

Defra

Estimating the Cost of Complaints about Noise Nuisance

22nd June 2012



Moving Forward with Confidence

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Section A - Executive Summary

- 1.1 Bureau Veritas has been commissioned by Defra to estimate the cost to an individual of making a complaint about an alleged statutory noise nuisance in England and the cost to a Local Authority to investigate and enforce the complaint. It is understood that the outcomes of the project may be used to inform policy impact assessments.
- 1.2 This is the final report on the project. The report explains the principles behind the project and includes our best estimate of the cost, expressed as time. The estimates and the procedures included in this report have been revised following discussions with several local authority environmental health practitioners and with the Policy Unit of the Chartered Institute of Environmental Health (CIEH).
- 1.3 Based upon publicly available data sources, and the practical experience of Bureau Veritas colleagues, it was possible to estimate the cost, expressed as time, of a complaint, both to a complainant and to a Local Authority. The decision to express costs as time, rather than seek to convert time to a monetary value, was agreed with Defra. However, for illustrative purposes only, we have been able to use a Defra valuation estimate for Environmental Health Practitioners (EHPs) time to produce indicative monetary costs to Local Authorities (LAs) and these estimates have also been included.
- 1.4 For the purposes of this research it was necessary to define some terms.
 - 1.4.1 A complaint was defined as a call, or email/letter, from a complainant to a LA relating to a noise that may or may not be considered a Statutory Nuisance.
 - 1.4.2 An incident was defined as a call, or email/letter, or series of calls, or emails/letters, from a complainant to a LA relating to a noise that may or may not be considered a Statutory Nuisance. An incident differs from a complaint as an incident can include multiple calls from a complainant relating to the same noise and is used by the CIEH as the basis of their annual noise complaint statistics.
 - 1.4.3 A scenario was defined as a theoretical incident that was built up during this research to determine the variation in how much a complaint could cost to both a complainant and LA.
- 1.5 In order to establish the range of variation in how much time was involved for a complainant and a LA it was necessary to model a total of 131 scenarios to capture the national level then, separately, re-model the scenarios for both rural and urban areas. This resulted in six sets of scenarios totalling 786 scenarios in all.
- 1.6 Table 1 presents the time involved for a complainant and a LA of the least onerous scenario, representing a very simple incident, and the most onerous scenario, representing a very convoluted incident involving many steps that would require direct action by the complainant and LA respectively.
- 1.7 As can be seen from Table 1, the time involved for both the complainant and the LA varies considerably between the least and most onerous scenarios. The least onerous scenario was estimated to involve 1 – 2 hours for both the complainant and the LA whereas the most onerous scenario was estimated to involve between 28 – 145 hours and to be more onerous for the LA than for the complainant.

Table 1: Cost (time) of the Least and Most Onerous Scenarios for Complainants and Local Authorities

		Least Onerous Scenario (to nearest hour)	Most Onerous Scenario (to nearest hour)
National	Complainant	1 – 2	28 – 57
	Local Authority	1 – 2	67 – 135
Urban	Complainant	1 – 2	28 – 57
	Local Authority	1 – 2	67 – 135
Rural	Complainant	1 – 2	28 – 57
	Local Authority	1 – 2	76 – 145

- 1.8 Having estimated the range of how much time was involved for both a complainant and a LA, it was necessary to estimate how much time the “average” complaint would incur. In order to achieve this, it was necessary to refer to the CIEH annual noise nuisance complaint statistics. In doing so, the number of incidents was used as the basis of the subsequent estimates. Incidents refer to the “noise complaint case” and include multiple complaints from the same complainant relating to the same noise source.
- 1.9 By taking this approach, it was possible to estimate the probability of enforcement actions to occur for any given incident. Table 2 presents the estimated costs, as time, for an average incident and average complaint in England. The process was repeated for rural and urban areas, the results of which are also presented in Table 2.

Table 2: Cost (time) of an Average Incident and Complaint for Complainants and Local Authorities

		Incident (to nearest hour)	Complaint (to nearest hour)
National	Complainant	4 – 8	3 – 6
	Local Authority	4 – 7	3 – 5
Urban	Complainant	4 – 8	3 – 6
	Local Authority	3 – 7	3 – 5
Rural	Complainant	5 – 10	4 – 8
	Local Authority	4 – 8	3 – 6

- 1.10 As can be seen in Table 2, the total time involved in an average incident and complaint for both the complainant and the LA has been estimated to be a few hours, rather than tens or hundreds of hours.

This strongly suggests that the vast majority of complaints are resolved relatively quickly. It should be remembered that this total time need not occur at once, and is more likely to be spread out over many days, if not weeks or months

- 1.11 It can also be seen in Table 2 that nationally a complainant and a LA were estimated to incur broadly similar costs, as time, per average incident and per average complaint.
- 1.12 In addition, it can be seen from Table 2 that a complainant and a LA were estimated to incur marginally greater costs, as time, per average incident and per average complaint in rural areas when compared to urban areas. These results occur as it has been assumed that there is a greater reliance upon the complainant to gather evidence of a Statutory Nuisance (e.g. in the form of diary sheets) prior to enforcement action in rural areas and where a visit is required from an EHP, there is typically greater travelling time to and from the complainant's property.

Section B - Cost of Complaint to Complainant

2.0 Establishing the Framework and Determining Boundaries

- 2.1 The first step taken in determining how much time was involved for an individual to make a complaint about an alleged statutory noise nuisance was to capture the complaint process that a Local Authority Environmental Health Department would follow in a flow diagram.
- 2.2 It was decided by the project team that the flow diagram would only consider the steps involved after the decision to make a complaint was reached. As such, the consideration how much time was incurred in the build up to a complaint e.g. stress, sleep-loss, loss of working hours, time taken to research etc. has not been considered.
- 2.3 The first draft of the flow diagram was sent to the CIEH and Local Authorities. The flow diagram was revised following further discussions with BV colleagues and EHPs and is felt to more closely represent typical current practice. The final version can be seen in Appendix 1.
- 2.4 Having finalised the flow diagram, it was then developed into a spreadsheet showing each stage in the process with a range of times assigned to those elements that required some activity by the complainant. A table representing the revised spreadsheet data is included in Appendix 2.
- 2.5 It was recommended by the project team, and endorsed by Defra, that time would be used as a proxy for cost because time taken for each activity would be relatively uniform for every complainant regardless of their socioeconomic status. Further consideration of socioeconomic status would, of course, allow refinement of the cost estimates at a later stage.
- 2.6 It was also decided by the project team that the direct cost of making a complaint, e.g. the cost of a phone call or sending a letter to the Local Authority, would not be considered as it was likely to be a small component of overall cost to the complainant.
- 2.7 Estimated time ranges for each activity were included in the spreadsheet based upon guidance provided by the Defra/CIEH Noise Management Guide (2007), professional experience of the core BV team and of the CIEH, and information from the LAs asked to comment upon the methodology of the project.
- 2.8 Two types of complaint have been identified for the purpose of this analysis. A Type 1 complaint would typically relate to a continuous noise that was easily witnessed as a Statutory Nuisance (SN) and that could be resolved quickly without incurring costs to the perpetrator disproportionate to the benefit of abating the nuisance. A Type 2 complaint would typically be characterised by an intermittent noise that may or may not be a SN and may or may not require evidence to be gathered by the complainant in the form of Diary Sheets or the use of Recording Equipment. Also, it was thought that a Type 2 complaint may be a noise that could be easily witnessed as a Statutory Nuisance but could require some sort of substantial investment to abate.¹
- 2.9 A number of typical complaint scenarios, or incidents, were devised, based upon experience, and then their pathway through the noise complaint procedure was plotted so that an idea could be developed of the shortest and longest route through the procedure. In order to plot the incidents, it was necessary to make the following assumptions:
- 2.9.1 In relation to the use of diary sheets, it was assumed that each recipient would fill out the diary sheets and return them. In addition, it was assumed that diary sheets could, potentially, present sufficient evidence to allow the service of an Abatement Notice by an authorised officer of the EH department.

