

ASB Scrutiny Task Group



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City of York Council

Press Articles

Noise complaints rise in suburbs as more people stay at home to drink

SOUNDING OFF

"The Press, Monday, July 13, 2009"

19 per cent rise in noise complaints

"The Press, Thursday, May 26, 2011"

YORK'S NOISE HOTSPOTS ARE REVEALED

"The Press, Wednesday, July 12, 2011"

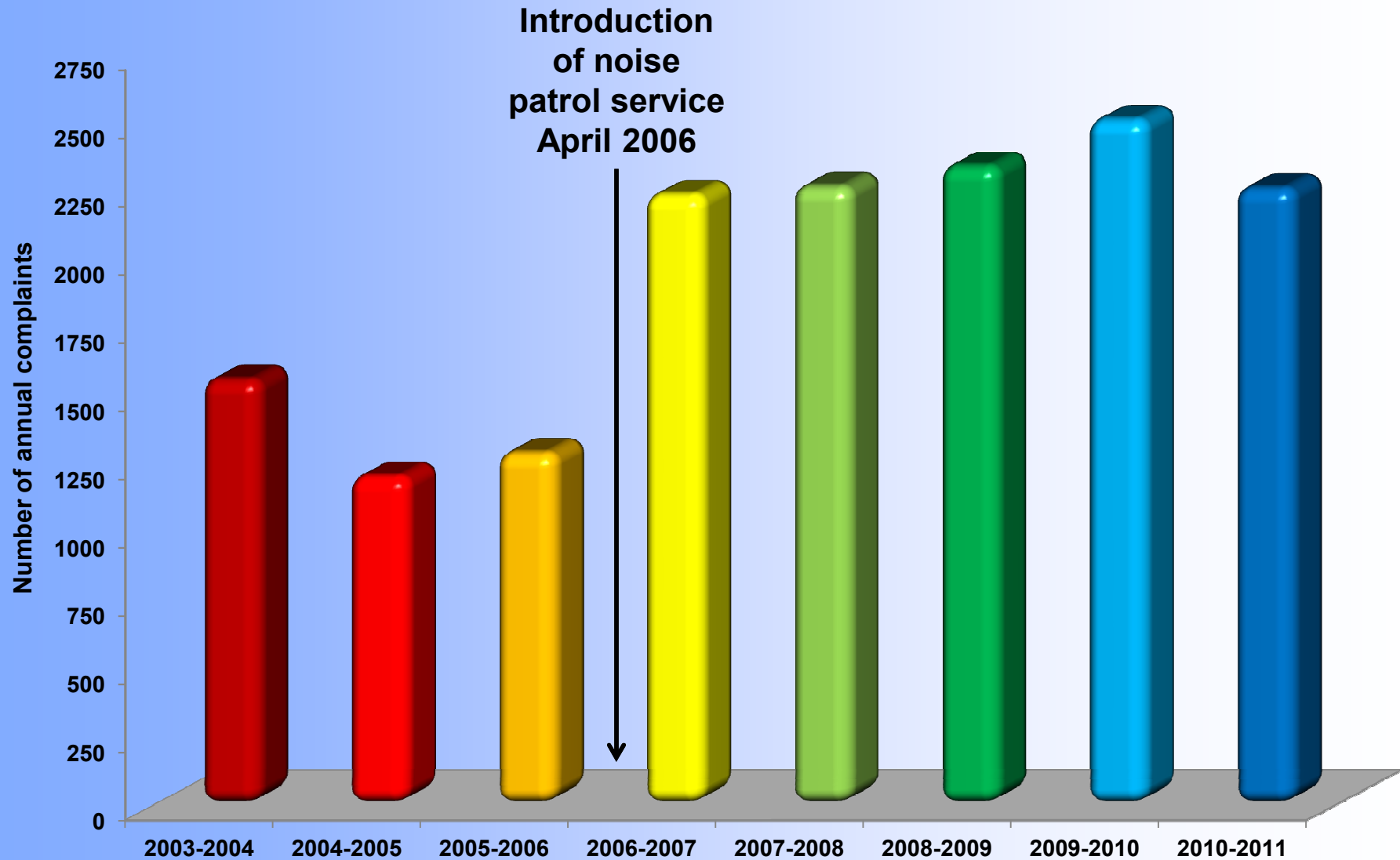
NEIGHBOUR EVICTED AFTER YEARS OF NOISE

"The Press, Wednesday, June 29, 2011"

