

A light brown horse with a white blaze on its face is looking out from a stable doorway. The horse is wearing a dark purple blanket. The stable door is made of grey metal and dark wood. The wall is yellow. The background is dark, showing the interior of the stable.

The  
British  
Horse  
Society

# Approved Centre Criteria

Livery Centre

# Approved Livery Centre Criteria Introduction

## Welcome to the assessment criteria for becoming a BHS Approved Livery Centre

The purpose of this document is to share the assessment criteria and inspection process that underpin the quality standards that are integral to the recognition and success of the BHS Approved Centre scheme.

It provides examples of how to meet the assessment criteria and explains how to prepare for an inspection. We are here to help. There is lots of support and advice available to you, whether you are a current or a potential member of the scheme. Please don't hesitate to get in touch. When a Livery Centre also operates as a Riding School or a Facility Centre, then these aspects of their provision are also assessed under the relevant BHS Approved Centre criteria for such Centres.

### **What to expect at an inspection**

We recognise that livery provision within Centres will differ from do-it-yourself (DIY), assisted or part through to a full livery service being offered. All have unique aspects that not only retain current clients, but also attract new ones to their door. Our Inspector will use the initial assessment visit to meet you, view the available facilities for livery clients and their horses and gain an understanding of the provision you offer. A combination of meeting relevant staff (where employed) and seeing the horses at your Centre helps them to understand the working practices that ensure the expected standards of horse care for scheme approval are in place. Throughout the visit, informal discussions allow plenty of time for equal sharing of questions and understanding whilst reviewing the scheme criteria.

### **Centre assessment**

An overview is provided for each assessment area. Each area is assessed through a Centre confirming that they meet the relevant criteria. The evidence will be a combination of the required documentation and the practical observations and recommendations of the Centre Inspector. Where possible, elements of the required documentation can be submitted online, and some will be able to be self-declared. Where elements are self-declared a selection will be subject to review at inspection. The following criteria for each assessment area provide further explanation, together with examples of what is required.

### **Grading levels**

There are two grading levels within each inspection area. The first level is Approved which means a Centre has met all elements of the assessment criteria. A Centre may progress to the higher level by meeting additional criteria to achieve the accolade of Highly Commended. For Centres that have children on site, the achievement of the Safeguarding assessment is awarded as Fully Compliant.

### **How we can help**

Our dedicated Approved Centres Business Support team can help Centres in preparation for inspections. This may be support for an initial assessment, or preparation for regular announced inspections, which take place every other year. Whether you need policy templates, risk assessment guidance or advice on how to meet the Safeguarding requirements, you will have access to all of our templates and data sheets.

Our friendly team is always happy to help so if you are unsure about any aspect, simply contact BHS Approved Centre Operations at [approvedcentres@bhs.org.uk](mailto:approvedcentres@bhs.org.uk) or call 02476 840509

# Livery Centre - Horse Care

## Overall Expectation:

The well-being of the horse is the most important reputational aspect for any successful equestrian establishment. Meeting the daily and routine health care, exercise and welfare needs of all horses and ponies should always be the highest priority. Centres will need to have sufficient knowledge and experienced staff to ensure acceptable horse care standards are maintained throughout all seasons. This will require Centres to accept responsibility that horses and ponies kept on any type of livery arrangement, will be overseen by personnel with the required knowledge and authority to ensure acceptable welfare standards are maintained for all horses and ponies kept at the Centre.

Providing suitable shelter/accommodation and minimising risk of disease through an effective isolation procedure/facility and a preventative fire risk assessment being in place are some of the required measures involved in helping to keep horses and ponies safe. Centres are encouraged to proactively maintain as a minimum, plans for routine healthcare aspects, for example having a proactive approach in the management of preventative worm burden through to consideration of 'emergency' care plans for horses and ponies kept at the Centre.

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
A1 A suitably experienced person with the knowledge and competence to ensure horse care and welfare needs are being met		✓		A1 A list of Centre staff, including equestrian qualifications and job role in the Centre	
A2 Evidenced by their appearance and condition, all horses to have a regular care programme that includes exercise/ grooming/time out of stable	✓				
A3 There is a livery contract in place which clearly defines the horse owner and livery yard responsibilities regarding meeting routine healthcare and any exercise needs for the horse		✓		A3 An agreement that details how healthcare, welfare and exercise needs are to be met, including planning for emergency situations to ensure welfare is maintained	

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
A4 A list of all horses/ponies at the Centre		✓		<i>A4 The list to total the number of horses at livery</i>	
A5 Each horse to have constant access to clean water, appropriate shelter with their dietary needs being correctly met	✓				
A6 Each horse is attended to regularly by a. a registered farrier to ensure feet are well maintained b. either a veterinarian or a qualified dentist to ensure teeth are maintained	✓		✓		
A7 There is a worm prevention plan in place		✓		<i>A7 Including all horses on site, this would be an explanation of how a worm burden is minimised</i>	
A8 An isolation area, either stabling or a separate, sheltered and separately supplied paddock	✓			<i>A8 This would need to include option for new arrivals</i>	
A9 A written isolation/biosecurity plan is in place, and adhered to		✓		<i>A9 A statement upon how the Centre minimises risk or spread of disease, manages the communications to clients upon implementing isolation procedures</i>	
A10 A written preventative fire risk assessment and evacuation procedure		✓		<i>A10 What's being done to minimise risk of fire, communication plan and evacuation procedures</i>	
A11 All horses should be microchipped and have a valid equine passport			✓		

