
Noise & Pollution Control Team

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Objectives

- To provide an overview of the Noise & Pollution Monitoring Service
- Consider best evidence
- Inform members of our enforcement policy
- Provide statistics
- Answer any questions

Overview

- Leicester City Council's Noise and Pollution Control (NPC) Team operate a monitoring service to deal with noise, odour, smoke etc. from residential and commercial premises
- The team have additional workloads i.e. Petroleum, contaminated land
- 2 Team Managers job share, 8 FTE PCO/EHOs, 2 Night Noise Support Officers (1 FTE)
- The monitoring service runs Monday to Friday during office hours and Wednesday to Saturday nights until 02.00 hours.

Evidence

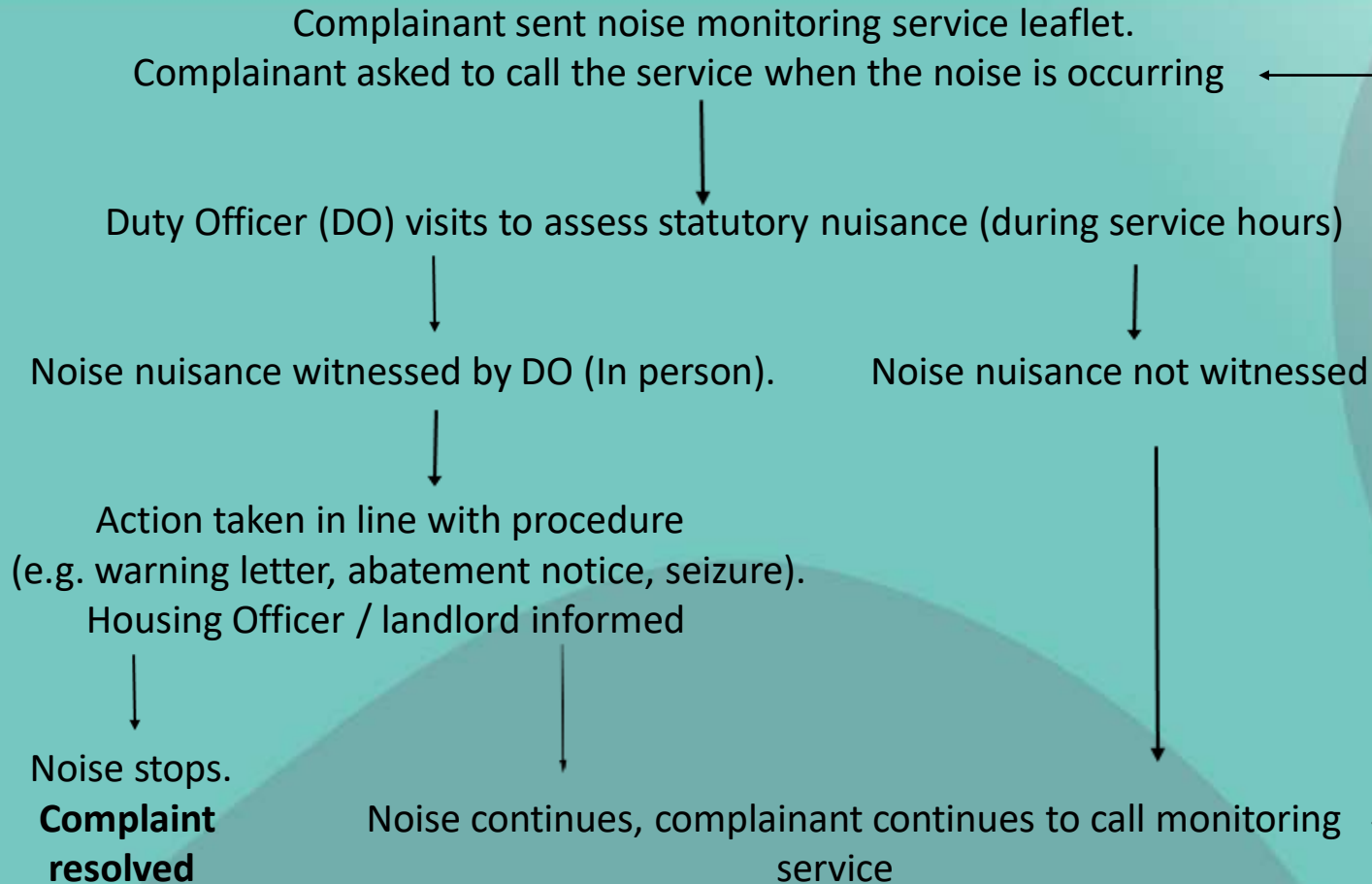
- Residents make a complaint <https://my.leicester.gov.uk/>
- Officer contacts customer to discuss their concerns and the monitoring service
- Nuisance is assessed from the complainant's property
- During service hours, officers will visit a complainant's home
- Noise diary to be kept for noise of short duration or that occurs outside service hours
- Noise monitoring recorders (NMRs) can be installed
- NMRs – complainant to provide statement
- The team have 6 NMRs
- Best evidence for an officer to witness noise/pollution **in person**, during monitoring service hours.
- 90% nuisances witnessed by officers **in person**