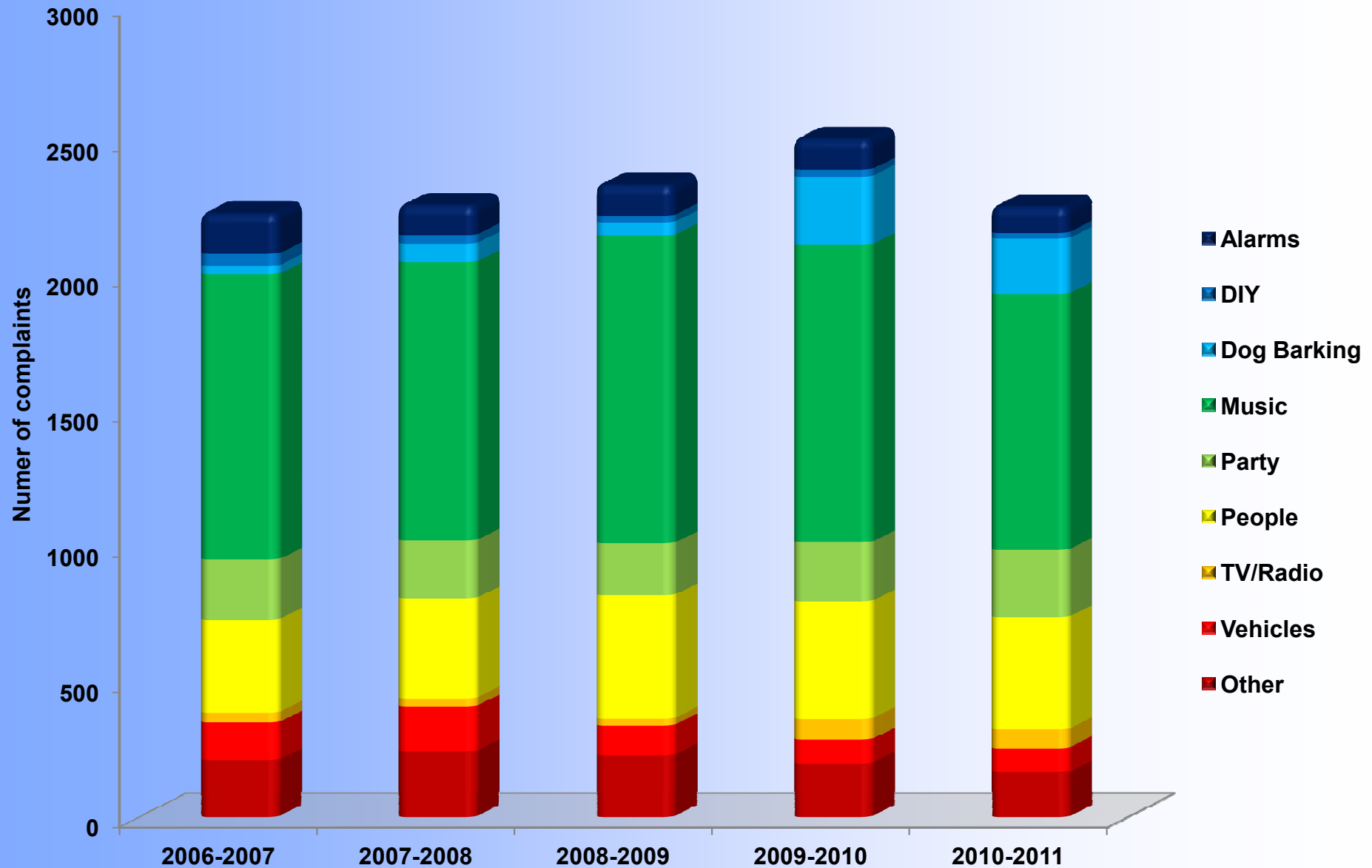
Text your grumbles on noise disturbance

"The Press, Friday, May 13, 2011"

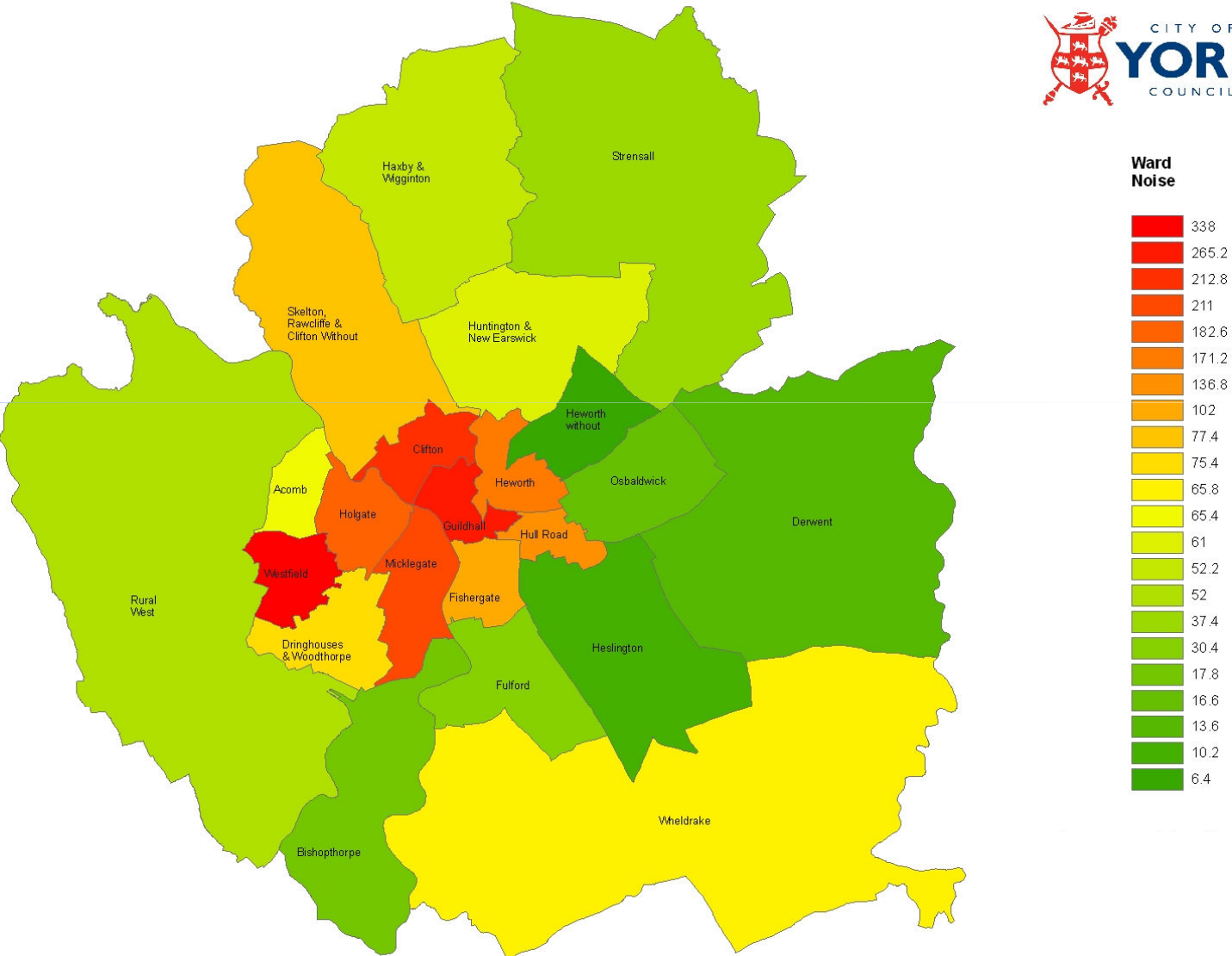
Total number of noise complaints received per year by EPU



