



29 August 2018

FREEDOM OF INFORMATION REQUEST – 1114/18

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request / Response:

I would like to make the following request under the Freedom of Information Act/Environmental Information Regulations

- 1. How many complaints did your council receive about noise nuisance in the years 2015, 2016,2017 and 2018 (to date)? (Please provide figures for each separate year)

Answer:

2015	128
2016	118
2017	73
2018	70 (to 23 rd August 2018)

These figures include a small number of enquiries where residents are judging whether to make a noise complaint or not. On guidance from Environmental Health, if it appears that residents do not have a substantive complaint, this is not progressed as a full complaint. We do this initial screening to reduce the number of complaints that are unlikely to succeed.

- 2. How many investigations into noise nuisance did your council carry out in the above years? (Again please can you break this down by year)

Answer:

2015	108
2016	101
2017	53
2018	60 (to 23 rd August 2018)

When residents confirm they want to make noise complaints, then an investigation is always carried out.

- 3. How many of those investigated were classed as Statutory Nuisances in the above years? (break down by year)



Answer:

2015	0
2016	0
2017	0
2018	0 (to 23 rd August 2018)

All the complaints were resolved informally through the investigation stage, via officers educating the perpetrators on the behavioural changes required to avoid a Notice being served. The high compliance rate is secured as the people understand the inevitability of the process and failure to change resulting in a Notice and then a prosecution.

4. How many warnings were issued in the above years? (break down by year)

Answer:

2015	108
2016	101
2017	53
2018	60 (to 23 rd August 2018)

When a noise complaint has been confirmed we always write to the person responsible for the noise. These warning letters include appropriate advice to try and resolve the noise complaint at an early stage. Where appropriate visits and further actions will be undertaken, for example allowing the perpetrator to listen to noise recordings, etc., with the aim of quickly and efficiently resolving the complaint. Perpetrators understand that the intense scrutiny of their behaviour will result in legal action if they do not change their behaviour. The option is simple, cease making noise and nothing happens or continue and face legal action.

5. How many prosecutions were there in the above years? (break down by year)

Answer:

2015	0
2016	0
2017	0
2018	0

No need to.

6. If possible, please can you provide short details of prosecutions (i.e. the general location and short details of the case – e.g. “continuously barking dog”)

Answer: Not Applicable

If you are dissatisfied with the handling of your request please contact the Head of Corporate Governance, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Business Support Team
Rutland County Council