

Environment and Community Safety Portfolio Decision Meeting

Date of meeting: 2nd October 2015

Appendix 3

Activities of the pollution control team in relation to noise enforcement

Contents

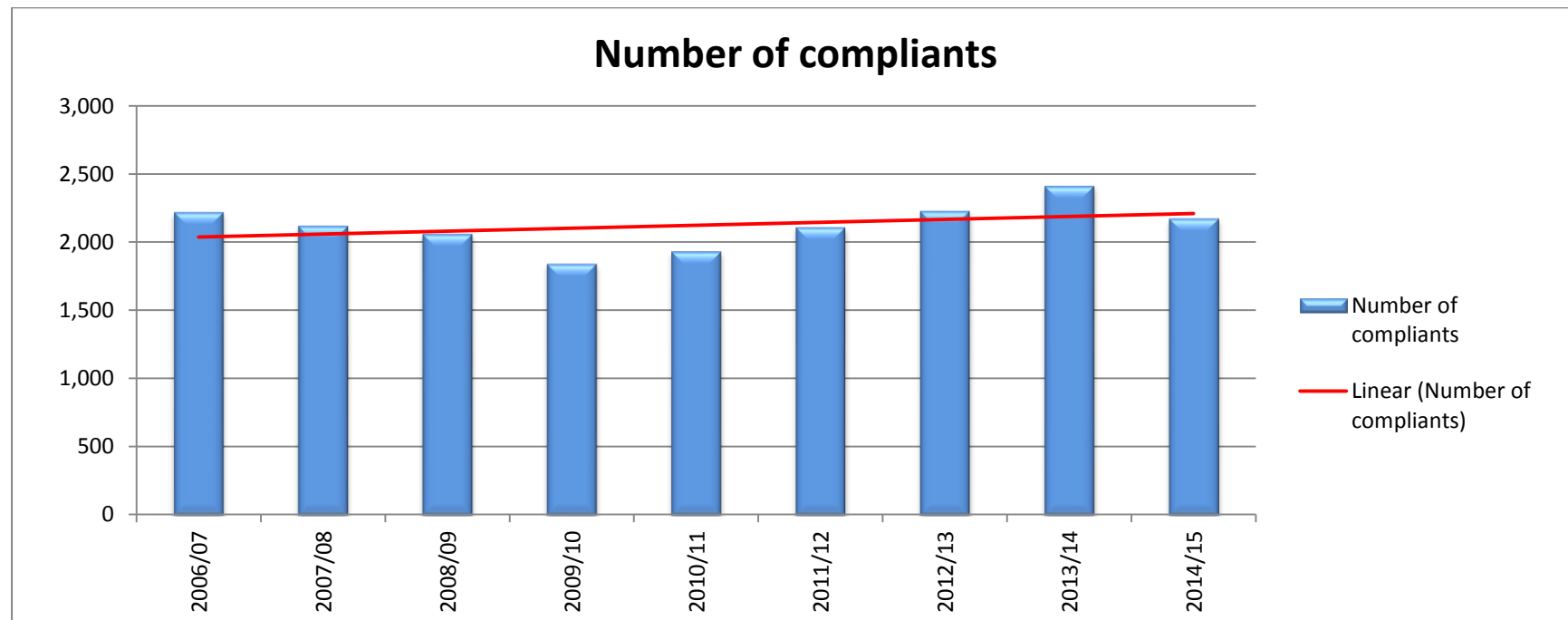
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Headlines

- The fall in complaints in 2014/15 is largely due to an 11% fall in complaints about domestic noise. Demand for all other noise remains steady at approximately 22% of all complaints received.
- Despite the fall in demand in 2014/15, the overall underlying trend in complaints remains upwards.
- Noise complaints have increased by 12% between 20010/11 and 2014/15.
- Trends in relation to 'barking dogs', 'people noise' and 'party noise' are on the increase whilst complaints about 'music noise' continue to fall.
- Average complaint resolution time has fallen by 24% from 2011/12 to 2014/15.
- Enforcement levels in 2014/15 were the third highest in the last 10 years with an underlying upward trend continuing
- Demand for the night noise service has increased by 35% from 2013/14 to 2014/15.
- Visits to complainants calling the night noise service has increased for the third year running, up 9% since 2012/13.
- The highest number of calls were received at 19:00 hours, followed closely by 22:00 hours.
- The Southern half of the city (PO1, PO5 and PO4) generates the highest number of complaints (64%)
- Music remains the most frequently complained of type of noise, having over twice the demand as the second highest category