¹ It was originally thought that a Type 1 scenario would be one where the notice would not be suspended on appeal, whereas a Type 2 scenario would have the notice suspended on appeal. However, despite the fact that such a clear distinction was not always possible, the potential difference in cost, as time, between notices being suspended on appeal was significant and was worthy of inclusion.

- 2.9.2 In relation to recording equipment, it was also assumed that evidence from the equipment could, potentially, be used to allow the service of an Abatement Notice by an authorised officer of the EH Department.
- 2.9.3 In addition, it was assumed that neither diary sheets nor evidence from recording equipment would generate sufficiently robust evidence to trigger enforcement action of an existing Abatement Notice. Therefore, it was assumed that breaches of an existing Abatement Notice would have to be witnessed by an authorised officer of the Environmental Health department.²
- 2.9.4 In relation to enforcement action, it was assumed that each enforcement action was only required once.
- 2.10 In total, 131 different scenarios were modelled that covered both Type 1 and Type 2 complaints. The scenarios covered incidents that involved single complaints, multiple complaints, diary sheets, recording equipment, works in default and prosecution. Each scenario was modelled twice, the first assumed that sufficient evidence was available from LA sources, and the second assumed that evidence of the complainant was to be relied upon.
- 2.11 Table 3 presents a summary of the least and most onerous scenarios that were modelled.

Table 3: Examples of the least and most onerous scenarios modelled

Type of Scenario	Cost to Complainant (Hrs)	
	Low	High
Type 1 – Complaint & No Further Action	0.75	1.50
Type 2 – 10 Complaints, Diary Sheets, 3 Visits, Notice, Appeal, 10 Complaints, 3 Visits, Prosecution, Witness Statement and Court Appearance	28.00	56.50

- 2.12 As can be seen in Table 3, the cost of the least onerous scenario, representing very simple incidents, ranged between 0.75 and 1.50 hours. Table 3 also shows that the most onerous scenario, representing a very convoluted incident involving many tasks that require direct complainant input, was estimated to cost between 28.00 and 56.50 hours.

² The assumption that diary sheet and recording equipment evidence alone would be sufficient to demonstrate a need for an Abatement Notice, but not prove a breach of an Abatement Notice reflects that a breach of a notice is a criminal offence and requires a higher standard of proof than is required to trigger an Abatement Notice.

3.0 National Statistics and Probabilities

- 3.1 At the inception of the project it was agreed that there was a need to estimate the time involved to a complainant of an “average” complaint. With this in mind the CIEH were contacted and reference to the annual noise nuisance complaint statistics was made.
- 3.2 Despite the limitations inherent within the CIEH noise statistics in recent years, the CIEH noise statistics were used as they are still regarded by most as the best available data on the subject of noise complaints.
- 3.3 Noise complaint statistics were obtained for England only for the years 2007-8, 2008-9 and 2009-10, these years being the 3 most recent years available. Table 4 shows the headline figures. A more detailed version of the table is provided in Appendix 4. It should be noted that only statistics relating to what the CIEH refer to as “major noise sources”, i.e. all sources except traffic, were considered.

Table 4 – Summary of CIEH Noise Statistics for England 2007/8 – 2009/10

	2007 - 10
Number of Complaints	497,700
Number of Incidents Complained of	368,405
Number of Complaints per Incident	1.35
Number of Incidents Confirmed as SNs	79,424
% Incidents Confirmed as SNs	21.56%
Number of confirmed SNs resolved informally	58,985
% of confirmed SNs resolved informally	74.27%
Number of Notices	11,510
% of Incidents resulting in an Abatement Notice	3.12%
Number of Works in Default (Incl. Seizures)	974
% of Incidents leading to WID	0.26%
Number of Breaches of Abatement Notice (Prosecution Proceedings)	1,098
% of Incidents leading to Prosecution Proceedings	0.30%
Number of Convictions in Prosecution Proceedings	345
% of Incidents leading to Conviction	0.09%

- 3.4 As can be seen in Table 4, there were 497,700 complaints recorded between 2007/8 and 2009/10 relating to 368,405 noise incidents. This equates to an average of 1.35 complaints per incident. It can also be seen that 79,424 incidents were confirmed as SNs, equating to 21.56% of all incidents.
- 3.5 Table 4 also shows the number of incidents that resulted in enforcement activity and the percentage of incidents that resulted in each particular enforcement activity. These percentages have been used in



- our calculations to represent the likelihood of any one incident resulting in that particular enforcement activity.
- 3.6 Having calculated the likelihood of occurrence, it was necessary to estimate the time involved for the complainant to complete each stage of the complaint procedure. Focus was particularly given to the time involved for an incident, an Abatement Notice, Works in Default (which included seizure) and prosecution proceedings.
- 3.7 In order to estimate the time involved for each stage, it was necessary to refer to the complaint procedure of Appendix 1 and make several assumptions. These assumptions reflect the considered view of those asked to comment on the methodology as well as those of BV colleagues and are:
- 3.7.1 The number of incidents was considered to be an appropriate basis for all subsequent calculations rather than the number of complaints in line with the CIEH statistics.
 - 3.7.2 An incident involves only one complainant. i.e. complaints from different complainants about the same noise source are counted as different incidents.
 - 3.7.3 The time involved for an incident assumes that approximately 50% of all incidents require the complainant to complete a diary sheet, although some regional variation exists with this practice.
 - 3.7.4 The time involved for an incident assumes that approximately 5% of all incidents required recording equipment to gather evidence, although some regional variation exists with this practice.
 - 3.7.5 The time involved for an incident assumes that a visit from an Environmental Health Practitioner would occur in 66% of all incidents, although some regional variation exists with this practice.
 - 3.7.6 The time involved for a notice assumes that only one revisit was necessary to check compliance.
 - 3.7.7 The time involved for a prosecution assumes that a witness statement would always be required from the complainant.
 - 3.7.8 The time involved for a prosecution also assumes that approximately 50% of all prosecution proceedings require the attendance of the complainant at court.
- 3.8 Having applied these assumptions it was possible to estimate the time involved in completing each element by using the range of times assigned to each activity found in Appendix 2. The results of the estimates can be seen in Table 5.
- 3.9 As can be seen from Table 5, it is estimated that, on average, the time incurred by a complainant for each incident was between 4.06 and 8.36 hours.
- 3.10 Similarly, Table 5 also shows that it is estimated that, on average, the time incurred by a complainant for each complaint was between 3.00 and 6.19 hours. The time incurred, per complaint, was estimated for completeness.

