

## THURROCK COUNCIL OUT OF HOURS SERVICE SUMMER 2011

### INTRODUCTION

The Out of Hours (OOH) Service was provided by Environmental Protection (EP) Team Officers from the weekend of the 1<sup>st</sup> of April 2011 to the weekend of 30<sup>th</sup> of September 2011. The service covered 27 weekends including three bank holidays and the Easter weekend.

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

### SERVICE REQUEST SUMMARY

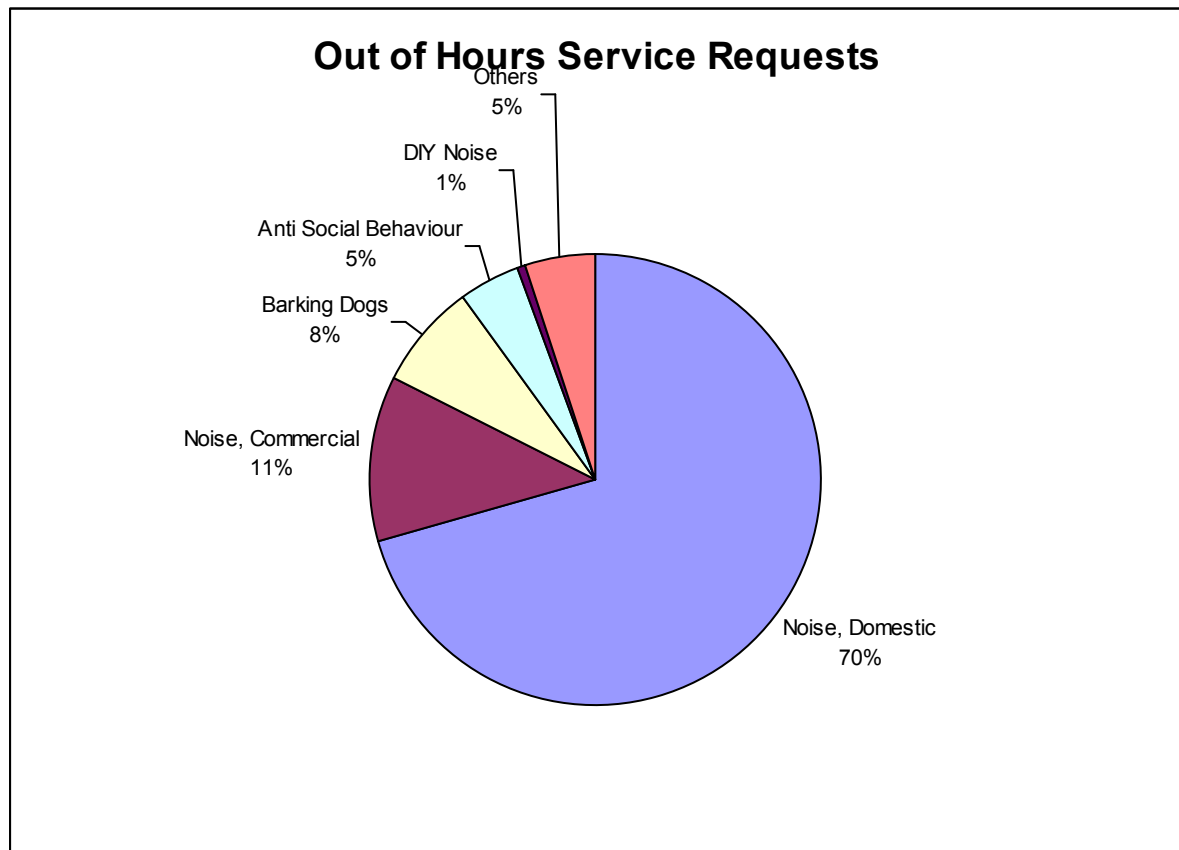
COMPLAINT TYPE	NUMBER OF OFFICER RESPONSES	PERCENTAGE (APPROX)
Noise, Domestic	181	70
Noise, Commercial*	31	12
Barking Dogs	19	7
Anti Social Behaviour**	11	4
DIY Noise	1	0.5
Others***	14	5
<b>TOTAL</b>	<b>257</b>	

\* Includes Arena Essex, Public Houses, Places of Worship, Refuge Centres and Night Clubs

\*\* Service requests including allegation of shouting, screaming and swearing

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

## OOH SERVICE REQUESTS 2011



## SERVICE REQUESTS PER WEEKEND

WEEKEND BEGINNING	No of Service Requests 2011	No of Service requests on equivalent weekend in 2010
FRI 1 <sup>st</sup> APRIL	5	6
FRI 8 <sup>th</sup> APRIL	8	8
FRI 15 <sup>th</sup> APRIL	11	5
FRI 22 <sup>nd</sup> APRIL (inc. bank holiday)	12	10
FRI 29 <sup>th</sup> APRIL (inc. bank holiday)	8	18
FRI 6 <sup>th</sup> MAY	9	6
FRI 13 <sup>th</sup> MAY	5	4
FRI 20 <sup>th</sup> MAY	13	5
FRI 27 <sup>th</sup> MAY (inc. bank holiday)	12	9
FRI 3 <sup>rd</sup> JUNE	10	6
FRI 10 <sup>th</sup> JUNE	6	5
FRI 17 <sup>th</sup> JUNE	6	12
FRI 24 <sup>th</sup> JUNE	8	13
FRI 1 <sup>st</sup> JULY	17	13
FRI 8 <sup>th</sup> JULY	8	18
FRI 15 <sup>th</sup> JULY	6	15

