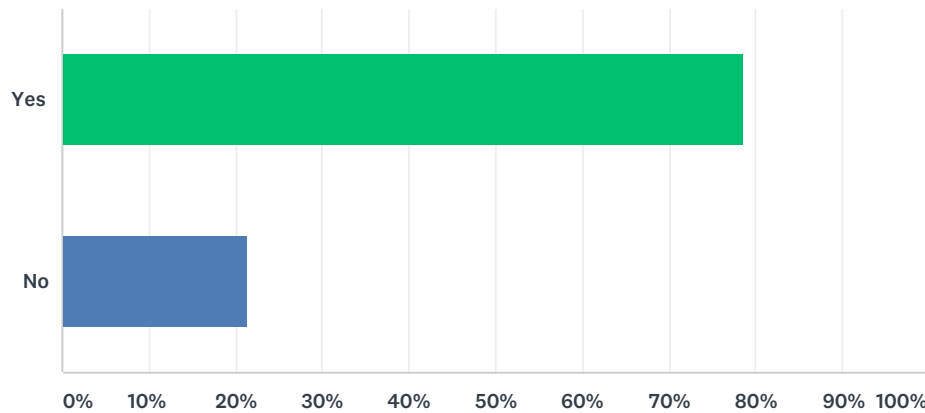
Answered: 41 Skipped: 3



ANSWER CHOICES	RESPONSES
Checked the accuracy of your register of animals (eg by checking sales invoices and your own record of sales).(Guidance Notes for conditions for selling animals as pets. Part B, Condition 2.1)	56.10% 23
Checked your water quality records	73.17% 30
Carried out water quality tests themselves	7.32% 3
Checked the accuracy of your record keeping	48.78% 20
Checked for evidence that all written procedures were being followed	80.49% 33
Checked if you had care information for customers	87.80% 36
Measured the animals on display (if you sell amphibians or reptiles)	14.63% 6
Measured the display units in which animals were kept (if you sell amphibians or reptiles)	26.83% 11
Total Respondents: 41	

Q7 Did you find the Defra document Guidance notes for conditions for selling animals as pets useful?

Answered: 42 Skipped: 2

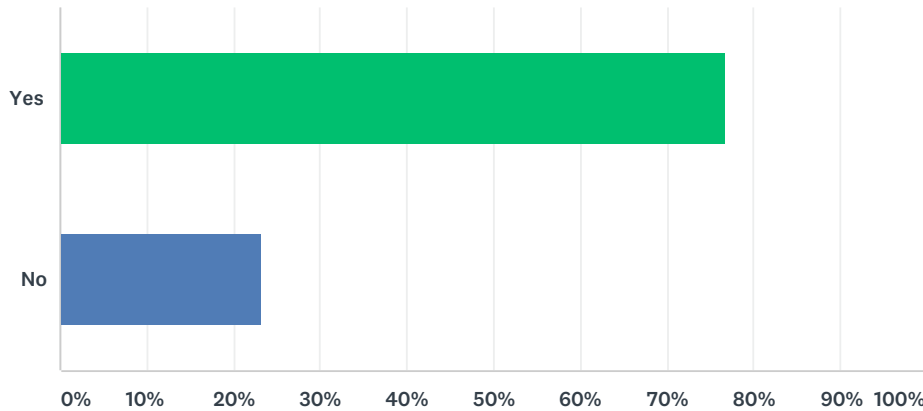


ANSWER CHOICES	RESPONSES	
Yes	78.57%	33
No	21.43%	9
TOTAL		42

#	IF NO, PLEASE EXPLAIN WHY.	DATE
1	We had to get this information ourselves we was not provided with this by the local authority however we didn't agree with all the conditions	3/18/2019 9:57 PM
2	Basically defra and the local councils have no idea what is required to implement the new rules and also how much time and work is required to maintain them, also the regulations take absolutely no account of knowledge of animals hence why I still hear of things being sold with inadequate equipment or housing by 5 star chain stores!	3/18/2019 4:29 PM
3	Alot of it repetition of the same wording for the same thing in different categories	3/18/2019 2:12 PM
4	Bit vague and generalised, too much was not applicable.	3/11/2019 7:01 PM
5	It is all basic knowledge that we already carry out, they just want more time to be spent on paperwork.	2/28/2019 3:33 PM
6	not read it	2/27/2019 9:59 AM
7	Very vague and can be interpreted in many ways. They also asked for stuff that wasn't listed. It also doesn't list any specific for species so it's left up to interpreted.	2/8/2019 8:17 PM
8	I HAVENT SEEN IT YET	2/1/2019 10:13 AM
9	Although some parts were contradicting	1/31/2019 8:01 PM
10	Lots of it is not really relevant to us as a wholesaler rather than a retailer. There should be different conditions for wholesalers, we do not work in any way the same as a pet shop	1/31/2019 3:26 PM

Q8 Has the new licensing regime increased your workload?

