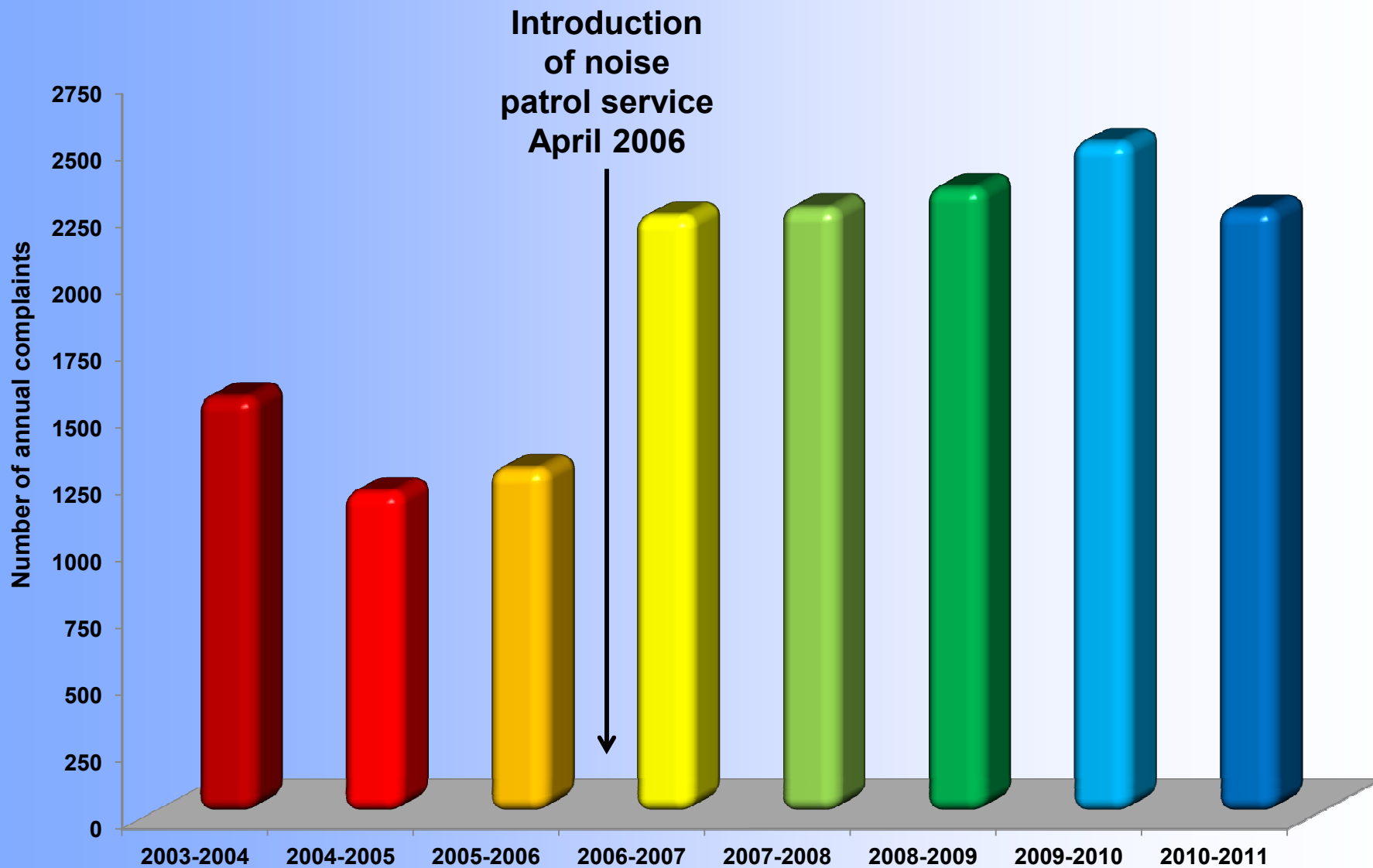
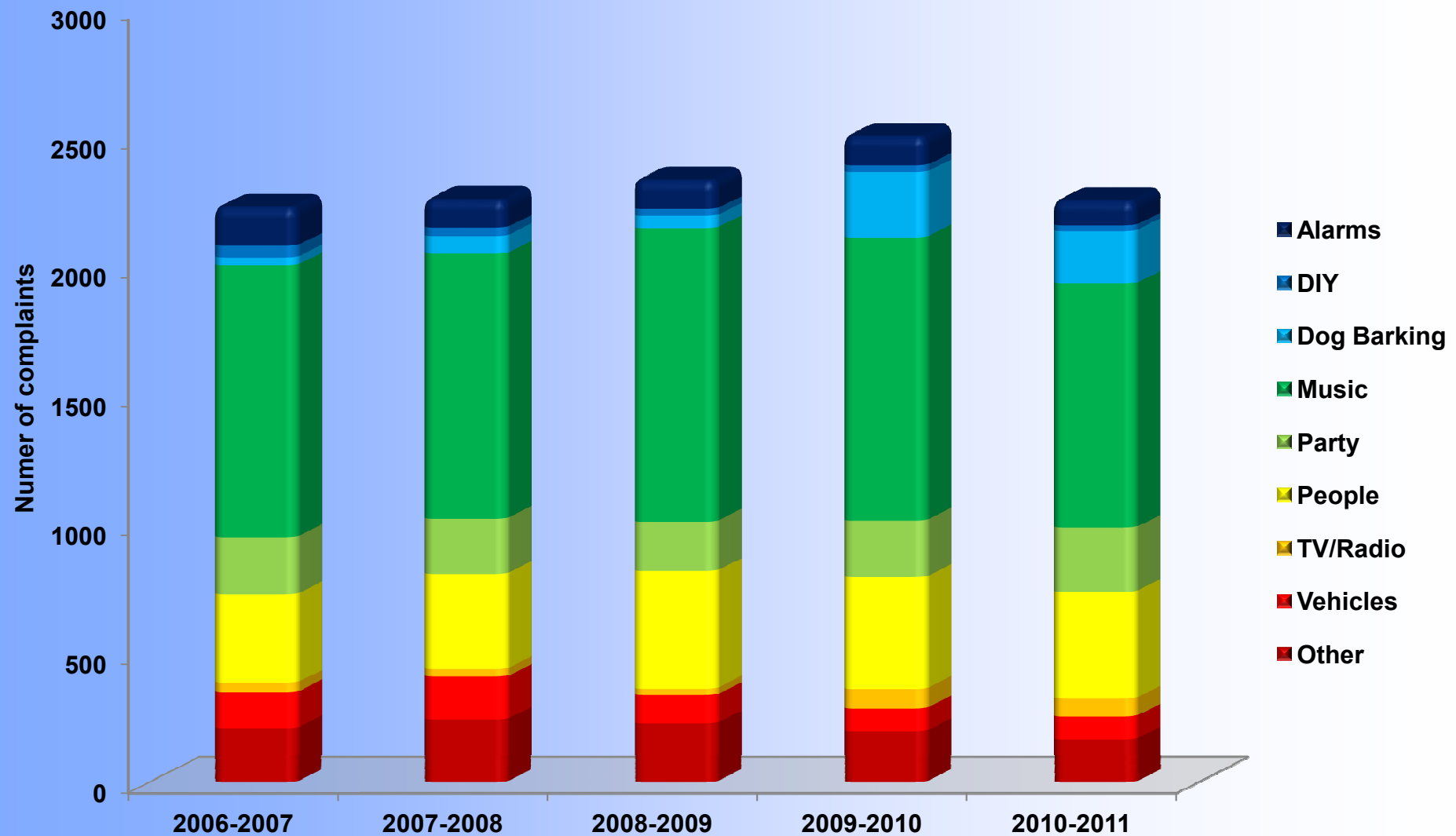