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
A12 Stable yards and surrounding areas should be kept free from risk of excessive equipment/storage that could compromise entrance/exit routes	✓			<i>A12 Stables, yard and surrounding areas should be safe, accessible and well maintained with minimal potential for hazards that can lead to avoidable incidents for both horses and humans</i>	
A13 Shelters/stables must be well ventilated, safe in construction with height and size sufficient to allow comfort and movement for the horse, thus encouraging those permanently stabled to lie down	✓			<i>A13 All accommodation should have secure fixtures and fittings, be free from hazards or leaks, doors at suitable height/width which open/close freely and light to allow for suitable inspection of a horses' health</i>	
A14 Stables, including those with rubber matting, should have sufficient clean bedding to ensure comfort and cleanliness for the horse	✓			<i>A14 Rubber matting should be secure and cover the flooring area with no gaps between the edges. Bedding provided must be clean and positioned to encourage lying down and enabling the horses to stale. The bedding area should be large enough that should the horse need to roll, the entire body should be able to remain on the bedding. For example, only positioning bedding in a corner of a stable may restrict access to staling (urinating) and limit 'soak-up' of urine. For example <a href="https://www.bhs.org.uk/advice-and-information/horse-care/bedding/bedding-types">https://www.bhs.org.uk/advice-and-information/horse-care/bedding/bedding-types</a></i>	
A15 The feed room and storage areas need to be dry, clean and tidy with vermin proof storage a. For horses in the care of the Centre, there should be a legible up to date feed chart b. Where provision of feed is the responsibility of the horse owner, the storage system for feed should remain individual to each horse	✓			<i>A15 A tidy feed room/area (restricted from horse access) with clean feed bowls, a feed chart detailing individual diets supports the visual observations of a correctly managed yard</i>	

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
A16 An equine first aid kit that only contains up to date items	✓			<i>A16 Minimum requirement for emergency cover, e.g. bandages, sterile dressings, thermometer</i>	
A17 For horses kept on a DIY or an Assisted Care system, an 'Emergency Care Plan' should be in place for each horse with provision for emergency Equine First Aid	✓			<i>A17 If not covered in livery agreements, then such plans help to inform for emergencies – below offers a template for use <a href="https://www.bhs.org.uk/our-work/welfare/our-campaigns/react">https://www.bhs.org.uk/our-work/welfare/our-campaigns/react</a></i>	
A18 Prescription Only Meds (POM's) should be a. kept in a restricted area or lockable provision with a nominated person responsible for administration b. For horses kept on a DIY or Assisted Care system, the Centre should be informed and agree a system for safe management and administration	✓			<i>A18 For example, if kept in a feed room for convenience, they should be in a lockable cupboard/draw and clearly labelled regarding which horse or in the horse owners lockable container</i>	

Criteria for BHS Approval Highly Commended	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
H1 Where the livery service provided includes full responsibility for the horses' care, there needs to be legible detailed care plans that record dietary requirements and any health care needs such as preventative or additional veterinary/physiotherapy recommended care programmes in place to enhance welfare	✓			<i>H1 - H2 This requires being able to demonstrate a proactive approach (in the planning stages) that the care and health needs for all horses (as individuals) are being met through a combination of preventive measures and/or treatments such as massage etc</i>	
H2 Records held need to show there is a planned schedule for vaccinations to aid biosecurity and minimise risk of disease	✓				
H3 There is provision of additional working equipment to enhance horse welfare e.g. massage pads, solarium, horse walker	✓			<i>H3 Equipment should be accessible and well maintained, with an induction upon safe use for all users</i>	
H4 A separate Isolation/Quarantine facility and/or a detailed written plan/procedure	✓	✓		<i>H4 Such facility would be supported by a plan that includes staff induction, disease prevention, outbreak management and communication planning</i>	
H5 There is either 24-hour onsite supervision or a procedure for late night duties/out of hours checks upon both horse welfare and security			✓		

<b>Criteria for BHS Approval</b> Highly Commended	Inspection Visit	Submit Online	Self Declaration	<b>Preparation Notes</b>	<b>Done?</b>
H6 All stables are positioned/designed to enhance horse welfare and allow sight of other horses	✓			<i>H6 For example, stables exceed minimum welfare requirements, they have overhanging shelter or their positioning avoids weather ingress, or there are additional windows to improve airflow/ventilation</i>	
H7 The feed room is a well-lit, lockable designated area with safe accessible storage for supplements	✓			<i>H7 Only accessible by nominated staff combined with stock control and a system for storage/use of supplements that is safe, thus minimising risk of error</i>	
H8 There is a separate well-lit, safe and contained area to enhance opportunity for effective inspection of the horse's health	✓			<i>H8 This would be an area that is designated for such use, therefore accessible and ready for use in the event of an emergency e.g. checking injuries</i>	
H9 There is an effective targeted worm prevention plan for individual horses		✓		<i>H9 The plan needs to evidence individual horse needs being met, for example use of faecal egg worm counts/saliva testing</i>	









