

**Environment SCRUTINY PANEL
Noise complaints – ACTION PLAN**

DATE: 11 April 2011

SCRUTINY RECOMMENDATION	PROPOSED ACTION	BY WHOM	BUDGET COST	TIMESCALE
<p>1. That discussions are undertaken with Middlesbrough Police to clarify their role in dealing with reports of noise nuisance, particularly whether there is an opportunity to ensure that action can be taken against perpetrators outside of the Council's operational hours.</p>	<p>Discussions will be held to coincide with the outcome of the review of services agreed in recommendation 3 below.</p>	<p>Paul Robertson</p>	<p>Minimal, can be absorbed.</p>	<p>August 2011</p>
<p>2. That, subject to the outcome of the discussions at 1. above, steps are taken to ensure that the public is aware of action that they can take on noise complaints outside of the Council's out of hours service operational times - for example via a Council answerphone providing them with police contact details.</p>	<p>The Noise Information Pack given to people who complain about noise will be amended to reflect the recommendations of this report and the noise complaints service offered after recommendation three below has been implemented.</p>	<p>Paul Robertson</p>	<p>Minimal, can be absorbed.</p>	<p>August 2011</p>
<p>3. That proposals to: a) Increase the powers of Middlesbrough Council's Street</p>	<p>A review is currently in progress which contains proposals to train Street Wardens to respond</p>	<p>Jane Hill/Paul Robertson</p>	<p>The review will produce a</p>	<p>August 2011</p>

<p>Wardens to enable them to assist in addressing noise complaints; and</p> <p>b) Undertake a review of the structure and staffing of the out of hours noise complaints service;</p>	<p>to noise complaints including the provision of an enhanced out-of-hours response to the service currently provided.</p>		<p>saving.</p>	
<p>4. That, in cases where more than one team in Community Protection investigates a noise complaint - and in order to avoid any perception of lack of co-ordination or of service duplication - each officer dealing with noise investigations ensures that complainants are made fully aware of the process and the officer's role in it.</p>	<p>We will review operational procedures so that, where investigations involve more than one team such as antisocial behaviour that includes noise, as far as possible the service will allocate a lead officer so that the client has one channel with which to interact with within Community Protection Service.</p>	<p>Jane Hill/Paul Robertson</p>	<p>Minimal, can be absorbed.</p>	<p>August 2011</p>
<p>5. That progress made in respect of the issues highlighted above is reported to the Environment Scrutiny Panel before the end of 2011.</p>	<p>The panel will be informed of progress as requested.</p>	<p>Paul Robertson</p>	<p>None.</p>	<p>March 2012</p>