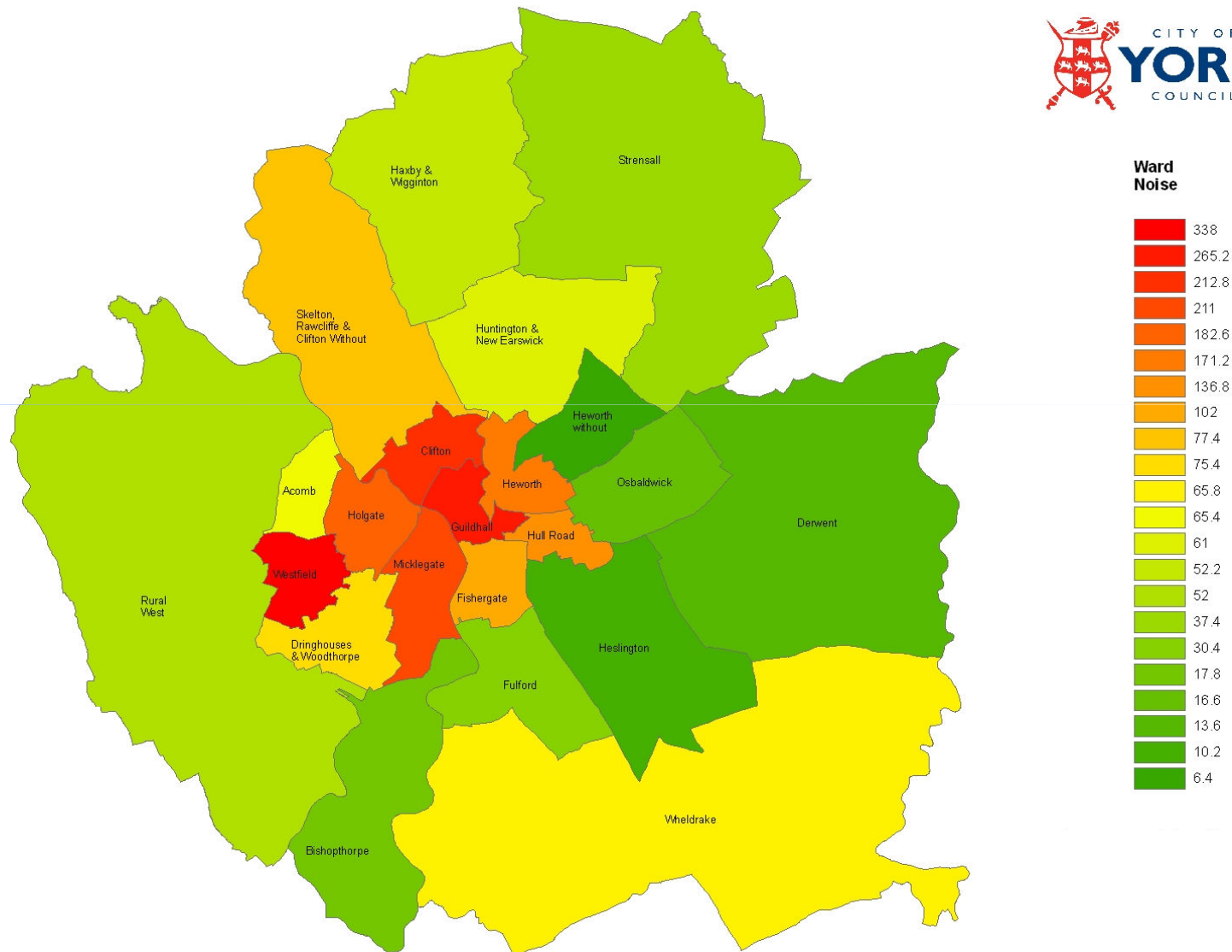
Total number of noise complaints received per year by EPU