# Livery Centre - Client Experience

## Overall Expectation:

All Centres are busy and those with a tidy appearance, professionalism and good working practices enhance their success. Friendly and welcoming staff all serve to enhance the first and lasting impression. Visual demonstration that a Centre is making a substantial commitment to the safety and enjoyment of their clients visiting and spending time on the yard with their horse, supports a genuine ethos of good customer care, and in turn contributes to a positive experience for clients.

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
A1 The centre is clean and tidy creating an overall positive first impression	✓			<i>A1 A first impression is often lasting. Unnecessary clutter or an untidy yard may negatively influence</i>	
A2 Clients and visitors are greeted in a friendly and approachable manner	✓				
A3 There are clean toilets with handwashing facilities	✓			<i>A3 Are regular checks in place to ensure access and fit for purpose?</i>	
A4 There is a support system in place for livery clients and their horses, with a clear system for all communications	✓			<i>A4 Is help available and do clients know who to approach?</i>	
A5 All client communications are compliant with data protection requirements			✓	<i>A5 Do you have a privacy or data policy that explains how you manage client information? If not, we can help with templates</i>	

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
A6 Where used, Centre website and any social media platforms, such as FB, are accurate and up to date			✓	A6 Does information accurately represent what the centre offers clients? Is it proactively managed e.g. are price lists up to date with information upon any events?	
A7 All riders should wear hats that meet current British safety standards. Poster display recommended			✓	A7 You can access information here <a href="https://www.bhs.org.uk/advice-and-information/tack-and-equipment/what-to-wear/headwear">https://www.bhs.org.uk/advice-and-information/tack-and-equipment/what-to-wear/headwear</a>	
A8 The yard, stables and surrounding areas should be fitted with adequate lighting for clients to be able to carry out routine horse care activities safely and easily in all seasons.	✓		✓	A8 For example, is lighting sufficient to allow for reduced daylight in winter months and are systems in place when conditions are freezing	
A9 Clearly visible, legible Fire Procedures are in place	✓			A9 For example, emergency signage and meeting points etc	
A10 Clear contracts/agreements are in place for livery provision, including information upon services offered		✓	✓	A10 Evidencing this links with the Working Practices assessment	

<b>Criteria for BHS Approval</b> Highly Commended	Inspection Visit	Submit Online	Self Declaration	<b>Preparation Notes</b>	<b>Done?</b>
H1 Clients have access to extra activities and/or training which is organised by the centre				<i>H1 Activities relevant to the Centre and client base, picnic ride, yard outings e.g. Olympia, BHS Ride Out, or clinics</i>	
H2 A clean and comfortable rest area is provided for clients with refreshments available				<i>H2 Any such provision to be hygienically managed and to meet food and hygiene regulations, e.g. if operating as a Café</i>	
H3 A welcome pack or similar which includes relevant information upon yard procedures, protocols for facility use, communications e.g. accident procedures				<i>H3 In addition to the livery agreement, this can be digital or paper based, with outline information to guide client expectations</i>	
H4 There is a proactive system in place for receipt and measurement of client feedback				<i>H4 - H5 How do you measure client satisfaction? Is there a suggestions box or regular meetings to evidence 'best practice' and positive reviews? Are responses given in line with the timeframes specified in the centres complaints policy</i>	
H5 Response to client requests are dealt with promptly					
H6 There are other additional services offered to clients e.g. rug washing or rider fitness sessions					

# Livery Centre - Hacking and Riding Out

## Overall Expectation:

The offer of hacking and riding outside of the arena environment should be an enjoyable and safe experience for both horse and rider.

Centres should be able to evidence the safe practices they have in place to make this an enjoyable experience, for example, the centre has knowledge of the local area and can provide clients with details of riding routes.

Access to safe and enjoyable off-road hacking is considered a premium and a high priority for many riders. Where a centre can offer direct access (with minimal roadwork) to quality hacking routes then the allocated grade for this area will be considered to be higher standard providing the below criteria for approval can be met.

