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PAWPIT WREXHAM

NOISE MANAGEMENT PLAN

18 RIVULET ROAD, WREXHAM LL13 8DT

Client: Pawpit Wrexham

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1 INTRODUCTION

1.1.1 This Noise Management Plan (NMP) has been prepared for Pawpit Wrexham in relation to the proposed dog day-care and associated operations at 18 Rivulet Road, Wrexham LL13 8DT. It sets out the measures that will be used to manage operational noise and protect neighbouring amenity.

1.2 Purpose of this NMP

1.2.1 The purpose of this NMP is to provide a clear, auditable framework for preventing, minimising and responding to noise associated with the development site. The measures apply to all staff, contractors, customers and dogs using the premises.

1.2.2 This NMP is designed as a live document and can therefore be updated as appropriate over time

1.3 Site Description and Context

1.3.1 The development site is located at 18 Rivulet Road, Wrexham LL13 8DT. The premises and external areas will be managed with regard to the relationship between operational spaces, access points and the nearest noise-sensitive properties.

1.4 Development Proposals and Operating Assumptions

1.4.1 The proposals comprise managed dog day-care use with controlled arrival and collection, active staff supervision, indoor play/rest areas and ancillary staff operations. Occupancy, hours and activity patterns will remain within the limits authorised by the planning permission and any associated conditions.

1.4.2 For the avoidance of doubt, and to assist with planning-condition compliance, the following operating commitments shall apply unless otherwise agreed in writing with the Local Planning Authority or supported by further acoustic review: the facility shall operate Monday to Friday between 08:00 and 18:00 hours only; the number of dogs on site shall not exceed 12 during general day-care activity; dog activity shall be managed indoors within the building; no outdoor play or exercise area shall be provided; external use shall be limited to short, supervised toilet breaks only; doors and windows serving dog-occupied areas shall remain closed during dog occupation other than for short periods of controlled access; arrivals and departures shall be managed to avoid dogs and owners congregating externally;

and no overnight boarding, night-time dog occupation or out-of-hours dog activity shall take place.

1.5 Noise Sources

1.5.1 Potential noise sources include intermittent dog vocalisation, vehicle arrivals and departures, customer movements, doors and gates, staff activity, building services and supervised use of external areas. Noise is expected to be variable and will be managed at source wherever practicable.

- **Dog barking** – This is the primary noise source existent at the development site;
- **Feeding and cleaning operations** – Feeding and cleaning operations can stimulate dogs at the site and instigate dog barking.
- **Staff and visitor movement** – Staff and visitor movement can stimulate dogs at the site and instigate dog barking; and,
- **Vehicle arrival and departures** – noise emissions from cars arriving and departing and associated potential instigation of dog barking.

1.6 Noise Sensitive Receptors

1.6.1 The principal noise-sensitive receptors are nearby residential occupiers and any other sensitive uses with a direct acoustic relationship to the development site. Management measures will be applied conservatively where activity could be audible at these receptors.

1.6.2 The nearest off-site NSRs are shown in **Figure 1**.



Figure 1: Site aerial photograph and NSR locations.

2 NOISE CONTROL MEASURES

2.1.1 Noise control will follow a hierarchy of avoidance, containment, supervision and prompt intervention. Staff will actively manage group sizes, locations and activity levels, and will move or separate dogs where behaviour is likely to generate sustained noise.

2.1.2 This section sets out a series of noise control measures which should be considered on an ongoing basis at the development site. It is not considered that all noise control measures can be applied to all parts of the site at all times, but site operations should endeavour to implement as many recommendations as possible for best results.

2.1.3 Where improvements are to be made over time this NMP should also be used to provide recommendations for improvement for noise emissions which will assist in reducing noise emissions over the longer term.

2.2 Building Design/ Envelope Controls

2.2.1 The building envelope will be maintained to provide effective acoustic containment. Walls, roofs, ceilings, doors, windows, seals and service penetrations will be kept in good repair, and any acoustic treatments required by the approved design will not be removed or compromised.

2.3 Doors Windows and Ventilation

2.3.1 External doors and windows serving dog-occupied areas will be kept closed when required for noise control, except for essential access. Door-open times will be minimised. Ventilation and temperature control will be provided without routinely relying on open windows or doors.