Annual noise complaints received by EPU and organised by type

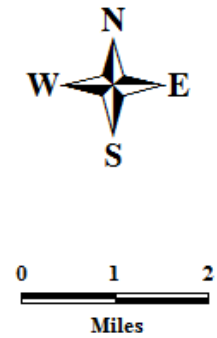
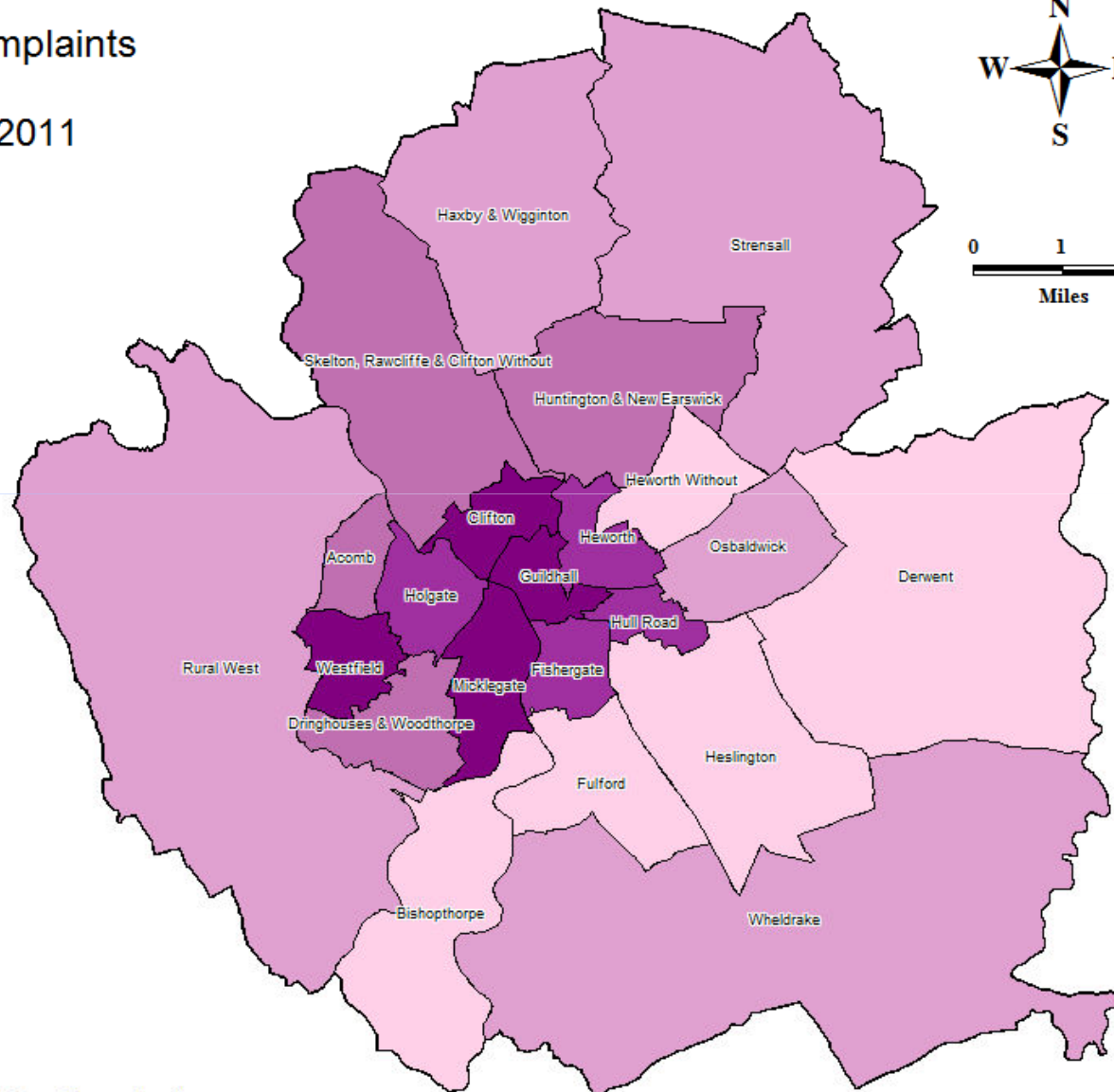
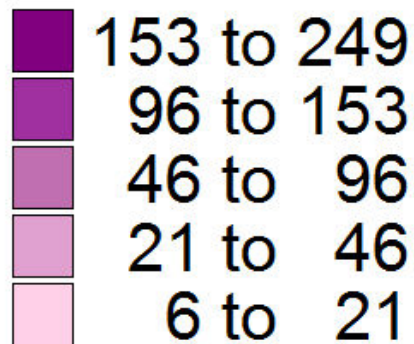


