

4 September 2020

Our ref: 6522400

Thank you for your request received on 19 August 2020, for the following information:

I would like to submit a freedom of information request to find out about noise complaints and complaints about neighbours in your council's jurisdiction.

Would it be possible to send me the following:

*** The number of neighbour complaints and noise complaints broken down by month from January - August 2020**

*** The same figures for the previous 5 years (so Jan- August in 2015,2016,2017,2018,2019).**

*** The reason given for the complaint (i.e. DIY noise, entertainment noise, construction noise, children playing, rubbish) broken down by month for Jan - August 2020 and the same data for the previous two years.**

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

The number of neighbour complaints and noise complaints broken down by month from January - August 2020

2020

Jan	125
Feb	119
Mar	136
Apr	166
May	191
Jun	268
Jul	280
Aug	276

The same figures for the previous 5 years (so Jan- August in 2015,2016,2017,2018,2019).

2015		2016		2017		2018		2019	
Jan	120	Jan	116	Jan	164	Jan	139	Jan	119
Feb	118	Feb	123	Feb	154	Feb	131	Feb	115
Mar	157	Mar	110	Mar	162	Mar	126	Mar	156

Apr	188	Apr	157	Apr	186	Apr	185	Apr	199
May	219	May	164	May	230	May	199	May	163
Jun	231	Jun	212	Jun	264	Jun	231	Jun	164
Jul	220	Jul	201	Jul	242	Jul	260	Jul	197
Aug	177	Aug	236	Aug	189	Aug	175	Aug	230

The reason given for the complaint (i.e. DIY noise, entertainment noise, construction noise, children playing, rubbish) broken down by month for Jan - August 2020 and the same data for the previous two years.

Note: *where noise type is recorded as one of the following*

2020

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Barking Dog	4	8	5	2	4	10	10	18
Car Alarm	1	1	1			4	1	2
Cockerels		1						
Commercial Alarm	4	2	2			2	5	6
Construction	11	19	11	21	39	20	21	45
D I Y	1	1	1	4	3	4	1	4
Deliveries or Collections	2	3	3	1	1	5	2	2
House Alarm	3	1	1			6	3	7
Loud Music Commercial	6	6	4	2	1	3	11	5
Loud Music Residential	30	28	33	43	50	79	78	86
People Noise - Movement				1	1		4	
People Noise - Vocal	2	1	2	2	8	17	17	10

2019

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Barking Dog	11	8	13	9	14	14	13	13
Car Alarm	1	3	1	2	1	1	1	5
Cockerels	1	1		2	3			1
Commercial Alarm	3	3	8	5	1		3	5
Construction	12	20	22	31	35	38	20	41
D I Y		1	1				2	2
Deliveries or Collections			3	5	1	3	4	6
House Alarm	4	5	3	8	2	2	2	5
Loud Music Commercial	1	3	8	7	5	7	9	7
Loud Music Residential	45	34	32	47	37	50	55	63
People Noise - Movement	1	1	2	1	1	1		2
People Noise - Vocal	2	4	1	7		5	2	7

2018

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Barking Dog	9	7	5	10	11	8	20	11
Bird Scarers			1					
Car Alarm	3	1	2	2	2	4	3	
Cockerels	1	2		1	1	1	1	3
Commercial Alarm	2	2	1	1	5		3	2
Construction	15	26	24	38	49	50	50	30
D I Y		2	2		3		6	
Deliveries or Collections	4	1	4	2	3	3	5	2
House Alarm	3	5	4	3	4	4		3

Loud Music Commercial	3	6	3	9	7	8	14	8
Loud Music Residential	48	34	45	54	49	68	83	43
People Noise - Movement	1		1	1			1	1
People Noise - Vocal		1		2	1	7		2

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.