2.3.2 Acoustic panelling, such as 50 mm absorptive panels, should be installed on internal walls to reduce reverberation where possible.

2.3.3 Where possible, reflective surfaces which increase dog barking noise through elevated reverberation should be avoided. Soft finishes should be used where practicable.

2.3.4 Where the existing building is not well acoustically sealed, consideration should be given to suitable internal acoustic lining, seals or other treatments to improve the acoustic performance of the building envelope.

2.4 Operational Controls

2.4.1 Arrivals, collections, exercise, feeding, cleaning and staff tasks will be scheduled and supervised to avoid unnecessary concentration of noise. Staff will prevent prolonged barking, minimise raised voices and avoid avoidable impacts from gates, bins, equipment and vehicles.

2.4.2 General play sessions shall be limited to a maximum of 12 dogs. Staff should operate play and rest rotation where practicable, with approximately half of the dogs resting or settling while the remaining dogs use the main play area. Dogs should be rotated as appropriate to reduce simultaneous high-energy activity and associated vocalisation.

2.4.3 Dogs should be grouped according to size, temperament, energy level and compatibility. Grouping should be actively adjusted during the day where combinations of dogs are observed to increase excitement, reactivity or barking.

2.4.4 Where implemented, any individual off-site exercise or training arrangement with a suitably qualified dog trainer should be treated as an additional operational noise-reduction measure, as it would reduce the number of dogs and level of activity within the premises during that period. This measure should be recorded and reviewed if it becomes part of the regular operating procedure.

2.5 Dog Suitability and Behaviour Management

2.5.1 Each dog will be assessed for suitability before admission and kept under review. Dogs displaying persistent vocalisation, distress, reactivity or incompatibility will be separated, given an appropriate quiet period, collected early where necessary, and may have attendance restricted or withdrawn.

2.5.2 Pre-registration vetting shall include a registration and behaviour questionnaire for each dog. The questionnaire should specifically identify whether the dog is known to be vocal, reactive, anxious or otherwise likely to generate excessive or persistent barking. Dogs considered unsuitable from a noise-management perspective may be refused admission or accepted only subject to additional controls.

2.5.3 Where two dogs do not get along, or where one dog acts as a trigger for another, staff should separate them promptly. Separation may include moving one dog to the main play area and the other to a quieter downstairs pod/rest area, with the dogs rotated where appropriate.

2.5.4 The downstairs quiet/rest pods should be used as lower-stimulation areas for dogs that need to settle, rest, be removed from an overly stimulating environment, or where older dogs are

not suited to prolonged active play. Use of these areas should form part of the routine response to escalating excitement or vocalisation.

2.5.5 Where specific dogs are non-compliant, for example through repeated or excessive barking, staff should separate the dog from the trigger, move the dog to a quieter area, introduce a rest period, modify the activity, monitor the response and contact the owner where necessary.

2.5.6 Use of calming techniques should be employed where appropriate, such as calming audio/ radio, should be used to reduce anxiety-induced barking.

3 STAFF TRAINING

3.1.1 All staff will receive induction and refresher training on this NMP, early signs of stress or escalating vocalisation, intervention techniques, quiet handling, correct use of doors and external areas, record keeping and complaint escalation.

3.1.2 Minimising noise emissions from the development site is dependent on several factors, an important factor however is that all staff are appropriately trained in noise reduction techniques and are aware of the potential problems that elevated noise emissions can cause with respect to neighbours. It is therefore important that communication is maintained on an ongoing basis to all staff.

3.2 Staff Training

3.2.1 All staff at the development site handling dogs should be trained in dog behaviour and stress signals. Staff should be trained in identifying such traits and what action should be taken to minimise noise from dog barking.

3.2.2 All staff should be trained in handling techniques which minimise dog barking.

3.2.3 All staff should be trained in noise minimisation protocols.

3.2.4 The development site management should identify an appropriate noise control manager who is responsible for ensuring that all staff at the site are appropriately trained in noise control techniques as advised.

3.2.5 We recommend that the new starter induction should also include a dedicated noise management section of the induction where all aspects of this noise management plan are outlined and new staff are made aware of their responsibilities for noise management while operating at the development site. The new starter should be required to sign a register document to state that they have read and understand the responsibilities with respect to noise management.

3.2.6 Noise management training should be undertaken at the development site on a periodic basis to maintain standards and ensure that standards improve over time.