Average annual number of complaints by ward (2006 to 2011)



City of York Council Noise Complaints

November 2010 - October 2011

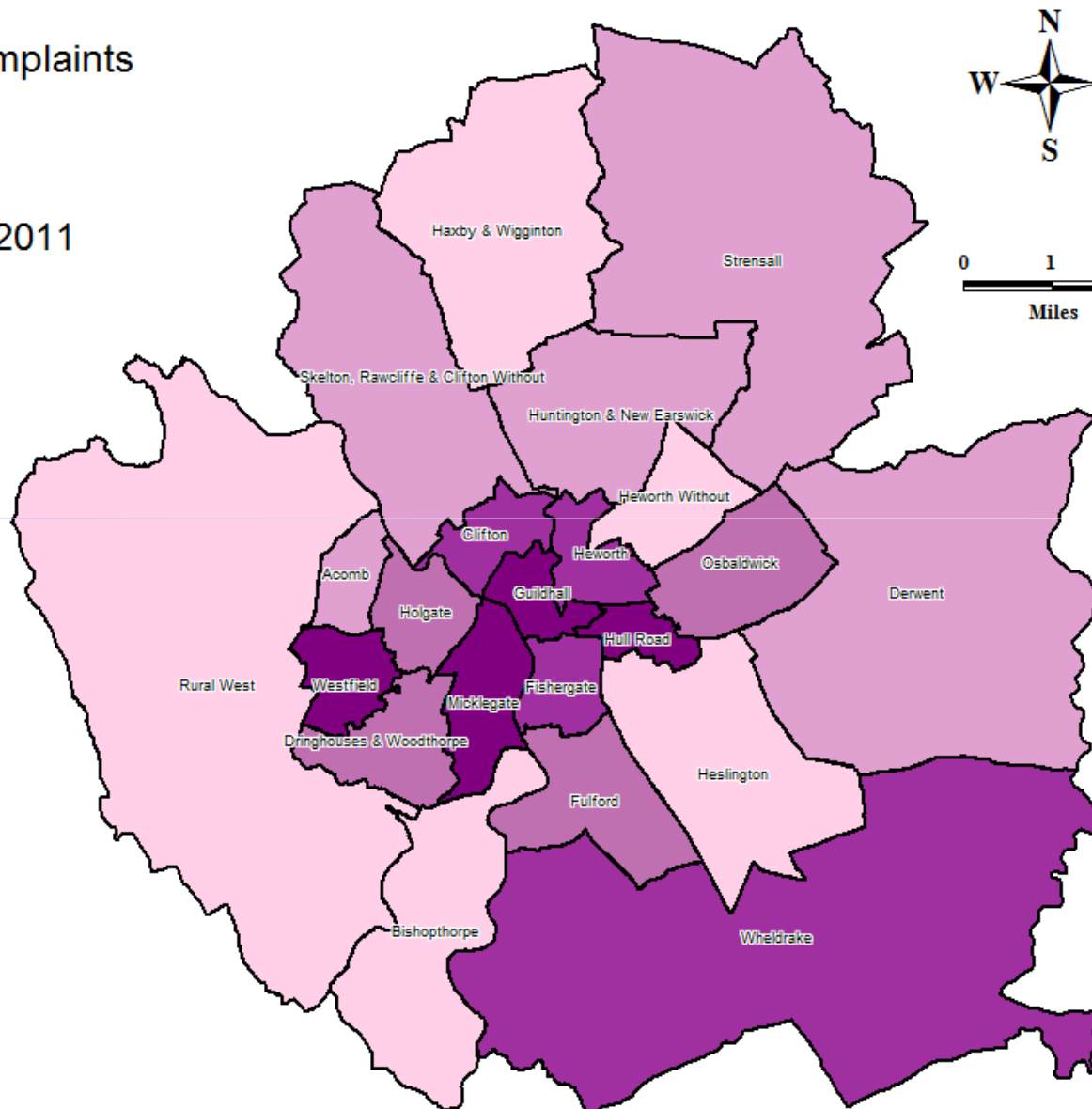
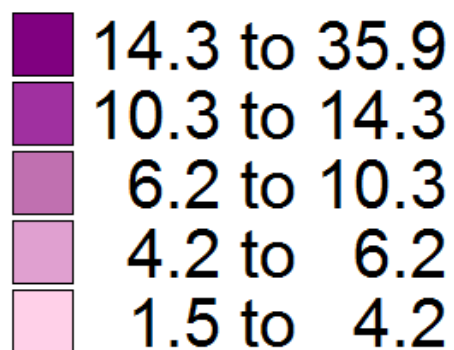


