MANAGEMENT PLAN.

Proposed Dog Grooming Salon

Strike a Pawz

155 Fog Lane
Manchester
M20 6FJ

Applicant / Operator	**Tony Parker – Dolan**
Business	**Strike a Pawz**
Proposal	**Change of use from pharmacy (Class E) to dog grooming salon (Sui Generis), incorporating ancillary retail sales of pet products**
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Prepared for planning purposes

MANAGEMENT PLAN

Proposed Dog Grooming Salon

155 Fog Lane, Manchester, M20 6FJ

Applicant: Tony Parker
Business: Strike a Pawz
Proposed Use: Change of use from pharmacy (Class E) to dog grooming salon (Sui Generis), with ancillary retail sales of pet products.

1. Introduction

This Management Plan has been prepared in support of an application for the change of use of the former pharmacy at 155 Fog Lane to a dog grooming salon, together with ancillary retail sales of pet products.

The purpose of this Management Plan is to explain how the proposed business will operate and the measures that will be implemented to ensure that the use remains appropriately managed having regard to neighbouring occupiers, the wider Fog Lane Local Centre and surrounding residential properties.

The proposed business, **Strike a Pawz**, will provide a predominantly one-to-one, appointment-led dog grooming service.

The operation will not constitute dog daycare, kennels or boarding accommodation.

The premises will provide dog grooming facilities at ground-floor level together with a small ancillary pet retail/reception area. First-floor accommodation will be restricted to staff use and associated staff facilities.

2. The Premises and Planning Context

155 Fog Lane is an established commercial property forming part of the existing commercial parade along Fog Lane.

Manchester City Council's assessment of the property under planning application **138235/FO/2023** described 155 Fog Lane as a commercial property operating as a pharmacy, with retail, consultation, dispensary and storage accommodation at ground-floor level and storage/staff facilities at first-floor level.

The Council also identified the premises as being situated within a **parade of shops along Fog Lane**, within the wider Burnage area.

The proposed use therefore represents the continued commercial occupation of an established commercial premises rather than the introduction of commercial activity into a residential property.

The property is neither listed nor situated within a Conservation Area.

The wider Fog Lane commercial parade accommodates a variety of shops and services. In its consideration of planning application **134177/FO/2022 at 224 Fog Lane**, Manchester City Council identified that property as being within the **Fog Lane Local Centre**, which contains a range of independent shops, cafés and commercial businesses providing everyday needs and services.

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3. Nature of the Business

Strike a Pawz will operate as a professional dog grooming salon.

The principal business activity will be dog grooming, with a small amount of ancillary retail sales of pet-related products from the front part of the ground floor.

The grooming services are anticipated to include:

- washing, drying and brushing.
- full grooming and styling.
- puppy introductory grooming.
- nail treatments.
- de-shedding.
- teeth cleaning.
- paw treatments; and
- associated grooming and spa treatments.

These services are consistent with those identified within the applicant's business plan.

The business model is based upon providing a professional and controlled grooming environment rather than a high-volume animal-care facility.

4. Appointment-Only Operation

Dog grooming services will operate on a **pre-booked appointment basis**.

This provides the operator with control over the number and timing of dogs attending the premises.

Customers will principally attend the premises to:

drop off their dog → leave the premises → return to collect the dog following completion of the grooming appointment.

Customers will not normally remain within the salon throughout the grooming appointment.

Appointments will be managed to minimise unnecessary overlap between customers and dogs.

Customers will be asked to collect their dogs promptly once their grooming appointment has been completed.

Dogs will remain at the premises only for the purposes of their grooming appointment and associated reasonable drop-off/collection period.

The premises will **not** operate as:

- dog daycare.
- dog boarding.
- kennels; or
- overnight animal accommodation.

No dogs will remain at the premises overnight.

5. Number of Dogs

The applicant's business plan anticipates approximately **4–5 grooming appointments per day per groomer** once established.

It is important to distinguish the total number of dogs groomed over a working day from the number of dogs physically present at any one time.

A maximum of four dogs will be permitted within the premises at any one time. The appointment system will be managed to minimise unnecessary overlap and maintain a controlled working environment.

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6. Duration of Dog Attendance

Dogs will attend the premises specifically for a scheduled grooming appointment and will not be accepted for general daycare.

The duration of an appointment will vary depending upon factors such as the size and breed of the dog, coat condition and the particular grooming treatment required.