Enforcement

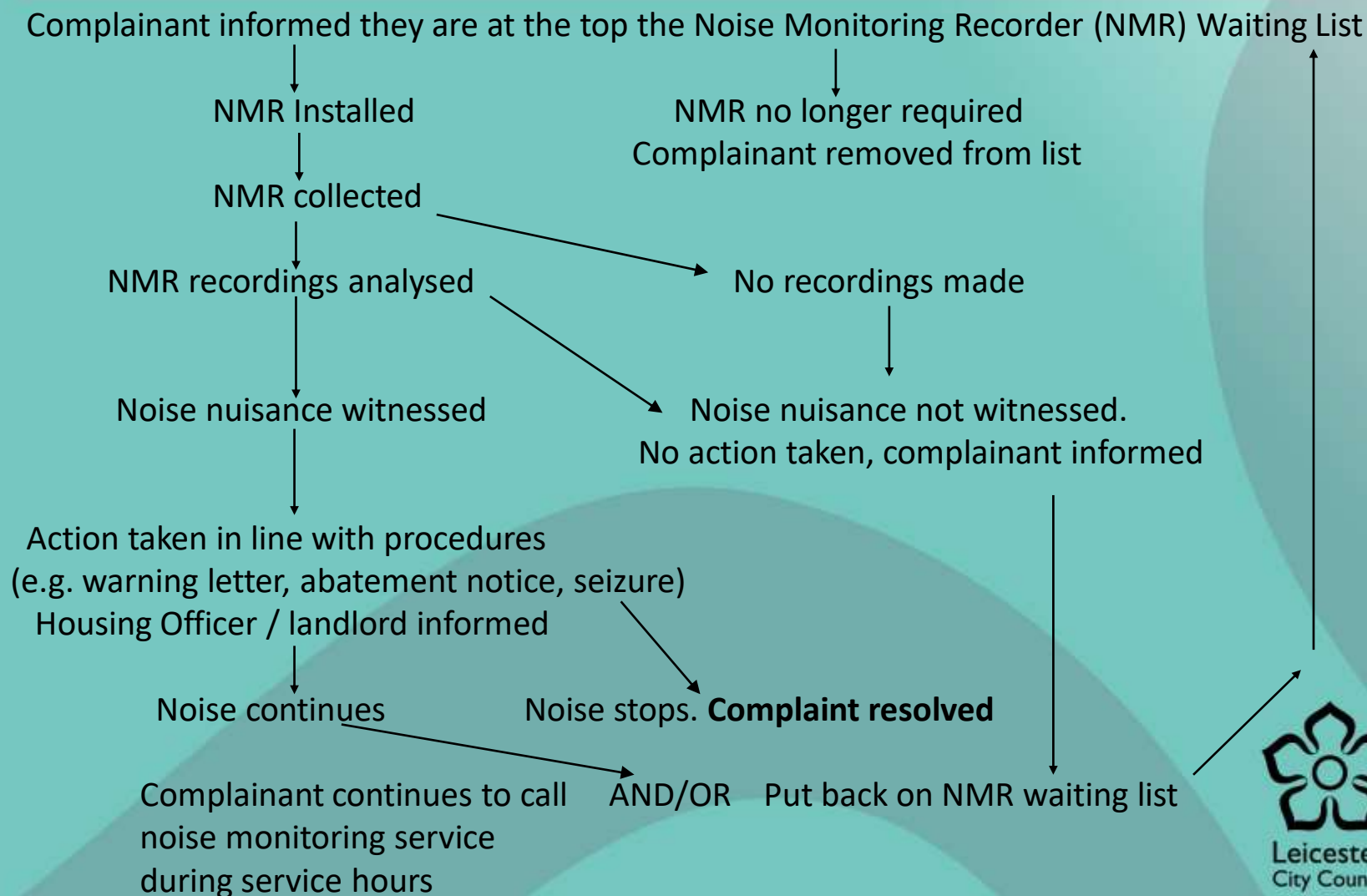
- Environmental Protection Act 1990.
- **1st noise nuisance** – informal warning letter and a request for the perpetrator to contact an officer. For commercial premises, officers will arrange a site visit.
- **2nd noise nuisance** – statutory abatement notice served
- **3rd noise nuisance** – inform the perpetrator that their equipment may be seized if the noise continues / invite the perpetrator in for a recorded interview under caution
- **4th noise nuisance** – application to court to obtain a warrant to gain access to a property to seize noise equipment or commence a prosecution (where equipment cannot be seized e.g. dog barking)
- **Subsequent noise nuisance** – further seizures, legal proceedings, review of premises licence, request action by the Criminal Anti-social Behaviour Unit (CrASBU)/Housing Management