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
A1 There is a system for recording client estimated route/return time for when unaccompanied riders are hacking off site	✓		✓	<i>A1 The purpose for this is to forewarn should a rider not return when expected, e.g. an easily accessible wipe board</i>	
A2 There is a code of conduct (guidance) for clients that promotes safe practice when riding out		✓	✓	<i>A2 For example, recommending use of PPE, Hi-viz to increase visibility, mobile phone, emergency contact, use of What3Words or similar – a template is available if required</i>	
A3 Where centres provide riding out routes on-site (out of the arena situation), such routes are supported with suitability guidance for riders			✓	<i>A3 Information would include approximate duration/variety in terrain and accessibility</i>	

<b>Criteria for BHS Approval</b> Highly Commended	Inspection Visit	Submit Online	Self Declaration	<b>Preparation Notes</b>	<b>Done?</b>
H1 The code of conduct for hacking out includes safety protocols, advice for clients and reporting procedures		✓	✓	<i>H1 For example, local venues/personnel who maybe able to help in an emergency, transport options should a horse go lame and reporting of incidents,  <a href="https://www.bhs.org.uk/our-work/safety/report-an-incident">https://www.bhs.org.uk/our-work/safety/report-an-incident</a>            Template Available</i>	
H2 When hacking or riding out there is a variety of terrain for example, accessible roads, tracks and/or fields to suit all paces with circular routes of varying lengths	✓		✓	<i>H2 - H4 This information may be apparent on a Centre website or can be affirmed throughout an inspection visit</i>	
H3 The routes offer variety such as access to a combination of any of the following: beach rides, woodland, coastal, riverside, mountain or farmland	✓		✓		
H4 There is access to off-road routes via minor roads within half a mile of the centre OR there is direct access on to a farm ride or similar	✓		✓		

# Livery Centre - Grassland and Turnout

## Overall Expectation:

Access to turnout or grazing on well-maintained grassland is often considered a premium at many equestrian centres.

Such restrictions may exist due to the location and accessibility to suitable land or seasonal influences such as inclement weather and effectiveness of soil drainage. Safe and secure turnout or grassland with access to water and shelter and an effective management programme forms the basis of assessment for BHS Approval. This assessment also includes seasonal grazing, alternative grazing such as a track system, and turn out that may be off site from the Centre. Turnout areas can include use of all-weather surfaced areas that have been provided to allow for situations when access to grassland is restricted.

Utilising their knowledge upon individual horses when determining either herd/group or individual turnout situations, Centres should manage an appropriate schedule or rota system for access to their grassland and turnout.

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
A1 All boundary and divisional fencing should be safe, in a good state of repair and well maintained	✓		✓	<i>A1 Fencing materials can be found as an appendix at the end of the criteria.</i>	
A2 Grazing/turnout areas should be safe and easily accessible with secure field gates allowing easy access/egress	✓		✓	<i>A2 For example, do gates easily open/close and is there provision of a 'walk through' if needed</i>	
A3 There is safe access to a continual supply of clean water	✓		✓	<i>A3 For example, ground conditions don't prohibit safe access for horses or people</i>	

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
<p>A4 Where water supply is reliant upon natural sources, such as springs or streams, there should be checks and alternative supply arrangements in place for</p> <ul style="list-style-type: none"> <li>a. pollution risk</li> <li>b. low water levels</li> <li>c. ease of access</li> <li>d. ensuring horses cannot wander/ escape fields</li> </ul>	✓		✓		
<p>A5 The grazing/turnout area is well maintained with a system for the management of droppings</p>	✓		✓	<p><i>A5 For example, dropping removal or harrowing with rest periods for grazing areas</i></p>	
<p>A6 An effective plan for ongoing maintenance of fields with systems in place to promote pasture quality, such as removal of weeds, poisonous plants or dangerous objects</p>	✓		✓	<p><i>A6 For example, the risk of over-grazing or a 'horse-sick' appearance to fields is minimal. For information upon poisonous plants <a href="https://www.bhs.org.uk/advice-and-information/horse-care/pasture-management/poisonous-plants">https://www.bhs.org.uk/advice-and-information/horse-care/pasture-management/poisonous-plants</a></i></p>	
<p>A7 Paddocks/turnout area to be relevant to requirement e.g. allowing safe stocking ratios for either grazing or turn-out</p>	✓		✓		
<p>A8 Horses should have access to natural shelter appropriate to any seasonal conditions whether extreme heat or rain</p>	✓		✓	<p><i>A8 Access to shelter should consider factors such as duration of turnout and companionship</i></p>	
<p>A9 Individual horse needs are considered when determining suitability of herd/stocking ratios/available acreage and access to grazing, e.g. provision for those at risk of laminitis/ obesity and appropriate herd groupings</p>	✓		✓		

Criteria for BHS Approval Highly Commended	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
H1 The grassland management plan enables opportunity for either rotation of or separate Summer/Winter grazing provision	✓		✓	<i>H1 For example, the plan allows for grassland rest and growth periods</i>	
H2 All fencing is 'Horse safe', using good quality materials, professionally erected and well maintained (does not include Barbed Wire)	✓		✓		
H3 For welfare reasons, there is provision for permanent individual turnout paddock(s)	✓		✓	<i>H3 For example, a horse recovering from an illness or due to rehabilitation reasons</i>	
H4 There is planned management of gateways to minimise risk of injury caused by excessive winter mud	✓		✓	<i>H4 For example, this could be hardstanding or changeable sectioned access points</i>	
H5 There is access to regular all year turnout to maintain variety in exercise needs	✓		✓	<i>H5 If used as a turnout area as opposed to grazing, it should offer shelter with good drainage</i>	
H6 Where there is no natural shelter available, field shelters are available to ensure all horses have access to shelter	✓		✓	<i>H6 Such access should also recognise and service the duration of the turnout period and if in a herd situation be sufficient in size/number</i>	



# Livery Centre - Facilities

## Overall Expectation:

This assessment area reviews the additional facilities that a Centre provides for livery clients to use with their horse(s). Each Centre will differ according to their own business activities, client base, available space and catchment area.