Maps created by Mike Southcombe and Ian Cunningham

City of York Council Noise Complaints

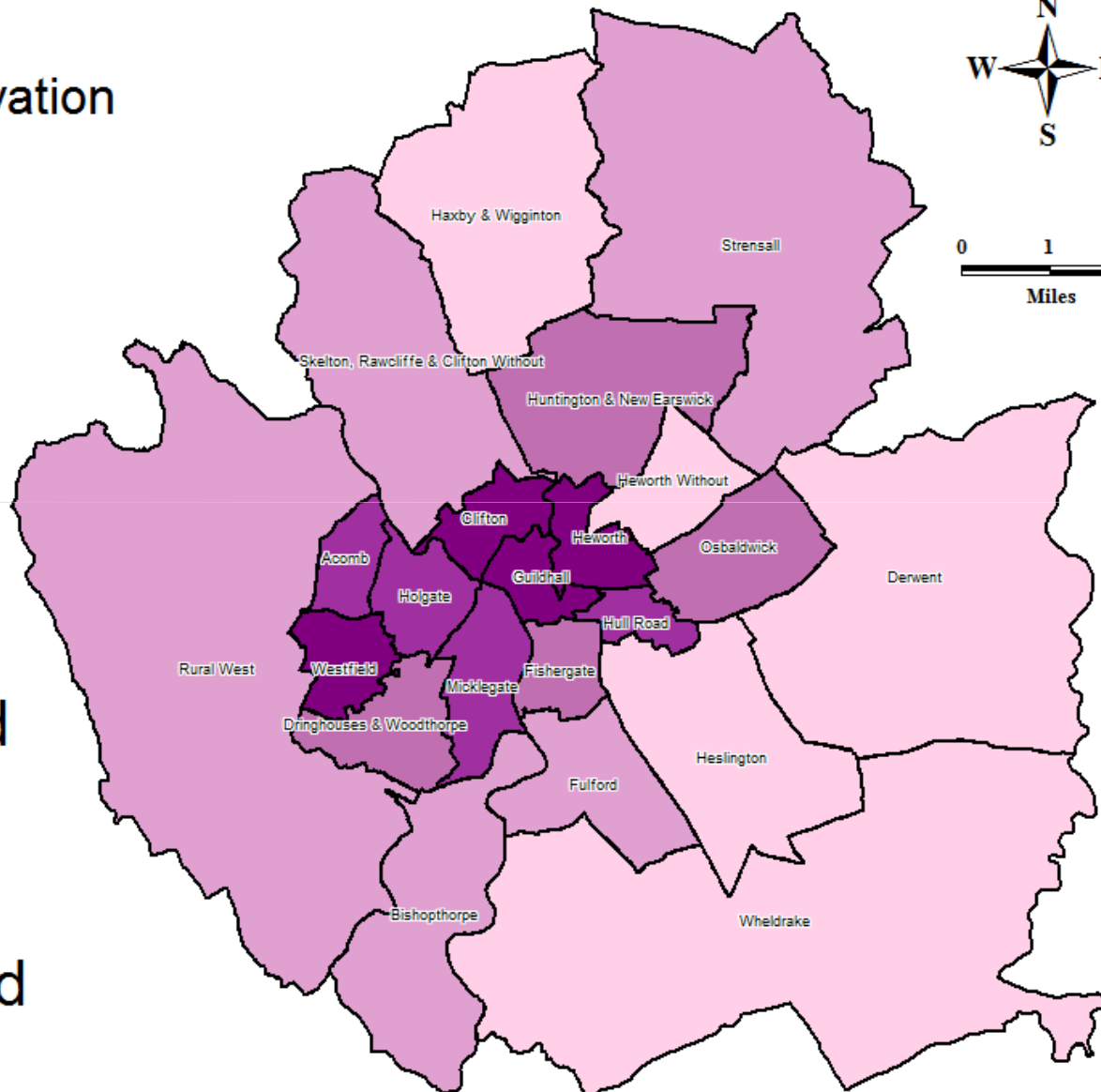
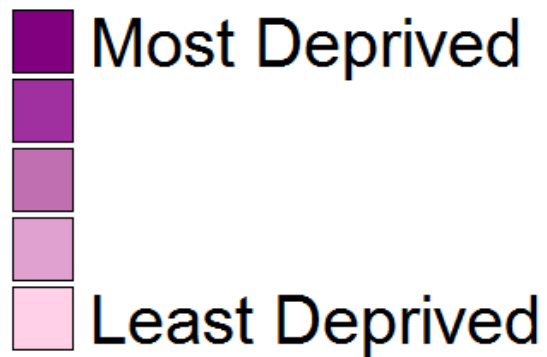
Per 1000 Population