Following completion of the grooming treatment, the customer will be contacted and requested to collect the dog promptly.

The premises will therefore not be used for the prolonged accommodation of animals unrelated to the provision of the grooming service.

7. Customer Facilities and Length of Stay

The business model does not require customers to remain at the premises during grooming.

Customers will normally attend for relatively short periods associated with drop-off, consultation where required, payment and collection.

No dedicated customer WC is proposed.

WC and welfare facilities within the premises will be restricted to staff use.

The absence of customer waiting facilities for prolonged occupation reflects the appointment-led nature of the operation, although customers may naturally remain for a short period where required for consultation, booking, payment or purchase of ancillary retail products.

8. Ground and First-Floor Use

The principal dog grooming operation will take place at **ground-floor level**.

The ground floor will accommodate the grooming facilities together with an ancillary pet retail/reception area towards the front of the premises.

The first floor will be restricted to **staff and ancillary business use**, including staff welfare facilities such as staff room/kitchen, WC and storage as shown on the proposed plans.

Members of the public will not have access to the first floor.

Dogs will remain at ground-floor level only and will not have access to the first floor.

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9. Staffing

The business will initially be operated by Tony Parker as the lead groomer.

The applicant's longer-term business plan allows for growth to a maximum anticipated staffing level of:

2 groomers and 1 grooming assistant.

This Management Plan is intended to provide an appropriate operational framework for the business as it becomes established rather than solely describing its initial start-up period.

10. Opening Hours

The proposed opening hours are:

Monday–Friday: 08:30 – 18:30
Saturday: 09:00 – 17:30
Sunday: Closed
Bank Holidays: Closed

All normal dog grooming and customer-facing activities will take place within these hours.

These hours are intended to provide a normal daytime commercial operating pattern while limiting activity during more sensitive early-morning and evening periods.

11. Noise Management

The applicant recognises that the principal potential amenity consideration associated with a dog grooming salon is the appropriate management of noise arising from dogs and grooming equipment.

The business will therefore operate in accordance with the following measures.

All dog grooming activities will take place **inside the premises**.

There will be:

- no external grooming.
- no external kennelling;
- no outside holding areas for dogs.
- no dog daycare.
- no overnight boarding.
- no routine external exercise of dogs associated with the business.

The appointment system will control the number of dogs present at any one time and minimise unnecessary interaction between unfamiliar dogs.

The predominantly one-to-one nature of the grooming service is also intended to provide a calmer environment for the animals being groomed.

12. Barking and Distressed Dogs

The operator will actively manage dogs to minimise unnecessary barking.

It is recognised that occasional barking may naturally occur. However, the business will be managed so that barking does not become persistent or uncontrolled.

Dogs will be supervised while undergoing grooming and will not be routinely left unattended for prolonged periods.

Where a dog becomes persistently distressed or vocal, the groomer will take appropriate steps to calm the animal, including pausing the grooming process where necessary.

Where a dog cannot reasonably be settled, the grooming appointment may be curtailed and the owner contacted to arrange collection.

This approach benefits both animal welfare and neighbouring amenity.

13. Grooming Equipment and Dryers

Professional grooming equipment will be used within the premises, including grooming tables, clippers, bathing equipment and dog dryers.

Equipment will be appropriately maintained and operated in accordance with manufacturers' instructions.

Noise-generating equipment will be used internally.

Doors and windows will be appropriately managed during drying and other potentially noisier activities to minimise breakout of operational noise.

Dog drying equipment will be located within the rear single-storey outrigger, as identified on the approved proposed drawings. The equipment will be operated internally.

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14. External Areas

There will be no external grooming activity.

Dogs will not be routinely kept, tethered, kennelled or exercised within the external areas of the premises.

The rear yard will principally continue to perform an ancillary servicing/waste function associated with the commercial premises.

Manchester City Council has previously recognised that the rear yard forms part of an established commercial premises and that the wider row of shops includes outbuildings and extensions supporting the operation of those businesses.

15. Customer Arrivals and Departures

Customer visits will be controlled through the appointment system.

Customers will normally make two short visits associated with each grooming appointment:

1. drop-off; and
2. collection.

Customers will not normally remain at the premises for the duration of grooming.

Appointments will be scheduled to minimise unnecessary simultaneous arrivals and departures.

The existing drawings identify parking available to the front of the premises.

Manchester City Council has also previously identified a delineated parking area serving the Fog Lane commercial frontage when considering nearby 224 Fog Lane.

