

2012 STATISTICAL ANALYSIS OF THE POLLUTION CONTROL TEAM



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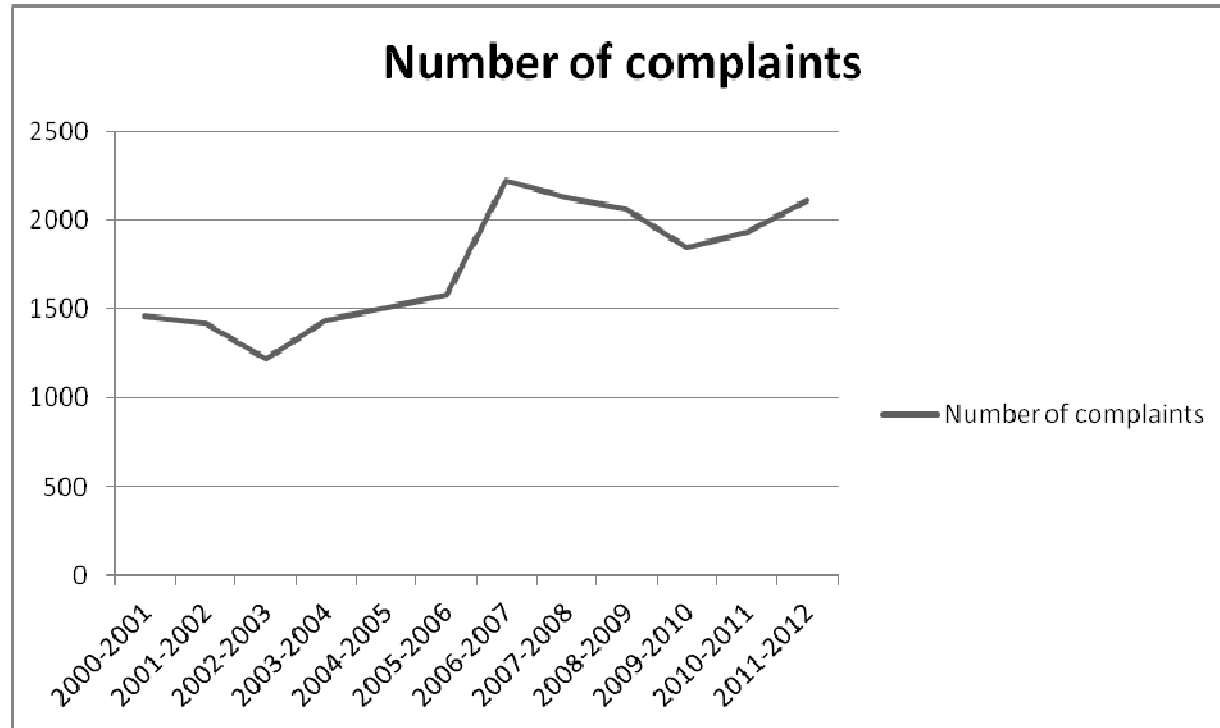
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Headlines

- Staffing levels have remained constant at 6 pollution control staff – each taking part in the night noise service operating 360 nights of the year.
- The number of noise related complaints remains high – 45% higher than in 2000/01 and only 5% lower than the 2006/07 peak.
- Music remains the most common complained of noise – with 46% of all complaints relating to this category. Noise relating to people (voices/impact noise) has dramatically increased, up 48% since 2008/09.
- Complaint resolution times have improved. Complaints relating to music were resolved 39% quicker in 2011/2012 when compared with 2009/10.
- The service of Nuisance Abatement Notices has steadily increased since 2000, reaching its highest level in 2011 - a 281% increase over 2000.
- The demand for night-time assistance in 2011/12 increased – up 12% from 2010/2011.
- The levels of direct action taken immediately to resolve noise problems increased by 52% over 2010/11. 9% of all visits resulted in significant noise being witnessed.
- Hour, day and seasonal demands upon the night noise service remained broadly unchanged – with the highest demand being witnessed at 10pm on Friday evenings in the summer.
- In the 3 university terms Sept/Oct 2011, Oct/Jan 2011/12 and Jan/April 2012 students were the responsible for 8%, 18% and 7% respectively of all requests for assistance received by the night noise service.
- Complaints relating to licensed premises fell in 2011/12 by 20% from the 2010/11 figures.
- Despite its relatively small geographic area, as a result of its high population density and mixed tenure, PO5 recorded the highest level of domestic noise complaint receiving 148% more complaints as the largest area PO6.

