



Information Governance Team

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI849007421**

Thank you for your request for information relating to Max & George Trust / Max & George Rescue / Max & George Lost / Found Dogs.

You have requested the following information:

I am seeking information relating to The Max & George Trust, Max & George Rescue, or any associated trading names, organisations, rescue operations, premises or individuals acting on behalf of the organisation, for the period 1 January 2020 to the date of this request.

1. Please confirm the number of complaints, concerns, reports, referrals, enquiries or allegations received by the council relating to the organisation.

Please provide:

- A yearly breakdown.
- The department receiving the complaint or report.
- The subject matter where recorded.

2. Please provide a breakdown of complaints, reports, investigations or enforcement matters handled by:

- Environmental Health
- Animal Welfare Licensing
- Dog Warden Services
- Trading Standards
- Planning Enforcement
- Community Safety
- Public Protection

- Licensing
- Housing
- Waste Enforcement
- Pollution Control
- Any other relevant department

3. Where recorded, please provide a breakdown of complaints, concerns or investigations by category, including but not limited to:

- Animal welfare
- Animal activities licensing
- Dog breeding
- Sale of animals as pets
- Kennelling
- Animal sanctuary operations • Licensing breaches
- Planning breaches
- Waste disposal
- Hazardous waste storage or disposal
- Burning of rubbish or waste
- Smoke nuisance
- Noise nuisance
- Odour nuisance
- Public health concerns
- Health and safety concerns
- Fire safety concerns
- Fire inspections
- Dangerous dogs
- Stray dogs
- Consumer complaints
- Trading Standards matters
- Fundraising activities
- Lottery or raffle licensing
- Charitable collections
- Consumer protection concerns
- Anti-social behaviour
- Safeguarding concerns
- Any other category recorded by the council

4. Please confirm how many complaints, reports or concerns resulted in:

- An investigation being opened
- A site visit being undertaken • A joint-agency investigation
- Advice or guidance being issued
- A warning being issued
- An improvement notice
- A compliance notice
- Formal enforcement action
- Consideration of prosecution • Commencement of prosecution proceedings

5. Please confirm:

- The number of site visits undertaken in relation to the organisation

- The dates of those visits where disclosure is permitted
- The departments involved
- Whether concerns, breaches or recommendations were identified

6. Please confirm whether the council currently holds any open:

- Investigations
- Enforcement matters
- Compliance matters
- Licensing reviews
- Regulatory cases

relating to the organisation.

If any information is exempt from disclosure, please confirm whether relevant records exist and specify the exemption relied upon.

7. Please provide copies of any:

- Warning letters
- Advisory letters
- Improvement notices
- Compliance notices
- Enforcement notices
- Licensing notices
- Abatement notices
- Formal cautions
- Other formal regulatory correspondence

issued to the organisation, with personal information redacted where necessary.

8. Please confirm whether the council holds records relating to:

- Dog breeding licences
- Licences to sell animals as pets
- Animal activities licences
- Kennelling licences
- Boarding licences
- Animal sanctuary licences or registrations
- Planning applications or permissions
- Change of use applications
- Waste permits
- Environmental permits
- Fundraising licences
- Street collection permits
- House-to-house collection permits
- Lottery registrations
- Small society lottery registrations
- Any other licence, consent, permit or registration relating to the organisation

Where records are held, please provide:

- The type of licence, permit or registration
- Relevant dates
- Current status
- Whether granted, refused, suspended, revoked, expired or subject to conditions

9. Please confirm whether information relating to the organisation has been shared with any external agency, including but not limited to:

- Police
- RSPCA
- APHA
- Environment Agency
- UK Health Security Agency
- Fire and Rescue Service
- Other local authorities
- Any government department or regulator

Where disclosure is permitted, please provide:

- The name of the agency
- The date information was shared
- The general purpose of the information sharing

10. Please provide copies of any policies, procedures, guidance documents or assessment frameworks used by the council when dealing with complaints, inspections, investigations or enforcement relating to:

- Animal rescue organisations • Animal sanctuaries
- Kennels
- Boarding establishments
- Dog breeding establishments • Animal activities licence holders
- Similar facilities

11. Please confirm whether the council holds records relating to:

- Complaints
- Concerns
- Referrals
- Allegations
- Investigations
- Enforcement matters
- Compliance concerns
- Licensing concerns
- Safeguarding concerns
- Animal welfare concerns
- Officer notes
- Inspection reports
- Site visit reports
- Risk assessments
- Due diligence assessments
- Internal correspondence concerning regulatory matters relating to The Max & George Trust.

12. Please provide the total number of Freedom of Information requests received by the council relating to The Max & George Trust, Max & George Rescue, or associated trading names during the same period.

We may hold the information which you have asked for, but we have estimated that the cost of meeting your request would exceed the cost limit of £450 specified in the Freedom of Information

and Data Protection (Appropriate Limit and Fees Regulations 2004). This represents the estimated cost of one person spending 18 hours or more, in determining whether the information is held, locating, retrieving and extracting it.

This information is not held centrally, nor in a reportable format. We estimate it will take officers more than 18 hours across many services to locate the information you are seeking. Your request has been refused under section 12(2) of the Act.

However, in order to fulfil our obligations under Section 16 of the FOI Act to advise and assist you, we advise that our Animal Welfare team do not hold any information which pertains to your request. You may wish to narrow the scope of your request to a particular service. Should you do so, please note that this will be treated as a new FOI request.

The supply of information in response to a FOI/EIR request does not confer an automatic right to re use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance