

## **Customers and Communities Overview and Scrutiny Panel**

**6 February 2013**

### **Report for Scrutiny on Review of Noise Services – Addendum**

#### **Suggested Addendum to Report for Scrutiny on Noise Services**

Section 11.3, please add the following words.

Regular surveys of customer satisfaction are undertaken for all closed investigations for domestic noise. This has been undertaken for several years, and the current response for this financial year up to December is 89% of customers satisfied with the service for domestic noise.

Section 15 Recommendations. Bullet point three should read:-

- To maintain the scope of the service at the current time, within the constraints of the resources allocated.
- Review how we can improve support for our existing calls and caseload.

#### **Additional Information relating to the geographical split of Noise complaints across the City.**

The information in the following tables represents the geographical split of domestic noise data only from Public Protection Service data only, in financial years from 2009/2010 to current day.

The data has been examined by neighbourhood area, and also additionally by ward. As explained in the report, in section 5.3, PPS received 1738 noise complaints in 2011/2012, and approximately 1000 of these relate to domestic issues. All of these 1738 complaints are investigated by officers of PPS, and the majority of cases where noise is likely to occur in the night time hours are given access to the out of hours system, unless there is a particular reason such as risk to officers (risk of aggression, or violence) that access is denied to the service. This is rare.

Section 11.3 outlines the recent actions undertaken from investigations of those complaints.

Many complaints are resolved without the need for formal enforcement action, although once a nuisance is established there is a legal duty on the authority to serve an abatement notice.

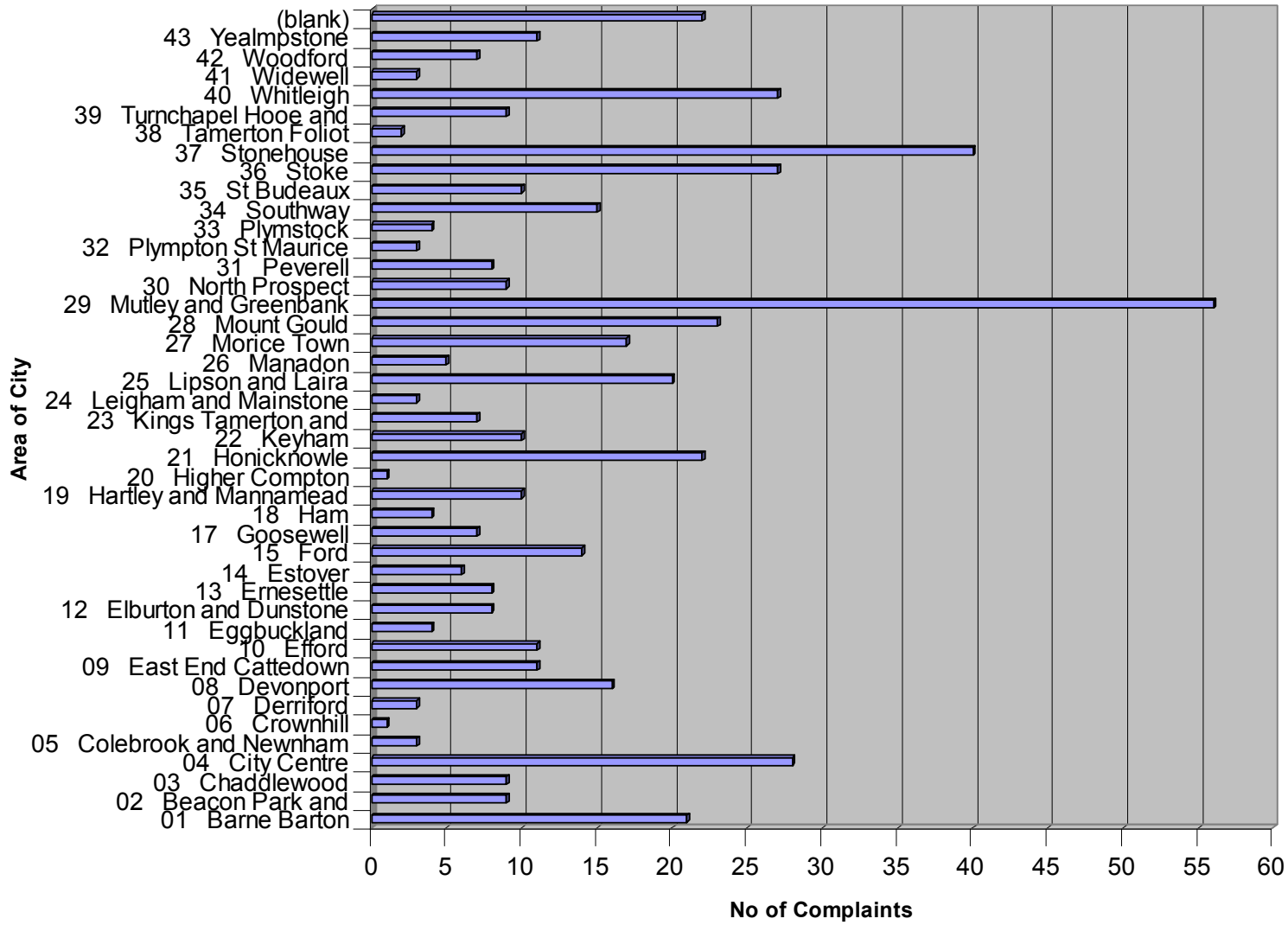
Customer satisfaction surveys are undertaken for all closed domestic noise complaints (approximately 1000 cases) once the investigation is completed and the satisfaction levels with the service are at 89% of customers satisfied with the service received by the Council.

