

20 November 2019

Our ref: 5777368

Thank you for your request received on 4 November 2019, for the following information:

***Under the Freedom of Information Act 2000, I request the following information:***

***The number of noise complaints in your district between September 2018 and September 2019.***

***Please can you provide the results alongside a list of the top five streets that received the most complaints, accompanied with the amount of complaints they received.***

***This information should be made available to me in electronic form if possible.***

We have processed this request under the Environmental Information Regulations 2004.

## **Response**

The council holds the information requested and the answers to your questions are below

Under the Freedom of Information Act 2000, I request the following information:

**The number of noise complaints in your district between September 2018 and September 2019.**

Number of noise complaints between 01/09/2018 and 30/09/2019 = 1694

**Please can you provide the results alongside a list of the top five streets that received the most complaints, accompanied with the amount of complaints they received.**

List of the top five streets that received the most complaints, accompanied with the amount of complaints they received.

<b>Rank</b>	<b>Streets</b>	<b>Number of complaints</b>
1	Finchley Road NW11	23
2	Golders Green Road	16

	NW11	
2	Cricklewood Lane NW2	16
3	High Street EN5	15
3	Ballards Lane N3	15
4	Regents Park Road N3	14
4	High Road N20	14
4	High Road N12	14
5	Leicester Road EN5	13

### **Further information**

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

### **Advice and Assistance : Direct Marketing**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

**For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.**

### **Your rights**

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: [foi@barnet.gov.uk](mailto:foi@barnet.gov.uk). Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website [www.ico.org.uk](http://www.ico.org.uk)). There is no charge for making an appeal.