Number of noise related complaints - all categories

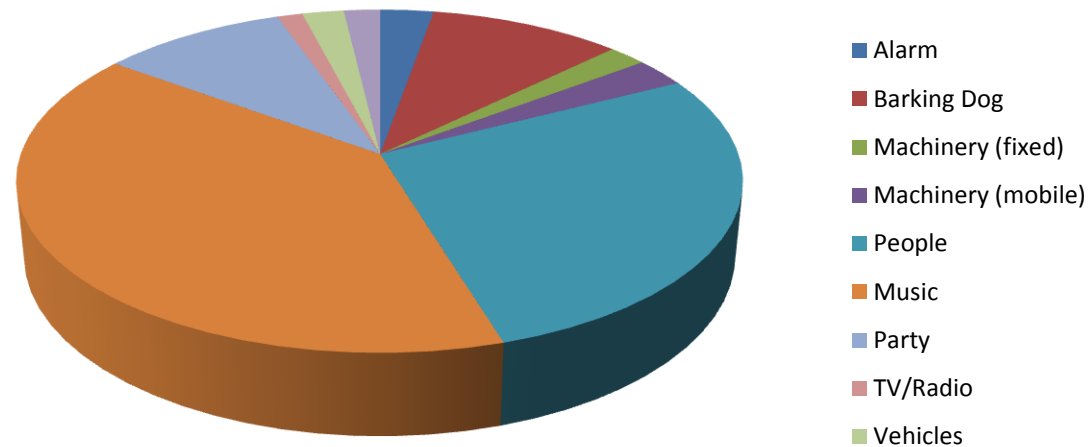
Year	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Number of compliants	2,222	2,123	2,062	1,843	1,934	2,111	2,231	2,415	2,175
Percentage change year on year	-	-4.4%	-2.8%	-10.6%	4.9%	9.1%	5.7%	8.2%	-10.0%



Noise complaint by category

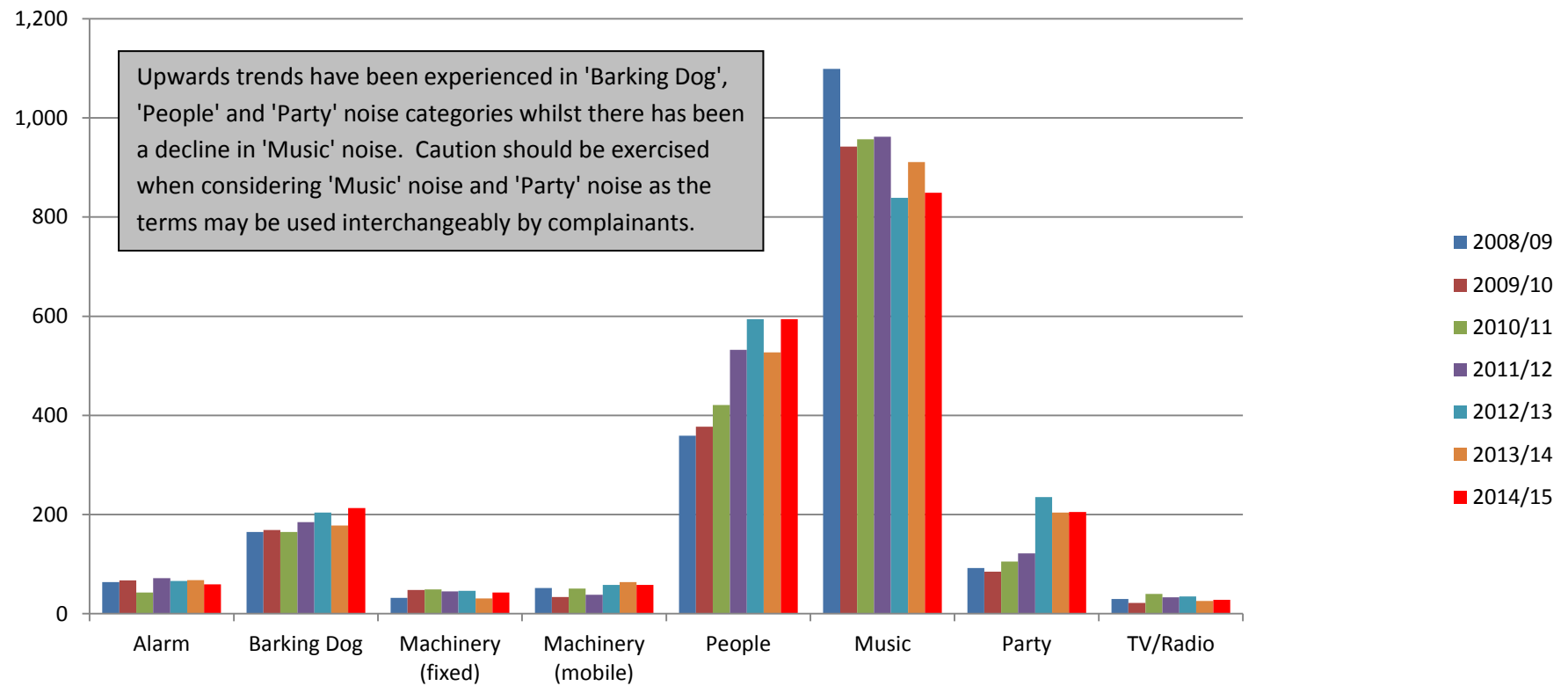
Category	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Alarm	64	67	43	72	66	68	59
Barking Dog	165	169	165	185	204	178	213
Machinery (fixed)	32	48	49	45	46	31	43
Machinery (mobile)	52	34	51	38	58	64	58
People	359	377	421	532	594	527	594
Music	1,099	942	957	962	839	911	849
Party	92	85	105	122	235	204	205
TV/Radio	30	22	40	33	35	26	28
Vehicles	41	25	29	34	37	31	46
DIY	34	22	30	34	28	29	40
TOTAL	1,968	1,791	1,890	2,057	2,142	2,069	2,135