Alongside being clean and tidy and well maintained, any facilities provided should enhance the experience for clients and their horse. All facilities should be constructed and utilised with safety and practicality being of the foremost importance.

For a Centre to attain the higher standards within this assessment area, the centre should meet a minimum of 50% of the criteria within the higher standards assessment.

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
A1 Where a Centre has arena (s) they should be positioned in a secure area to minimise risk of straying should a horse become loose	✓			<i>A1 - A3 Not all livery yards require an arena, for example those situated with direct access for hacking</i>	
A2 Any riding arena or area to be relevant in size and type to the yard activities	✓				
A3 Arena(s) should have: a. A gateway/entrance wide enough for safe entry and exit of horses, that allows vehicle access for both maintenance and in case of emergency b. a level arena surface, with equipment in place to ensure regular maintenance of the surface occurs c. working drainage to support the surface and enable use throughout the year d. a surface free from excessive dust or an effective watering system to minimise dust	✓		✓		







Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
A4 Where fenced in, the perimeter fencing on an outdoor arena should be safely constructed	✓		✓	<i>A4 Smooth surfaced materials, such as wooden rails or arena walls at height compatible to use, as a guide minimum 4ft 6/1.4m</i>	
A5 Where a covered arena is fitted with kicking boards, these should have a smooth surface, be free from sharp edges/holes	✓			<i>A5 Ideally there should be no protrusions inside or into an arena, any unavoidable (non-removable) protrusions should be padded to minimise risk of injury</i>	
A6 Any spectator viewing areas with a glass frontage should feature safety glass in their construction			✓		
A7 Any arena equipment, such as jump wings, poles etc when not in use are safely stored	✓		✓	<i>A7 This would be an agreed location, adhered to by all to minimise risk from clutter etc and to enable full use of arena by other users</i>	
A8 Where a Centre provides equipment for client use, there are; a. arena letter/markers b. mounting block(s) c. safe jump poles/stands d. safety cups	✓		✓	<i>A8 This would be relevant to the Centre, but where jumps are used with back rails on jump stands, then safety cups should be provided for use</i>	

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
<p>A9 Where relevant to the livery arrangement, safe storage is available for meeting DIY or an assisted livery provision, for example:</p> <ul style="list-style-type: none"> <li>a. mucking out tools, grooming kit etc</li> <li>b. feed, forage and bedding</li> </ul>	✓			<p><i>A9 Areas should be dry, well lit to enable all year usage and space available (for individual horses) clarified in induction/livery agreement</i></p>	
<p>A10 There is safe provision for storage of required rugs</p>	✓			<p><i>A10 As minimum, there should be room for storage of rugs in daily (seasonal) use for each individual horse that does not obstruct stable ventilation or view and allows for airing/drying of rugs</i></p>	
<p>A11 There is a safe external 'wash down' area for rinsing off/washing horses, for example after exercise</p>	✓			<p><i>A11 For example, tie rings safely positioned, no risk of horse slipping on drains etc and enclosed to prevent straying should a horse panic and pull back</i></p>	

Criteria for BHS Approval Highly Commended	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
H1 Arena dimensions are as minimum 20x40m, with lighting provided for ridden use in the dark	✓		✓	<i>H1 Lighting provided should enable safe access to and from the arena from the stabling</i>	
H2 There is a seated area that provides viewing over the arena	✓		✓	<i>H2 If seating is level with the arena, this should be partitioned off to minimise risk</i>	
H3 The viewing area is covered/ sheltered from adverse weather	✓		✓		
H4 There are either additional arenas for use OR there is provision of a minimum 20x60m arena	✓		✓	<i>H4 All additional arenas for use must be equally well maintained</i>	
<p>H5 There is provision of additional equipment for use in the arena, such as any of the following;</p> <p>a. Dressage arena boards and arena markers up to 20x60m requirements</p> <p>b. Show jumps including range of fillers to enable construction of a SJ course</p> <p>c. Arena event jumps including range of styles to enable construction of a simulated arena cross country XC course</p>	✓		✓	<i>H5 Arrangements for set up and use of such equipment are between the Centre and their clients, e.g. booking systems or free for own use. All equipment should be safely maintained</i>	
H6 There is covered storage for arena equipment with easy access to the arena	✓		✓	<i>H6 This could be a container or a lean-to construction</i>	