Annual noise complaints received by EPU and organised by type



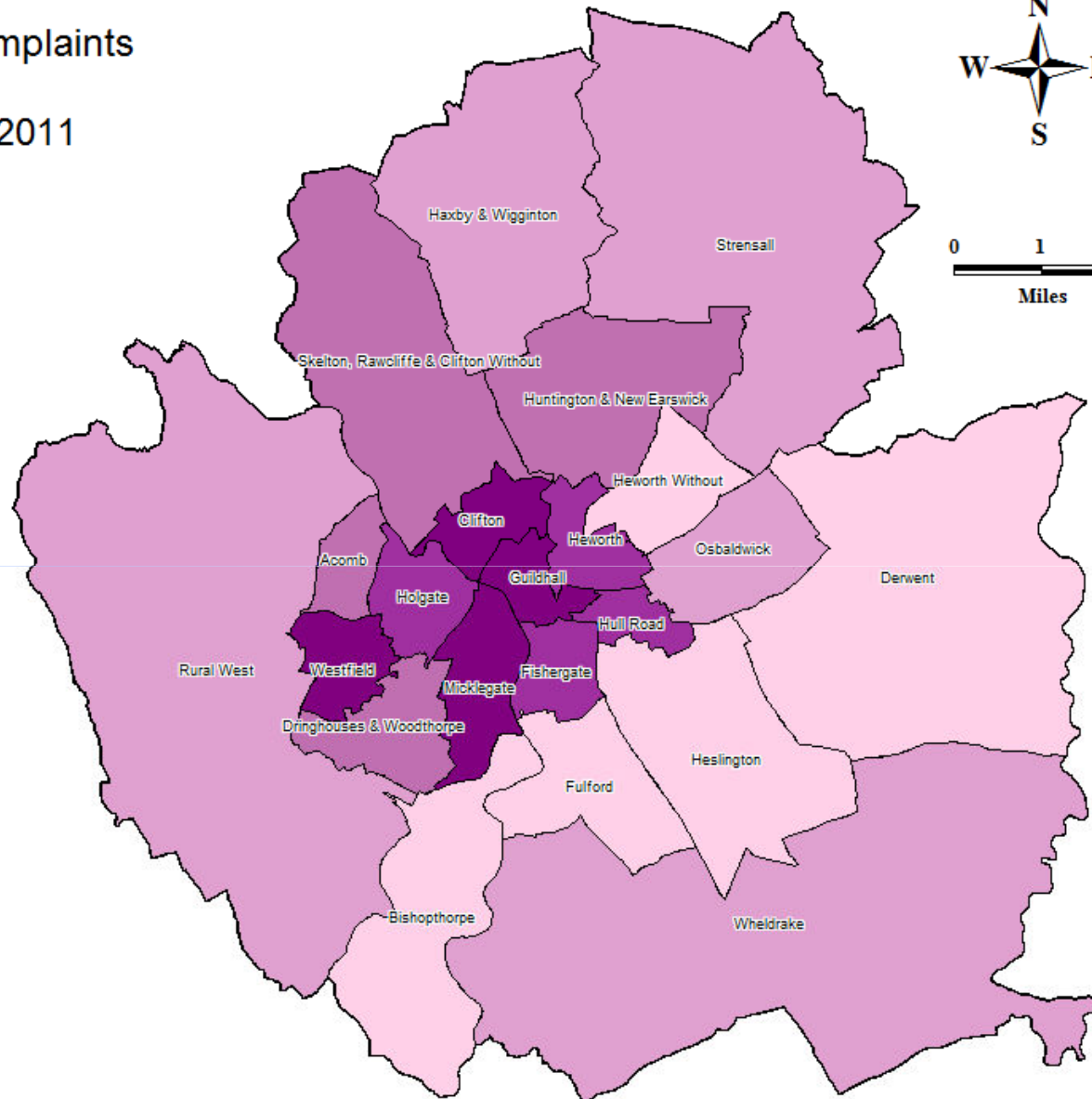
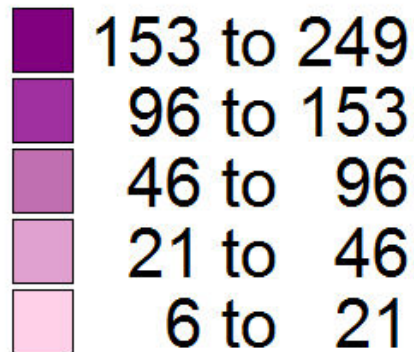
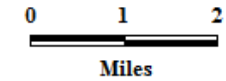
Average annual number of complaints by ward (2006 to 2011)



