

18 February 2021
Our ref: 7010668

Thank you for your request received on 9 February 2021, for the following information:

I am writing to you under the Freedom of Information Act 2000 to request the following information from Barnet Council.

Please can you provide me with the information included below:

*** The number of noise complaints from public residents registered in the year 2019, starting January 01, 2019 and finishing December 31, 2019**

*** The number of noise complaints from public residents registered in the year 2020, starting January 01, 2020 and finishing December 21, 2020**

I would be grateful if you could break your response down into the following categories of complaint types:

- Residential/Domestic**
- Commercial**
- Street Noise**

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

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

Response

Please see attached spreadsheet.

- The figures include noise nuisance cases with one of the following categories "Commercial/Leisure/Industry/Residential".
- Street Noise is generated using cases where "Street Record" is noted in the address field. Please note: Noise nuisance cases with "Street Record" in address field are counted as "Street Noise" regardless of having a category type.

- Noise nuisance cases with blank Category Type have been excluded in the figures.

Year	Commercial/Leisure/Industry	Residential	Street Noise
2019	173	1012	286
2020	157	1323	149

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.