Noise Complaints by Year

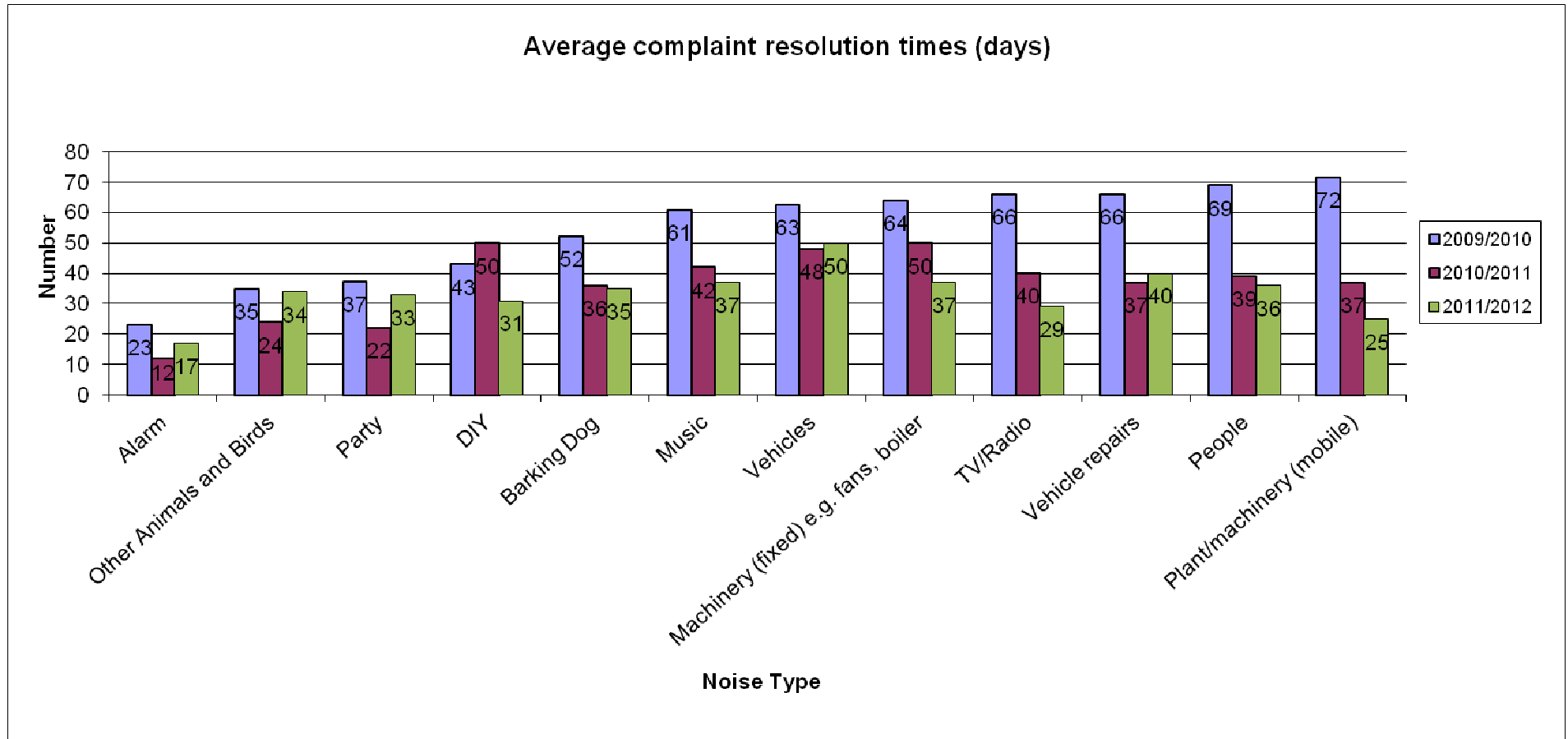
Year	Number of complaints
2000-2001	1,457
2001-2002	1,418
2002-2003	1,215
2003-2004	1,438
2004-2005	1,505
2005-2006	1,579
2006-2007	2,222
2007-2008	2,123
2008-2009	2,062
2009-2010	1,843
2010-2011	1,934
2011-2012	2,111