Customers will be encouraged to use available lawful parking and to avoid obstructing neighbouring businesses, accesses or the highway.

16. Deliveries

Deliveries will be ancillary to the principal grooming operation and are expected principally to comprise:

- shampoos and grooming products.
- cleaning products.
- grooming consumables.
- equipment; and
- limited ancillary pet retail stock.

Deliveries are anticipated approximately two to three times per week.

Deliveries will, wherever reasonably practicable, take place during normal operating hours.

Delivery vehicles will not be permitted to unnecessarily obstruct neighbouring premises or highway access.

17. Waste Management

Waste generated by the business is expected principally to comprise dog hair, general commercial waste, product containers and packaging.

Waste will be collected and securely stored in appropriate containers pending collection.

Waste will not be allowed to accumulate within external areas.

The applicant's business plan confirms the intention to use a **private waste disposal company**, with commercial waste collected on a weekly basis.

Commercial waste bins will be securely stored within the rear yard pending collection.

The operator will ensure that waste containers are appropriately maintained and that waste is stored in a manner that prevents litter, odour or attraction of pests.

18. Cleaning, Hygiene and Odour Control

The salon will be cleaned regularly to maintain appropriate professional and animal-welfare standards.

Dog hair and grooming waste will be removed regularly from grooming areas.

Bathing and grooming areas will be cleaned between appointments as appropriate.

Shampoos, cleaning products and other substances will be stored appropriately and handled in accordance with relevant COSHH requirements.

The applicant's business plan confirms that appropriate health and safety procedures, fire procedures, COSHH arrangements and first-aid provisions will be established for the business.

No activities are proposed that would ordinarily be expected to generate significant external odours.

19. Ancillary Retail Sales

A small area at the front of the ground-floor premises will be used for the sale of pet-related products.

The retail activity will remain **ancillary to the principal dog grooming salon use**.

The premises are therefore not proposed principally as a pet shop with grooming as a secondary activity.

The principal planning use sought by the application is a **dog grooming salon (Sui Generis)**.

This distinction will be reflected consistently within the application drawings and supporting documentation.

20. Complaints and Management Responsibility

The business owner/operator will retain overall responsibility for compliance with this Management Plan.

Should a complaint be received concerning noise, customer behaviour, waste or other operational matters, the complaint will be recorded and investigated.

Where a reasonable operational change is required to address a substantiated issue, appropriate corrective action will be undertaken.

Staff will be made aware of the operational requirements contained within this Management Plan.

21. Local Commercial Context

The proposed salon will occupy an established commercial unit within the Fog Lane commercial parade.

Of particular relevance is the planning history at **224 Fog Lane (Manchester City Council application 134177/FO/2022)**.

Manchester's officer report records that the property operated as a pet shop and identifies its location within the **Fog Lane Local Centre**, which contains independent shops, cafés and other commercial businesses serving everyday needs.

Associated application material also recorded the existing use at 224 as a **dog grooming business/shop**.

This is not relied upon as evidence of a specific planning permission for Sui Generis dog grooming at 224, as no such express change-of-use permission has been identified.

It does, however, provide relevant local context demonstrating that pet-related commercial and dog-grooming activity has operated within the same established commercial centre.

22. Summary of Management Measures

The proposed dog grooming salon will be operated as a **small-scale, controlled and appointment-led commercial business**.

In particular:

- grooming will be by prior appointment.
- a maximum of four dogs will be permitted within the premises at any one time.
- customers will not normally remain during grooming.
- dogs will be collected promptly after their appointment.
- there will be no dog daycare.
- there will be no kennelling or overnight boarding.
- grooming will take place internally.
- there will be no external grooming or routine external holding of dogs.
- barking and distressed dogs will be actively managed.
- noise-generating grooming equipment will be operated internally.
- operating hours will be controlled.
- first-floor accommodation will be staff-only.
- dogs will remain at ground-floor level only.
- pet retail sales will be ancillary to dog grooming.
- commercial waste bins will be securely stored within the rear yard and waste will be collected weekly by a private waste contractor.
- deliveries will be ancillary to the principal use, anticipated approximately two to three times per week and appropriately managed.
- the premises will remain closed on Sundays and Bank Holidays.
- the operator will maintain a procedure for responding to any complaints.

The proposed use will therefore provide a professional dog grooming service from an **established commercial premises within the Fog Lane commercial centre**, with operational measures designed to safeguard the amenity of surrounding occupiers.