Table 5 – Estimates of the time incurred of the nationally averaged incident and complaint

Element	Cost to Complainant (hrs)	
	(Low)	(High)
Incident	4.02	8.29
Notice	0.03	0.06
Works In Default	0.00	0.00
Prosecution	0.01	0.02
Total per incident	4.06	8.36
Total per complaint	3.00	6.19

4.0 Regional Variations

4.1 During discussions with the LA practitioners it became apparent that there were some regional variations in how the complaints procedure was negotiated.

4.2 During the review process it was thought by the project team that some quantification was needed of how the investigation and subsequent enforcement of complaints in urban and rural areas differ.

4.3 In order to examine the differences between urban and rural areas some of the assumptions made in paragraph 3.7 above were re-visited and revised based on the feedback from those asked to review the methodology. The assumptions that were revisited were:

4.3.1 The national estimates assumed that approximately 50% of all incidents would require the complainant to complete a diary sheet. It was identified that, in practice, considerably more incidents would require the complainant to complete a diary sheet in rural areas. To reflect this, it was decided to increase the probability of a complainant being required to complete a diary sheet to 75% in rural areas. The probability for urban areas was left unchanged.

4.3.2 The national estimates assumed that approximately 5% of all incidents would require recording equipment to gather evidence. It was identified that, in practice, a smaller percentage of incidents required recording equipment in urban areas. To reflect this, it was decided to reduce the probability of recording equipment being installed in urban areas to 2%. The percentage for rural areas was left unchanged.

4.3.3 The national estimates assumed that a visit from an Environmental Health Practitioner would occur in 66% of all incidents. It was identified that, in practice, fewer incidents are visited by Environmental Health Practitioners in rural areas, while more incidents are visited in urban areas. To reflect this, it was decided to reduce the percentage of incidents requiring a visit from an Environmental Health Practitioner in rural areas to 50%. It was also decided to increase the percentage of incidents requiring a visit from an Environmental Health Practitioner in urban areas to 70%.

4.4 In addition to the revisited assumptions above, it has additionally been assumed that the probabilities of enforcement action, highlighted in Table 4, are equally valid to both rural and urban areas. This



assumption has been made as a detailed breakdown of the CIEH statistics by rural and urban areas was not available.

- 4.5 Having applied these revised and new assumptions it was possible to estimate the time involved in completing each stage of the averaged incident and complaint for both rural and urban areas. The estimates can be seen in Table 6.
- 4.6 As can be seen from Table 6, it is estimated that, on average, the time incurred by a complainant for each incident in rural areas was between 4.98 and 10.33 hours. Table 6 also shows that it is estimated that, on average, the time incurred, per complaint, was between 3.69 and 7.65 hours in rural areas.
- 4.7 Similarly, as can be seen from Table 6, it is estimated that, on average, the time incurred by a complainant for each incident in urban areas was between 3.97 and 8.19 hours. Table 6 also shows that it is estimated that, on average, the time incurred, per complaint, was between 2.94 and 6.07 hours in urban areas.

Table 6 – Estimates of the time incurred of the average incident and complaint for rural and urban areas

Element	Cost to Rural Complainant (hrs)		Cost to Urban Complainant (hrs)	
	(Low)	(High)	(Low)	(High)
Incident	4.94	10.25	3.93	8.12
Notice	0.03	0.06	0.03	0.06
Works In Default	0.00	0.00	0.00	0.00
Prosecution	0.01	0.02	0.01	0.02
Total per incident	4.98	10.33	3.97	8.19
Total per complaint	3.69	7.65	2.94	6.07

- 4.8 It should be noted that the regional differences between rural and urban areas relate to the probability of an action occurring rather than task taking longer in rural areas when compared to urban areas. As such, it was estimated that there are no regional variations to the examples of the least and most onerous scenarios highlighted by Table 3.

5.0 Summary and Conclusions

- 5.1 Based upon publicly available data sources and experience of BV colleagues it was possible to develop a flow diagram illustrating how a Local Authority Environmental Health Department processes a complaint about a Statutory Noise Nuisance.
- 5.2 The flow diagram was converted into a spreadsheet and values were allocated to the activities where complainants would incur a cost, in time, as their complaint progressed through the complaint process.
- 5.3 131 different methods of negotiating the complaint process were modelled. The least onerous scenario was estimated to cost between 0.75 – 1.50 hours to the complainant, and the longest route modelled was estimated to cost between 28.00 – 56.50 hours to the complainant.
- 5.4 The time involved to the complainant of a nationally averaged incident was estimated as being between 4.06 and 8.36 hours. In addition, the time involved to the complainant of a nationally averaged complaint was estimated as being between 3.00 and 6.19 hours. These estimates were based upon data from the CIEH noise nuisance statistics for 2007/08 – 2009/10.
- 5.5 Regional variations were considered. The time involved to the complainant of an averaged incident in rural areas was estimated as being between 4.98 and 10.33 hours. In addition, the time involved to the complainant of an averaged complaint in rural areas was estimated as being between 3.69 and 7.65 hours.
- 5.6 Similarly, the time involved to the complainant of an averaged incident in urban areas was estimated as being between 3.97 and 8.19 hours. In addition, the time involved to the complainant of an averaged complaint in urban areas was estimated as being between 2.94 and 6.07 hours.
- 5.7 It can be concluded that:
- 5.7.1 On average, a complaint is more time consuming to the complainant than making a telephone call.
 - 5.7.2 On average, the vast majority of the time involved with a complaint relates to the collection of evidence by the complainant.
 - 5.7.3 On average, enforcement action, including Works in Default and Prosecution, contributes very little to the overall time of an incident.
 - 5.7.4 When required, enforcement action, including Works in Default and Prosecution, contributes very little to the overall time of an incident.
 - 5.7.5 On average, incidents in rural areas are more time consuming to the complainant than incidents in urban areas.

