

Thurrock Council Out of Hours Service Summer 2010

Introduction

The Out of Hours Service was provided from the weekend of the 2nd of April 2010 to the weekend of 24th of September 2010, 26 weekends including three bank holiday weekends and the Easter weekend.

The Out of Hours Service was provided over each weekend from 21:00 Friday to 03:00 Saturday and 21:00 Saturday to 03:00 Sunday except bank holiday weekends and the Easter weekend when an additional night was added: 21:00 Sunday to 03:00 Monday.

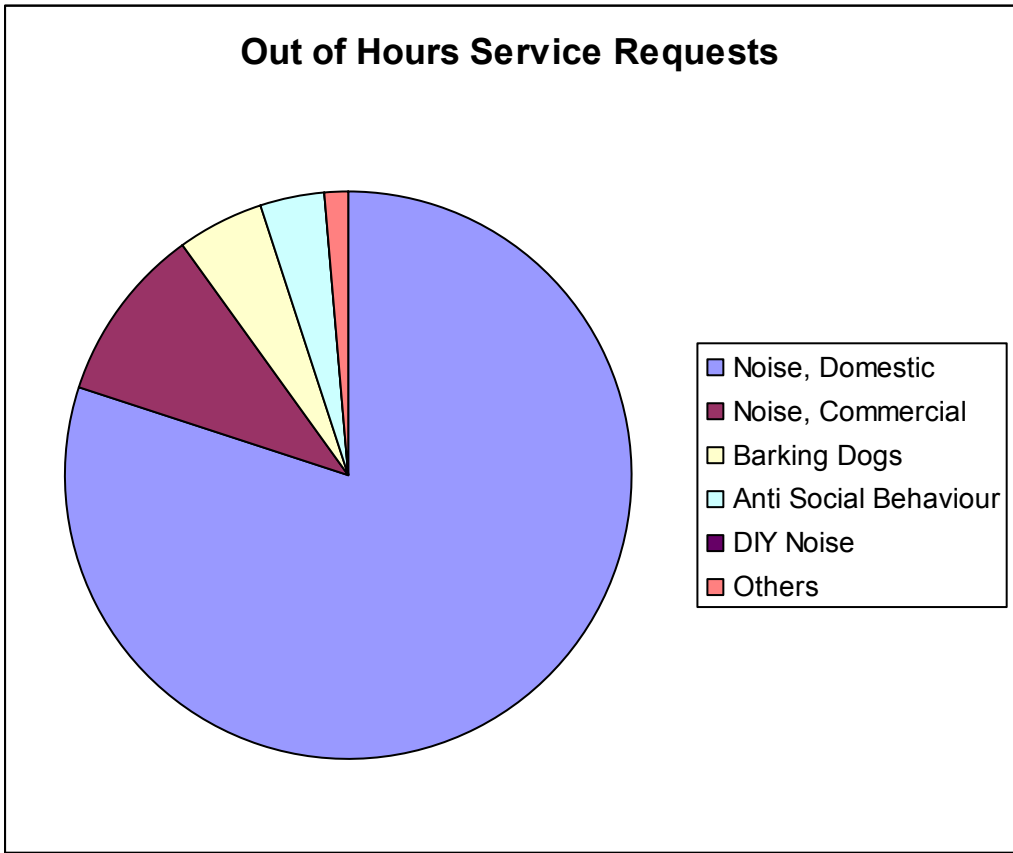
Service Request Summary

Complaint Type	Number of Officer Responses	Percentage (approx)
Noise, Domestic	207	80
Noise, Commercial	26	10
Barking Dogs	13	5
Anti Social Behaviour*	9	3.5
DIY Noise	0	0
Others**	4	1.5
Total	259	