2014/15 Complaints by Category

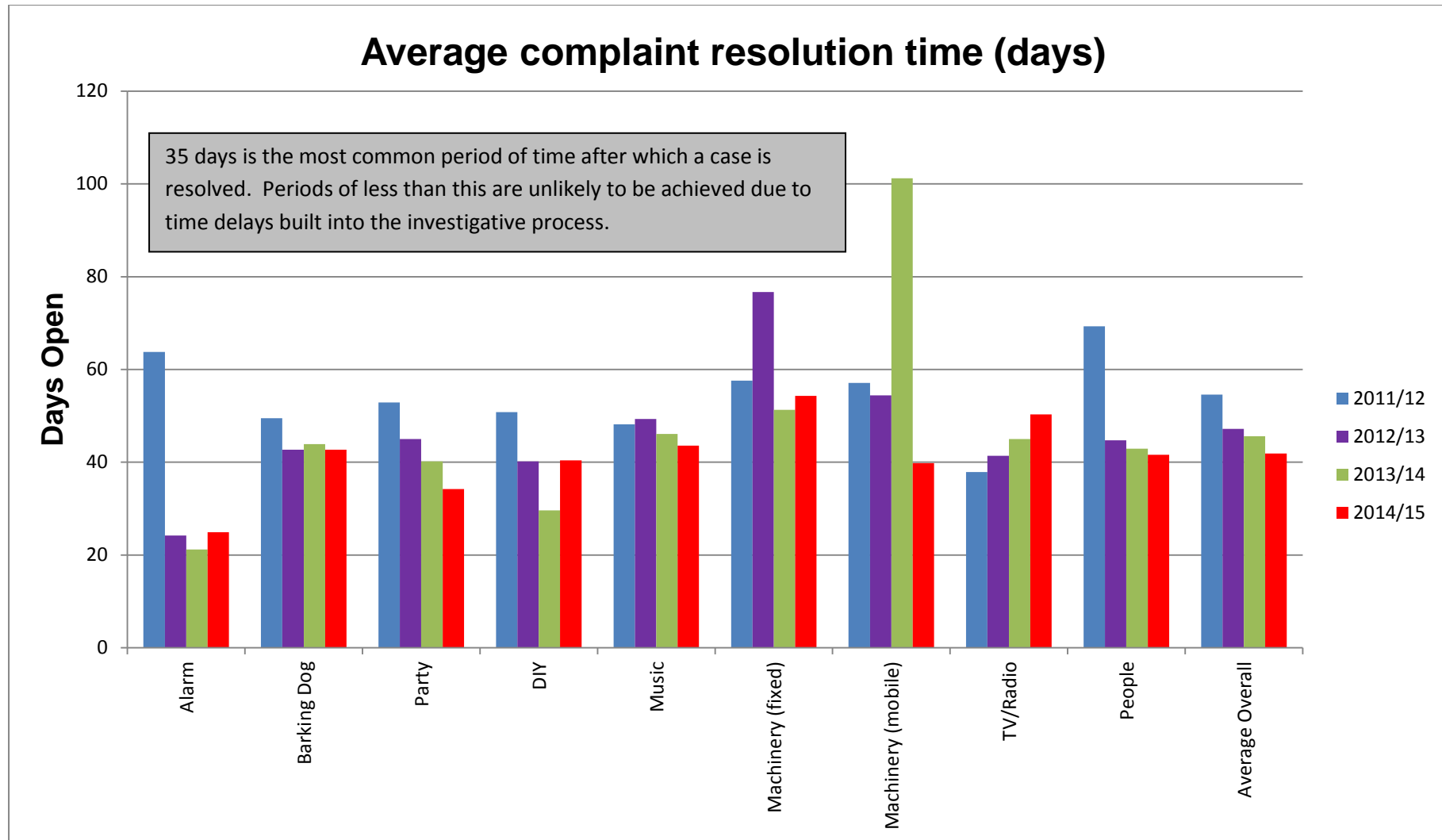


Analysis of domestic noise