Section C - Cost of Complaint to Local Authority

6.0 Establishing the Framework and Determining Boundaries

- 6.1 The first step taken in determining how much time was involved for an Local Authority to investigate a complaint about an alleged statutory noise nuisance was to capture the complaint process that a Local Authority Environmental Health Department would follow in a flow diagram.
- 6.2 It was decided by the project team that the flow diagram would only consider the steps involved after the decision to make a complaint was reached. As such, the consideration how much time was incurred in the build up to a complaint e.g. preparation of computer systems, costs of specialist recording equipment etc have not been considered.
- 6.3 The first draft of the flow diagram was sent to the CIEH and Local Authorities. The flow diagram was revised following further discussions with BV colleagues and EHPs and is felt to more closely represent typical current practice. The final version can be seen in Appendix 1.
- 6.4 Having finalised the flow diagram, it was then developed into a spreadsheet showing each stage in the process with a range of times assigned to those stages that required some activity by the authorised officer. A table representing the data contained within the spreadsheet can be seen in Appendix 3.
- 6.5 It was recommended by the project team, and endorsed by Defra, that time would be used as a proxy for cost because time taken for each activity would be independent of regional fluctuations in salary and expenses that may occur when comparing LAs across England. It should be noted that the actual cost of any specialist services i.e. the cost of an Acoustic Consultant or Counsel during a prosecution was not considered.
- 6.6 Estimated time ranges for each activity were included in the spreadsheet based upon guidance provided by the Defra/CIEH Noise Management Guide (2007), professional experience of the core BV team and of the CIEH and the LAs asked to comment upon the methodology of the project.
- 6.7 Two types of complaint have been identified for the purpose of this analysis. A Type 1 complaint would typically relate to a continuous noise that was easily witnessed as a Statutory Nuisance (SN) and that could be resolved quickly without incurring costs to the perpetrator disproportionate to the benefit of abating the nuisance. A Type 2 complaint would typically be characterised by an intermittent noise that may or may not be a SN and may or may not require evidence to be gathered by the complainant in the form of Diary Sheets or the use of Recording Equipment. Also, it was thought that a Type 2 complaint may be a noise that could be easily witnessed as a Statutory Nuisance but could require some sort of substantial investment to abate.³
- 6.8 A number of typical complaint scenarios, or incidents, were devised, based upon experience, and then their pathway through the noise complaint procedure was plotted so that an idea could be developed of the shortest and longest route through the procedure. In order to plot the incidents, it was necessary to make the following assumptions:
- 6.8.1 In relation to the use of diary sheets, it was assumed that each recipient would fill out the diary sheets and return them. In addition, it was assumed that diary sheets could, potentially, present sufficient evidence to allow the service of an Abatement Notice by an authorised officer of the EH department.
- 6.8.2 In relation to recording equipment, it was also assumed that evidence from the equipment could, potentially, be used to allow the service of an Abatement Notice by an authorised officer of the EH Department.

³ It was originally thought that a Type 1 scenario would be one where the notice would not be suspended on appeal, whereas a Type 2 scenario would have the notice suspended on appeal. However, despite the fact that such a clear distinction was not always possible, the potential difference in cost, as time, between notices being suspended on appeal was significant and was worthy of inclusion.



- 6.8.3 In addition, it was assumed that neither diary sheets nor evidence from recording equipment would generate sufficiently robust evidence to trigger enforcement action of an existing Abatement Notice. Therefore, it was assumed that breaches of an existing Abatement Notice would have to be witnessed by an authorised officer of the Environmental Health department.⁴
- 6.8.4 In relation to enforcement action, it was assumed that each enforcement action was only required once.
- 6.9 In total, 131 different scenarios were modelled that covered both Type 1 and Type 2 complaints. The scenarios covered incidents that involved single complaints, multiple complaints, diary sheets, recording equipment, works in default and prosecution. Each scenario was modelled twice, the first assumed that sufficient evidence was available from LA sources, and the second assumed that evidence of the complainant was relied upon.
- 6.10 Table 7 presents a summary of the least and most onerous scenarios that were modelled.

Table 7: Examples of the least and most onerous scenario modelled

Type of Scenario	Cost to Local Authority (Hrs)	
	Low	High
Type 1 – Complaint & No Further Action	1.00	2.00
Type 2 – 10 Complaints, Diary Sheets, 3 Visits, Notice, Appeal, 10 Complaints, 3 Visits, Prosecution, Witness Statement and Court Appearance	67.25	134.50

- 6.11 As can be seen in Table 7, the cost of the least onerous scenarios, representing very simple incidents, ranged between 1.00 and 2.00 hours. Table 7 also shows that the most onerous scenario, representing a very convoluted incident involving many tasks that require significant LA input, was estimated to cost between 67.25 and 134.50 hours.

⁴ The assumption that diary sheet and recording equipment evidence alone would be sufficient to demonstrate a need for an Abatement Notice, but not prove a breach of an Abatement Notice reflects that a breach of a notice is a criminal offence and requires a higher standard of proof than is required to trigger an Abatement Notice.

7.0 National Statistics and Probabilities

- 7.1 At the inception of the project it was agreed that there was a need to estimate the time involved to a LA of an “average” complaint. With this in mind the CIEH were contacted and reference to the annual noise nuisance complaint statistics was made.
- 7.2 Despite the limitations inherent within the CIEH Noise Statistics in recent years, the CIEH noise statistics were used as they are still regarded by most as the best available data on the subject of noise complaints.
- 7.3 Noise complaint statistics were obtained for England only for the years 2007-8, 2008-9 and 2009-10, these years being the 3 most recent years available. Table 8 shows the headline figures. A more detailed version of the table is provided in Appendix 4. It should be noted that only statistics relating to what the CIEH refer to as “Major Noise Sources”, i.e. all sources except traffic, were considered.

Table 8 – Summary of CIEH Noise Statistics for England 2007/08 – 2009/10

	2007 - 10
Number of Complaints	497,700
Number of Incidents Complained of	368,405
Number of Complaints per Incident	1.35
Number of Incidents Confirmed as Stat Nuisances	79,424
% Incidents Confirmed as Stat Nuisances	21.56%
Number of confirmed Statutory Nuisances resolved informally	58,985
% of confirmed SNs resolved informally	74.27%
Number of Notices	11,510
% of Incidents resulting in an Abatement Notice	3.12%
Number of Works in Default (Incl. Seizures)	974
% of Incidents leading to WID	0.26%
Number of Breaches of Abatement Notice (Prosecution Proceedings)	1,098
% of Incidents leading to Prosecution Proceedings	0.30%
Number of Convictions in Prosecution Proceedings	345
% of Incidents leading to Conviction	0.09%

- 7.4 As can be seen in Table 8, there were 497,700 complaints recorded between 2007/08 and 2009/10 relating to 368,405 noise incidents. This equates to an average of 1.35 complaints per incident. It can also be seen that 79,424 incidents were confirmed at SNs, equating to 21.56% of all incidents.
- 7.5 Table 8 also shows the number of incidents that resulted in enforcement activity and the percentage of incidents that resulted in each particular enforcement activity. These percentages have been used in