3.2.7 Where failings or improvements are identified, appropriate training should be given to all staff affected, this can often be undertaken through forms such as ‘toolbox’ talks or similar.

4 COMPLAINT MANAGEMENT

4.1.1 Noise complaints will be acknowledged promptly and recorded with the date, time, location, circumstances and complainant details where provided. The manager will investigate relevant operations and records, implement corrective action where required, and communicate the outcome appropriately.

4.1.2 The measures and recommendations set out in this NMP are advisory and aimed at minimising noise emissions on an ongoing basis. It is noted however that the development site operates an inherently 'noisy' business which can result in elevated noise emissions at certain times.

4.1.3 Given that the development site and the NSRs are located in a suburban area where NSRs are nearby, it is considered that the potential exists for identifiable dog barking noise at low level at some identified NSR locations.

4.1.4 Where complaints are received it is important that these complaints are acted upon appropriately, in a fair manner, objectively and with impartiality.

4.1.5 This section therefore sets out the recommended approach to handle such complaints.

4.2 Dedicated Noise Manager

4.2.1 The development site should identify a dedicated noise manager who is responsible for overseeing the handling of any noise complaints that may arise.

4.2.2 The noise manager should be made responsible for investigation of complaints and implementation of any recommendations. The dedicated noise manager should also be responsible for the appropriate communication with the complainant, and where appropriate, communication with the Local Authority.

4.2.3 Once operational, Pawpit Wrexham should provide a dedicated email address for neighbouring residents to raise noise concerns directly with the business. The email address should be publicised to relevant neighbouring residents where appropriate and monitored by the noise manager or nominated deputy during normal operating periods.

4.3 Complaint Log

4.3.1 The development site should establish a complaints log. The complaints log should log the date and time that any complaint was made. The complaints log should make notes on the

nature of the complaint, what actions have been taken and the outcome, such as the following:

- Alleged noise source type;
- Time/ date of noise source emissions;
- How long the alleged noise source emissions continued;
- Have the Local Authority been notified;
- Any other notes that the complainant would like to make;
- What investigation actions have been carried out;
- What the outcome of the investigation is/ was;
- What, if any, remedial action is to be taken; and,
- When and how the complainant is/ was informed of the outcome and any remedial actions.
- Whether the concern was received via the dedicated neighbour email address and whether any direct follow-up was required.

4.3.2 The complaints log should be stored at the development site premises and made available to the Local Authority upon reasonable request.

4.4 Response Protocol

4.4.1 It is important that any complaints received are handled appropriately and also in a timely manner. We recommend that the below response protocol is therefore followed for best results:

- Upon receipt of a complaint, acknowledgement of the complaint should be made within 24 hours;
- The noise complaint should subsequently be investigated within 72 hours of receipt of the complaint (this timeline should be advised to the complainant);
- Outcome of the investigation and any remedial actions should be communicated to the complainant. If any remedial actions are to be taken, the complainant should be advised of the likely timescales for implementation;
- In the event that the complainant is not satisfied with the investigation outcome or the remedial actions being proposed or implemented, consideration should be given to the appointment of an appropriately qualified and experienced professional acoustic consultant to investigate the complaint; and,
- We recommend that the complaints log is reviewed quarterly to identify any trends and if any update in procedures is required. Any updates in procedures should be disseminated to all the development site staff through appropriate training.

5 MONITORING AND REVIEW

5.1.1 The site manager will monitor compliance through routine observations, staff feedback, incident and complaint records, and checks of building and boundary controls. This NMP will be reviewed after any substantiated complaint, material operational change or planning requirement, and otherwise at least annually.

5.1.2 The measures and recommendations outlined in this NMP are designed to minimise noise emissions over the operational use of the development site as a dog daycare centre.

5.1.3 As outlined however this document should be updated at regular intervals to ensure that up to date noise mitigation measures are being implemented at the development site.

5.2 Annual Acoustic Review

5.2.1 It is recommended that senior management undertake an annual acoustic review of the operations at the development site and the associated noise emissions including a review of any complaints received and what mitigation has been implemented and its relative success.

5.2.2 If any changes have been made operationally at the site and have been successful, consideration of these changes being widened to further improve noise emissions at the development site should be considered.