Answered: 43 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	76.74%	33
No	23.26%	10
TOTAL		43

#	IF YES, BY HOW MANY HOURS DO YOU ESTIMATE?	DATE
1	2 hours a week	5/1/2019 8:29 PM
2	Probably at least two hours a week in paper records	3/28/2019 2:54 PM
3	Probably around 1-1.5 hours per day	3/28/2019 9:36 AM
4	3 hrs week	3/19/2019 2:47 PM
5	4+ hours per week.	3/18/2019 11:32 PM
6	We have had to get extra staff in to deal with the extra workload	3/18/2019 9:57 PM
7	2-3 per week	3/18/2019 4:29 PM
8	2 hours a day	3/18/2019 4:10 PM
9	Checking and ticking 5 hours booking animals in and out instead of me old book system then having to allocate an enclosure then write up all the new paperwork for enclosure and animal average another hour and half a week if the shops busy i end up staying over to complete it all. Then when that sheet is full it gets put in a box never to be seen again most probably, so onny myself sees it... Totally unnecessary time would be better spent on the actual animals	3/18/2019 3:45 PM
10	1-2 hours per week	3/18/2019 2:12 PM
11	20 mins per day	3/11/2019 3:00 PM
12	Initially, about twelve or fifteen hours work, reading it all and writing up procedures. Then,weekly, maybe two to three hours .	2/28/2019 3:33 PM
13	At least a couple of hours a week in the office keeping my records up to date when I should really be on the shop floor caring for the fish	2/25/2019 5:27 PM
14	2-3 hours a day	2/25/2019 3:49 PM
15	Getting this licence took a little more time & effort (4 or 5 hours), but then it covers us for 3 years rather than one, so on balance not greatly. However the on going effort of increased record keeping and c.p.d requirements will add to our workload.	2/21/2019 4:57 PM

English retailers - feedback on the new Animal Activities Licensing regime

16	I've spent at least 6 hours in between customers getting the paperwork in order. The practicalities of water testing over 150 samples of water 3 times a week is ridiculous I'd have no time to serve anyone! not to mention the cost of the test kits. I can just look at a tanks and the way the fish are behaving and know if something is wrong I wouldn't still be in business after 37 years!	2/15/2019 5:46 PM
17	Approximately 6 to 8 hours a week.	2/8/2019 10:23 PM
18	3 a day at least.	2/8/2019 8:17 PM
19	3 to 4 hours per week including water testing 3 times weekly , dissolved oxygen testing takes to long , have invested £300 pounds in a digital meter for o2	2/8/2019 6:00 PM
20	3 hours per week	2/8/2019 5:38 PM
21	About 5-10 hours per week	2/8/2019 3:59 PM
22	Less than an hour a week	2/8/2019 3:18 PM
23	We did a lot of the work anyway. But we have had to do extra bits like out lables on all the fish. Which we have a lot of fish so that toke dorm time and it's time consuming keeping up with it as the stock changes. I have to do water tests three times a week and record them. Which uses up a lot of test kits and also time consuming as we have a lot of fish tanks.	2/1/2019 11:12 AM
24	2 hours per week minimum	1/31/2019 8:01 PM
25	2-3 hours a week	1/31/2019 7:17 PM
26	As there is no box to put other comments I will use this box. I applaud the new rules etc however, the point of the new rules was not only to standardise but to increase standards of care of livestock. This is not happening as different authorities seem to be interpreting the new rules differently. Some are taking a hard line even for minor things, others are more Laissez-faire. E.g. The new rules do not state a time period for new livestock to be quarantined it just says as appropriate. My local authority expects a min of 7 days of quarantine prior to fish being available for sale, this has not impacted on my business at all as we do that anyway, however other stores which I'm aware of have a 5 star rating which was issued by a different authority only quarantine for 24 hours? There are various examples of these types of inconsistencies which demonstrate the whole idea is still a work in progress.	1/31/2019 5:29 PM
27	At least 10 hours a week.	1/31/2019 4:45 PM
28	20 mins per day	1/31/2019 4:17 PM
29	3-4 hours	1/31/2019 4:11 PM
30	Only slightly.	1/31/2019 4:03 PM
31	We were (and still do) more than is required by the new guidelines.	1/31/2019 3:42 PM
32	More paperwork to document tasks that we already did	1/31/2019 3:26 PM