November 2010 - October 2011



Index of Multiple Deprivation

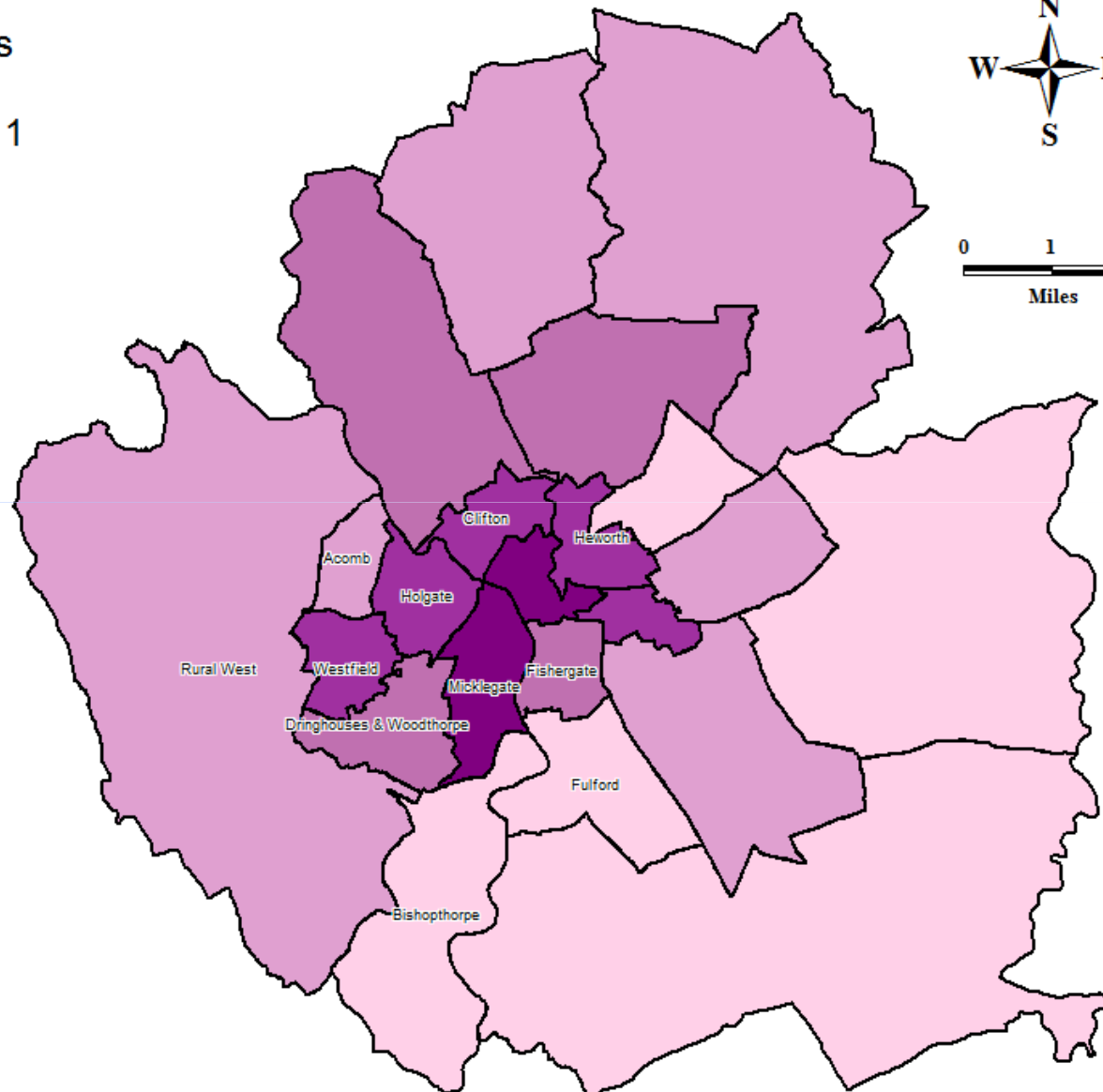
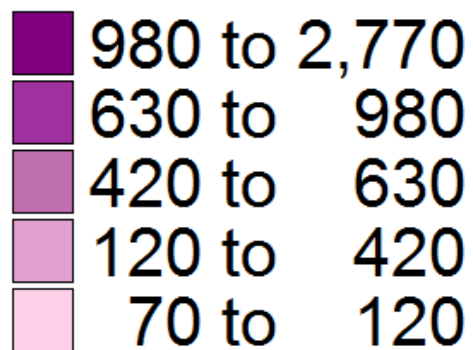
2010



