**DESIGN and ACCESS STATEMENT**

Due to such high demand for our services we need to increase our capacity to meet the needs of people who need care for their dogs. Now people are going back into work and away on holidays overseas following the Covid pandemic, the demand has increased significantly and sadly we are having to turn a huge amount of people away.

**Proposed Number of Dogs**

We need to be able to accommodate the following number of dogs:

Daycare dogs - 60 dogs per day

(Current stats show that 10% of our customers have more than one dog therefore they will make less journeys)

Boarding Dogs – 10 customers

(We plan to develop 10 kennels. Multiple dogs from the same household can board in the same kennel, therefore we have factored in capacity to be able to accommodate the multiples with the expectation that we will receive an average of 15 dogs boarding per night.)

Grooming - 10 dogs per day

**Staffing & Vehicular Movements**

Daycare & Boarding – As per the licensing conditions we will need a ratio of 1 member of staff per 8 to 10 dogs.

The ratio of 1 to 8 dogs means we will require 10 staff members (2 of which live on site)

Staff who do not live on site will arrive at 7:15am and leave 6:15pm any shift changes will take place between 12noon and 1pm.

Grooming - 2 members of staff who will arrive at 7:30am and leave at 6:15pm

The Local Highways Authority have defined the “Peak Periods” as follows

**AM (08:00 – 9:00)**

**PM (17:00 – 18:00)**

All staff will arrive and leave the site outside of the peak hours.

A maximum of 10 parking spaces will be required for members of staff

**Proposed Vehicular Movements for Dog Care/Livery**

We have 12 livery clients who visit twice a day, with a 2-way morning journey and a 2-way evening journey. The reduction of stables will lead to a reduction of 4 clients. Livery parking is in a separate area as it has been historically and has no impact on our dog related clients

We currently have up to 40 dog related visits per day. As above our clients will make a 2-way journey to drop their dog off in the morning and a 2-way journey to pick their dog up.

We currently have 22 car parking spaces for our current dog related clients. Due to the quick turn-around of customers when they drop odd and pick up which is on average 5minutes, we rarely have more than 4 carparking spaces used at anyone time.

**Trip Generation Exercise**

The table below shows when our current customers are dropping off in the morning and picking up at night, at both of these points the customer will arrive and leave after approximately 5minutes.

For the purpose of the exercise, we have counted the number of customers arriving within 15minute intervals, i.e. between 8am and 8:15am, however we note that with the quicker turn around there will be far less customers on site.

The table “Maison des Animaux – Current customer drop off and pick up times”

also shows the % of customers who dropping off and picking up at specific times and we will use this % to forecast the activity of our proposed increased customers, in table below this one, “Maison des Animaux – Proposed customer drop off and pick up times”

**Maison des Animaux – Current customer drop off and pick up times**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Number of Drop Offs** | **% of drop offs** | **Drop Off Time** | **Number of Pick Ups** | **% of pick ups** | **Pick Up Time** |
| 1 | 2.50% | 6:15am |  | 0.00% | 10:30am |
|  | 0.00% | 6:30am | 1 | 2.50% | 11:00am |
|  | 0.00% | 6:45am |  | 0.00% | 11:30am |
| 2 | 5.00% | 7:00am |  | 0.00% | 12:00am |
| 9 | 22.50% | 7:15am | 1 | 2.50% | 12:30am |
| 10 | 25.00% | 7:30am |  | 0.00% | 1:00pm |
| 5 | 12.50% | 7:45am | 1 | 2.50% | 1:30pm |
| 2 | 5.00% | 8:00am |  | 0.00% | 2:00pm |
|  | 0.00% | 8:15am |  | 0.00% | 2:30pm |
| 2 | 5.00% | 8:30am | 1 | 2.50% | 3:00pm |
|  | 0.00% | 8:45am | 2 | 5.00% | 3:30pm |
| 2 | 5.00% | 9:00am | 1 | 2.50% | 3:45pm |
| 1 | 2.50% | 9:15am | 6 | 15.00% | 4:00pm |
| 1 | 2.50% | 9:30am | 2 | 5.00% | 4:15pm |
| 1 | 2.50% | 10:00am | 9 | 22.50% | 4:30pm |
|  | 0.00% | 10:30am | 5 | 12.50% | 4:45pm |
|  | 0.00% | 11:00am | 1 | 2.50% | 5:00pm |
| 1 | 2.50% | 11:30am | 1 | 2.50% | 5:15pm |
|  | 0.00% | 12:00am | 3 | 7.50% | 5:30pm |
|  | 0.00% | 12:30am | 3 | 7.50% | 5:45pm |
| 1 | 2.50% | 1:00pm | 1 | 2.50% | 6:00pm |
|  | 0.00% | 1:30pm |  | 0.00% | 6:15pm |
|  | 0.00% | 2:00pm | 1 | 2.50% | 6:30pm |
| 1 | 2.50% | 2:30pm |  | 0.00% | 7:00pm |
|  | 0.00% | 3:00pm | 1 | 2.50% | 7:30pm |
|  | 0.00% | 3:30pm |  | 0.00% |  |
| 1 | 2.50% | 4:00pm |  | 0.00% |  |
|  | 0.00% | 4:30pm |  | 0.00% |  |
| **40** |  |  | **40** |  |  |