Trends in Noise Complaints - Selected Categories

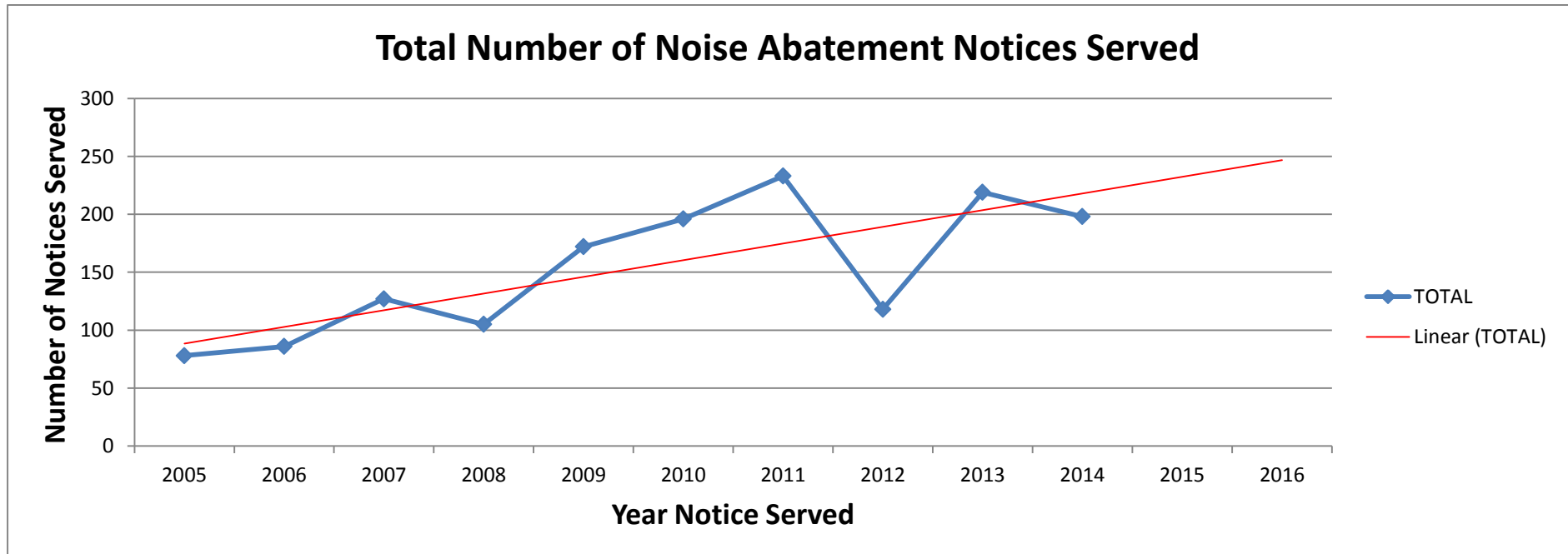


Average complaint resolution time (days)