<b>Criteria for BHS Approval</b> Highly Commended	Inspection Visit	Submit Online	Self Declaration	<b>Preparation Notes</b>	<b>Done?</b>
H7 Safe training mirrors are correctly positioned in an arena	✓		✓	<i>H7 Safety mirror materials to be used and fastened securely</i>	
H8 There is a selection of well-maintained cross-country fences that offer variety such as height range and complexity.	✓		✓	<i>H8 All fences must be securely fixed to the ground with take -off and landing areas free from poaching and rough or stony areas</i>	
H9 There is a safe, secure and well-lit area for washing down horses, with access to a heated shower facility, such as a mobile hot shower unit	✓		✓	<i>H9 If positioned outside of an internal barn system, the area must be secure with additional lighting for use in the dark</i>	
H10 There is a safe, secure well-lit veterinary inspection area	✓		✓	<i>H10 Such inspection areas would need to be undercover with non-slip surfacing on the floor</i>	
H11 There is a well maintained and working horse walker	✓		✓	<i>H11 - H13 All should be in good working order, size appropriate for horses using them, with secure fixtures, fittings and floor surfaces. Supported by records for servicing and induction upon their use in place for both clients and staff. PAT testing requirements adhered to upon electrical equipment</i>	
H12 There is a well maintained round pen/lunge pen or similar	✓		✓		
H13 There is a well maintained and working horse solarium	✓		✓		

Criteria for BHS Approval Highly Commended	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
H14 There is storage provided for rugs that includes hanging racks or heated rails for the drying of rugs	✓		✓		
H15 There is well maintained and accessible parking for trailers or lorries	✓		✓	<i>H15 A system to ensure easy access for clients e.g. for competitions</i>	
H16 There is permissible CCTV and/or other alarmed security system in place	✓		✓	<i>H16 - H17 The Centres' data protection policy would need to inform clients regarding CCTV use and client remote viewing facility</i>	
H17 Clients can utilise a wifi enabled system (or other) to view their horse when stabled	✓		✓		
H18 Tack room provision offers secure and sufficient tack/equipment storage with safely positioned saddle and bridle racks. There should be space for cleaning tack, with a system in place for the identification or labelling of tack and storage areas	✓		✓	<i>H18 For example, there needs to be a saddle horse and hooks (or similar) and access to hot water etc for cleaning tack</i>	
H19 The tack/storage room is organised with allocated storage for additional individual livery equipment such as boots, bandages, lungeing equipment etc	✓		✓	<i>H19 For example, clients would have easily accessible, secure and dry, individually allocated cupboards/lockers or similar</i>	

<b>Criteria for BHS Approval</b> Highly Commended	Inspection Visit	Submit Online	Self Declaration	<b>Preparation Notes</b>	<b>Done?</b>
H20 A security system is in place and adhered to by all tack room users to minimise risk of theft				<i>H20 - H21 Based on Centre preferences. Client induction would explain protocol and liabilities</i>	
H21 Livery contracts stipulate liability regarding theft, loss or damage of equipment					
H22 The Centre may have other additional or specialist facilities available				<i>H22 Such would be specific to the Centre clientele</i>	

# Livery Centre - Safeguarding



## Overall Expectation:

A key benefit of BHS Approved Centres is their understanding and support for applying best practice principles for Safeguarding in equestrianism. Not only does this offer assurance and protection for proprietors, their employees and clients alike, it also promotes an inclusive approach through promotion of safety and well-being of all groups at a BHS Approved Centre.

All BHS Approved Centres which have children attending their centre are required to comply with the BHS Safeguarding Policy and achievement of this assessment area is a pre-requisite for such Centres to join the scheme. The BHS Approved Centre Business Support team can help to advise and support Centres through the provision of all relevant guidance and information that that they may need.

The structured measures that Centre's undertake and implement involve nomination of a Centre Safeguarding Officer (CSO) who is the person within the Centre who has the competence, currency and authority to ensure adherence to their Safeguarding Policy. Maintaining compliance with BHS Safeguarding requirements through achievement of the below criteria, will be acknowledged as the Centre being fully compliant.

Criteria for BHS Approval	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
<p>A1 The Centre Proprietor, or a delegated person, is responsible for ensuring that all required Criminal Record checks have taken place on staff and volunteers.</p> <p>a. In England, Wales and Northern Ireland checks are legally required on all individuals who work or volunteer in 'regulated activity'</p> <p>b. In Scotland they are required on all individuals who are in 'regulated work'</p> <p>c. In Ireland Checks are required when working with children and vulnerable adults. The process in Ireland is called Garda Vetting</p>		✓	✓	<p>A1 For further information please visit our website at <a href="https://www.bhs.org.uk/our-charity/corporate-information/working-with-the-law/criminal-record-checks">https://www.bhs.org.uk/our-charity/corporate-information/working-with-the-law/criminal-record-checks</a></p>	