Maps created by Mike Southcombe and Ian Cunningham

North Yorkshire Police Crimes

November 2010 - October 2011

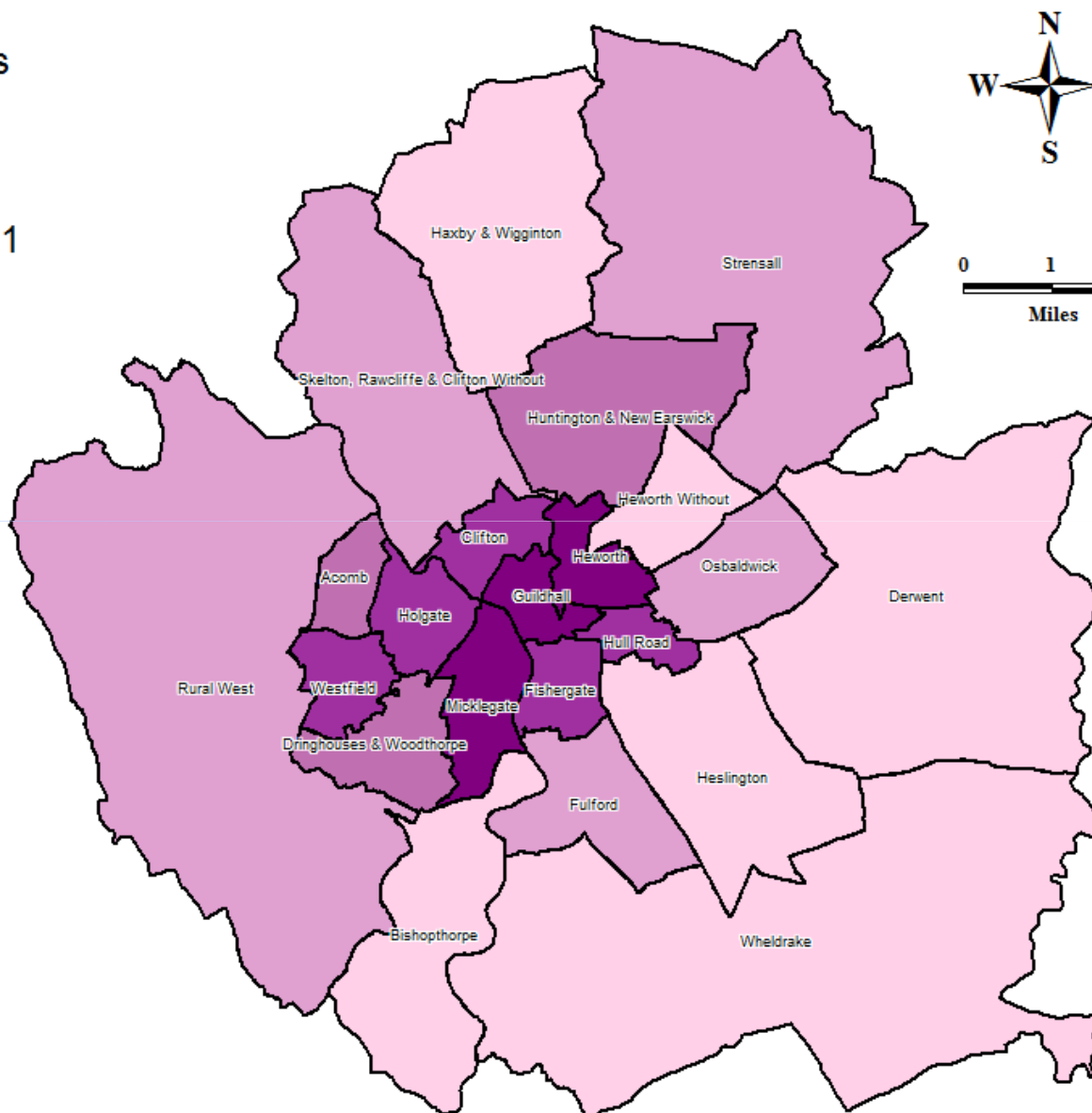
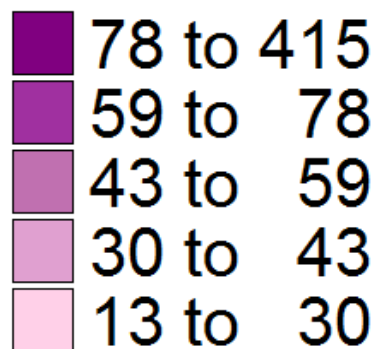