Noise Complaints by Category Year 2008/09 – 2011/12

Category	Year 08/09	Year 09/10	Year 10/11	Year 11/12
Noise-Alarm	64	67	43	72
Noise-Barking Dog	165	169	165	185
Noise-Other Animals and Birds	5	7	13	17
Noise-Bells (e.g. Church/Phone)	0	1	0	2
Noise-Public Address Systems	2	2	1	5
Noise-Machinery (fixed) e.g. fans, boiler	32	48	49	45
Noise-Plant/machinery (mobile) e.g. construction site	52	34	51	38
Noise-People	359	377	421	532
Noise-Music	1,099	942	957	962
Noise-Party	92	85	105	122
Noise-TV/Radio	30	22	40	33
Noise-Fireworks	1	0	0	2
Noise-Shooting	0	1	0	0
Noise-Boats	7	4	1	4
Noise-Vehicles	41	25	29	34
Noise-Vehicle repairs	10	3	2	3
Noise-DIY	34	22	30	34
Noise-Low frequency	9	4	3	1
Noise-Unidentified/other	60	30	24	20
Total	2062	1843	1934	2111

Average Complaint Resolution Times 2009/10 – 2011/12



Statutory Nuisance Abatement Notices Served 2000 – 2011

Number of Notices Served	Year												Grand Total
Month	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	
January	13	4	8	6	3	9	9	11	9	12	6	18	108
February	1	5	4	6	8	4	11	15	12	13	15	14	108
March	13	8	5	4	15	7	4	13	7	14	27	41	158
April	5	8	5	3	6	10	2	11	10	26	12	14	112
May	10	3	9	2	15	3	9	11	8	16	19	31	136
June		6	5	7	6	3	3	6	5	13	9	34	97
July	2	16	8	10	5	9	9	15	9	10	30	19	142
August	4	6	5		5	4	15	7	11	28	18	9	112
September		12	3	6	13	9	8	7	5	9	9	16	97
October	3	8	2	1	12	8	4	15	16	2	12	18	101
November	6	3	1	11	4	11	8	5	9	21	25	11	115
December	4		1	3	1	1	4	11	4	8	14	8	59
Grand Total	61	79	56	59	93	78	86	127	105	172	196	233	1345

Summary of Demand for Night Noise Service 2005/06 – 2011/12

Calls and Visits made

No of Calls	
YEAR	Total
2005/06	1,942
2006/07	2,522
2007/08	2,541
2008/09	2,516
2009/10	2,402
2010/11	2,209
2011/12	2,467
Grand Total	16,599

No of Visits	
YEAR	Total
2005/06	1,053
2006/07	1,274
2007/08	1,039
2008/09	1,147
2009/10	1,166
2010/11	1,171
2011/12	1,141
Grand Total	7,991

% of Visits made on Calls
54%
51%
41%
46%
49%
53%
46%
48%

Complaints received via Police and Direct Team Action taken

No of Police	
YEAR	Total
2005/06	28
2006/07	411
2007/08	698
2008/09	204
2009/10	25
2010/11	30
2011/12	13
Grand Total	1,409

No Direct Action Taken	
YEAR	Total
2005/06	156
2006/07	142
2007/08	146
2008/09	161
2009/10	135
2010/11	154
2011/12	234
Grand Total	1,128