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- **Pollution nuisances**- similar enforcement policy. However, we do not have equipment to install in homes and we would not seize equipment
 - **Landlords** – informed in writing of their tenants' noise nuisance
 - **LCC Tenants** – Joint Housing Approach. NPCT's evidence can be used in possession proceedings
 - Time between nuisances (6 month rule)
 - Different types of noise witnessed from the same address – separate abatement notices served

Noise Witnessed in Person



Noise outside monitoring service hours and/or of short duration



The Noise App

- ❑ The Noise App can be downloaded to a phone. 30 second recordings can be made and sent to the 'Investigator'
- ❑ The Noise App was trialled by the NPC team in 2020, during lockdown when NMRs were not being installed. Initially, it was useful in deciding whether people already on the NMR Waiting List should remain on it.
- ❑ Evidence from the App is not be used to establish nuisance as smart phones are not calibrated, we couldn't be 100% sure where the recorded noise was coming from and each recording is only 30 seconds long
- ❑ Difficult to manage complainant's expectations and a large number of unsolicited recordings were received
- ❑ When officers resumed installing NMRs (from Sept 2020), the Noise App was no more efficient than using diary sheets. The App took officers time away from installing and analysing NMRs
- ❑ To better manage expectations and utilise officer time, the contract was not renewed

2020/21 Statistics (during CV19 pandemic)

- Received **3862** initial complaints about residential and commercial noise and pollution.
- Received **5744** calls to the service when the noise/pollution was occurring
- Sent **670** advisory letters
- Witnessed **224** statutory noise/pollution nuisances
- Served **141** informal warning letters
- Served **53** abatement notices/notice reminder letters
- Served **17** 'further nuisance witnessed' letters
- Seized noise equipment from **8** properties
- Took legal proceedings against **3** properties, mainly for dog barking offences.

Any Questions?