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City of York Council Noise Complaints

November 2010 - October 2011

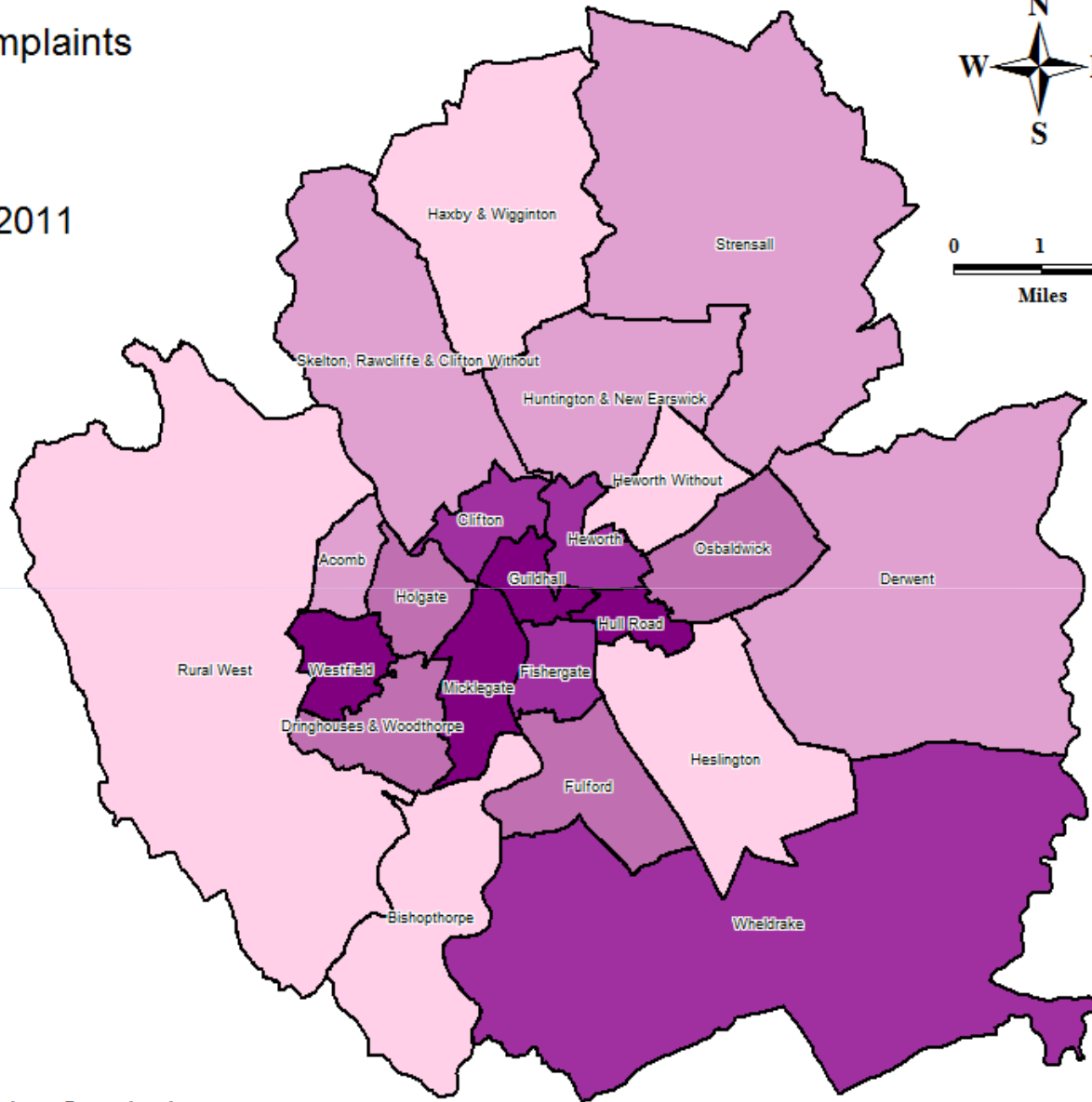
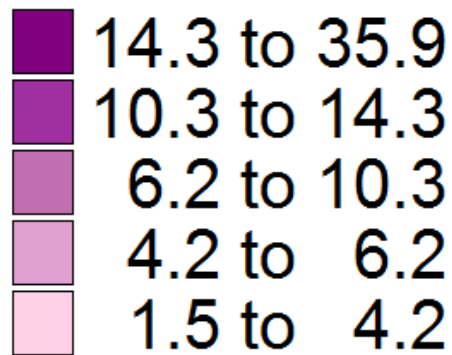


Maps created by Mike Southcombe and Ian Cunningham

City of York Council Noise Complaints

Per 1000 Population

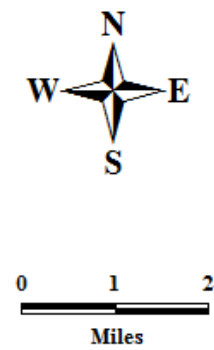
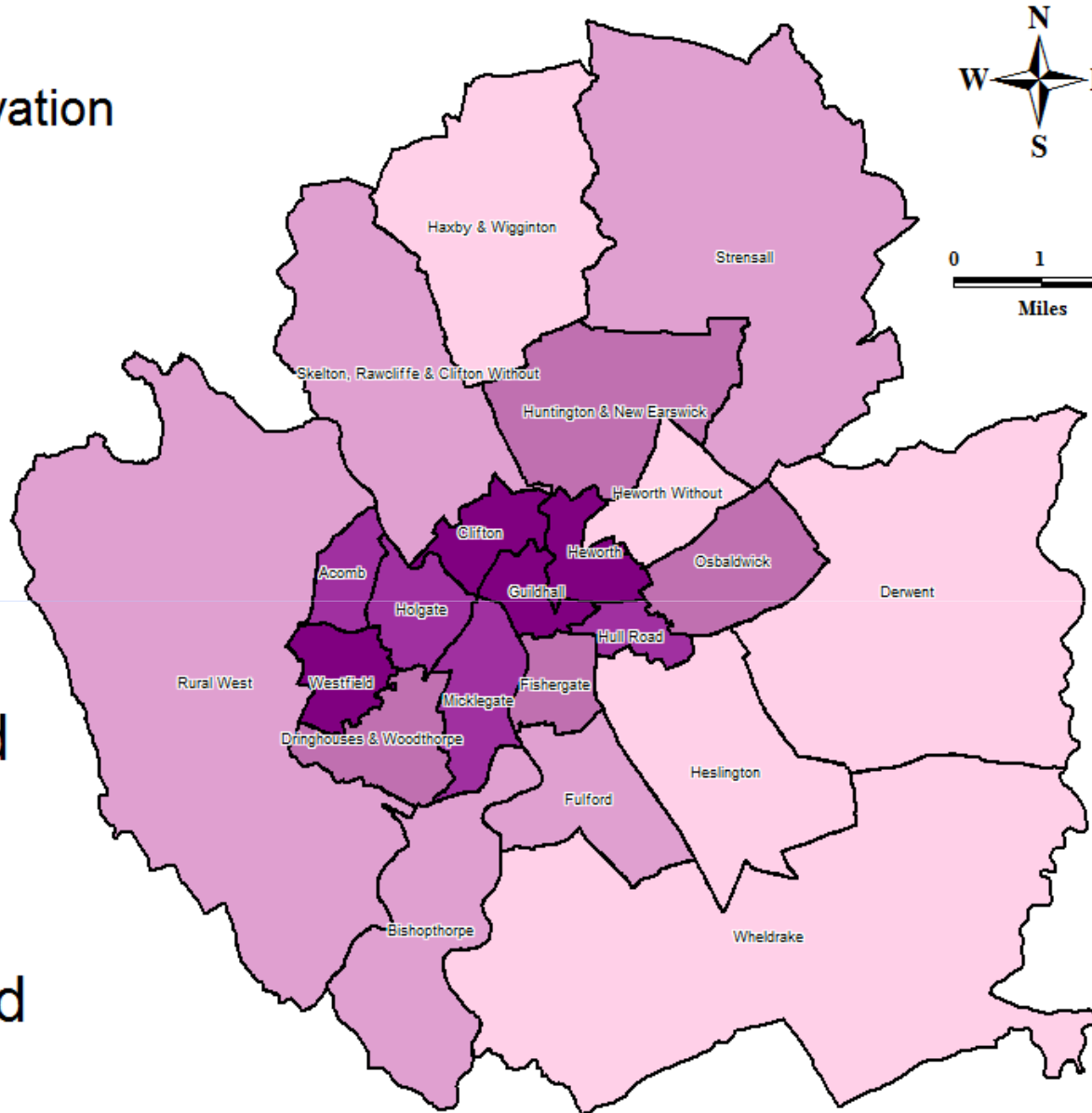
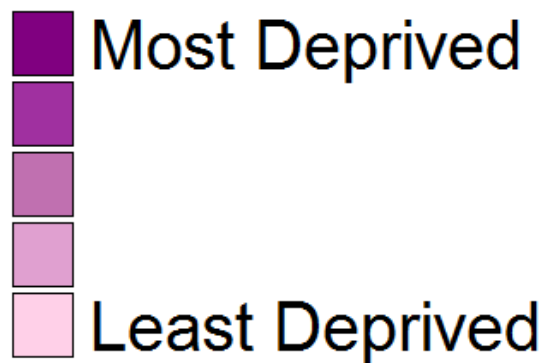
November 2010 - October 2011



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Index of Multiple Deprivation