% of Direct Action taken on number of calls
8%
6%
6%
6%
6%
7%
9%
7%

Average Visits per shift 2005 – 2012: 3

Average Calls per shift 2005 – 2012: 7

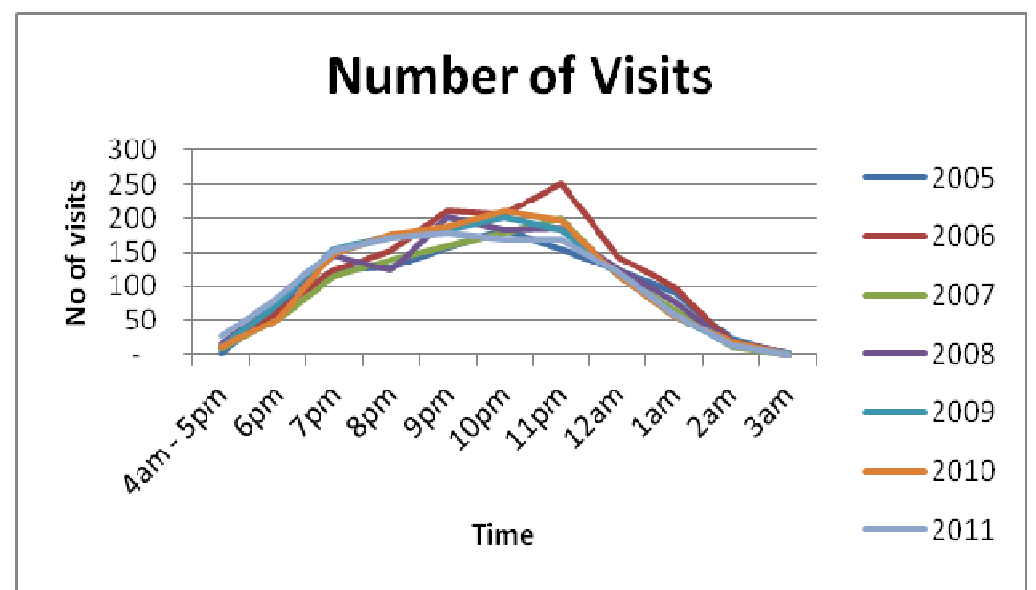
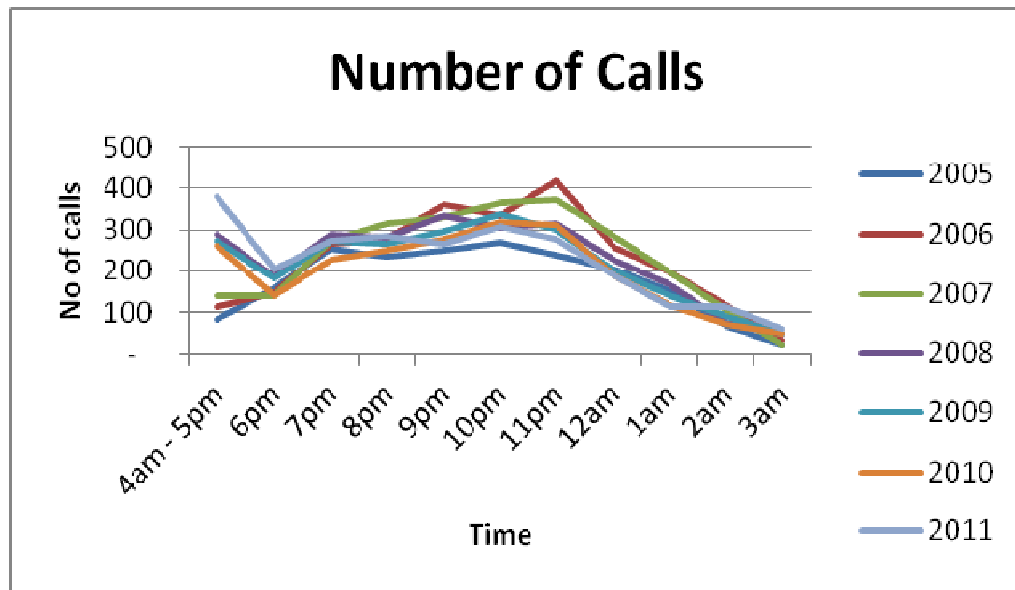
Hourly Analysis of Demand for Night Noise Service 2005/06 – 2011/12

