

Noise Management Plan

Three Amigos

5 Ellerbeck Barns

Egremont

CA22 2UA

11/09/2024

Introduction

- I propose to run a dog grooming parlour from my conservatory and name it Three Amigos. The immediate neighbours are a fair distance from the workspace as it is at the rear of my detached home.
- I will have a complaints procedure in place should my neighbours have any complaints of noise. Currently they are keen to use the business for their own dogs.
- Policy and procedure will be in place to manage any disruptive behaviours and to act on excessive noise from barking.
- I expect most customers to arrive by car due to my rural location, and there is ample parking and turning space up the private drive so as not to cause any disruption to the neighbours.
As it is only me working here so there will not be a noticeable increase in traffic to the area.
- Opening hours will be between 10am-5pm Monday to Friday and not at all during weekends and bank holidays and aiming for a maximum of 4 dogs a day. In keeping with these hours and days I hope to have very little impact on the neighbours.
- Dogs will be dropped off and picked up at appointment times, I aim to be always present, and work on a one-to-one basis. If there is a delay in a pickup, I have obtained a crate to hold a dog separate and safe. As per the animal welfare act 2006, for the 5 welfare needs. This will also allow me to safely clean the workspace and equipment between each appointment with pet safe cleaner to avoid cross contamination.
- A full medical history including last vaccinations and any behavioural issues, will be taken as part of booking appointments, I will also assess the dog when I

arrives for the appointment with a health check. I will advise customers to refrain from bringing any dog whilst in season, or pregnant, unless it is detrimental to the dog's health to leave until later, such as in cases of overheating risk.

- There will only be myself running the business, I have already acquired a Level 3 Diploma in Dog Grooming and Salon Management, and among other courses. Including canine care, health and behaviour, I am currently working toward a Level 4 diploma Higher Professional Diploma with Four Paws Groom School.
- It will be policy that all animals should be walked before attending their appointment, giving them ample opportunity to relieve themselves and exercise, to aid the dog to relax during its visit.

Potential Noise Sources

- As the management I understand that the identification and recognition of potential causes of noise disturbance assists greatly in planning to avoid disturbances to the surroundings.
- I expect dogs barking will be the loudest noise my business will create and although the predicted levels of noise will be low, measures will always be taken to minimise noise where possible.
- Car engines have the potential to cause a disturbance, but these will be intermittent, and no cars will be permitted to stand idle and with limiting the number of customers to 4 a day will decrease the potential for noise disturbance.
- Hair drier is another potential, this too will be intermittent and with keeping doors and windows closed this will irradicate the potential for noise disturbance.

Management controls

- I take on the responsibility for the management controls personally.
- No dogs on the premises will be left unattended.
- All equipment will be regularly maintained and serviced to prevent generation of noise at source, to minimise and contain noise all equipment will be used with good operational techniques and within the premises.

- External doors and windows can be kept shut when dogs are being held at the premises and using equipment.
- The business will only operate between the hours stated above.
- Aim to have no more than one dog on the premises at any given time, ensuring a calm environment.
- Involving enrichment toys and practising distraction and calming techniques to keep a calm enriching environment.
- Continue to keep updated with any advancement in the business and regular training.
- Internal fans or possibly a low dB air conditioning unit may be required in situations of extreme heat, or underfloor heating during the lower temperatures. If I am unable to manage the weather extremes, dog welfare is paramount so I will cancel appointments if it is necessary.

Dog Screening Procedure

- I will take full responsibility for this, I will ask relevant questions before the dog arrives e.g known behavioural issues, separation anxiety, medical problems, vaccinations, flea treatments, skin conditions etc, then on meeting I will carry out a full health check.
- If any dog is visibly distressed on arrival I intend to work with the customer to keep the dog calm and comfortable, even if this means rescheduling, the dogs comfort and welfare is paramount, with this in mind dog grooming is seen as an enrichment activity so I will work with the dogs slowly giving them time and space, thus encouraging the calm collective environment.

Removal of unsuitable dog

- If a dog becomes unruly and noisy I will firstly try to assess what's causing the distress and rectify it. If this is not possible I will call the customer to return immediately, if the dog is still unsettled I will request the owner to remove the dog immediately so as not to disrupt the neighbours.
- Unsuitable noisy dogs will be recorded as blacklisted and not allowed back on the premises.
- Bully XL dogs will not partake in grooming at Three Amigos as per liability insurance.

I have a good relationship with the neighbours. I have a friendly, open, informative relationship with the residents here.

This will continue if you allow me to open this business, my door will always be open as they are welcome to address any concerns without hostility.

I am proud of the small community we have become a part of here and I will be proud to serve not only them but the wider community and their dogs.

Complaint logs

- My neighbours already have my phone number and email address if they should need to raise any issues, I will liaise with them to ensure there are no pressing issues or concerns before I open for business. However, judging by their eagerness for me to groom their dogs I do not foresee any issues.
- I will keep a complaint log and follow procedure with dating and timing any complaints received also keeping copy's of written communications.
- All information will be kept in the complaints log then filed safely as per GDPR guidelines.
- All complaints will be dealt with promptly with a response and future actions and improvements can be implemented.

Sample complaint log

[illegible]