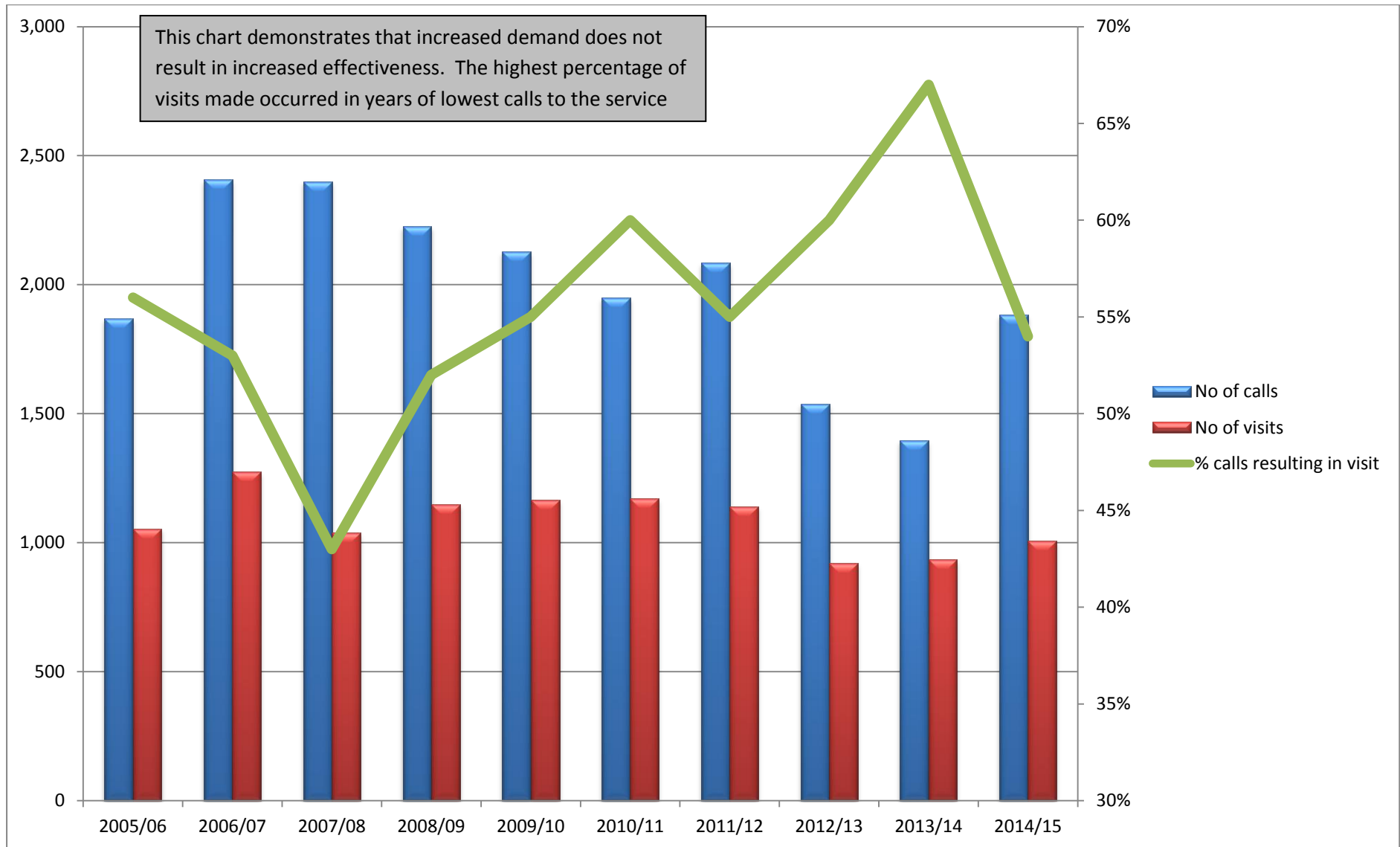


Noise related abatement notices served 2005 to 2014

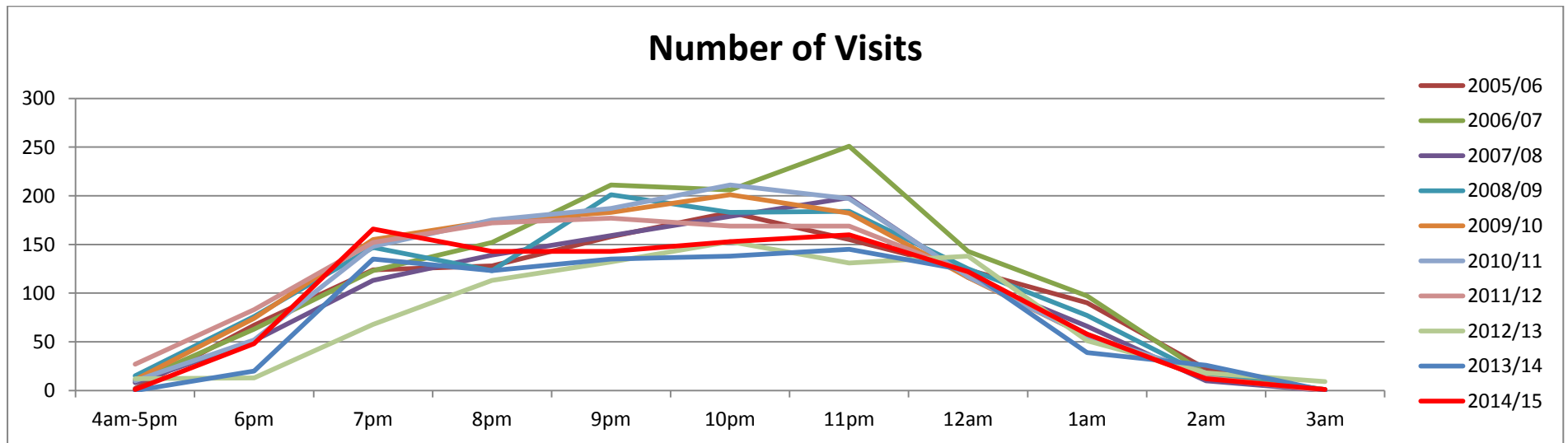
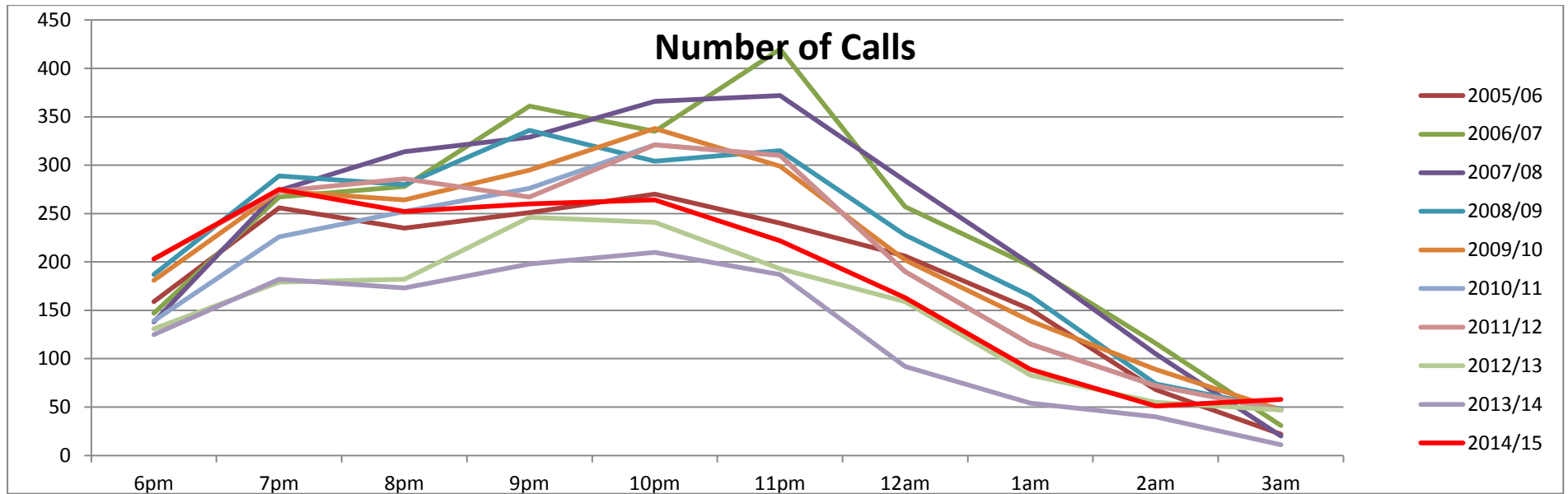
Month	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
January	9	9	11	9	12	6	18	9	8	23
February	4	11	15	12	13	15	14	9	23	19
March	7	4	13	7	14	27	41	17	15	10
April	10	2	11	10	26	12	14	11	17	11
May	3	9	11	8	16	19	31	15	24	10
June	3	3	6	5	13	9	34	5	12	10
July	9	9	15	9	10	30	19	7	19	23
August	4	15	7	11	28	18	9	10	6	6
September	9	8	7	5	9	9	16	12	16	10
October	8	4	15	16	2	12	18	10	25	37
November	11	8	5	9	21	25	11	8	21	18
December	1	4	11	4	8	14	8	5	33	21
TOTAL	78	86	127	105	172	196	233	118	219	198