NUMBER OF CALLS

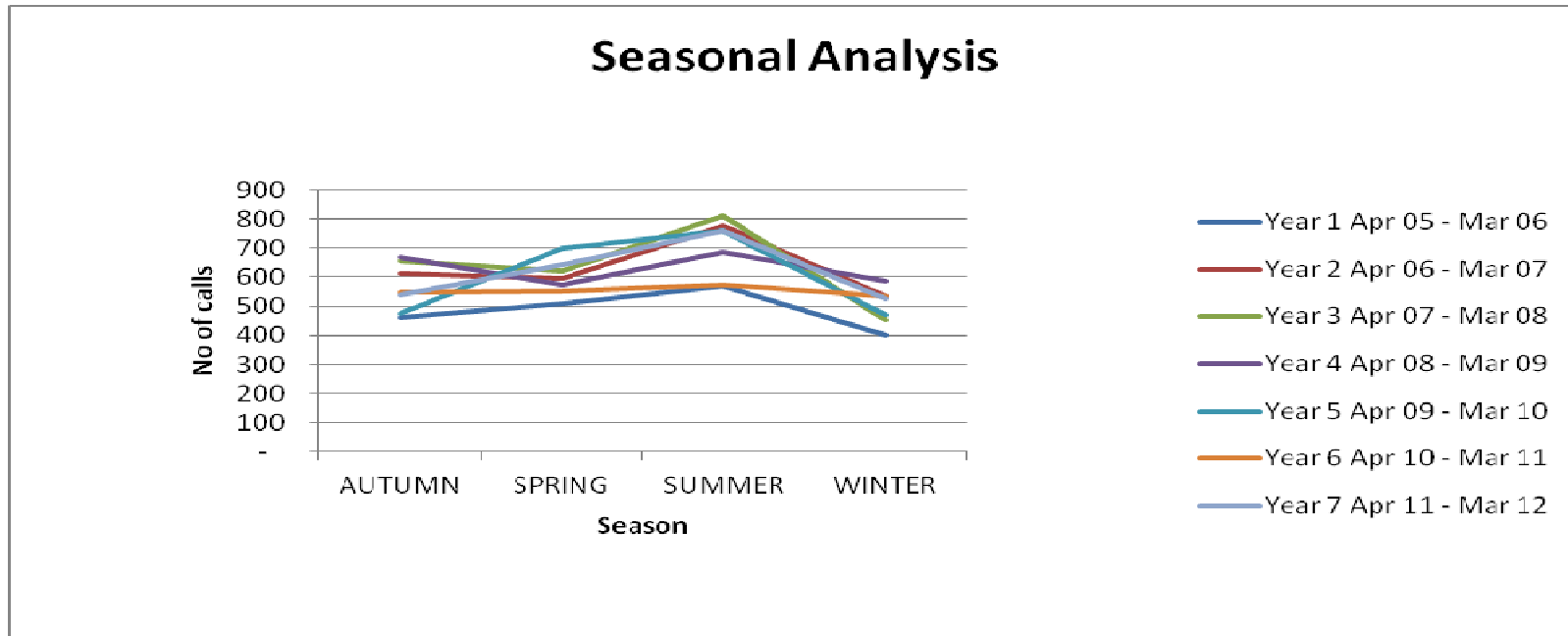
Time	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
4am - 5pm	84	114	141	290	275	261	380
6pm	159	147	138	187	181	139	203
7pm	256	267	274	289	273	226	273
8pm	235	278	314	280	264	252	286
9pm	251	361	329	336	295	276	267
10pm	270	335	366	304	338	321	307
11pm	240	420	372	315	299	310	278
12am	206	257	284	228	202	190	188
1am	151	196	198	165	139	115	112
2am	68	116	105	74	89	72	112
3am	22	31	20	48	47	47	61
TOTAL	1,942	2,522	2,541	2,516	2,402	2,209	2,467

NUMBER OF VISITS

Time	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12
4am - 5pm	2	9	8	15	11	10	27
6pm	67	63	51	76	74	52	83
7pm	124	123	113	147	155	148	152
8pm	128	152	139	123	174	175	172
9pm	158	211	159	201	183	187	177
10pm	183	206	179	183	201	211	169
11pm	155	251	198	184	182	197	169
12am	124	143	116	125	116	117	121
1am	90	97	66	77	56	56	58
2am	22	18	10	15	13	18	13
3am	-	1	-	1	1	-	-
TOTAL	1,053	1,274	1,039	1,147	1,166	1,171	1,141



Seasonal Analysis of demand for Night Noise Service 2005 – 2012

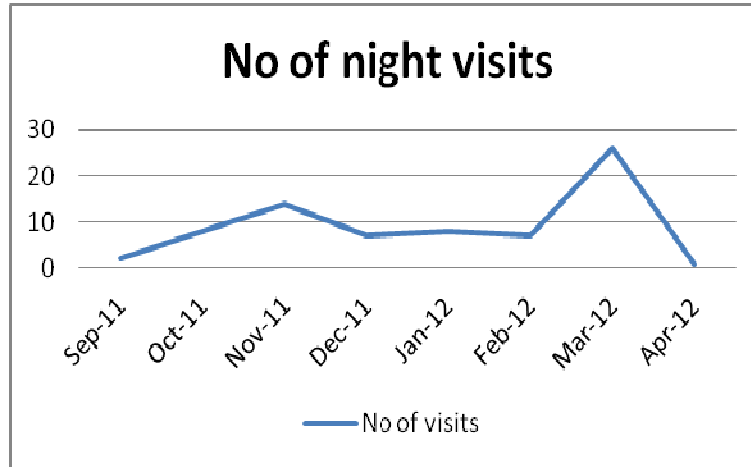


	Year 1 Apr 05 - Mar 06	Year 2 Apr 06 - Mar 07	Year 3 Apr 07 - Mar 08	Year 4 Apr 08 - Mar 09	Year 5 Apr 09 - Mar 10	Year 6 Apr 10 - Mar 11	Year 7 Apr 11 - Mar 12	Grand Total
AUTUMN	460	612	657	668	475	549	538	3,959
SPRING	511	595	621	573	699	553	641	4,193
SUMMER	570	778	810	688	758	574	760	4,938
WINTER	401	537	453	587	470	533	528	3,509
Grand Total	1,942	2,522	2,541	2,516	2,402	2,209	2,467	16,599