- our calculations to represent the likelihood of any one incident resulting in that particular enforcement activity.
- 7.6 Having calculated the likelihood of occurrence, it was necessary to estimate the time involved for the LA to complete each stage of the complaint procedure. Focus was particularly given to the time involved for an incident, an Abatement Notice, Works in Default (which included seizure) and prosecution proceedings.
- 7.7 In order to estimate the time involved for each stage, it was necessary to refer to the complaint procedure of Appendix 1 and make several assumptions. These assumptions reflect the considered view of those asked to comment on the methodology as well as those of BV colleagues and are:
- 7.7.1 The number of incidents was considered to be an appropriate basis for all subsequent calculations rather than the number of complaints in line with the CIEH statistics.
 - 7.7.2 An incident involves only one complainant. i.e. complaints from different complainants about the same noise source are counted as different incidents.
 - 7.7.3 The time involved for an incident assumes that approximately 50% of all incidents require the complainant to complete a diary sheet, although some regional variation exists with this practice.
 - 7.7.4 The time involved for an incident assumes that approximately 5% of all incidents required recording equipment to gather evidence, although some regional variation exists with this practice.
 - 7.7.5 The time involved for an incident assumes that a visit from an Environmental Health Practitioner would occur in 66% of all incidents, although some regional variation exists with this practice.
 - 7.7.6 The time involved for a notice assumes that only one revisit was necessary to check compliance.
 - 7.7.7 The time involved for a prosecution assumes that a witness statement would always be required from the authorised officer.
 - 7.7.8 The time involved for a prosecution also assumes that all prosecution proceedings require the attendance of the authorised officer at court.
- 7.8 Having applied these assumptions it was possible to estimate the time involved in completing each element by using the range of times assigned to each activity found in Appendix 3. The results of the estimates can be seen in Table 9.
- 7.9 As can be seen from Table 9, it is estimated that, on average, the time incurred by a complainant for each incident was between 3.52 and 7.05 hours.
- 7.10 Similarly, Table 9 also shows that it is estimated that, on average, the time incurred by a complainant for each complaint was between 2.61 and 5.43 hours. The time incurred, per complaint, was estimated for completeness.

Table 9 – Estimates of the cost of the nationally averaged incident and complaint

Element	Cost to Local Authorities (hrs)	
	(Low)	(High)
Incident	3.30	5.24
Notice	0.11	0.23
WID	0.01	0.02
Prosecution	0.11	0.16
Total per incident	3.52	7.05
Total per complaint	2.61	5.43

8.0 Regional Variations

- 8.1 During discussions with the LA practitioners it became apparent that there was some regional variations in how the complaints procedure was negotiated.
- 8.2 During the review process it was thought by the project team that some quantification was needed of how the investigation and subsequent enforcement of complaints in urban and rural areas differ.
- 8.3 In order to examine the differences between urban and rural areas some of the assumptions made in paragraph 7.7 above were re-visited and revised based on feedback from those asked to review the methodology. The assumptions that were revisited were:
- 8.3.1 The national estimates assumed that the time range for an authorised officer to visit a complainants' property was 0.75 – 1.50 hours. However, it was stated that visits in rural areas can take considerably more time to complete than the time range assumed, largely due to the increased time taken to travel to the site of the incident. To reflect this, it was decided to increase the time range for visits and re-visits in rural areas to 2.00 – 3.00 hours. The time range for urban areas was left unchanged.
- 8.3.2 The national estimates assumed that approximately 50% of all incidents require the complainant to complete a diary sheet. It was identified that, in practice, considerably more incidents require the complainant to complete a diary sheet in rural areas. To reflect this, it was decided to increase the probability of a complainant being required to complete a diary sheet to 75% in rural areas. The probability for urban areas was left unchanged.
- 8.3.3 The national estimates assumed that approximately 5% of all incidents would require recording equipment to gather evidence. It was identified that, in practice, a smaller percentage of incidents required recording equipment in urban areas. To reflect this, it was decided to reduce the probability of recording equipment being installed to 2%. The percentage for rural areas was left unchanged.
- 8.3.4 The national estimates assumed that a visit from an Environmental Health Practitioner would occur in 66% of all incidents. It was identified that, in practice, a smaller proportion of incidents are visited by an Environmental Health Practitioner in rural areas, while a greater proportion of

incidents are visited in urban areas. To reflect this, it was decided to reduce the probability of incidents requiring a visit from an Environmental Health Practitioner in rural areas to 50%. It was also decided to increase the probability of incidents requiring a visit from an Environmental Health Practitioner in urban areas to 70%.

- 8.4 In addition to the revisited assumptions above, it has additionally been assumed that the probabilities of enforcement action, highlighted in Table 8, are equally valid to both rural and urban areas. This assumption has been made as a detailed breakdown of the CIEH statistics by rural and urban areas was not available.
- 8.5 Having applied these revised and new assumptions, it was possible to re-estimate the examples of the least and most onerous scenarios. A summary of least and most onerous scenarios for rural and urban areas can be seen in Table 10.

Table 10: Examples of the least and most onerous scenarios modelled

Type of Scenario	Cost to Local Authority Rural (Hrs)		Cost to Local Authority Urban (Hrs)	
	Low	High	Low	High
Type 1 – Complaint & No Further Action	1.00	2.00	1.00	2.00
Type 2 – 10 Complaints, Diary Sheets, Visit, Notice, 10 Complaints, Visit, Prosecution, Witness Statement and Court Appearance	76.00	145.00	67.25	134.50

- 8.6 As can be seen in Table 10, the estimated time involved for the least onerous scenario, representing very simple incidents, ranged between 1.00 and 2.00 hours for both rural and urban areas. Table 10 also shows that the most onerous scenario, representing a very convoluted incident involving many tasks that require significant LA input, was estimated to incur between 67.25 and 134.50 hours for urban areas and between 76.00 and 145.00 hours for rural areas.
- 8.7 In addition to re-estimating the least and most onerous scenarios, it was possible to estimate the time involved in completing each stage of the averaged incident and complaint for both rural and urban areas. The results of the estimates can be seen in Table 11.
- 8.8 As can be seen from Table 11, it is estimated that, on average, the time incurred by a LA for each incident in rural areas was between 4.44 and 8.36 hours. Table 11 also shows that it is estimated that, on average, the time incurred, per complaint, was between 3.29 and 6.43 hours in rural areas.
- 8.9 Similarly, as can be seen from Table 11, it is estimated that, on average, the time incurred by a LA for each incident in urban areas was between 3.43 and 6.87 hours. Table 11 also shows that it is estimated that, on average, the time incurred, per complaint, was between 2.54 and 5.29 hours in urban areas.