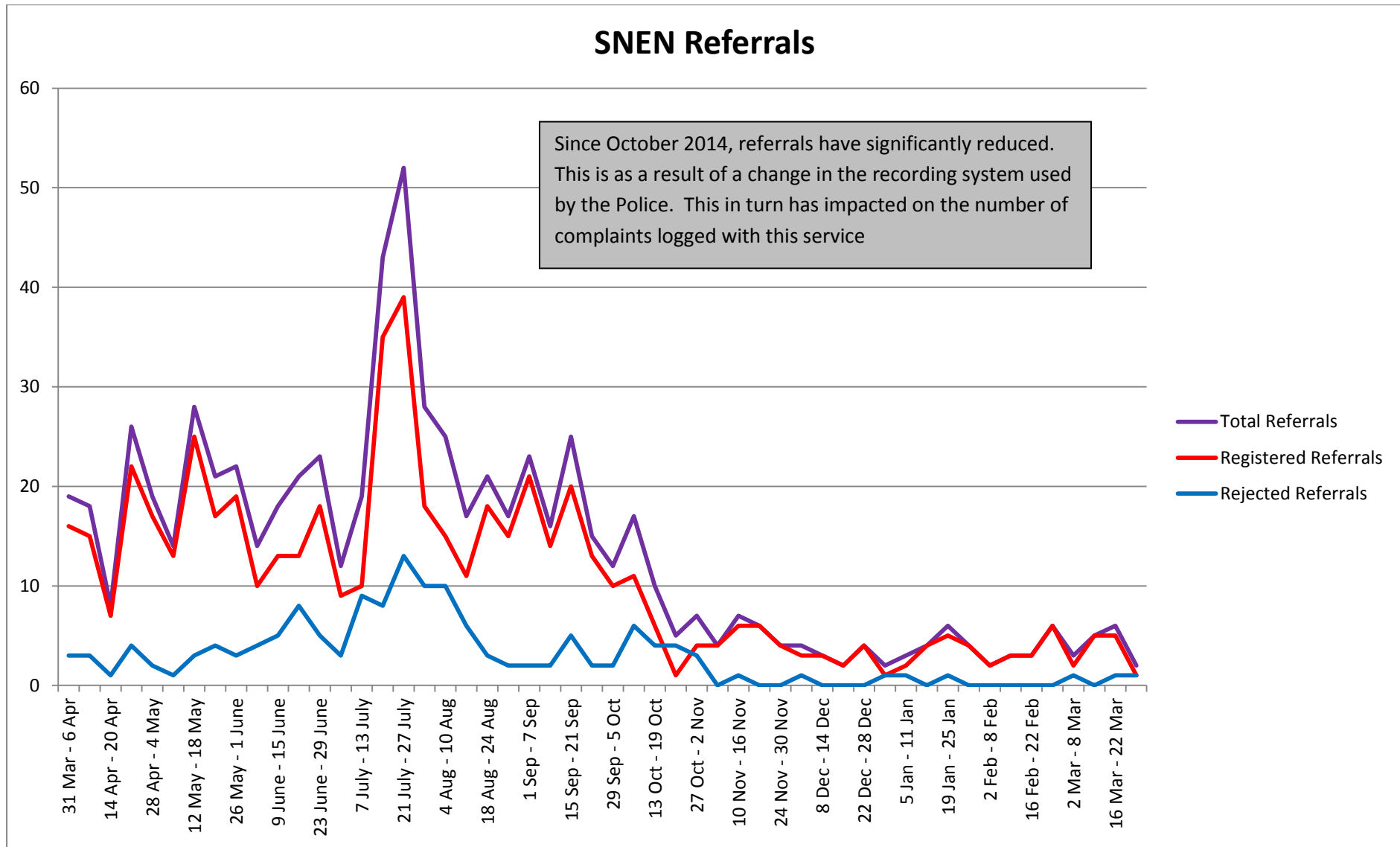
Demand for the night noise service



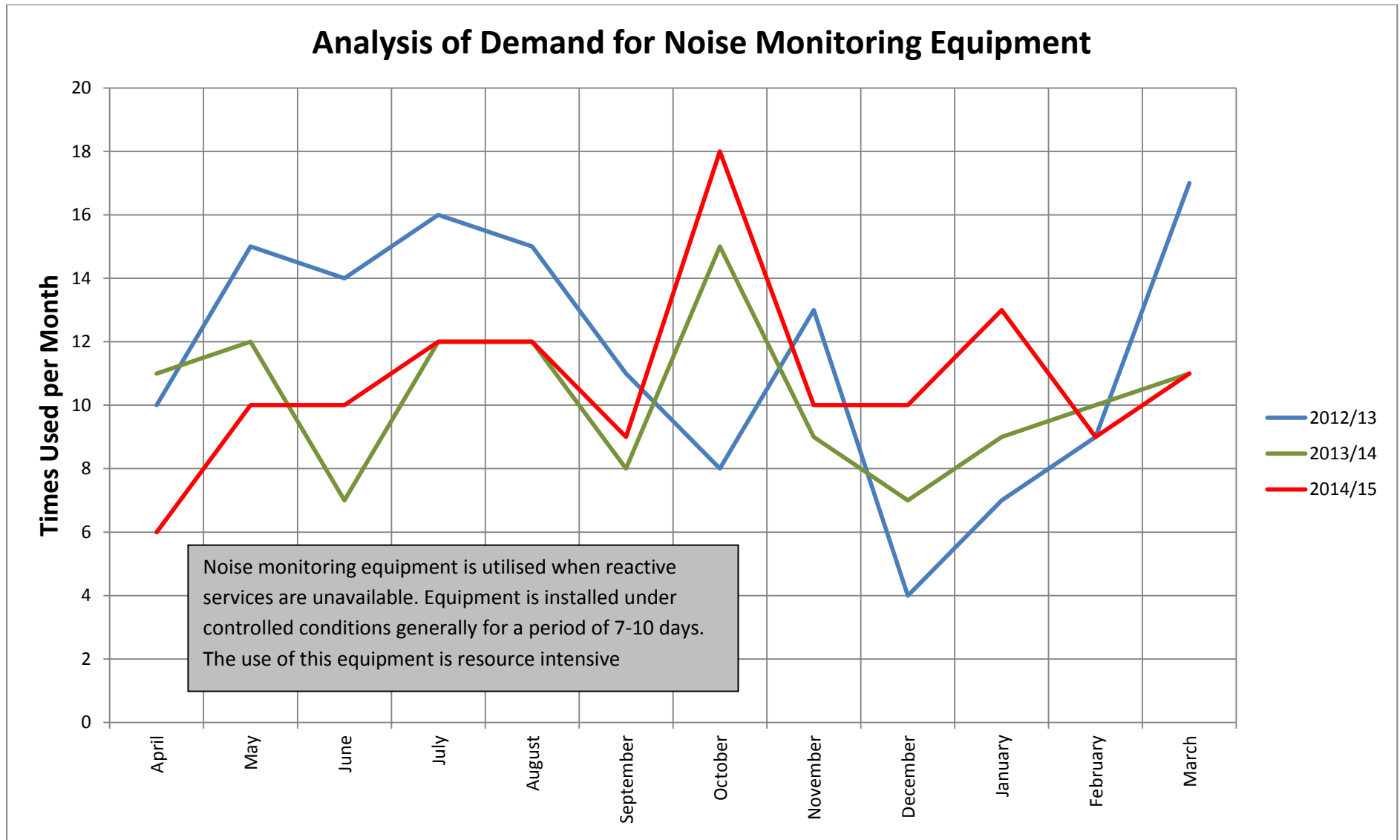
Hourly analysis of demand for the night noise service



Analysis of service referral from the Police via the Single Non-Emergency Number 101



Analysis of the use of noise monitoring equipment to investigate noise nuisance



Complaints of noise nuisance geographically