Complaints regarding Students received by Night Noise Service

Night visits carried out

Date	No of visits
Sep-11	2
Oct-11	8
Nov-11	14
Dec-11	7
Jan-12	8
Feb-12	7
Mar-12	26
Apr-12	1

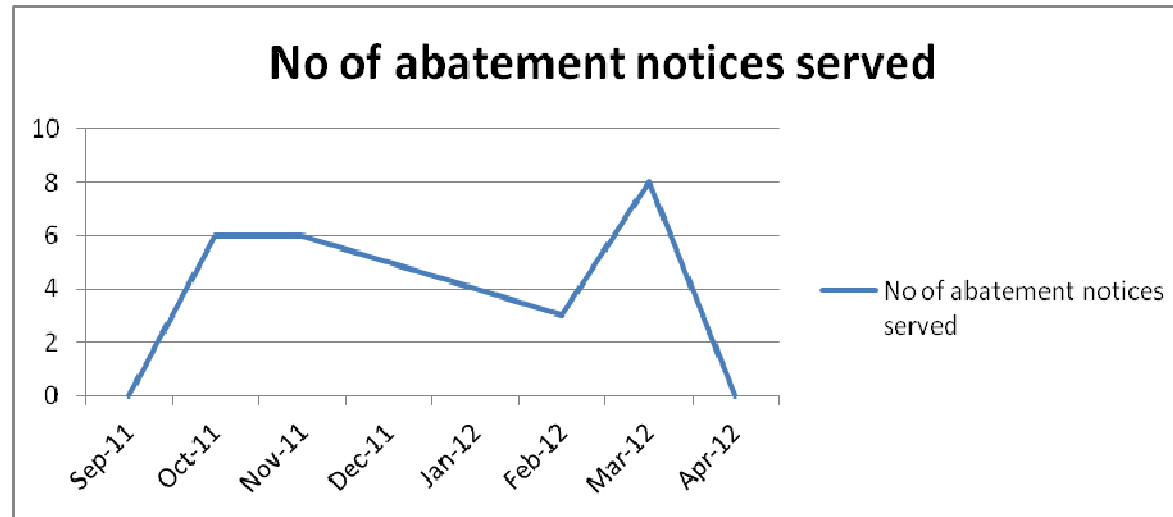


Number of Complaints by Type

Term	Music	Raised voices	Impact Noise
19 Sep 11 - 25 Oct 11	39	10	4
26 Oct 11 - 10 Jan 12	35	10	4
11 Jan 12 - 24 Apr 12	30	11	1