As you can see, some key wards are busier, and when these are examined Mount Gould and Greenbank, Stonehouse and City Centre are the busiest areas. By ward, St Peter and the Waterfront, Devonport and Stoke are the busiest wards.

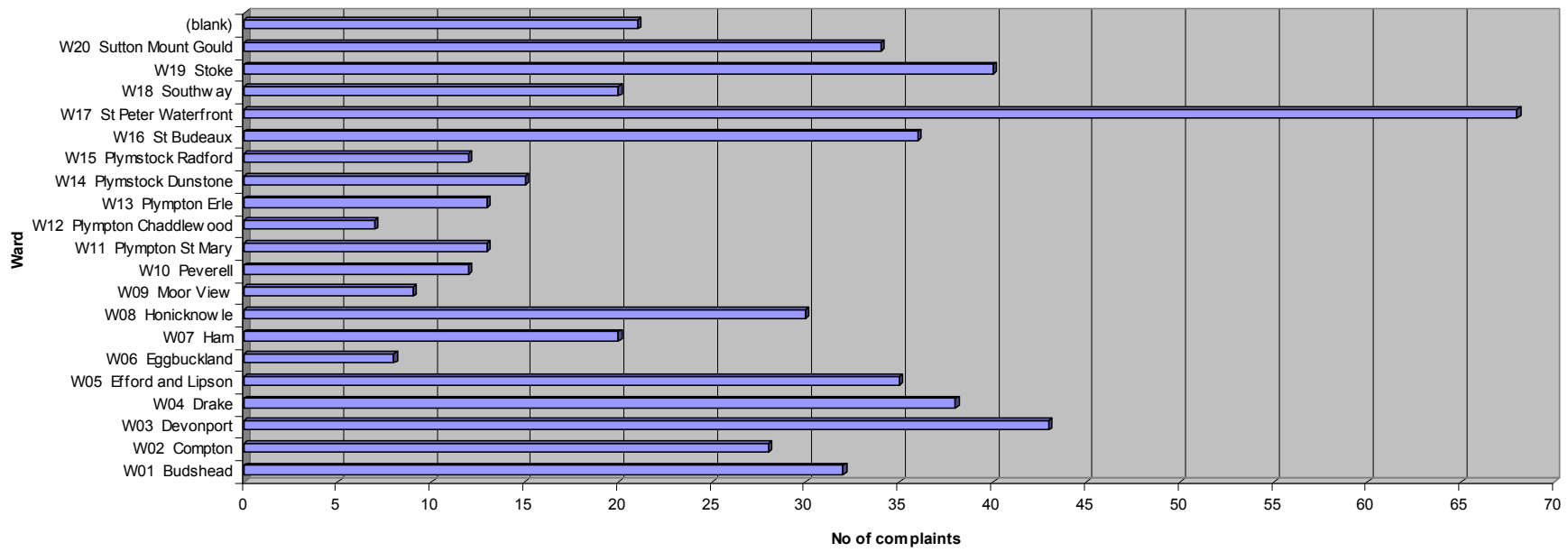
Many domestic noise complaints originate from flats, where properties may have poor sound insulation, or different uses or rooms, such as kitchens above bedrooms etc, or in the majority of cases from unreasonable behaviour (loud music, banging, shouting) in close proximity to a neighbour. Some residents may have unreasonable expectations of quietness, and although investigations are undertaken, the case may not be substantiated.