Table 11 – Estimates of the time incurred to LA of the averaged incident and complaint for rural and urban areas

Element	Cost to Rural Local Authority (hrs)		Cost to Urban Local Authority (hrs)	
	(Low)	(High)	(Low)	(High)
Incident	4.18	7.85	3.21	6.41
Notice	0.15	0.27	0.11	0.23
Works In Default	0.01	0.02	0.01	0.02
Prosecution	0.11	0.22	0.11	0.22
Total per incident	4.44	8.36	3.43	6.87
Total per complaint	3.29	6.43	2.54	5.29

9.0 Monetising the cost to the Local Authority

- 9.1 Having determined the time involved with the nationally averaged incident and complaint and considered any regional variations it became possible to monetise the cost to the LA.
- 9.2 In order to estimate the cost in pounds for each incident it was decided to use the Defra estimate of Local Authority Environmental Health Officer time as detailed in Paragraph 9 of the “Consultation on Local Authority Environmental Regulation of Industrial Plant: 2009/10” document (<http://archive.defra.gov.uk/corporate/consult/pollution-charging/100929-consult-condoc.pdf>). This document estimates that the cost of EHP officer time approximates to £50.63 per hour.
- 9.3 Table 12 highlights the cost to the LA in pounds of the least and most onerous scenarios modelled based upon the cost in time presented in Tables 7 and 10. The costs presented in Table 12 have been rounded to the nearest 10 pounds. This has been carried out as it was recognised by the project team that rounding the results to a more detailed degree may suggest a degree of accuracy to the results that may be misleading.

Table 12: Cost in pounds of the least and most onerous scenarios modelled

Type of Scenario	National Cost to Local Authority (£)		Cost to Local Authority Rural (£)		Cost to Local Authority Urban (£)	
	Low	High	Low	High	Low	High
Type 1 – Complaint & No Further Action	50	100	50	100	50	100
Type 2 – 10 Complaints, Diary Sheets, Visit, Notice, 10 Complaints, Visit, Prosecution, Witness Statement and Court Appearance	3,400	6,810	3,850	7,340	3,400	6,810

- 9.4 As can be seen in Table 12, the cost, in pounds, of the least onerous scenarios, representing very simple incidents, ranges between £50 and £100. The cost does not vary between rural and urban areas.
- 9.5 Similarly, Table 12 shows that the cost, in pounds, of the most onerous scenario, representing a very convoluted incident involving many tasks that require significant LA input, was estimated to cost between £3,400 and £6,810 both nationally and in urban areas. The cost in rural areas was found to vary in both the low and high estimates and was estimated as ranging between £3,850 and £7,340.
- 9.6 In addition to estimating the cost, in pounds, of the least and most onerous scenarios, it was possible to estimate the cost, in pounds, of each element of the averaged incident and complaint nationally and by rural and urban areas. The results of the estimates can be seen in Table 13. The costs presented in Table 13 have been rounded to the nearest ten pounds.

Table 13 – Estimates of the cost, in pounds, to LA of the averaged incident and complaint nationally and for rural and urban areas

	National Cost to Local Authorities (£)		Cost to Rural Local Authority (£)		Cost to Urban Local Authority (£)	
	(Low)	(High)	(Low)	(High)	(Low)	(High)
Total per incident	180	360	220	420	170	350
Total per complaint	130	270	170	330	130	270

- 9.7 As can be seen from Table 13, it is estimated that each incident, nationally averaged, would cost a LA between £180 and £360 and each complaint, nationally averaged, would cost a LA between £130 and £270.
- 9.8 Similarly, it can be seen from Table 13 that it is estimated that each incident, on average, would cost a LA in rural areas between £220 and £420 Table 13 also shows that it was estimated that each complaint, on average, would cost a LA in rural areas between £170 and £330.
- 9.9 In addition, it can be seen from Table 13 that it is estimated that each incident, on average, would cost a LA in urban areas between £170 and £350. Table 13 also shows that it was estimated that each complaint, on average, would cost a LA in urban areas between £130 and £270.

