

Dogs service standards

(da) Stray Dogs

1. We will respond to reports of stray dogs as follows:
 - a) When the Dog Warden is on duty:
 - i) Where a dog has been detained; attending site, ideally within 2 hours, but certainly within 4 hours of the report.
 - ii) Where a dog is reported to be running loose, the Dog Warden will endeavour to attend site within 4 hours and search for the dog for up to 30 minutes and seize it, if it can be found
 - b) When the Dog Warden is not on duty:
 - i) Where the caller has detained the dog they will be requested to take to the dog to appointed holding kennels or veterinary hospital, or, if they wish, keep the dog until the next working day.
 - ii) Where a dog is reported to be running loose, no response will be offered
2. When a stray dog has been detained and the owner of the dog can be identified, an attempt will be made to return the dog to them or a Notice of Seizure will be served in line with our stray dog procedure. If the owner cannot be identified or if the dog cannot be returned to the owner, the dog will be taken to our kennels where it will be kept for at least 7 days. After this time, if the dog has not been claimed, we will attempt to re-home it through an animal rescue organisation, although if no home can be found the dog may be humanely destroyed.
3. Dog owners will be charged for the return of the stray dog. Payment is required before dogs are returned.

(db) Dog Control Order Enforcement

1. Sites subject to Dog Control Orders will be subject to enforcement patrols as appropriate. The programme of patrols will be based on knowledge of the sites, the likely prevalence of contraventions believed to occur at those sites and information, including fouling reports, received from the public and the Cleansing and Parks Services. Complaints of fouling in the street will be referred to Cleansing Services in the first instance. Where there is information to suggest there is a regular fouling problem, the Dog Warden will patrol the area and attempt to witness offences, at the request of Cleansing Services. If information is received as to the identity of an alleged offender, we will attempt to contact the alleged offender to warn them of the penalty for non-compliance.
2. Evidence of any Dog Control Order offences will be taken and considered in line with the Enforcement Policy and will usually result in the issuing of a Fixed Penalty Notice to the offender.
3. Advisory signs may be installed in areas where dog control orders apply, (where a fixing post or suitable surface is available), provided that we are satisfied that they are warranted and they do not have an adverse effect on the street scene. We will endeavour to maintain signs in good order during the course of the Dog Warden's patrols and on request.
4. Dog waste bins requiring replacement or refurbishment will be reported by telephone to Cleansing Services within one working day of observations.

(dc) Animal welfare complaints

1. In accordance with Council policy we will not investigate complaints of cruelty to animals. We will refer such cases to the RSPCA. We will however investigate complaints relating to premises licensed by the Council, under animal welfare legislation, such as pet shops and boarding establishments.