



# factsheet

## **DOG CONTROL SERVICE**

DOGS can be man's best friend or public enemy number one – depending on their owner.

Most dogs are well looked after, never cause any bother, and give their owners and their families enormous pleasure and companionship.

Responsible owners make sure their dogs never foul public places and train them from an early age to 'go at home'. If fouling occurs away from home they clean up after their dog and dispose of either in waste receptacles provided or in the domestic bin.

They keep their dog under control at all times (whether on or off the lead), and make sure their pet never strays.

Of course, accidents do happen, and pets can escape, but your dog is at risk if left to roam, and a family pet could easily be injured or cause an accident.

In the countryside, a farmer is entitled to shoot a loose dog if he fears it may attack livestock.

Charnwood Borough Council has a dog control service which aims to:

- Deal with lost or stray dogs
- Promote responsible dog ownership



## DOG CONTROL SERVICE

- Enforce the Council's order on dog fouling
- Enforce other dog-related legislation (including the Dangerous Dogs Act).

### Stray Dogs

The Dog Control Officer regularly tours all parts of Charnwood. He will seize and detain any stray dog he finds in a public place, either on patrol or in response to a complaint.

Strays on private land can also be captured, with the landowners consent.

Under the Government's Control of Dogs Order 1992 all dogs in a public place are now legally required to wear a collar and tag giving the name and address of the owner. It is an offence for your dog to be without this identification. As a collar and tag can easily become lost it is advisable to consider having your dog micro-chipped (see below).

Dogs with suitable identification will be returned to their owners free of charge on the first occasion.

Dogs found without adequate identification, or which have strayed before, will be taken to our contractor's kennels, (College Garth Kennels, Hathern) and kept there for the statutory 7 day period. If unclaimed they will be made available for re-homing.

Before the dog can be reclaimed by its owner, a fine, daily boarding charges and any veterinary fees incurred must be paid.

### RESPONSIBLE DOG OWNERSHIP

**Micro-chipping:** A free micro-chipping service is offered to people who re-home a dog from the contract kennels (College



## DOG CONTROL SERVICE

Garth Kennels). For all other dogs the cost is £15.00. Micro-chipping is a quick and painless procedure which involves implanting a tiny chip below the skin in the scruff of the dog's neck.

The micro-chip contains a unique bar code, which when read by our Dog Control Officer's scanner provides instant details of the dog and its owner, thereby making it possible to quickly re-unite the two in the event of the dog straying. For further information please contact College Garth Kennels on 01509 842327.

**Education:** A member of our Environmental Health staff or our Dog Control Officer will be very happy to visit schools, clubs, voluntary organisations or other groups to talk about this work and promote responsible dog ownership.

Anyone re-homing a stray from the kennels receives a free copy of Charnwood Borough Council's Dog Owners Handbook and can take advantage of a free place on a basic dog training course. For further details contact the Council on 01509 634628.

## The Law

We have introduced new dog control orders under the Clean Neighbourhoods and Environment Act 2006 which come into force from 28th January 2008, details of which can be found on our website

[www.charnwood.gov.uk/environment/dogcontrolservice.html](http://www.charnwood.gov.uk/environment/dogcontrolservice.html)

### 1. The Fouling of Land by Dogs (Borough of Charnwood) Order 2007

The effect of this order, which replaces the existing designation order under the Dogs (Fouling of Land) Act 1996, is that if a dog defecates at any time on the land listed in the order, which includes



**DOG CONTROL SERVICE**

most public land, and a person who is in charge of the dog at that time fails to remove the faeces from the land forthwith, that person will be guilty of an offence. There will be exemptions for blind persons with guide dogs and disabled persons using trained assistance dogs.

**2. The Dogs Exclusion (Borough of Charnwood Children's Play Areas) Order 2007**

The effect of this order, which replaces the existing byelaws, is that a person in charge of a dog will be guilty of an offence if he takes the dog onto, or permits the dog to enter or to remain on these play areas. There will be exemptions for blind persons with guide dogs and deaf persons and disabled persons using trained assistance dogs.