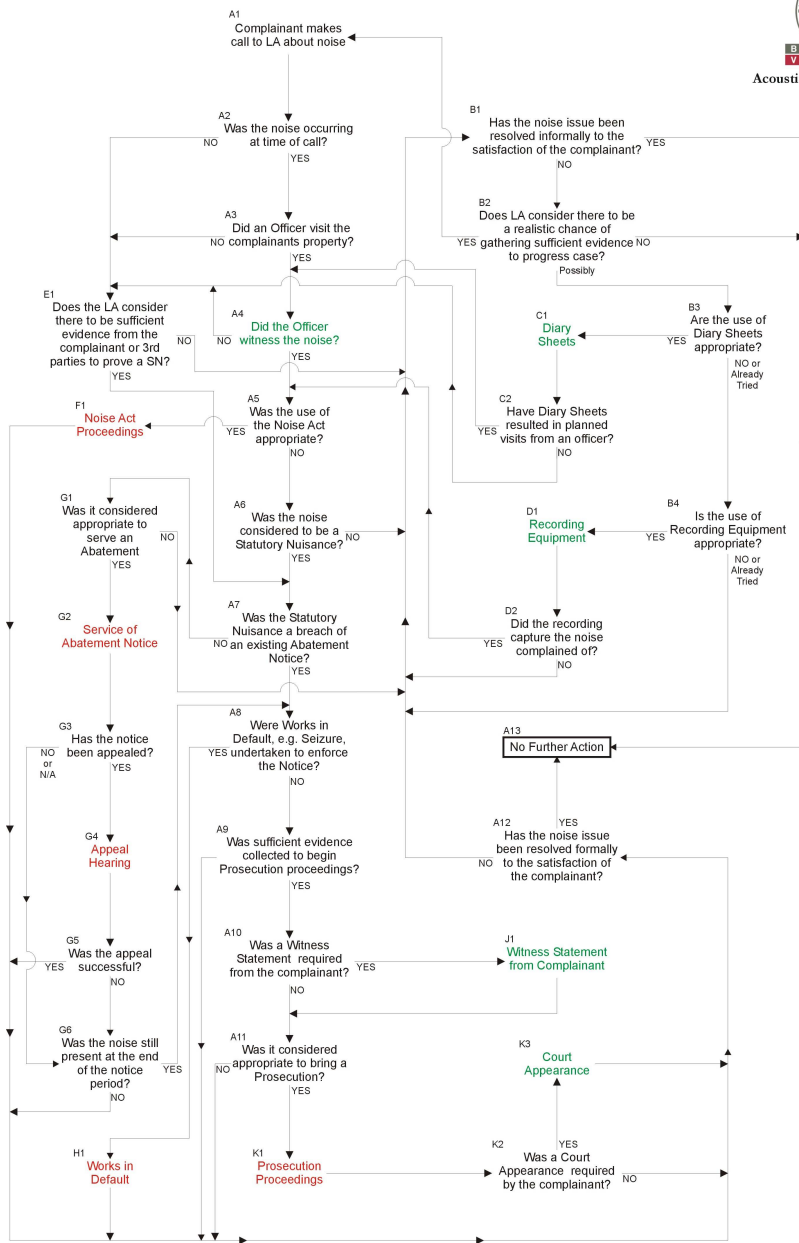
10.0 Summary and Conclusions

- 10.1 Based upon publicly available data sources and experience of BV colleagues it was possible to develop a flow diagram illustrating how a Local Authority Environmental Health Department processes a complaint about a Statutory Noise Nuisance.
- 10.2 The flow diagram was converted into a spreadsheet and values were allocated to the activities where Local Authorities would incur a cost, in time, as the complaint progressed through the complaint process.
- 10.3 131 different methods of negotiating the complaint procedure were modelled. The least onerous scenario was estimated to cost between 1.00 and 2.00 hours to the Local Authority, the longest route modelled was estimated to cost between 67.25 and 134.50 hours to the Local Authority. It was estimated that due to some regional variations, the cost of the longest route modelled ranged between 76.00 and 145.00 to LAs in rural areas.
- 10.4 The time involved to the LA of a nationally averaged incident was estimated as being between 3.52 and 7.05 hours. In addition, the time involved to the LA of a nationally averaged complaint was estimated as being between 2.61 and 5.43 hours. These estimates were based upon data from the CIEH Noise Nuisance Statistics for 2007/08 – 2009/10.
- 10.5 Regional variations were considered. The time involved to the LA of an averaged incident in rural areas was estimated as being between 4.44 and 8.36 hours. In addition, the time involved to the LA of an averaged complaint in rural areas was estimated as being between 3.29 and 6.43 hours.
- 10.6 Similarly, the time involved to the LA of an averaged incident in urban areas was estimated as being between 3.43 and 6.87 hours. In addition, the time involved to the LA of an averaged complaint in urban areas was estimated as being between 2.54 and 5.29 hours.
- 10.7 Having determined the cost in hours, it was possible to attribute a cost, in pounds, to each of these values. It was estimated that a simple incident would cost the Local Authority broadly between £50 and £100 while a very convoluted incident was estimated as costing the Local Authority broadly between £3,400 and £6,800. Some regional variation was modelled with the cost of a very convoluted incident costing between £3,850 and £7,340.
- 10.8 In relation to a nationally average incident, it was estimated that it would cost the Local Authority broadly between £180 and £360. While it was estimated that the corresponding nationally averaged complaint would cost the Local Authority broadly between £130 and £270.
- 10.9 Some regional variation was modelled. It was estimated that it would cost a Local Authority in rural areas broadly between £220 and £420. While it was estimated that the corresponding averaged complaint would cost a Local Authority in rural areas broadly between £170 and £330.
- 10.10 Similarly, it was estimated that it would cost the Local Authority in urban areas broadly between £170 and £350. While it was estimated that the corresponding nationally averaged complaint would cost a Local Authority in urban areas broadly between £130 and £270.
- 10.11 It can be concluded that:
- 10.11.1 On average, a complaint is more time consuming to the LA than receiving a telephone call.
 - 10.11.2 On average, the vast majority of the time involved with a complaint relates to the collection of evidence by the LA.
 - 10.11.3 On average, enforcement action, including Works in Default and Prosecution, contributes very little to the overall time of an incident.
 - 10.11.4 When required, enforcement action can contribute a considerable amount of time to the LA.
 - 10.11.5 On average, incidents in rural areas are more time consuming to the LA more than incidents in urban areas.



Appendix 1 – Complaint Flow Diagram

Statutory Nuisance Noise Complaint Procedure



Key	
Green	= An Activity for a complainant
Red	= Enforcement Action by LA

Activities that can be pursued at any time	
s82 Procedure	Alternative Dispute Resolution
Private Nuisance	Human Rights Action

Complaint Procedure Noise Complaints- 160312 - v8



Appendix 2 – Cost to Complainant of each step in complaint procedure

Step ID	Step	Cost to Complainant (hrs)		Outcomes	Next Step
		(Low)	(High)		
A1	Telecon: Complainant makes call to LA about Noise	0.25	0.50	-	Go to A2
A2	Was the noise occurring at time of call?			Yes No	Go to A3 Go to E1
A3	Did an Officer visit the complainants property?			Yes No	Go to A4 Go to E1
A4	Visit: Did the officer witness the noise?	0.50	1.00	Yes No	Go to A5 Go to E1
A5	Was the use of the Noise Act appropriate?			Yes No	Go to F1 Go to A6
A6	Was the noise considered to be a Statutory Nuisance?			Yes No	Go to A7 Go to B1
A7	Was the Statutory Nuisance a breach of an existing Abatement Notice?			Yes No	Go to A8 Go to G1
A8	Were Works in Default, e.g. seizure, undertaken to enforce the notice?			Yes No	Go to H1 Go to A9
A9	Was sufficient evidence collected to begin prosecution proceedings?			Yes No	Go to A10 Go to A12
A10	Was a Witness Statement required from the Complainant?			Yes No	Go to J1 Go to A11
A11	Was it considered appropriate to bring a prosecution?			Yes No	Go to K1 Go to A12
A12	Telecon/Visit: Has the noise issue been resolved formally to the satisfaction of the complainant? (i.e. Case Review with complainant)	0.50	1.00	Yes No	Go to A13 Go to B1
A13	No further action			-	-
B1	Telecon/Visit: Has the noise issue been resolved informally to the satisfaction of the complainant (i.e. Case Review with complainant)	0.50	1.00	Yes No	Go to A13 Go to B2
B2	Does the LA consider there to be a realistic chance of gathering sufficient evidence to progress the case?			Yes No Possibly	Go to A1 Go to A13 Go to B3
B3	Are the use of Diary Sheets appropriate?			Yes No or Already Tried	Go to C1 Go to B4
B4	Is the use of Recording Equipment appropriate?			Yes No or Already Tried	Go to D1 Go to B1

Continued Overleaf.....