6 IMPLEMENTATION, RECORD KEEPING AND REVIEW TRIGGERS

6.1 Planning Condition Compliance

6.1.1 The operator shall implement this NMP from first occupation and shall retain suitable records to demonstrate compliance with the operational controls, mitigation measures and any relevant planning condition requirements.

6.1.2 Records should be kept in a readily accessible format and made available to the Local Planning Authority or Public Protection team upon reasonable request.

6.1.3 **Table 1** below outlined a table of control measures and responsibilities.

Table 1: Implementation Responsibility Table.

Control Measure	Responsible Person	Frequency	Record Required
Dog numbers, indoor operation and external-use limits	Site manager / duty supervisor	Daily	Daily checklist
Pre-registration vetting and dog suitability review	Site manager / duty supervisor	Before first attendance and as required	Registration / behaviour questionnaire
Play/rest rotation, grouping and quiet-pod use	Dog handling staff / duty supervisor	Throughout each operating day	Daily checklist / behaviour note where required
Doors, windows and access control	Duty supervisor and staff	Throughout each operating day	Daily checklist / incident log where required
Barking intervention and dog behaviour management	Dog handling staff/ duty supervisor	As required	Behaviour note or incident log
External toilet-break supervision	Duty supervisor	Each external use	Daily checklist / incident log where required
Building-envelope checks	Site manager	Monthly and following any defect	Inspection / defect log
Complaints and corrective actions	Noise manager	As complaints arise and quarterly review	Complaint log and action record

6.2 Daily and Weekly Compliance Checks

6.2.1 The duty supervisor should complete a daily compliance check confirming that dog numbers remain within the permitted limit, dogs are being managed indoors, external use is limited to

supervised toilet breaks, doors and windows are kept closed when required for noise control, and no prolonged barking events have occurred.

6.2.2 A weekly review should consider whether any repeated barking issues, behaviour concerns, staff training needs, door-management issues or building-envelope defects have been identified.

6.3 Trigger-Action Plan for Barking

6.3.1 Where barking begins to escalate, staff should follow a staged response: observe the cause, intervene promptly, redirect or calm the dog, separate the dog if required, provide a quiet period, notify the duty supervisor and record the event where barking is repeated or prolonged.

6.3.2 If the same dog repeatedly causes barking issues, the owner should be contacted and the dog's attendance should be reviewed. Continued attendance may be restricted or withdrawn where noise cannot be adequately managed.

6.4 External Toilet-Break Protocol

6.4.1 External toilet breaks should be short, supervised and controlled. Dogs should be taken outside in small groups only, with no prolonged external play, exercise or unsupervised use of the external area.

6.4.2 If barking occurs externally, dogs should be returned indoors promptly and the incident should be recorded where it is repeated, prolonged or associated with a complaint.

6.4.3 If complaints or monitoring indicate that external activity is contributing to noise impact, the duration, frequency, group size and timing of external toilet breaks should be reviewed and reduced where necessary.

6.5 Arrival and Collection Management

6.5.1 Arrival and collection periods should be managed to minimise excitement and avoid dogs waiting at external doors. Where practicable, drop-off and collection should be staggered and customer handovers should be kept brief.

6.5.2 Customers should be discouraged from congregating near entrances, external doors or noise-sensitive boundaries where this could stimulate barking or increase disturbance.

6.6 Building-Envelope Inspection and Maintenance

6.6.1 The site manager should undertake a monthly visual inspection of the building envelope, including doors, seals, roof elements, glazing, ventilation openings and any acoustic treatments relied upon for noise control.

6.6.2 Any defects that could reduce acoustic containment should be recorded and remedied as soon as reasonably practicable. Temporary operational controls should be considered if a defect is likely to materially increase noise emissions.

6.7 Review Triggers

6.7.1 This NMP should be reviewed following any substantiated noise complaint, any material change in dog numbers, operating hours, external-use arrangements, building fabric, ventilation strategy, activity layout or staffing arrangements.

6.7.2 Where two or more substantiated complaints are received within any three-month period, Pawpit Wrexham should undertake a formal review of this NMP and consider whether additional operational controls, staff training, building-envelope works or professional acoustic advice are required.

APPENDIX A - NMP LIMITATIONS

This Noise Management Plan is presented to Pawpit Wrexham and may not be used or relied on by any other person or by the client in relation to any other matters not covered specifically by the scope of this Noise Management Plan.

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