**3. The Dogs on Leads by Direction (Borough of Charnwood) Order 2007**

The effect of this order, which replaces the existing byelaws, is that a person in charge of a dog will be guilty of an offence if at any time on the land above, he does not comply with a direction given to him by an authorised officer to put and keep the dog on a lead.

**Penalty**

The penalty on conviction for an offence is a fine not exceeding level 3 on the standard scale (maximum £1000). However an authorised officer who has reason to believe that a person has committed an offence may give that person a notice offering him the opportunity of discharging any liability to conviction for the offence by payment of a fixed penalty. The penalty will be set at £80 with a discounted sum of £50 if paid within 10 days. The Council



## DOG CONTROL SERVICE

will not hesitate to prosecute anyone who fails to pay the fixed penalty.

The Dog Control Officer is authorised to issue fixed penalty notices, as are the Council's Street Wardens, and carries out daily patrols of the many Council managed parks, recreational areas and open spaces.

He is also authorised to deal with dangerous dogs, or dogs dangerously out of control in a public place, in conjunction with the Police.

### **Standards And Duties**

We aim to answer telephone calls direct to Dog Control Service within 10 seconds and within 25 seconds if the call is made via the switchboard. If you write to us we will respond within 5 working days.

The Contractor is required to:-

- Respond to requests for service as follows:-

*Stray, lost or dangerous dog - same working day*

*Dog fouling - 3 working days*

*Emergencies - 2 hours from receipt of instructions*

- Micro-chip and re-home unclaimed dogs after 7 clear days.

These standards are reviewed annually and take account of feedback from service users.



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**DOG CONTROL SERVICE****If You See A Stray**

If you want to report a stray or lost dog, during office hours (Monday - Thursday, 08.30 - 17.00, Friday, 8.30 - 16.30) please telephone 01509 634628.

Since the Police no longer have a responsibility for accepting stray dogs, the Dog Control Officer now provides an out of hours collection and kennelling service from Mon to Friday 17.00 - 22.00 and, Sat to Sunday 10.00 - 22.00 for stray dogs that have been reported to him and are in the possession of the finder. He can be contacted on 07895 490589.

The kennels which are situated at College Garth Kennels, Derby Road, Hathern are also available to accept strays on Mon-Fri 08.00 - 12.00 and 13.00 - 17.00, on Sat 09.00 - 16.00, on Sun 09.00 - 12.00 Tel no 01509 842327

By working in partnership with College Garth Kennels, we are able to provide a cost-effective service, backed by the resources and experience of one of the areas best-known kennels. Both the Council and the kennels have a common goal: to encourage all dog owners to be responsible about looking after their pets, and to ensure animals (and people) are not put at risk by thoughtlessness.

**Customer Choice**

Feedback from our customers is essential for assessing the quality of this service and provides useful indicators of successes or shortcomings in service delivery.

We invite comments on the quality of service provided through our dog control customer satisfaction survey. If you wish to discuss or comment on our service or any information in this leaflet please see contact details below.

## DOG CONTROL SERVICE

Should you have cause to complain about us or our services then let us know so we can, if appropriate, take action to put matters right. Where you feel this has not happened Charnwood Borough Council has a formal complaints procedure, which you may follow. All reception points and enquiry centres have copies of the Complaints Procedure leaflet.

**If you require more information, please contact:**

Environmental Health Services, Charnwood Borough Council,  
Southfields, Loughborough, Leicestershire, LE11 2TX.

Telephone: (01509) 634628

E-Mail: [occupational.health@charnwood.gov.uk](mailto:occupational.health@charnwood.gov.uk)

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ भाषिती जुही जुही पद्धतिओमां उपलब्ध छे, ते भेजववा भाटे कृपा करी आ नंबर पर सेन करो (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਢੰਗਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਸਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560



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**DOG CONTROL SERVICE**