

23 January 2020

Our ref: 5986164

Thank you for your request received on 16 January 2020, for the following information:

Please could I request the following information under the Freedom of Information Act 2000 from you?

The number of noise complaints received in the area the local authority covers, and also what these complaints are in relation to, for example, dogs barking at night, or unsociable behaviour etc. The time period both these elements need to cover is: 1st January 2018 to 31st December 2019.

Please could you provide the information in an excel document if at all possible?

If you can identify any ways that my request could be refined, I would be grateful for any further advice and assistance.

Appreciate the help, and thank you for your time.

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

Noise Type	Jan - Dec 2018	Jan - Dec 2019
Loud Music Residential	595	504
Construction	367	324
Barking Dog	120	127
Loud Music Commercial	77	67
House Alarm	41	44
Deliveries or Collections	30	38
Commercial Alarm	21	37
People Noise - Vocal	19	35

Car Alarm	22	19
D I Y	20	18
Cockerels	10	11
People Noise - Movement	7	9
Bird Scarers	1	

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

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. 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). There is no charge for making an appeal.