

Stephen Kenyon CPFA
Interim Executive Director of Resources and Regulation

Bury
 COUNCIL

Our Ref SRU151608
Your Ref
Date 17th February 2016
Please ask for Mrs S.H.Coombes
Direct Line 0161 253 5525
Direct Fax 0161 253 5547
E-mail s.h.coombes@bury.gov.uk

Department for
 Resources and Regulation

David Fowler
 Assistant Director
 (Localities)

Mrs C. Plumridge
 Goody 4 Paws
 Unit 1 Albert Close,
 Whitefield
 Manchester
 M45 - 8EF

Dear Mrs Plumridge,

The Animal Boarding Establishments Act 1963 **Re; Breach of Licence condition**

I write with regard to a complaint received by this department concerning a breach of the Animal Boarding Establishments Act 1963 licence conditions. The complaint relates to the acceptance of a puppy of 12 weeks of age at the day crèche.

The licence condition states:-

- that full males, bitches in season and puppies under six months of age must not be boarded with other dogs.

Bury Council has adopted these particular conditions in order to ensure the safety of all dogs attending the crèche at your premises. The reasons for this are as follows:-

- If a puppy were to sustain any damage or injury inflicted by another dog, then the responsibility would come back to you for accepting a puppy of that age at the crèche.

You informed me that you have breached that condition recently, I must inform you that you are responsible for ensuring that all licence conditions are complied with; Failure to do so may result in further action being taken.

However, if you feel that you are unable to comply with the licence condition by accepting puppies less than six months of age and you feel that this particular condition should be removed from your licence. In order to do this, you need to make your request in writing to the Licensing Unit Manager explaining the reasons why this should be considered. This may result in you having to make representations to the Licensing and Safety Panel for them to consider the removal of the condition.

Until a decision has been made on this matter, you are required to comply with the conditions of your licence.



**INVESTORS
 IN PEOPLE**

Electronic or fax service of
 Legal Documents is not accepted

**3 Knowsley Place
 Duke Street
 Bury BL9 0EJ
 www.bury.gov.uk**

For the attention of Mrs. S Coombes,
Bury Council.
3 Knowsley Place,
Bury BL9 0EJ

Dear Mrs. Coombes,

With reference to your letter dated 17th February relating to a breach of the Animal Boarding Establishment Act licence conditions at Goody 4 Paws Dog Day Care Centre.

I feel that the complaint has been made, not by a customer but by someone who has little knowledge of dog behaviour and how puppies develop. I have extremely strong views on this subject and hope that we can remove this condition from our Licence for the reasons stated below. I would be happy to make representation to the Licencing and Safety Panel to answer any questions regarding how we operate within Day Care and the safety of dogs in our care.

Puppies have periods of development which can be thought of as windows of opportunity which open and close during the first year of life. It is extremely important to introduce puppies' to different situations and environments, this also includes play and social behaviour with dogs of all shapes, sizes and ages during the first window of opportunity usually 12 – 26 weeks of age.

A puppy that has a positive experience through play with dogs of all ages and sizes is less likely as an adult to react badly in a challenging situation or an unfamiliar environment. If this is done properly we end up with a relaxed, confident adult who is at reduced risk of aggression because play and correct body language with other dogs of all ages has already been learned. There are no separate areas of play in the local park which can be stressful for both dog and owner if socialisation has not been handled properly.

At ~~the~~ approx. 6 months of age puppies go through the second window of development. During this time puppies can show extreme fear of new and even familiar situations. It is important that this stage of development is handled carefully as it can have a lasting effect on the dogs' future behaviour. For this reason it would be wrong to isolate younger pups and then put them

into a group of adults at this age, this would have a negative effect on both puppies and older dogs, they would not know how to interact and could be fearful when placed in this situation resulting in exactly the behaviour we are trying to avoid. At 6 months they are also teenagers and have to cope with all the hormonal changes which can also cause stress for the youngster (especially males)

At around 12 – 14 months the window of socialisation closes making it much harder to integrate and help a dog to get over his now established fear.

Socialisation from the earliest age possible is vital to development. Many dogs that develop problems through lack of socialisation end up in Rescue or at worst euthanized because their owners can no longer handle them.

Puppies are introduced into Day Care in a caring, positive way, making sure it is a pleasant and rewarding experience. We allow puppies to interact with all ages and encourage their interaction and reward confident behaviour. Puppies very quickly learn good 'dog manners' and dog body language this then makes walks in the park not such a scary thing for dog or nervous and sometimes over protective owner.

It is our aim to make sure all the dogs in our care are happy, well socialised and cause their owners little or no stress. Happy owner = happy dog. We try to help new owners understand how their dog thinks and learns and provide handouts dealing with the most common problems. I have enclosed a selection of our handouts also letters of support from customers whose dogs have started as very young puppies and have now grown into social happy dogs because of correct socialisation from an early age.

A little bit about me, my family and Goody 4 Paws.

Goody 4 Paws was the first Dog Day Care in North Manchester. We opened in 2007 and have not had an injured puppy in all this time. Unlike most Day Care Centres we do not have a disclaimer regarding injury which states owners are responsible for Veterinary bill for accidents incurred whilst in our care. Only vaccinated dogs are allowed into both Day Care and Training Classes.

We are family owned and operated, no volunteers or work experience students are employed as we feel this would compromise the safety of the dogs in our care if persons without behaviour qualifications were allowed to supervise play.

My qualifications are as follows- The Academy of Dog Training and Behaviour Approved Instructor at all levels. Written and practical.

Puppy socialisation, Puppy starter class, Bronze, Silver and Gold training for life classes.

What makes dogs tick.

Member of the British Institute of Professional Dog Trainers – Membership Number M/125/09

Canine Aggression Diploma – Myerscough College

Think Dog Diploma Int.

Think Dog Diploma adv.

Understanding Canine Body Language – Sarah Whitehead
Diploma

Dog Emotion and Cognition – Prof Brian Hare.

Cognitive strengths and origins

How dogs think and feel about us.

Humans and dogs working together.

My husband and I have worked with and trained dogs for over 25 years. Our son Tom has a behaviour certificate from the Academy of Dog Training and Behaviour and is currently working to further his knowledge.

We also have three members of staff all are PDTI qualified and have instructed for many years.

I hope you will consider our request favourably, at the end of the day our aim is exactly the same as the Licence states. We both want dogs to play and develop in a safe environment.

At Goody 4 Paws we consider our many years of experience working and understanding dog behaviour to be of great benefit to dogs of all ages.

Dog Day Care is NOT somewhere where dogs can go and 'just play' without qualified supervision and I believe that it is more important to make sure dogs are safe and taught how to interact correctly by qualified staff .

Dogs should never be left in the care of volunteers or junior staff without knowledge or experience in dog behaviour. This not only put the dogs at risk but the staff if they do not have the knowledge to see problems arising resulting in injury through incorrect handling of a situation.

Thank you for taking the time to read my appeal. I look forward to hearing from you.

Yours sincerely,



C.A. Plumridge (MRS)