

Location: Unit 6, Botanic Avenue Square Gardens, First Street South, Manchester, M15 6AE

Proposal: Use as a daycare centre for dogs (Sui Generis).

Operation and Management Plan

Introduction

This report outlines the operational and management plan for the facility, including business hours, services offered, safety measures, and staffing arrangements. The aim is to ensure the smooth, safe, and efficient operation of the facility while meeting regulatory requirements.

1. Business Hours

The facility will be open from 9 am to 10 pm daily, allowing sufficient time for customers to access our services.

2. Maximum Number of Dogs & Staff Requirements

Maximum Dogs:

No more than 5 dogs will be allowed in the café area at any given time to maintain comfort and hygiene for both pets and customers.

Staff-to-Dog Ratio:

There will be 1 staff member assigned to care for 4-5 small dogs or 1-2 large dogs. This ensures each pet receives the necessary attention and care.

3. Services Offered

The facility will provide a range of services for pets and their owners:

- Pet Product Retailing: Pet food, toys, and grooming products will be available for purchase.
- Pet Grooming: Full grooming services for both cats and dogs.
- Daycare: Safe, supervised daycare services for pets.
- Cat Cafés: A designated area where customers can interact with cats while enjoying food and beverages.
- Pet Hotels: Offering overnight stays for pets, with care and supervision provided.

4. Outdoor Areas

Use of Outdoor Space:

The outdoor area will serve as both a play area and rest area for dogs. Pets will be supervised at all times while in the outdoor space.

Noise Control:

To minimize noise disturbance, we will install soundproofing systems, including soundproof walls and barriers. The outdoor area will accommodate a maximum of 5 dogs at a time, ensuring a controlled environment. The outdoor area will close at 6 pm to reduce noise during evening hours.

Waste Management in Outdoor Areas:

We will provide dedicated waste bins for pet waste in the outdoor space. Staff will clean up immediately after pets to ensure the area remains hygienic and safe.

5. Safety & Security**Preventing Dogs from Escaping:**

The outdoor terrace will have secure fencing with a height of 1-1.2 meters to prevent dogs from escaping. Larger dogs will be monitored closely to ensure their safety. Additional measures, such as increasing fence height or adding barriers, will be considered if necessary.

Emergency Procedures:

- CCTV cameras will be installed throughout the facility, including the pet hotel and terrace. The CCTV will be monitored remotely to ensure the safety of all pets.
- Staff will be trained in handling medical emergencies, lost pets, and fire safety.

6. Ventilation & Hygiene**Ventilation:**

Fresh air will enter the building through windows, and an air conditioning system will be installed to maintain a comfortable environment.

Cleaning Measures:

- Daily cleaning will be carried out throughout the facility, with thorough disinfection of all areas.
- Pet grooming areas will be cleaned after each session, with pet hair carefully collected and disposed of.
- Pets in the pet hotel will be housed separately (cats and dogs) to avoid potential health issues. The hygiene of the facility will be monitored continuously.

Conclusion

The operational and management plan ensures the facility operates efficiently and safely, with clear protocols for waste management, noise control, safety, and hygiene. These measures will allow us to meet all regulations while providing a high standard of care for pets and ensuring a pleasant experience for customers.