* Service requests including allegation of shouting, screaming and swearing

** Service request including house/car alarms, bonfires and other non-noise issues

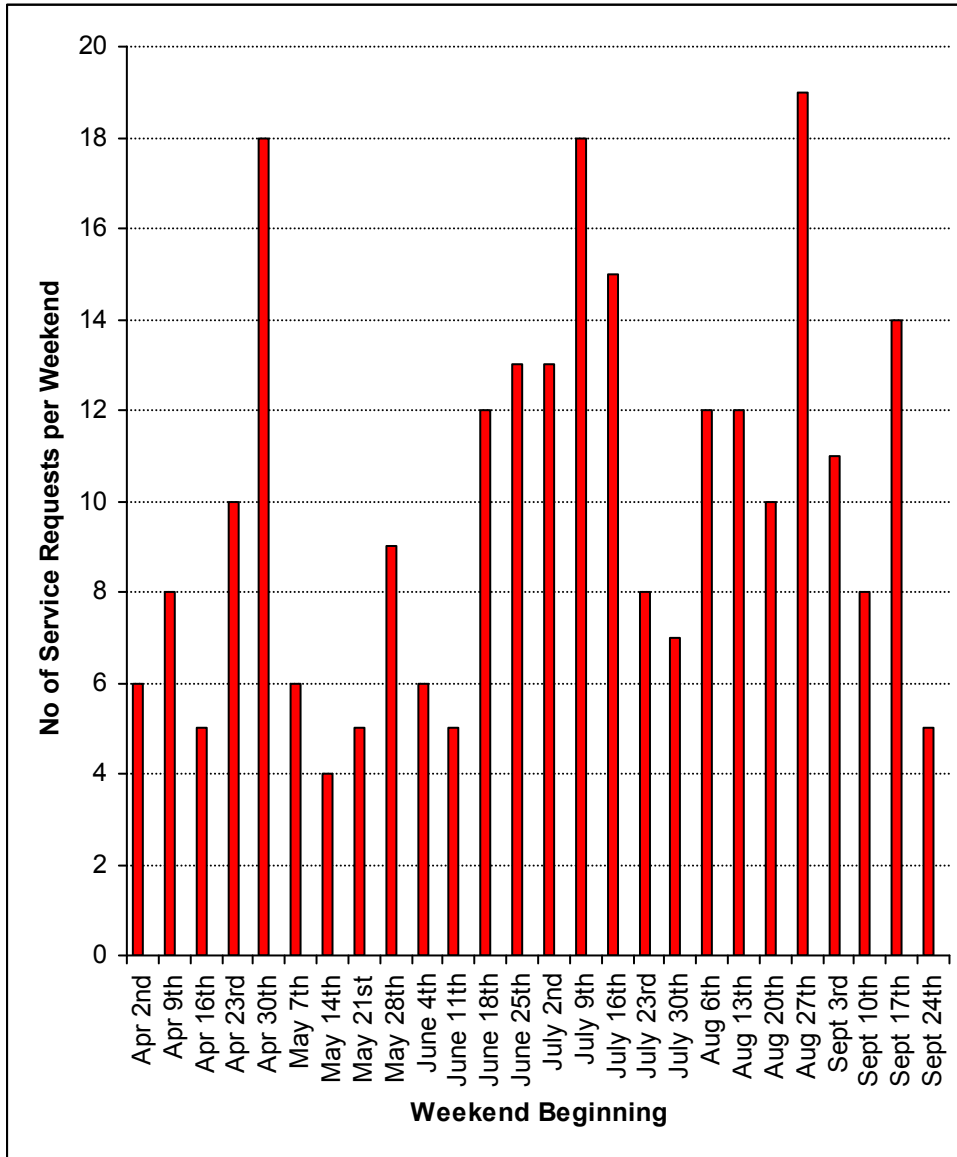
Out of Hours Service Requests 2009 Diagram



Service Requests per Weekend

Weekend Beginning	No of Service Requests
FRI 2 nd APRIL (inc. bank holiday)	6
FRI 9 th APRIL	8
FRI 16 th APRIL	5
FRI 23 rd APRIL	10
FRI 30 th APRIL (inc. bank holiday)	18
FRI 7 th MAY	6
FRI 14 th MAY	4
FRI 21 st MAY	5
FRI 28 th MAY (inc. bank holiday)	9
FRI 4 th JUNE	6
FRI 11 th JUNE	5
FRI 18 th JUNE	12
FRI 25 th JUNE	13
FRI 2 nd JULY	13
FRI 9 th JULY	18
FRI 16 th JULY	15
FRI 25 th JULY	8
FRI 30 th JULY	7
FRI 6 th AUGUST	12
FRI 13 th AUGUST	12
FRI 20 th AUGUST	10
FRI 27 th AUGUST (inc. bank holiday)	19
FRI 3 rd SEPTEMBER	11
FRI 10 th SEPTEMBER	8
FRI 17 th SEPTEMBER	14
FRI 24 th SEPTEMBER	5

Service Requests per Weekend Illustrated



Regulatory Action During the Out of Hours Service

During the Out of Hours Service provided during 2010 seven Noise Abatement Notices were served and three breaches of Notice were witnessed under Section 80 of the Environmental Protection Act 1990. The reason for service of the notice follows:

Notice	Reason
1	Loud, amplified music coming from the premises, Officer advice given in 2009 was ignored. Notice was served to prevent recurrence.
2	Persistent loud music causing a nuisance.
3	Amplified music and repeat offender despite standard letters and advice given previously. Notice served to prevent a recurrence.
4	Loud music and anti social behaviour.
5	Loud music witnessed, Officer advice ignored. Notice served to prevent a recurrence.
6	Loud music witnessed, Notice served to prevent a recurrence.
7	Loud music witnessed from known persistent offender. Notice served to prevent a recurrence.

As a result of the service of notice to abate the nuisance one prosecution is currently being undertaken for Breach of Notice.

With regard to other Notices served, two seizures of equipment are planned for addresses where repeated Breach of Notice has been witnessed.

In general, over the summer of 2010, Officer advice was given to the alleged offender on the doorstep and complied with, when a noise problem was reported. This action eliminated the need to serve notice on the vast majority of occasions that calls were received and provided a service for residents on the night.

Summary

- The Out of Hours Noise Service started the weekend starting 2nd of April 2010 and continued to the weekend starting 24th of September
- The Out of Hours Noise Service covered 26 weekends including three bank holiday weekends and the Easter weekend
- Nine Officers were used over the summer to provide the Out of Hours Noise Service which included three newly appointed Environmental Health Officers
- The Officers responded to 259 service requests during the Out of Hours Noise Service
- Seven noise abatement notices were served under Section 80, Environmental Protection Act 1990 during the Out of Hours Noise Service

- One prosecution is being undertaken as a result of a witnessed breach of a served noise abatement notice
- Two seizures are being planned as a result of continued breach of Notice and subsequent prosecution is likely to follow
- Officer advice was given to the alleged offender on the doorstep and complied with, on the majority of occasions when a noise problem was reported and witnessed