**ITEM 7**

FRI 22 <sup>nd</sup> JULY	10	8
FRI 29 <sup>th</sup> JULY	12	7
FRI 5 <sup>th</sup> AUGUST	8	12
FRI 12 <sup>th</sup> AUGUST	16	12
FRI 19 <sup>th</sup> AUGUST	11	10
FRI 26 <sup>th</sup> AUGUST (inc. bank holiday)	16	19
FRI 2 <sup>nd</sup> SEPTEMBER	6	11
FRI 9 <sup>th</sup> SEPTEMBER	13	8
FRI 16 <sup>th</sup> SEPTEMBER	11	14
FRI 23 <sup>rd</sup> SEPTEMBER	6	5
FRI 30 <sup>th</sup> SEPTEMBER	4	

**REGULATORY ACTION DURING THE OOH SERVICE**

During the OOH Service provided during 2011 **eleven** Noise Abatement Notices were served of which two were for persistent barking dogs. An Abatement Notice was served for light nuisance making a total of twelve Notices served. They were as follows:

<b>REASON NOTICE WAS SERVED</b>
Outside light causing a Statutory Nuisance to neighbours backing onto the Offenders address.
Loud music witnessed, Officer advice ignored. Notice served to prevent a recurrence.
Amplified music and drumming. Notice served to prevent a recurrence.
Loud music witnessed, Officer advice ignored. Notice served to prevent a recurrence.
Loud music witnessed, Notice served to prevent a recurrence.
Loud music witnessed, Notice served to prevent a recurrence.
Persistent barking dog at all hours.
Persistent barking dog at all hours.
Loud music witnessed, Officer advice ignored. Notice served to prevent a recurrence.
Alleged persistent Offender for loud music, Notice served to prevent a recurrence.
Persistent barking dog at all hours.
Loud music witnessed, Notice served to prevent a recurrence.

In general, when noise complaints are made on any OOH duty weekend EP officers knock and give advice to the alleged offender on the doorstep. This action often eliminates the need to serve abatement notices on the vast majority of occasions.

**MONITORING VISITS**

In addition to responding to complaints of nuisance from members of the public EP Officers working the OOH service undertake comprehensive monitoring visits when time allows. A list of further action sites is carried by the Officers undertaking the OOH service.

The purpose of the monitoring visits is to gather evidence of alleged nuisance for existing investigations in support of fellow Officers. These complaints include allegations of nuisance other than loud noise, for example light or odour nuisance.

**EXTENSION OF THE OOH SERVICE - AUTUMN AND WINTER 2011/2012**

The summer OOH service has been extended to cover the following period from the weekend of the 21<sup>st</sup> of October to the weekend of the 30<sup>th</sup> of March. No service will be provided on the 5<sup>th</sup> of November, Christmas Eve and New Years Eve.

Between the 26<sup>th</sup> of September 2010 and 31<sup>st</sup> of March 2011 449 complaints were received made to EP Officers via the twenty-four hour contact number. These are complaints that were made when there was no OOH service provided. The extension of the OOH Service is intended to provide a service to residents when nuisance is occurring outside of normal working hours and further extend the comprehensive monitoring visits that officers and residents find so useful in the ongoing investigations of alleged nuisance cases.

The extension to the Out of Hours service will also continue to undertake monitoring visits for premises that are alleged to be causing a nuisance at unsocial hours. This will include nuisance other than noise for example light and odour. Licensed premises will also be visited where appropriate.

On the 22<sup>nd</sup> October 2011 (first Autumn/Winter OOH weekend) EP Officers served a noise abatement notice. Police support was required to serve the notice. All the details have been handed to the local area Housing Officers to assist with their ongoing investigations into the problems caused by the occupiers of this Council property. Housing nuisance cases and EP Officers assistance is on the increase.

**SUMMARY**

- The summer Out of Hours Noise Service started the weekend starting 1<sup>st</sup> of April 2011 and continued to the weekend starting 30<sup>th</sup> of September;
- The Out of Hours Noise Service covered 27 weekends including three bank holiday weekends and the Easter weekend;
- Ten Officers were used over the summer to provide the Out of Hours Noise Service;
- The Officers responded to 257 service requests during the Out of Hours Noise Service;
- **Eleven** noise abatement notices were served under Section 80, Environmental Protection Act 1990 during the Out of Hours Noise Service;
- **One** abatement notice was served under Section 80, Environmental Protection Act 1990 for light nuisance witnessed during the Out of Hours Noise Service;
- When complaints were received EP Officer gave advice to any alleged offenders on the doorstep and in the majority of cases the officer advice was complied with.
- During the August 2008 OOH service a Noise abatement notice was served on a property and on 22<sup>nd</sup> September 2011 the occupier was prosecuted again for a further breach of the notice witnessed by EP Officers.
- On the first Autumn/Winter OOH weekend a noise abatement notice was served on the occupier of a Council property.