FOI 003840: I am writing under the Freedom of Information Act 2000 to request the following information regarding noise nuisance complaints handled by the Council under Part III of the Environmental Protection Act 1990, covering the last three full financial years for which you hold complete records (currently expected to be 2022/23, 2023/24 and 2024/25). For each of those three financial years, separately, please provide:

1. The total number of noise nuisance complaints received by Environmental Health (domestic/neighbour noise only — please exclude construction/planning-condition noise and licensed-premises noise if recorded separately, or note if they cannot be separated).

2. The average and median number of working days between a complaint being logged and the complainant receiving their first substantive response or contact from an officer.

3. The number of informal warning letters issued in response to a noise complaint.

4. The number of formal abatement notices served under section 80 of the Environmental Protection Act 1990.

5. The number of prosecutions brought by the Council under section 80(4) of the Environmental Protection Act 1990 for breach of an abatement notice.

6. The number of noise complaint cases closed with no further action taken.

7. Whether the Council currently operates an out-of-hours noise service (yes/no), and if yes, the hours it covers.

If any of the above would exceed the appropriate cost limit under section 12 of the Act to answer in full, please provide whatever figures can be supplied within the limit and advise which parts have been excluded, rather than refusing the request in full.

Response:

1. The number of domestic noise nuisance service requests recorded in Leeds City Council anti-social behaviour customer relationship management systems are detailed in the table below. It is suggested that a small proportion of these records may reference construction/planning-condition noise and licensed premises noise where the reporting person has identified/ recorded any noise nuisance as anti-social behaviour or domestic noise nuisance. Domestic noise nuisances reported within a noise nuisance diary may be beyond the scope of this FOI request.

Anti-social behaviour and domestic noise nuisance	2022/23	2023/24	2024/25
Domestic noise nuisance 'service requests'	5416	5476	5032

2. 'Initial Contact' Key Performance Indicator automated reporting from Anti-social Behaviour Case Management systems is provided below as an indication of service response time in relation to noise nuisance case management.

Noise Case Initial Contact KPI	2022/23	2023/24	2024/25
LASBT Initial Contact	376	361	205

3. Case action automated reporting from Anti-social Behaviour Case Management systems is provided below; note that this is subject to recording/ reporting processes and may not be a full reflection of activity undertaken.

Noise Case Action	2022/23	2023/24	2024/25
ASB Warning Letter 1	7	3	3
ASB Warning Letter 2	1	3	-

4. Case action automated reporting from Anti-social Behaviour Case Management systems is provided below; note that this is subject to recording/ reporting processes and may not be a full reflection of activity undertaken.

Noise Case Action	2022/23	2023/24	2024/25

Section 80 issued	262	115	111

5. Prosecution volume is not currently available within Anti-social Behaviour Case Management automated reporting functionality.

6. Currently available case closure automated reporting from Anti-social Behaviour Case Management systems is provided below; note that this is subject to recording/ reporting processes and may not be a full reflection of activity undertaken.

Noise Case Closed by Closure Reason	2022/23	2023/24	2024/25
COMPLAINANT MOVED(HM)	-	-	6
COMPLAINT WITHDRAWN(OK)	-	-	2
EVIDENCE INCONCLUSIVE	-	-	0
INSUFFICIENT EVIDENCE TO PROCEED	-	-	14
MEDIATION SUCCESSFUL(HM)	-	-	0
NO CORROBORATION	-	-	1
NO POWERS TO ACT	-	-	1
PERPETRATOR EVICTED(HM)	-	-	1
PERPETRATOR HOSPITALISED(HM)	-	-	2
PERPETRATOR IMPRISONED(HM)	-	-	0
PERPETRATOR INJUNCTED(HM)	-	-	0
PERPETRATOR MOVED(HM)	-	-	4
PERPETRATOR SUPPORT SUCCESSFUL(HM)	-	-	0
SITUATION IMPROVED(HM)	-	-	55
Total	**-**	**-**	**86**

7. Information about available service provision is provided online, please see the Leeds City Council website for further details.