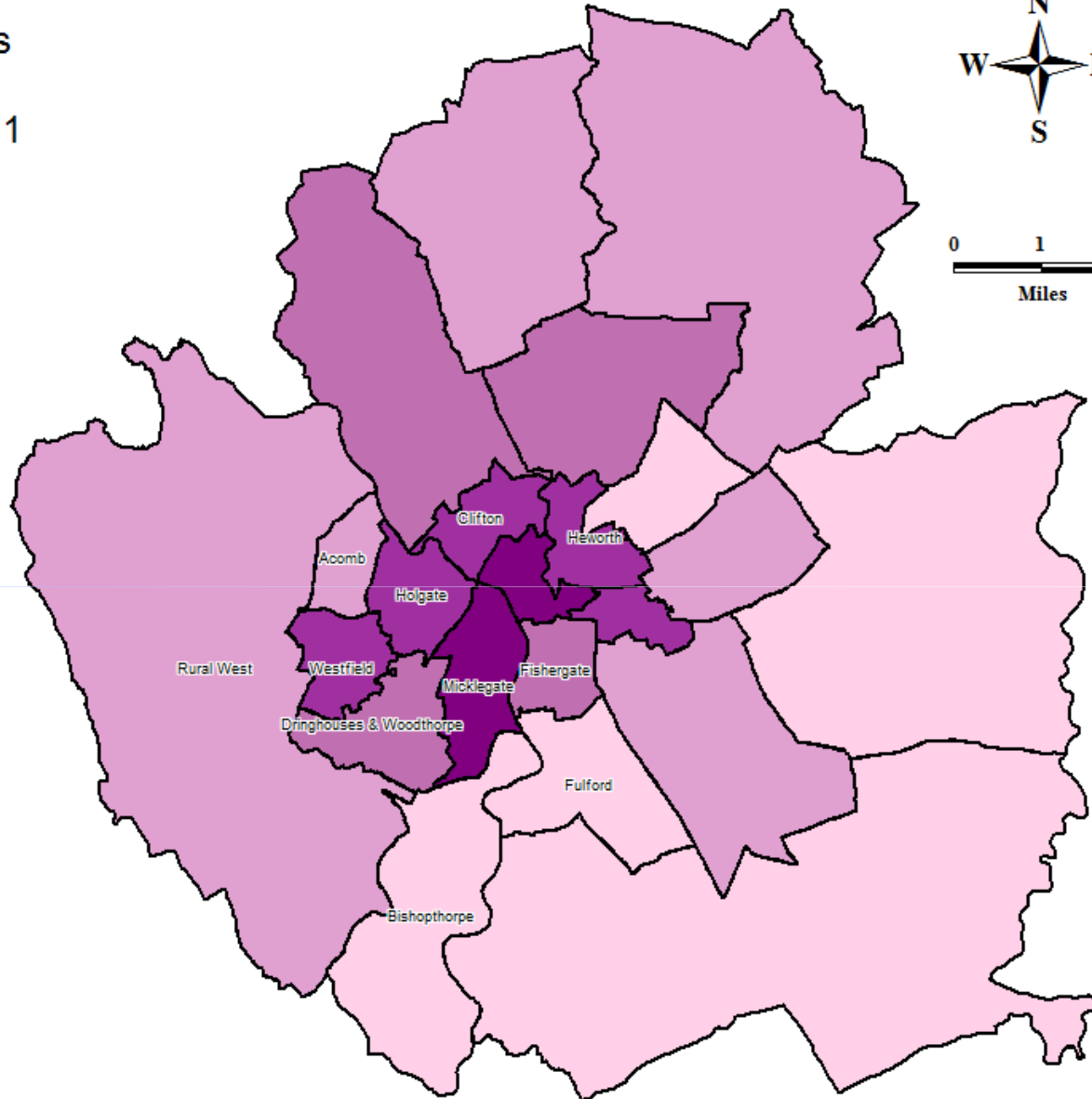
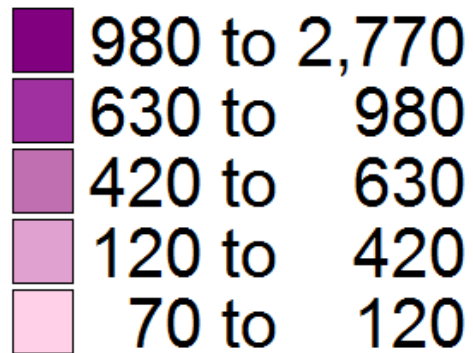
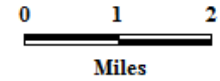
2010



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North Yorkshire Police Crimes