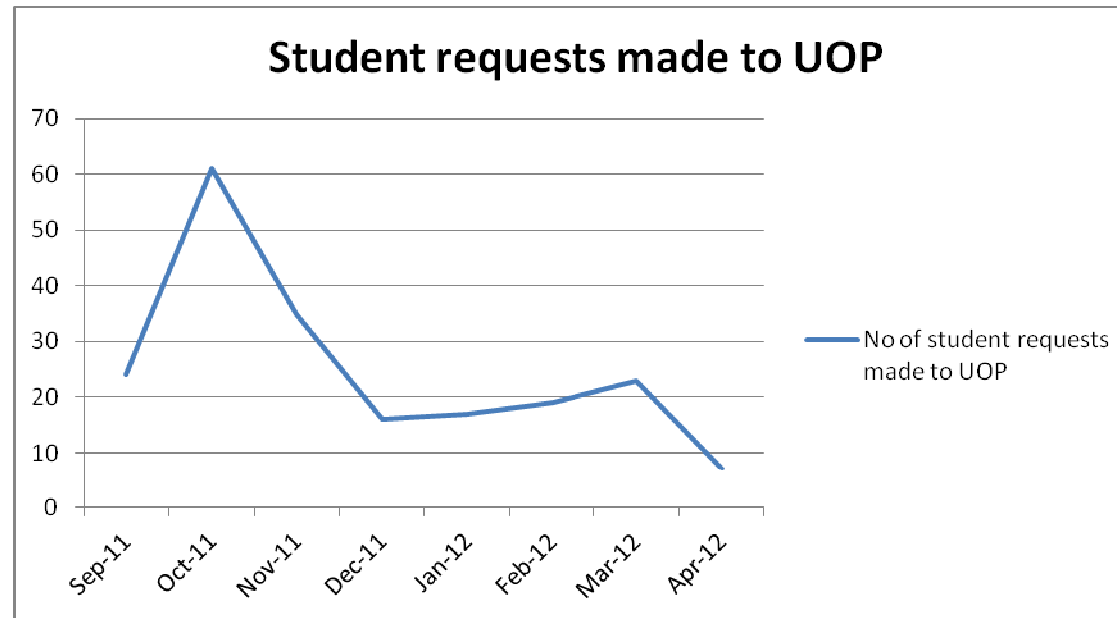
Abatement Notices Served

Date	No of abatement notices served
Sep-11	0
Oct-11	6
Nov-11	6
Dec-11	5
Jan-12	4
Feb-12	3
Mar-12	8
Apr-12	0



Complaints potentially relating to students (as identified by complainant)resulting in PCC liaison with UOP

Date	No of student requests made by PCC to UOP
Sep-11	24
Oct-11	61
Nov-11	35
Dec-11	16
Jan-12	17
Feb-12	19
Mar-12	23
Apr-12	7



Key percentages showing relationships between student complaints and enforcement actions	19 Sep 2011 - 25 Oct 2011	26 Oct 2011 - 10 Jan 2012	11 Jan 2012 - 24 April 2012
% student related complaints resulting in NNS visit – recurrence of complaint	17%	59%	62%
% visits made by NNS relating to student properties	8%	18%	7%
% of student related complaints resulting in NAN	11%	20%	24%
% of student related NNS visits resulting in NAN	67%	33%	37%

Complaints regarding Licensed Premises

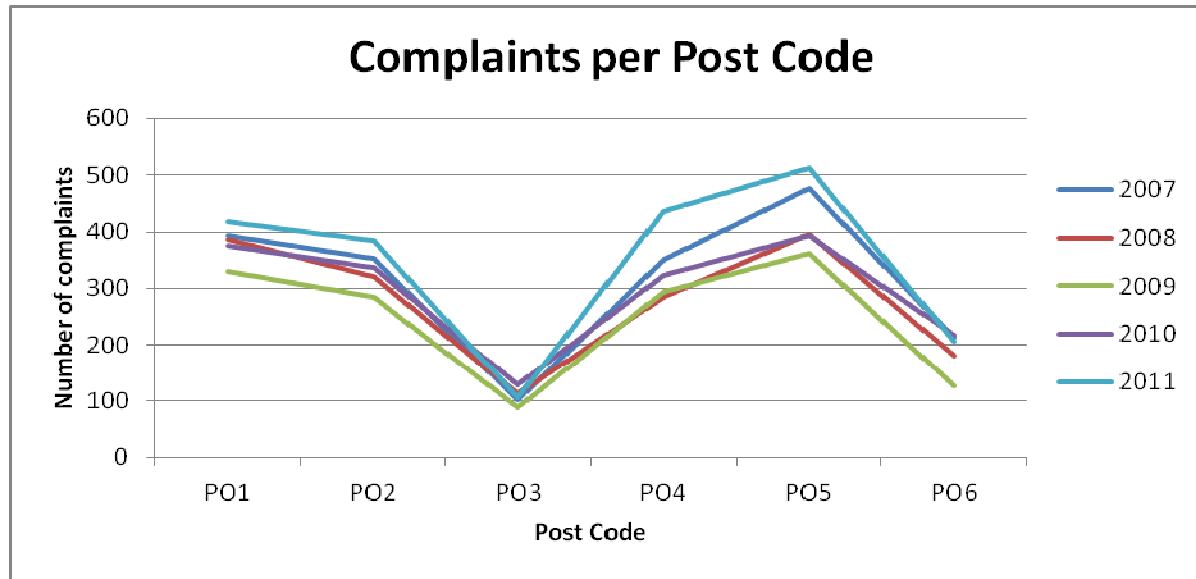
By month

Sum of Licensed Premises	Month												
Year	Jan	Feb	Mar	Apr	May	June	Jul	Aug	Sep	Oct	Nov	Dec	Total
2009/10					15	12	22	24	17	11	5	16	122
2010/11	10	15	17	10	19	3	40	21	11	10	12	4	172
2011/12	8	7	19	14	7	13	9	25	7	9	9	10	137
2012/13	8	7	11										26
Total	26	29	47	24	41	28	71	70	35	30	26	30	457