The majority of domestic noise complaints relate to loud music.

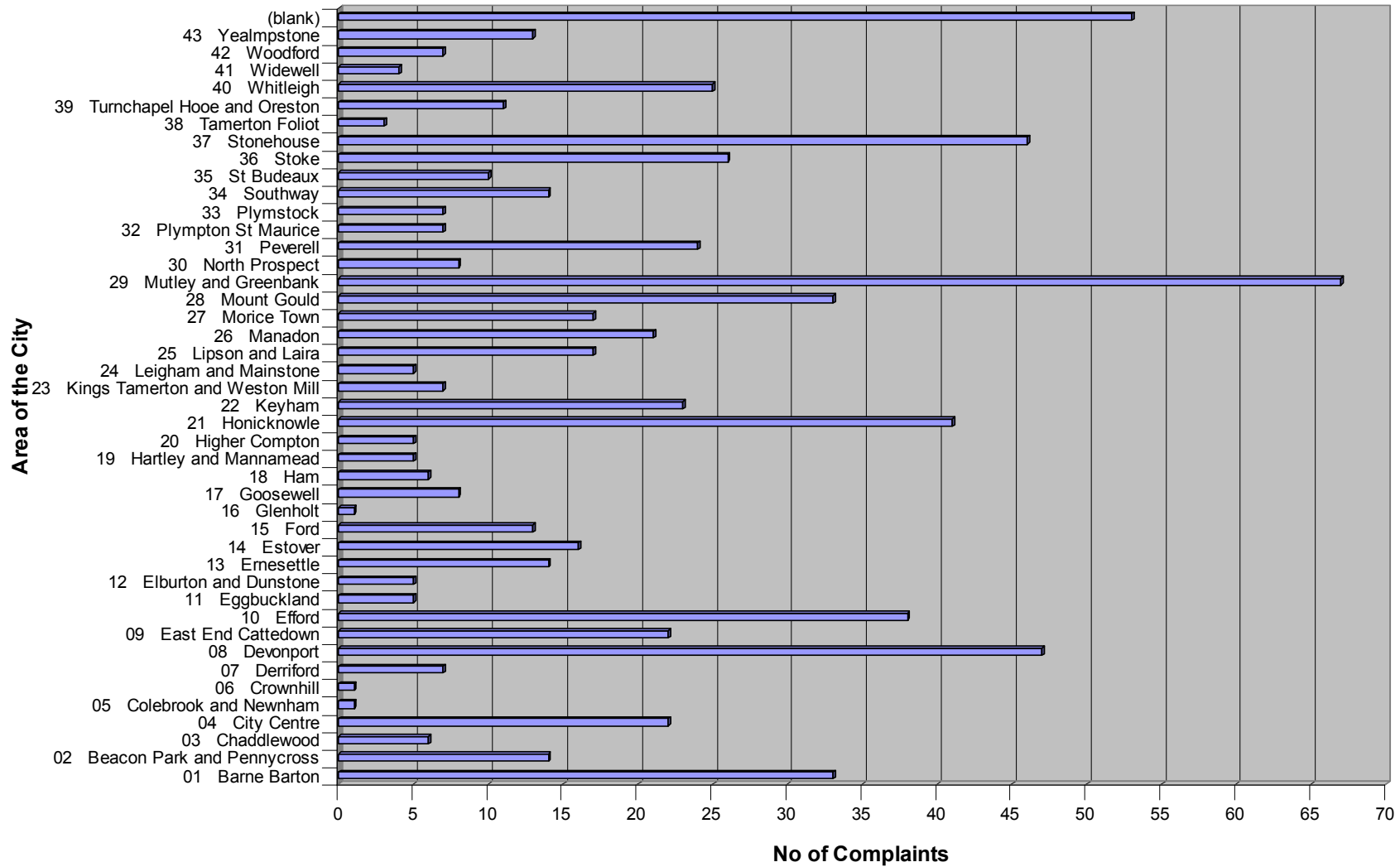