**Maison des Animaux – Proposed customer drop off and pick up times**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |
| **Number of Drop Offs** | **% of drop offs** | **Drop Off Time** | **Number of Pick Ups** | **% of pick ups** | **Pick Up Time** |
| 2.50% | 2 | 6:15am | 0.00% | 0 | 10:30am |
| 0.00% | 0 | 6:30am | 2.50% | 2 | 11:00am |
| 0.00% | 0 | 6:45am | 0.00% | 0 | 11:30am |
| 5.00% | 4 | 7:00am | 0.00% | 0 | 12:00am |
| 22.50% | 18 | 7:15am | 2.50% | 2 | 12:30am |
| 25.00% | 20 | 7:30am | 0.00% | 0 | 1:00pm |
| 12.50% | 10 | 7:45am | 2.50% | 2 | 1:30pm |
| 5.00% | 4 | 8:00am | 0.00% | 0 | 2:00pm |
| 0.00% | 0 | 8:15am | 0.00% | 0 | 2:30pm |
| 5.00% | 4 | 8:30am | 2.50% | 2 | 3:00pm |
| 0.00% | 0 | 8:45am | 5.00% | 4 | 3:30pm |
| 5.00% | 4 | 9:00am | 2.50% | 2 | 3:45pm |
| 2.50% | 2 | 9:15am | 15.00% | 12 | 4:00pm |
| 2.50% | 2 | 9:30am | 5.00% | 4 | 4:15pm |
| 2.50% | 2 | 10:00am | 22.50% | 18 | 4:30pm |
| 0.00% | 0 | 10:30am | 12.50% | 10 | 4:45pm |
| 0.00% | 0 | 11:00am | 2.50% | 2 | 5:00pm |
| 2.50% | 2 | 11:30am | 2.50% | 2 | 5:15pm |
| 0.00% | 0 | 12:00am | 7.50% | 6 | 5:30pm |
| 0.00% | 0 | 12:30am | 7.50% | 6 | 5:45pm |
| 2.50% | 2 | 1:00pm | 2.50% | 2 | 6:00pm |
| 0.00% | 0 | 1:30pm | 0.00% | 0 | 6:15pm |
| 0.00% | 0 | 2:00pm | 2.50% | 2 | 6:30pm |
| 2.50% | 2 | 2:30pm | 0.00% | 0 | 7:00pm |
| 0.00% | 0 | 3:00pm | 2.50% | 2 | 7:30pm |
| 0.00% | 0 | 3:30pm | 0.00% | 0 |  |
| 2.50% | 2 | 4:00pm | 0.00% | 0 |  |
| 0.00% | 0 | 4:30pm | 0.00% | 0 |  |
|  | **80** |  |  | **80** |  |

The table above “Maison des Animaux – Proposed customer drop off and pick up times” shows the expected numbers of 2 way drop off and pick-ups.

**The 80 customers is based on:**

60 day-care dogs (although 10% are from the same household, however for the purpose of the exercise we have counted each dog arriving, rather than each car)

10 boarding customers (We anticipate to receive more dogs based on dogs from the same household being able to share the same kennel, therefore from a licensing perspective we would be aiming to e able to take 15dogs per night, however this would only ever be 10 customers)

10 grooming clients. (For notes, there are occasions where there are multiple dogs from the same household or the dog being groomed is already in daycare or boarding on that day so the trips can be less)

In the worst-case scenario, at our busiest times we may have 20 customers arriving at the same time. Therefore, with the 10employee car parking spaces required we propose to increase our carparking capacity to 32 spaces.