

## **SCRUTINY REVIEW OF NOISE NUISANCE INVESTIGATIONS**

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To – Scrutiny Management Team

Date of meeting – 26<sup>th</sup> May, 2015

Notes of – Public Health Manager, Environmental Services

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At the December, 2014 meeting of Scrutiny Management Team, Members considered a briefing note which provided detailed information about noise nuisance. At the meeting, the Team asked that the Noise Nuisance App. be further promoted and requested an update in six months' time providing details of any improvements made to the accessibility of the anti-social behaviour noise nuisance service.

The following update is provided –

- We have changed the contact centre scripts so that the operators now inform complainants about the availability of the Noise App and where to get it.
- We have also revised our standard letter so that peoples' attention is drawn to the Noise App and the Night-time Noise Service at the start of the letter. Feedback from complainants suggested that not a lot of people actually read the letter we send them and certainly didn't read it all the way through to the end where the information about the Night-time Noise Service and the Noise App was to be found.
- We have re-designed the webpages on the Council website so that all the noise information can be found together as a 'Noise Nuisance Toolkit'. This will be released during the national Noise Action Week (w/c 18th May) and will be covered by the local media and on council social media channels.