## Domestic Noise 2009/2010



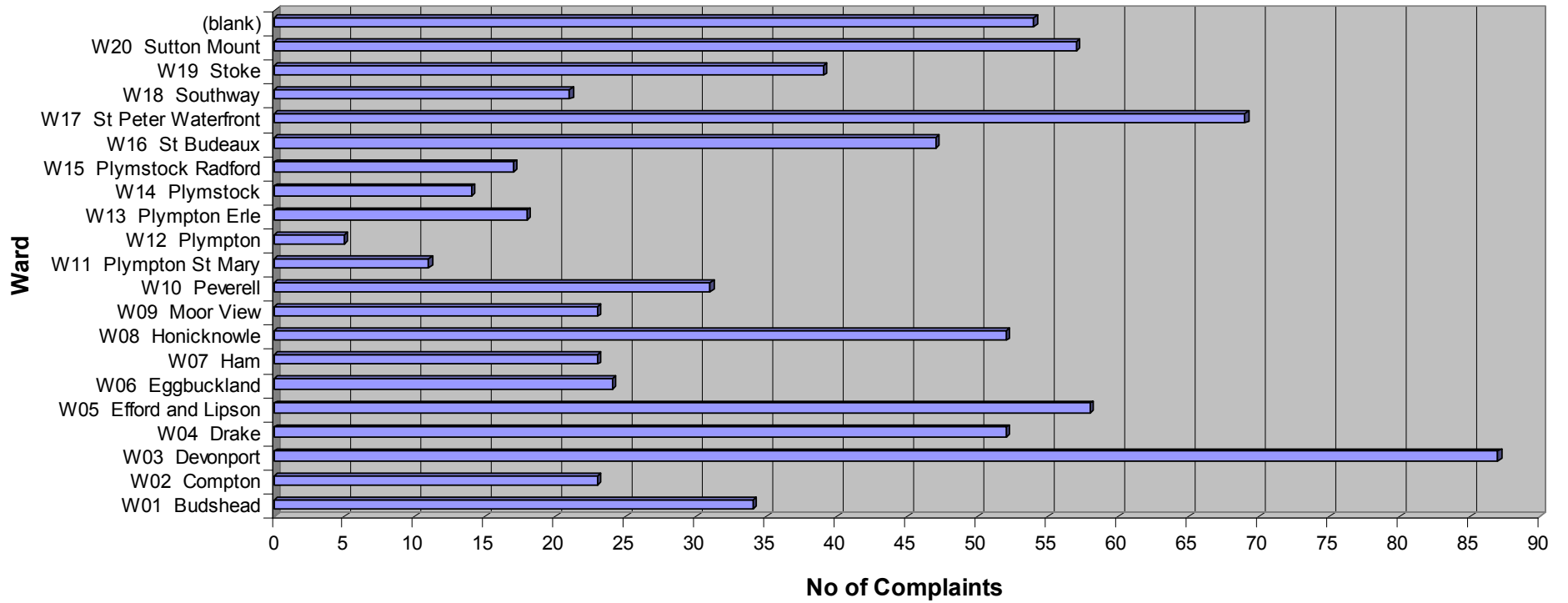
2009 2010 Domestic by Ward



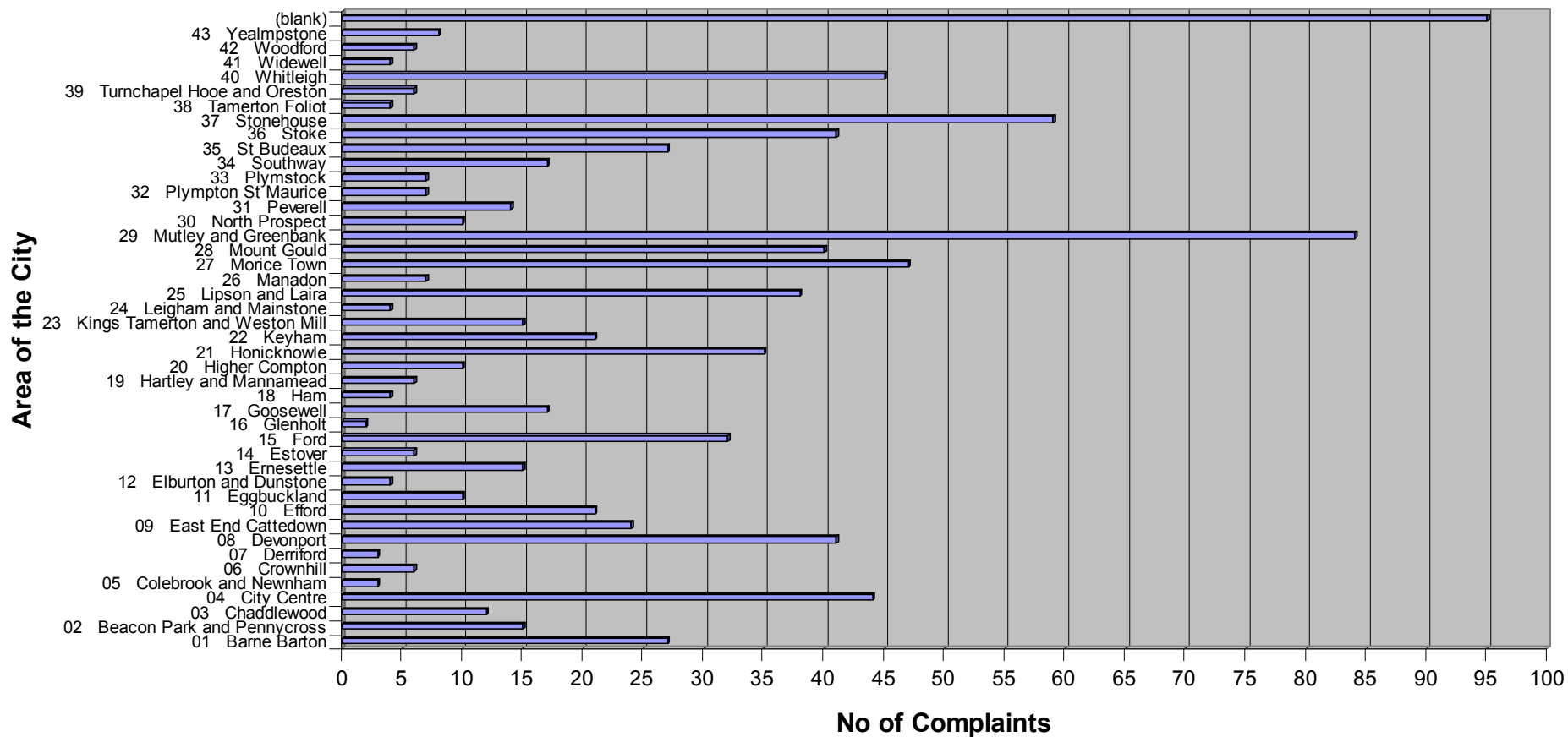