Criteria for BHS Approval	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
<p>A2 There should be at least one trained staff member appointed as the Centre Safeguarding Officer (CSO) responsible for child and adult welfare. Their contact details must be displayed at a central point that is accessible to all staff and clients. Centres to inform BHS Office should the nominated CSO change.</p>		✓	✓		
<p>A3 The Centre Safeguarding Officer (CSO) must have attended either a BHS Safeguarding for Equestrians Workshop, or equivalent BEF Member Body Safeguarding Workshop or UK Coaching Safeguarding Workshop and have this updated every three years*</p>		✓	✓	<p>A3 Here is the link to provide you with further information upon how to access courses throughout the UK and Ireland  <a href="https://pathways.bhs.org.uk/career-pathways/continual-professional-development/safeguarding/">https://pathways.bhs.org.uk/career-pathways/continual-professional-development/safeguarding/</a></p> <p>*Accredited prior learning is considered – please contact <a href="mailto:safeguarding@bhs.org.uk">safeguarding@bhs.org.uk</a> for further information</p>	
<p>A4 The Centre should implement a Centre Safeguarding Policy which is reviewed regularly and shared with staff and volunteers.</p>		✓	✓	<p><i>A4 For Centres that do not have their own, a template BHS Safeguarding Policy is available for Centres to use</i></p>	
<p>A5 There is a clear policy regarding the care and supervision of Under 18's when at the Centre. If there are no Under 18's permitted at the Centre completion of a declaration form is required.</p>		✓	✓	<p><i>A5 Where no Under 18's attend the Centre, we can supply a Centre Safeguarding Declaration form</i></p>	
<p>A6 The Centre must agree to report any safeguarding concerns to the necessary organisations as detailed in the BHS reporting booklet and threshold document</p>			✓	<p><i>A6 Follow the below link to access <a href="https://www.bhs.org.uk/our-charity/corporate-information/working-with-the-law/safeguarding-children/resources">https://www.bhs.org.uk/our-charity/corporate-information/working-with-the-law/safeguarding-children/resources</a></i></p>	

# Livery Centre - Working Practice

## Overall Expectation:

This assessment area requires Centres to have been operational for a minimum of 12 months and to be registered as either a Sole Trader, Partnership, Ltd Company, Charity, or Community Interest Company (CIC). Compliance with legislative requirements to operate a business and applying best practice principles within any equestrian setting, offer assurance and protection for proprietors, their employees and clients alike. Centres will need to meet a combination of legislative requirements with requests for documentary evidence of policies (statements) where needed. Where shortfall in any policy requirements may exist, such as for a new Centre applying for approval, then BHS guidance and templates can be provided through the Approved Centres Business Support team. A registered business with a clear management and communications structure for all involved will not only enhance further opportunities for the business, but importantly provide assurance to their livery clients that they and their horses needs are of paramount importance.

Centres will differ in the livery provision on offer, from 'do-it-yourself' (DIY) through to a traditional full livery service that, depending upon Centre size, may require employment of staff.

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
A1 Centres will need to have a. Current Commercial Public Liability b. Employers Insurance		✓		<i>A1 If a Centre employs staff or works with volunteers, then Employers Insurance cover should be in place</i>	
A2. Centres will need to have and implement the following policies/plans: a. Health & Safety policy b. Data Protection/Privacy policy c. Covid Security Plan d. Use of Social Media e. Safeguarding Policy (Centre based or BHS) f. An emergency plan that includes coverage for the evacuation for staff, volunteers, clients and horses		✓		<i>A2 A-E Where a Centre may not have such policies, BHS templates can be provided for Centres to adapt for their use.</i>	

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
<p>A3 Centres will need to have</p> <p>a. First Aid kit(s) to be available at all times</p> <p>b. An accident reporting procedure, including how and when to report to RIDDOR</p>	✓		✓	<p><i>A3 Coverage for FA needs to include reporting of accidents, be relevant to the size of a Centre. Accident reporting should include any visiting coaches that clients may use</i></p>	
<p>A4 There is a clear process for the review and assessment of incident/accident statistics with recorded outcomes</p>	✓		✓	<p><i>A4 An initial review of any incident/accidents should be done automatically, the assessment would be how a centre records and communicates any changes to minimise repetition</i></p>	
<p>A5 Centres will need to have written risk assessments for:</p> <p>a. A preventative Fire Risk Assessment, supported with recorded evidence of a Fire Evacuation procedure drill being undertaken on routine basis and any resulting outcomes and actions</p> <p>b. A COSHH (control of substances hazardous to health) risk assessment</p> <p>c. Manual handling and horse care duties (inc non-routine)</p> <p>d. Areas of the business that are accessed by staff/clients, for example stable yard, arena and reception/office areas</p> <p>e. Horse/pony suitability regarding handling and ridden use (if exercised or schooled or handled by staff)</p> <p>f. Staff use of equipment, e.g. clippers, solarium, horse walker, arena leveller etc (if appropriate)</p> <p>g. Any facilities provided by the Centre for internal/external client use, such as arenas, show jumps and XC fences are risk assessed for suitability for use, in good repair and safely maintained</p> <p>h. Use agreements/codes of conduct are in place</p>		<p>✓</p> <p><i>(A5 a,c,d)</i></p>	✓	<p><i>A5 Consider all areas of the Centre that are accessible to staff/volunteers or used by them. Supporting information and risk assessment templates are available if needed</i></p> <p><i>A5 H Where not included within a livery agreement, this information should be available to all, including external users, and include use of PPE, where required, for example use of the arena or a jump arena/ paddock. Templates are available.</i></p>	