November 2010 - October 2011

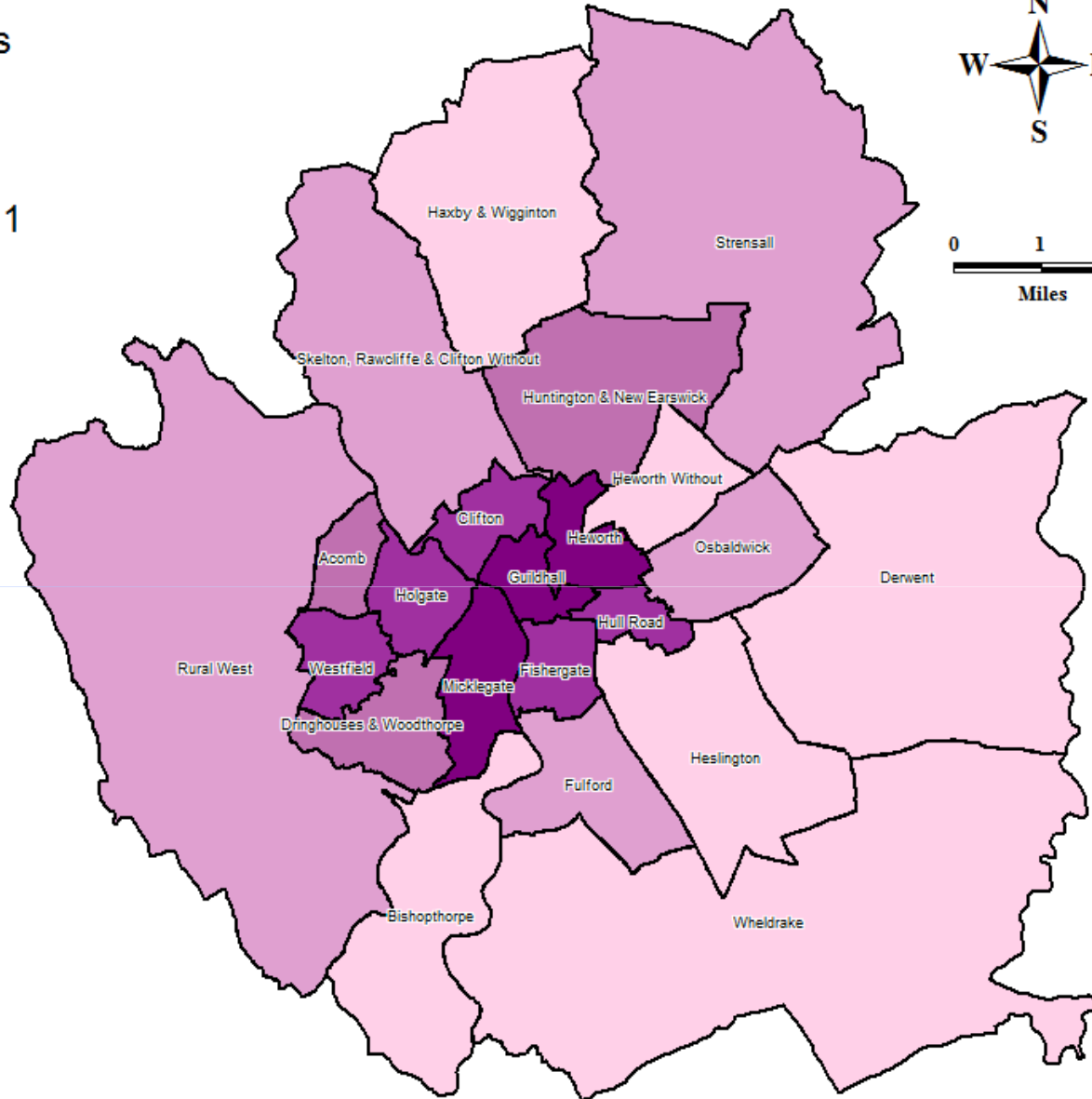
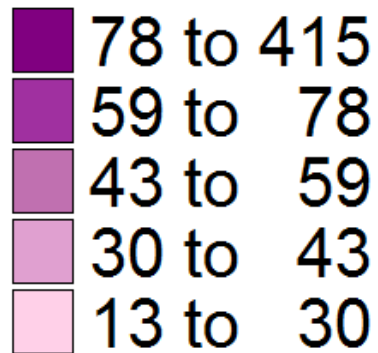
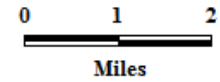


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North Yorkshire Police Crimes

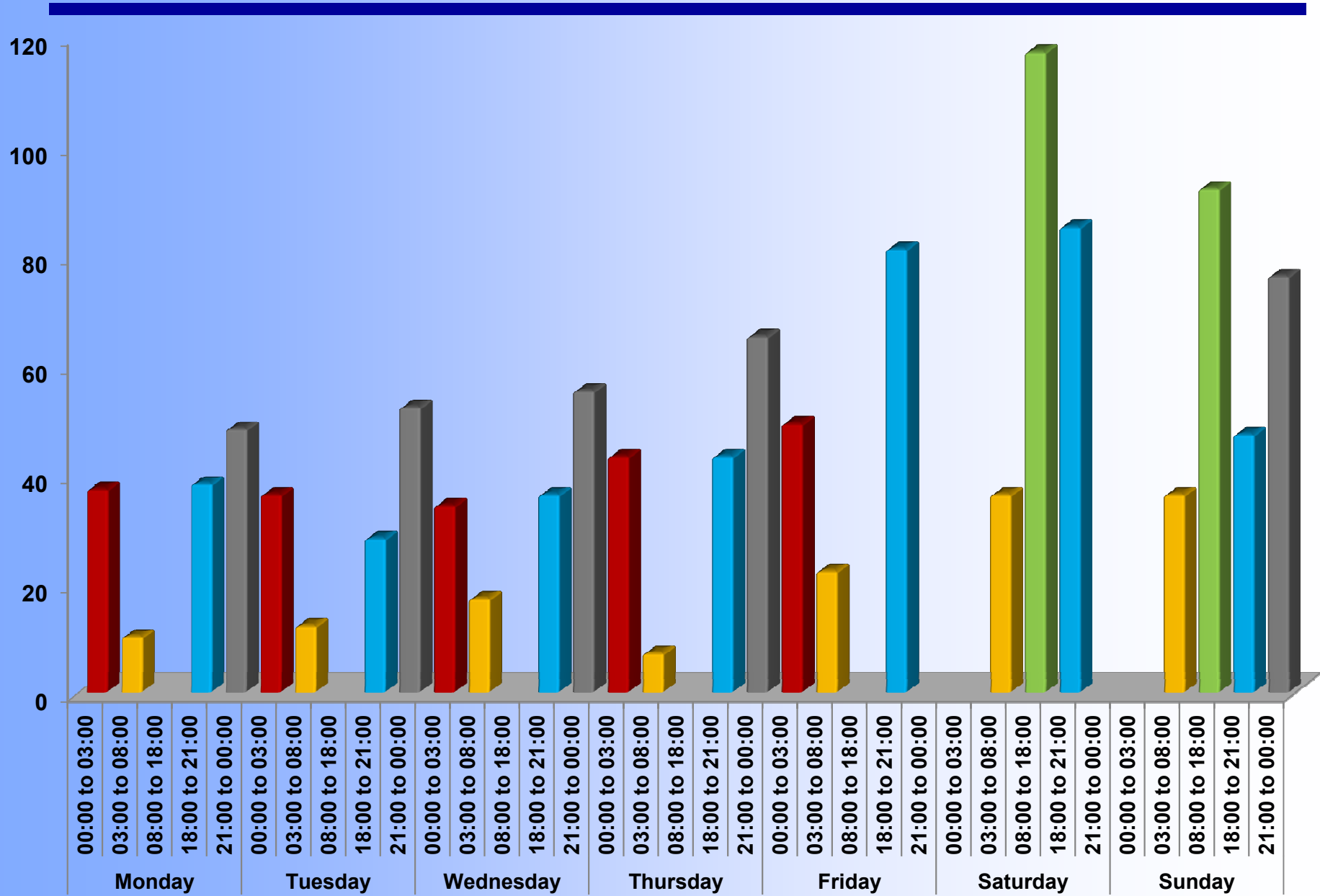
Per 1000 Population

November 2010 - October 2011



Maps created by Mike Southcombe and Ian Cunningham

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



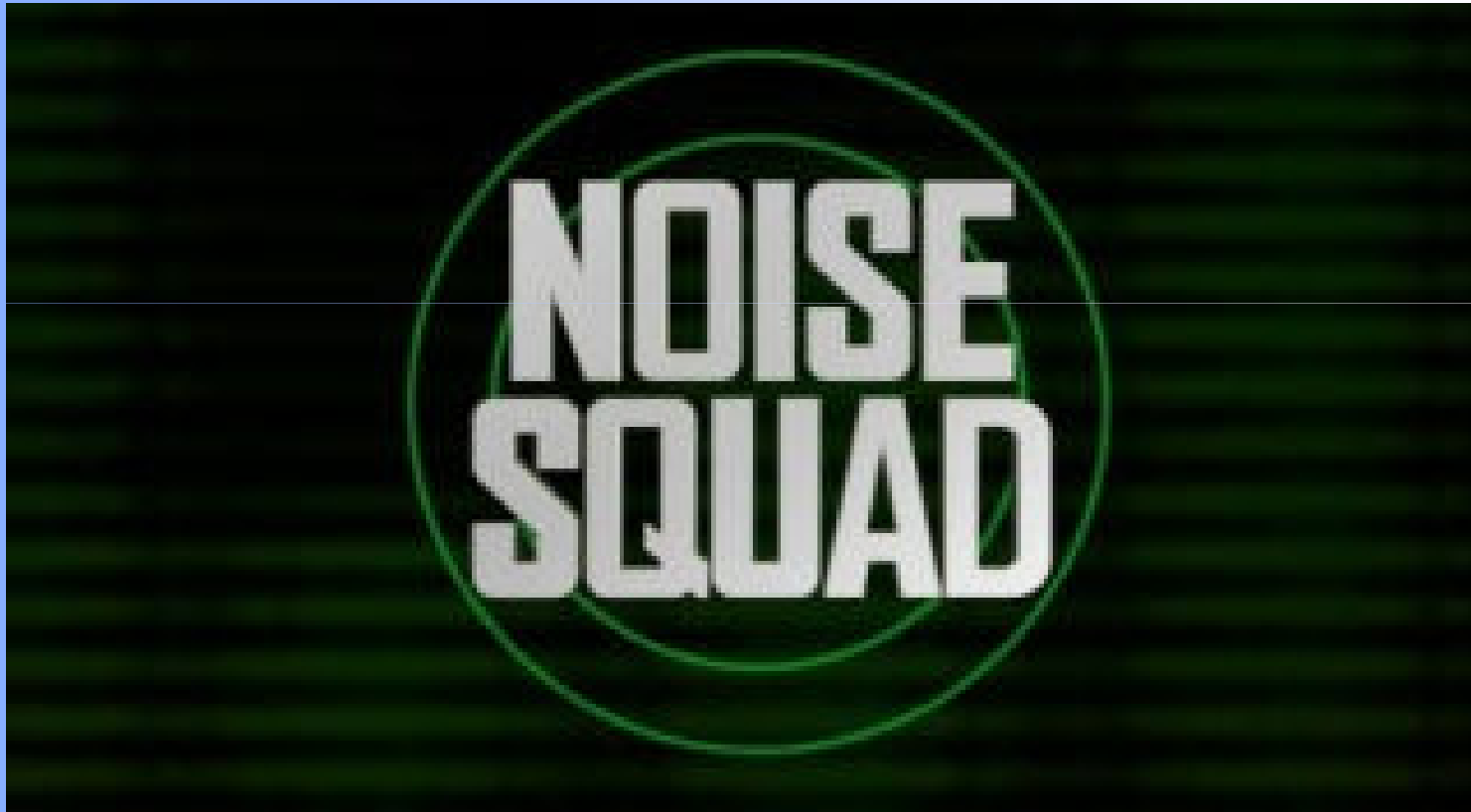
Positives

- 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



BBC1- Noise Squad

(28 November to 16 December 2011 11:00am to 11:45am weekdays)



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**

Questions



Contact Details

For further information contact City of York Council
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Environmental Protection Unit on:



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Or alternatively, email us at:



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Or write to: **The Environmental Protection Unit,
9 St Leonard's Place, York, YO1 7ET**