

Hinckley Pets in Home

Noise Mitigation Plan 2023

Aim of Plan

- To ensure that noise emitting from the commercial activity of providing dog day care at Land East of Dawsons Lane, Barwell does not result in complaints of noise.
- Ensure that all staff are aware of triggers that may cause dogs to bark and how to reduce dog barking by active use of alternative stimulation or removing the cause (where in our custody/care/control) of the need to bark.
- Ensure staff complete & regularly update risk assessments of each dog that attend day.
- Record risk levels in Kennel Booker our online system rating each dog using traffic light system (Red, Amber, Green) in terms of temperament and likelihood of barking.
- Record any instances of unnecessary barking by individual dogs on their profile and raise this for business directors' attention.
- Have a robust noise complaint procedure.
- Acoustic design of building and associated fencing - To mitigate overall noise outbreak acoustic fencing with a density of/or exceeding 10kgM2 will be used outside of the environs of the main building surrounding the outside dog play area.
- Wear and Tear of acoustic fencing is checked regularly. Damage is reported to repair/replace in a timely fashion.

Staff Training

All staff will be trained in identifying the 7 different types of dog barking, why they are emitted by dogs and how to deal with each type of barking ensuring it does not become anti-social.

- Welcome
- Playful
- Anxious
- Frustration
- Warning
- Intruder
- Painful

Staff are trained in intervention methods regarding all anti-social behaviour including excessive barking. This process is escalatory and has 7 incremental steps:

1. Human Presence
2. Human Intervention - telling the animal no
3. Positive reinforcement – telling the animal no and using high value object to change the behaviour.
4. Positive Intervention – removing the cause of the conflict from the area.
5. Time Out – putting the dog into time out to allow them chill time.
6. Removal from day care for the remainder of the day
7. Banning from day care until the owner has sought behavioural or medical intervention.

New members of staff will be trained in the induction period in how to manage noise.

Dog Risk Assessment

Each dog is subject to an in-depth risk assessment in relation to their temperament and interaction with both humans and other dogs. This risk assessment is recorded in Kennel Booker, Hinckley Pets in Home booking and animal management system. All members of staff have access to the system and new members of staff are provided with training during their induction and required to orient themselves regarding each dog's risk assessment upon meeting them for the first time.

Kennel Booker allows for incidents to be recorded for active management of each dog, these incidents include anti-social behaviour e.g., excessive barking, unwanted sexual dominance, aggression etc.

Maintenance

Weekly walk around of building and fence line will take place to ensure any wear and tear is identified and reported to business Directors.

Staff to report any wear and tear or damage of fence to Directors to ensure repairs can be undertaken.

Noise Complaints

It is accepted that the operation of Hinckley Pets in Home Limited may result in noise nuisance complaints. These complaints may come from several sources e.g. In person, telephone, text, email or via the local authority.

Upon receipt of a complaint, it will be recorded in our noise complaint folder. This will include name of complainant including contact details, date of noise nuisance, and nature of noise nuisance.

This noise process will be explained to the complainant, and they will be provided with a time frame according to the business's noise complaints policy for completing the initial investigation (7 working days).

Once recorded an investigation will commence to identify the cause of the noise. This investigation is to establish what was the noise caused by animals in our custody, care, and control. If so, what was the cause of the noise and is that cause in or out of our control.

The complainant in all cases will be informed of the result of the investigation within 21 working days this to include:

- The cause of the noise,
- Factors associated with the creation of the noise. In circumstances where the noise is deemed to have been created by factors outside our control this will be included and explained.
- Remedial measures that have been taken to mitigate the noise in the future. In circumstances where mitigation measures are deemed to be sufficient this will also be included.
- A formal apology for inconvenience should be considered without the acceptance of fault.

Noise complaints should be recorded in the following format.

Name and contact complainant	Date complaint received	Nature of Noise	Response to Complaint	Date resolved
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This document is a live document accessed and maintained by the directors which can be updated over time according to staff or complainant feedback, or as environs change.