## 2010 2011 Domestic by Area



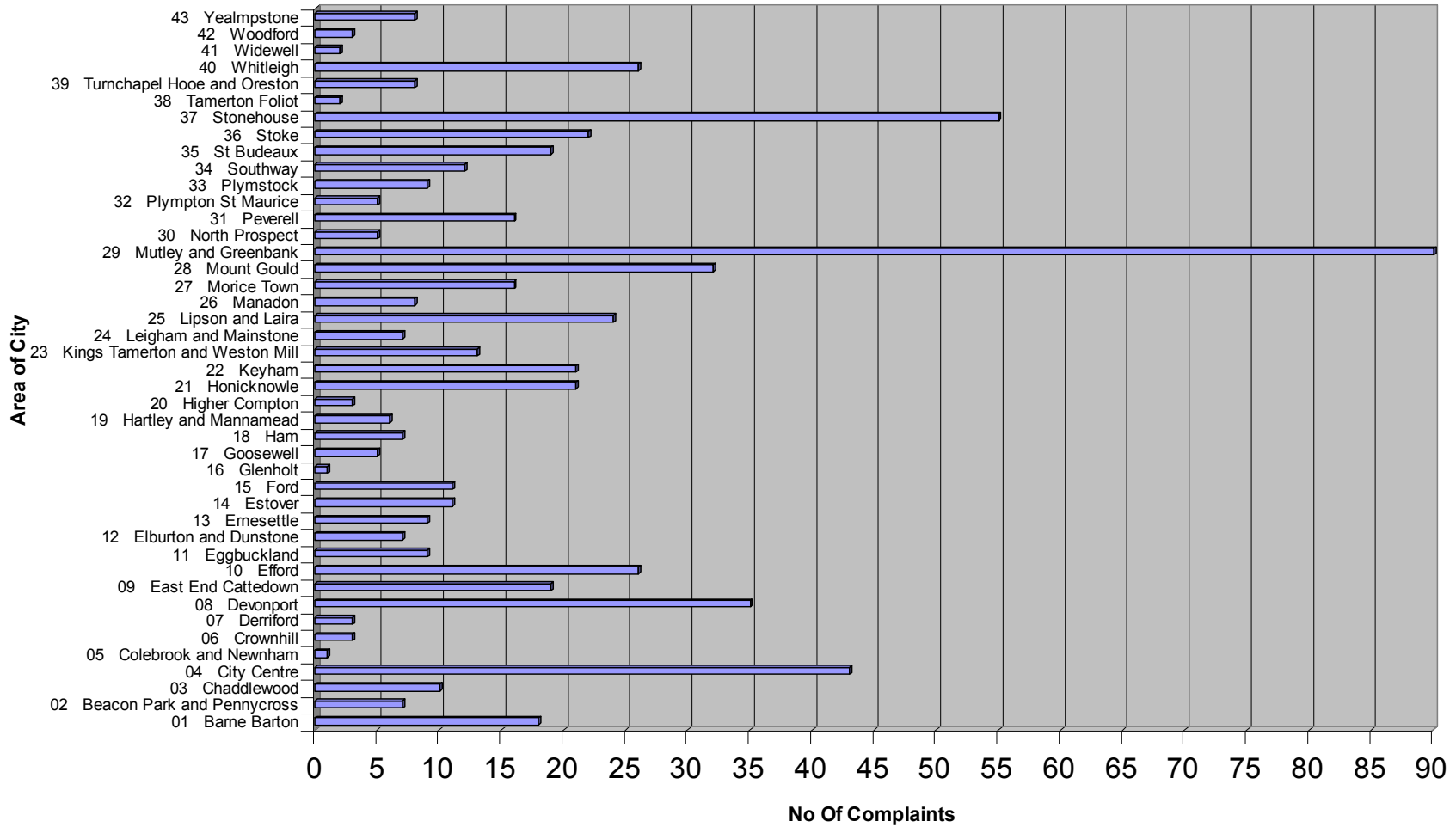
## 2010 2011 Domestic Ward



## 2011 2012 Domestic by Area



### 01 Apr 12 to 4Feb 13 Domestic Noise by Area





### 01 Apr 12 to 04 Feb 13 Domestic Noise by Ward

