

APPENDIX C: PUBLIC NUISANCE COMPLAINTS

Cumulative Impact Areas 2019 - 2022



Noise and Odour Complaints

Noise and odour complaints recorded between 1 April 2019 – 31 March 2022, were retrieved from the Council's 'firmstep' database platform which collates complaints recorded.

The data below includes all complaints relating to licensed premises including noise nuisance and odour complaints within each Cumulative Impact Area.

A complaint is recorded when a member of the public raises a concern through one of the council's contact portals. Noise is a subjective experience of sound and complaints depict the prevalence of nuisance individuals are willing to report, not the prevalence of negative experiences of sound.

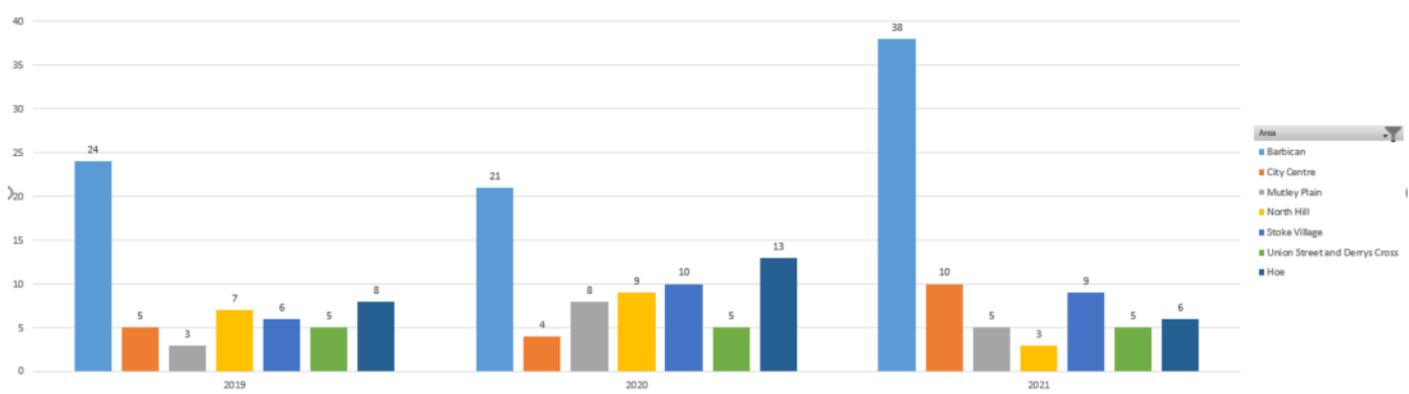
It should also be noted that the data does not capture whether noise complaints are sources from a serial complainant or multiple concerned residents.

The data below in Figure 1, shows that there were a significant increase of public nuisance complaints received from the Barbican and City Centre in 2021. This may be due to the large number of gatherings which took place on the Barbican and Hoe area during the Covid-19 lockdowns and also the influx in this area when the premises reopened.

The data below shows there were a decrease in public nuisance complaints received from North Hill which may be due to less students on campus and attending late night venues last year due to Covid-19. Additional street marshals were also deployed in this area in 2021.

Please note that two additional areas were included in this data to compare with the Police report data for the City Centre and Hoe area.

Figure 1: Number of public nuisance (noise/odour) complaints from Licensed premises per year in each of the five current Cumulative Impact Areas and in addition, the City Centre and Hoe area.



Complaints regarding waste/street cleansing.

A waste complaint may arise when an additional demand or issue needs to be met. All reactive cleansing requests are reported, however they do not provide a complete picture of the overall cleansing tasks that have been completed. Waste is almost wholly collected pro-actively through scheduled collections, which reflect levels of demand in the city. There is also one operative that only deals with the Barbican and Hoe area and ensures this area is cleaned daily with a mechanical sweeper and reports any fly-tipping incidents to the office to deal with.

As you can see from Figure 2 below, there has been a decrease in the number of street cleaning, fly posting and graffiti complaints in the majority of the areas except for North Hill which has seen an increase of 30%. North Hill is a busy area linked to Mutley Plain and there are a number of takeaways and retail shops in this area. There are also a number of large shared houses with communal bins so the street cleaning complaints have remained high in this area. Reports included overflowing bins and reports of ‘drunks pushing bins over in the early hours of the morning outside of takeaway premises’. Needles and excrement were also reported in North Hill.

The total number of complaints received across all areas in 2019 was 539, compared to 366 in 2020 and 336 in 2021. The complaints remained high within the barbican area as there were a large number of reports of urination, defecation and vomit during the Covid-19 lockdowns when there was less toilet provision due to licensed premises being closed and large gatherings by the public occurred on the Barbican and Hoe area. A number of reports of broken glass and overflowing bins were also reported in the Barbican. During 2020, the waste department purchased a specialist cleaning unit to deal with these incidents and have increased the cleaning of the barbican and city centre areas. The City centre has seen a reduction in complaints which may be associated with less people using the city centre during the day time and at night when the takeaways and late night venues have been closed or not as busy as pre-Covid-19.

Figure 2: Number of complaints regarding street cleaning, fly posting and graffiti in each of the Cumulative Impact Areas and in addition the City Centre and Hoe area.