Criteria for BHS Approval Approved	Inspection Visit	Submit Online	Self Declaration	Preparation Notes	Done?
A6. Siting of the muck heap, storage and removal should not contaminate waterways, and if required be sited on a concrete base	✓			<i>A6 Environmental legislation may differ within each nation, regarding construction and siting</i>	
A7. The centre should a. Adhere to all legal requirements for employment of staff, such as supply of job descriptions/employment contracts and meet minimum/living wage obligations for all employed staff b. Supply contracts for trainees/work-based apprentices c. Have an induction procedure for staff, including a Staff Handbook d. Ensure that any staff rest area/room is warm, clean and tidy	✓ (A7 d)		✓	<i>A7 Support in this area is available for Centres who employ or contract freelance staff through the scheme membership. Contact your Business Support Manager for further guidance if needed</i>	
A8 A documented appraisal system for employed staff			✓	<i>A8 - A9 Templates are available for use</i>	
A9. CPD and on-going training available for all staff			✓		
A10. For Centres offering residential accommodation for staff/students or residential camps, they should adhere to local authority requirements			✓	<i>A10 If in doubt, then check with your LA regarding any additional licensing requirements, for example, food hygiene certifications or HMO (Houses of Multiple Occupancy)</i>	
A11 There is an induction procedure for when contractors are working on site	✓			<i>A11 This would be how you ensure their activity has minimal risk to safety for clients e.g. when arenas are in use</i>	
A12 A written complaints procedure is either on display or on the Centre website	✓		✓	<i>A12 Is there a clear process for a client to follow, for example, who should they raise a concern with? A template is available if needed</i>	

<b>Criteria for BHS Approval</b> Highly Commended	Inspection Visit	Submit Online	Self Declaration	<b>Preparation Notes</b>	<b>Done?</b>
H1 For Centres that employ staff, there is a structured mentoring system for the Centre staff and volunteers	✓		✓	<i>H1 For example, how are new staff or volunteers supported?</i>	
H2 For Centres that employ staff, to enhance staff development, the Centre provides externally sourced CPD for staff. This includes non-equine provision	✓		✓	<i>H2 - H3 Such as attendance at training events, including on-line, or shadowing industry experts</i>	
H3 For Centres that employ staff, there are clear career development and progression opportunities for existing Centre staff	✓		✓		
H4 For Centres that employ staff, the Centre funds or partially funds APC/ BHS assessments/other assessments to encourage staff development	✓		✓	<i>H4 For example, have other opportunities been provided to staff to help maintain their currency, such as relevant competition experience</i>	
H5 There is a current and completed Risk register for business			✓	<i>H5 - H6 Specific to each Centre, to consider any threats to business, prioritise actions and communications for any priority risks. For example unplanned loss of grazing, notifiable diseases, impact of flood on rehousing horses etc - if you need help, templates and further information is available</i>	
H6 The Centre has a Crisis management plan (informed by the Risk register)			✓		

# Livery Centre - Grassland and Turnout Appendix

## Acceptable Types of Fencing Materials

### Wooden post and rails

- a. Minimum 2 rails at height suitable to deter and minimise escape risk

### Hedging

- a. Non-poisonous variety that is sufficiently established in growth to ensure all year security. Addition of other fencing to support security as required

### Stock fencing

- a. If as divisional fences, it is recommended that off-set electric fencing should be used.
- b. If as boundary fence alongside hedging

### Horse Safe netting

- a. Must be constructed the correct way up (smaller holes lower down) with additional supplementary fencing, such as top rail provision to enhance security and visibility

### Plain wire

- a. If used as a divisional fence visibility for the horse(s) must be maintained, for example use of ribbon/visibility strips
- b. If used as an electrified divisional fence then single strand (with ribbon/visibility strips)

### Barbed wire

- a. There should be evidence of mixed grazing e.g. cattle and or sheep, or the grazing land should be grazed by livestock at other times of the year which necessitates the need for such fencing
- b. Where there is no mixed grazing e.g. horses only, the barbed wire should ideally be removed or an inner fence should be used to prevent horse access
- c. Barbed wire should not be used in any field divisional arrangement.
- d. Only be permitted in a boundary fence in conjunction with stock netting closely bordered by a hedge that provides sufficient boundary to the field or an inner fence should be used to prevent horse access
- e. Both fencing and hedge should be in good repair with no loose wire.

### Electric fencing

- a. Supplied from the main electricity supply. Wooden posts providing permanency to the structure. Minimum two strands (either tape or cord or flexi construction) and differentiated in height.
- b. Temporary (battery/solar supply) electric tape/rope (with plastic posts) Recommended for use in divisional sectioning of fields, not sole boundary fencing.

### Iron railings

- a. For example, situated in parkland settings where there would be a minimum of 2 horizontal rails with no upright protrusions, such as flat top parkland railings, and set at differentiated heights to deter and minimise risk of escape.

### Stone Walls

- a. Well maintained at sufficient height and reinforced with safe fencing as needed