By time

Sum of Licensed Premises	Time											
Year	4pm	5pm	6pm	7pm	8pm	9pm	10pm	11pm	12am	1am	2am	Total
2009/10	1		4	4	15	32	29	26	8	3		122
2010/11		1	2	5	18	32	46	40	16	8	4	172
2011/12		2	4	6	18	21	32	33	9	5	4	134
2012/13					3	7	7	6	2	1		26
Total	1	3	10	15	54	92	114	105	35	17	8	454

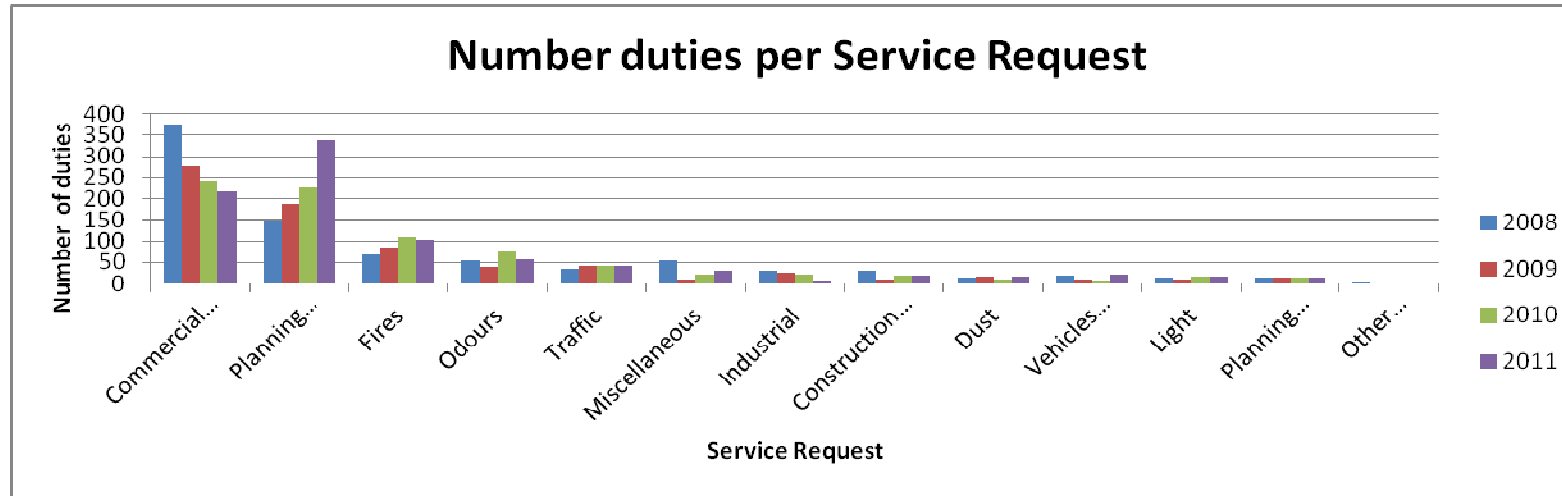
Complaints* by Post Code 2007 – 2011 *Domestic noise



Post Code	Year					Grand Total
	2007	2008	2009	2010	2011	
PO1	394	387	331	376	417	1905
PO2	352	320	284	336	384	1676
PO3	103	114	89	129	107	542
PO4	350	284	295	324	437	1690
PO5	477	395	361	394	512	2139
PO6	212	182	128	218	206	946
Grand Total	1888	1682	1488	1777	2063	8898

Pollution Activities*

*Excluding domestic noise, environmental permitting and site waste management. All numbers are indicative of complaint / duty numbers and not actions implemented as a result – i.e. a complaint relating to odour nuisance from a kitchen extraction system is counted once although many actions may be required prior to resolution.



Category of duties	Year				Total
	2008/09	2009/10	2010/11	2011/12	
Commercial Leisure	375	277	243	215	1110
Planning Applications	146	188	228	339	901
Fires	67	87	110	103	367
Odours	55	39	73	57	224
Traffic	34	43	43	42	162
Miscellaneous	54	9	21	30	114
Industrial	32	25	22	7	86
Construction Demolition	30	10	20	20	80
Dust	14	15	11	17	57
Vehicles Machinery	20	9	7	21	57
Light	13	9	15	17	54
Planning Discharge	12	12	12	14	50
Other equipment in street	4	2	0	1	7
TOTAL	856	725	805	883	3269