



Department
for Environment
Food & Rural Affairs

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[REDACTED]
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Our ref: RFI 7133
Date: 25 February 2015

Dear [REDACTED]

REQUEST FOR INFORMATION: How Defra estimates the costs of Statutory Nuisance Noise Complaints to Local Authorities and to complainants.

Thank you for your request for information, which we received on 30 December 2014, about how Defra estimates the costs of Statutory Nuisance Noise Complaints to Local Authorities and to complainants, particularly a report procured by Defra titled “Estimating the cost of complaints about noise nuisance” and any follow up reports or corrections that allow the costs of noise complaints to be used for Impact Assessments. As you know, we have handled your request under the Freedom of Information Act 2000 (FOIA).

I enclose a copy of the information you requested:

- “Estimating the cost of complaints about noise nuisance” report written by Bureau Veritas on behalf of Defra.

Defra does not have a standard approach for estimating the costs of Statutory Noise Complaints to Local Authorities and to complainants. The methods for estimating costs outlined in the paper above have been utilized for a small number of Impact Assessments but they have not been developed into general appraisal guidance. Defra has not commissioned subsequent reports or developed corrections to modify the information contained in this report.

In keeping with the spirit and effect of the FOIA, and in keeping with the government’s Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on www.gov.uk together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.



I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter please contact the address below.

Yours sincerely,

██████████

Information Rights Team

InformationRequests@defra.gsi.gov.uk

Annex A

Copyright

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Annex B

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA within 40 working days of the date of this letter. Please write to [REDACTED] Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: requestforinfo@defra.gsi.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF