

## **Appendix D Environmental Health – noise complaints regarding licensed premises**

### **Prevention of Public Nuisance**

The Environmental Protection Team remains part of Regulatory Services and continues to respond to all domestic and commercial noise complaints in the City. This includes noise complaints relating to licensed premises.

Over the past three years the total number of domestic and commercial noise complaints received has progressively declined by 18%.

Table I below details the total number of noise complaints received over the past three years.

**Table I**

Year	TOTAL number of noise complaints
2011/2012	3381
2012/2013	3162
2013/2014	2779

Under the provisions of the Licensing Act 2003 The Environmental Protection Team is still the ‘responsible authority’ for noise and the prevention of public nuisance.

As a ‘responsible authority’ the Environmental Protection Team continues to inspect all applications for new premises licences and licence variations. This includes minor variations. Where there are concerns relating to public nuisance a representation is made. Licence reviews continue to be requested to prevent public nuisance. Applying licence conditions which mitigate and control noise has been a valuable method of preventing public nuisance.

Joint Intelligence Meetings include Police, Fire and Trading Standards colleagues and continue to be a valuable forum for exchanging information relating to licensing issues. In addition, the City Council’s out of hours noise patrol service provides an excellent opportunity to investigate late night noise from licensed premises. The warning and fixed penalty notices under the provisions of the Noise Act 1996 include licensed premises and are a valuable tool for managing late night noise.

The majority of noise from licensed premises relates to noise from live and amplified music, and noise from people. Noise from people includes noise from people inside the premises, and noise from people using outside areas, including smoking areas.

Table 2 below shows the number of noise complaints relating to licensed premises over the past three years. This includes licensed cafes, restaurants, pubs and clubs and supermarkets and takeaways.

**Table 2**

YEAR	Total number of noise complaints relating to licensed premises
2011/2012	243
2012/2013	230
2013/2014	233
1 <sup>st</sup> April to 24 <sup>th</sup> October 2014	119 projected to 31 <sup>st</sup> March 2014 = 204

Over the last three years the number of noise complaints relating to licensed premises has remained fairly static around 230. The projection for this year is a drop to 204 complaints and this would then see a 16% in noise complaints from licensed premises since 2011. This is consistent with the overall drop detailed above.

There are a number of factors that could explain the reduction in noise from licensed premises:

- The prioritised, risk based inspection program of licensed premises
- The continued joint intelligence exchange between responsible authorities
- Strong relationship between licensed trade, customers & community. Partnership approach reduces conflict between agencies and targets resources better.
- Proper standards of public protection is salient in current economic climate, supporting local economic vitality. Robust enforcement against rogues but supporting legitimate business by risk based consistent regulation.
- The existence of the cumulative impact and special stress areas.

The existence of the Cumulative Impact Area has clearly contributed to the reduction in noise complaints associated with licensed premises. Environmental Protection supports the continuation of the existing special policy.

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