Appendix 2... continued – Cost to complainant of each step in complaint procedure

C1	Evidence: Diary Sheets (Min. 14 days, Max. 30 days; 1/4 hours a day)	3.50	7.50	-	Go to C2
C2	Have Diary Sheets resulted in planned visits from an officer?			Yes No	Go to A4 Go to E1
D1	Evidence: Recording Equipment (Over 1 week)	3.50	7.00	-	Go to D2
D2	Did the recording capture the noise complained of?			Yes No	Go to A5 Go to B1
E1	Does the LA consider there to be sufficient evidence from the complainant or 3rd parties to prove a SN?			Yes No	Go to A7 Go to B1
F1	Noise Act Proceedings			-	Go to A12
G1	Was it considered appropriate to serve an Abatement Notice?			Yes No	Go to G2 Go to B1
G2	Service of an Abatement Notice				Go to G3
G3	Has the notice been appealed?			Yes No or N/A	Go to G4 Go to G6
G4	Appeal Hearing			-	Go to G5
G5	Was the Appeal Successful?			Yes No	Go to A12 Go to G6
G6	Re-visit: Was the noise still present at the end of the notice period?	0.50	1.00	Yes No	Go to A8 Go to A12
H1	Works in Default			-	Go to A12
J1	Evidence: Witness Statements from Complainant	1.00	2.00		Go to A11
K1	Prosecution Proceedings			-	Go to K2
K2	Court Appearance required from the Complainant?			Yes No	Go to K3 Go to A12
K3	Evidence/Visit: Court Appearance (including preparation)	4.00	8.00	-	Go to A12



Appendix 3 – Cost to Local Authority of each step in complaint procedure

Step ID	Step	Cost to LA (hrs)		Outcomes	Next Step
		(Low)	(High)		
A1	Telecon: Complainant makes call to LA about Noise	0.50	1.00	-	Go to A2
A2	Was the noise occurring at time of call?			Yes No	Go to A3 Go to E1
A3	Did an Officer visit the complainants property?			Yes No	Go to A4 Go to E1
A4	Visit: Did the officer witness the noise?	0.75	1.50	Yes No	Go to A5 Go to E1
A5	Was the use of the Noise Act appropriate?			Yes No	Go to F1 Go to A6
A6	Was the noise considered to be a Statutory Nuisance?			Yes No	Go to A7 Go to B1
A7	Was the Statutory Nuisance a breach of an existing Abatement Notice?			Yes No	Go to A8 Go to G1
A8	Were Works in Default, e.g. seizure, undertaken to enforce the notice?			Yes No	Go to H1 Go to A9
A9	Was sufficient evidence collected to begin prosecution proceedings?			Yes No	Go to A10 Go to A12
A10	Was a Witness Statement required from the Complainant?			Yes No	Go to J1 Go to A11
A11	Was it considered appropriate to bring a prosecution?	1.00	2.00	Yes No	Go to K1 Go to A12
A12	Telecon/Visit: Has the noise issue been resolved formally to the satisfaction of the complainant? (i.e. Case Review with complainant)	0.50	1.00	Yes No	Go to A13 Go to B1
A13	No further action			-	-
B1	Telecon/Visit: Has the noise issue been resolved informally to the satisfaction of the complainant (i.e. Case Review with complainant)	0.50	1.00	Yes No	Go to A13 Go to B2
B2	Does the LA consider there to be a realistic chance of gathering sufficient evidence to progress the case?			Yes No Possibly	Go to A1 Go to A13 Go to B3
B3	Are the use of Diary Sheets appropriate?			Yes No or Already Tried	Go to C1 Go to B4
B4	Is the use of Recording Equipment appropriate?			Yes No or Already Tried	Go to D1 Go to B1

Continued Overleaf.....



Appendix 3... continued – Cost to Local Authority of each step in complaint procedure

C1	Evidence: Diary Sheets (Min. 14 days, Max. 30 days; 1/4 hours a day)	1.00	2.00	-	Go to C2
C2	Have Diary Sheets resulted in planned visits from an officer?			Yes No	Go to A4 Go to E1
D1	Evidence: Recording Equipment (Over 1 week)	4.00	8.00	-	Go to D2
D2	Did the recording capture the noise complained of?			Yes No	Go to A5 Go to B1
E1	Does the LA consider there to be sufficient evidence from the complainant or 3rd parties to prove a SN?			Yes No	Go to A7 Go to B1
F1	Noise Act Proceedings			-	Go to A12
G1	Was it considered appropriate to serve an Abatement Notice?			Yes No	Go to G2 Go to B1
G2	Service of an Abatement Notice	2.50	5.00		Go to G3
G3	Has the notice been appealed?			Yes No or N/A	Go to G4 Go to G6
G4	Appeal Hearing	15.00	30.00	-	Go to G5
G5	Was the Appeal Successful?			Yes No	Go to A12 Go to G6
G6	Re-visit: Was the noise still present at the end of the notice period?	0.75	1.50	Yes No	Go to A8 Go to A12
H1	Works in Default	3.00	7.50	-	Go to A12
J1	Evidence: Witness Statements from Complainant	1.50	3.00		Go to A11
K1	Prosecution Proceedings	15.00	30.00	-	Go to K2
K2	Court Appearance required from the Complainant?			Yes No	Go to K3 Go to A12
K3	Evidence/Visit: Court Appearance (including preparation)	5.00	10.00	-	Go to A12



Appendix 4 – CIEH Noise Stats 2007/08 – 2009/10 Raw Data

	2007-08	2008-9	2009-10	Total
Number of Complaints	177,182	150,570	169,948	497,700
Number of Incidents Complained of	126,758	109,899	131,748	368,405
Number of Complaints per Incident	1.40	1.37	1.29	1.35
Number of Incidents Confirmed as Stat Nuisances	28,817	24,037	26,570	79,424
% Incidents Confirmed as Stat Nuisances	22.73%	21.87%	20.17%	21.56%
Number of Statutory Nuisances resolved informally	20,592	17,207	21,186	58,985
% of SNs resolved informally	71.46%	71.59%	79.74%	74.27%
Number of Notices	4,288	3,901	3,321	11,510
% of Incidents resulting in Abatement Notice	3.38%	3.55%	2.52%	3.12%
% of Stat Nuisances resulting in Abatement Notice	14.88%	16.23%	12.50%	14.49%
Number of Breaches of Abatement Notice	419	369	310	1,098
% of Incidents leading to Breach of Abatement Notice	0.33%	0.34%	0.24%	0.30%
% of Stat Nuisances leading to breach of Abatement Notice	1.45%	1.54%	1.17%	1.38%
% of notices breached	9.77%	9.46%	9.33%	9.54%
Number of Works in Default (Incl. Seizures)	361	355	258	974
% of Incidents leading to WID	0.28%	0.32%	0.20%	0.26%
% of Stat Nuisances leading to WID	1.25%	1.48%	0.97%	1.23%
% of breaches of Abatement Notice leading to WID	86.16%	96.21%	83.23%	88.71%
Number of Convictions in Prosecution Proceedings	108	138	99	345
% of Incidents leading to Conviction	0.09%	0.13%	0.08%	0.09%
% of Stat Nuisances leading to Conviction	0.37%	0.57%	0.37%	0.43%
% breaches of Abatement Notice leading to conviction	25.78%	37.40%	31.94%	31.42%
Number of Prosecution Proceedings (Estimated)	114	145	104	363
% of Incidents leading to Conviction	0.09%	0.13%	0.08%	0.10%
% of Stat Nuisances leading to Conviction	0.39%	0.60%	0.39%	0.46%
% breaches of Abatement Notice leading to conviction	27.13%	39.37%	33.62%	33.07%