Maps created by Mike Southcombe and Ian Cunningham

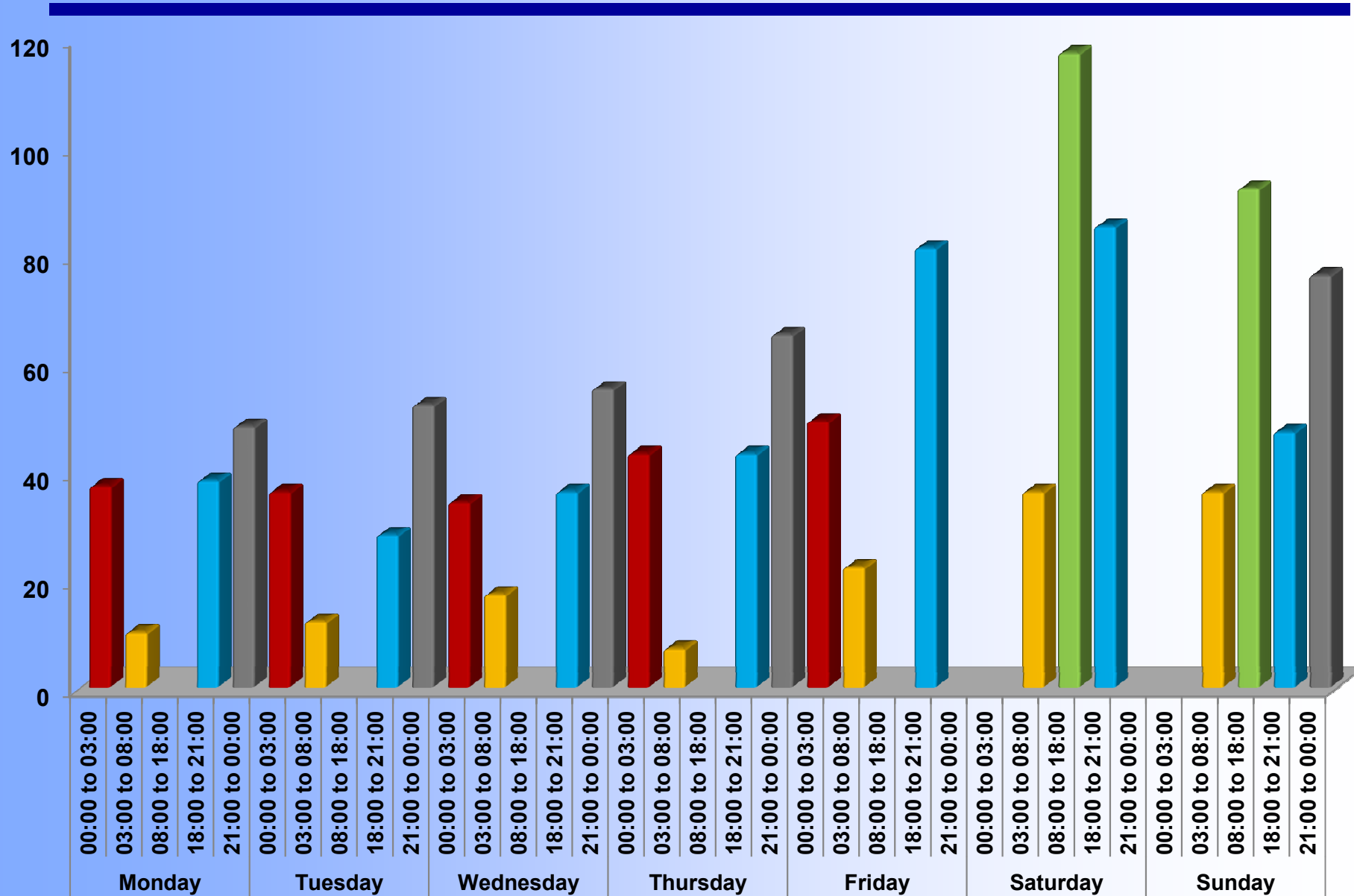
North Yorkshire Police Crimes

Per 1000 Population

November 2010 - October 2011



Out of hours calls received by EPU June 2010 to November 2011



Positives

Annex E

- **Well respected service - Customer Service Excellence award**
- **Good customer satisfaction, especially for the Noise Patrol**
- **Noise Patrol is one of the few out of hours services**
- **Noise Patrol resolves many noise complaints on the night**
- **Provide evidence for police, licensing, tenancy enforcement and others**
- **BBC1 Noise Squad**



Challenges

- **Customers want 7 days per week, 24/7 service**
- **Growing demand / increasing numbers of complaints**
- **Change to licensing and planning laws**
- **Staffing rota and shift-work**
- **Access to information and mobile working**
- **Volume of work at busy times**
- **Information officer support**
- **No budget for new equipment**
- **Some equipment is now 7 years old**