

London Borough of Barnet  
2 Bristol Avenue,  
Colindale,  
London, NW9 4EW  
6 October 2021  
Our ref: 7651364

Thank you for your request received on 16 September 2021, for the following information:

**Do you have a dedicated noise nuisance service? If the noise service is part of a wider team then please state which service it falls under.**

**What are the operating hours of your service?**

**Does your service include a patrol/home visit function?**

**What are the patrol/visit hours?**

**Do you patrol with other partners/colleagues? e.g. ASB, Police, Housing, Law Enforcement**

**How many staff do you have employed in the noise team?**

**What is the starting salary of your noise officers?**

**Do they receive any allowances? If yes what percentage?**

**What are their shift rota's?**

**How many noise officers are on patrol/visit duty daily?**

**Do your noise officers deal with noise complaints only?**

**What other complaints or issues do they deal with in addition to noise?**

**Do you work with or employ a contracted agency/organisation to provide you with a noise service? If yes please provide details.**

**Do you use any hand-held computer devices when on field visits?**

**What ICT computerised system / database do you use to manage noise?**

**How many residential noise complaints did you receive in years;**

**1st April 2018 to 31st March 2019**

**1st April 2019 to 31st March 2020**

**1st April 2020 to 31st March 2021**

**How many abatement notices did you issue in the years?**

**1st April 2018 to 31st March 2019**

**1st April 2019 to 31st March 2020**

**1st April 2020 to 31st March 2021**

We have processed this request under the Freedom of Information Act 2000.

## **Response**

I can confirm that London Borough of Barnet holds the information you requested.

However, we believe that the exemptions detailed below apply to some/all of this information and this is withheld.

Please see the Refusal Notice below.

***Do you have a dedicated noise nuisance service? If the noise service is part of a wider team then please state which service it falls under.***

The London Borough of Barnet has a noise service which falls under the Environmental Health Department.

***What are the operating hours of your service?***

The noise service operates Monday – Friday 9:00am – 5:30pm and the out of hours services operates Friday 20:00 – 03:00 (Sunday), Saturday 12:00 – 02:30 (Sunday Morning) Sunday 10:00am – 00:30 (Monday Morning)

***Does your service include a patrol/home visit function?***

Inspections include home visits which take place as and when required.

***What are the patrol/visit hours?***

As per the answer to question 2.

***Do you patrol with other partners/colleagues? e.g. ASB, Police, Housing, Law Enforcement***

Yes

***How many staff do you have employed in the noise team?***

2 FTE, 1 PTE employee and 6 as and when staff. Officers are not directly employed by the London Borough of Barnet as this regulatory function is provided under the Re contract

<https://open.barnet.gov.uk/dataset/e659v/regional-enterprise-ltd-re-contract>

***What is the starting salary of your noise officers?***

Information not held

***Do they receive any allowances? If yes what percentage?***

Information not held

***What are their shift rota's?***

As per questions 2

***How many noise officers are on patrol/visit duty daily?***

2

***Do your noise officers deal with noise complaints only?***

Yes

***What other complaints or issues do they deal with in addition to noise?***

Light complaints

***Do you work with or employ a contracted agency/organisation to provide you with a noise service? If yes please provide details.***

No

***Do you use any hand-held computer devices when on field visits?***

No

***What ICT computerised system / database do you use to manage noise?***

Idox Data Management System

***How many residential noise complaints did you receive in years;***

The data below includes residential and commercial.

1st April 2018 to 31st March 2019

1877

1st April 2019 to 31st March 2020

1776

1st April 2020 to 31st March 2021

2222

***How many abatement notices did you issue in the years?***

1st April 2018 to 31st March 2019

41

1st April 2019 to 31st March 2020

31

1st April 2020 to 31st March 2021

0

### **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 Records & Information Management Service, Assurance Group, 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.