

FOI REF:	16297
RESPONSE SENT:	10.11.25

Request

Dear FOI Team,

Please read and respond with the requested Noise Complaint Data below. CIEH England and Wales Noise Complaint Data Set 2025

About the survey

The Chartered Institute of Environmental Health (CIEH) Noise Complaint Data Set (formerly the Noise Survey) provides the only source of publicly available data on the vital contribution made by Environmental Health Practitioners (EHPs) and associated staff in investigating and resolving noise complaints in England and Wales. CIEH has sought responses for the noise survey since the year 2000, with the last edition being published in 2021. Northern Ireland and Scotland have separate arrangements in place to quantify the demand for Local Authority noise services.

This survey has been developed with input from several Government agencies and departments because there is no national system in place to gather data held by Local Authorities regarding noise complaints and how Environmental Health teams use informal means as well as the various powers available to them. We are seeking to use the final data to clearly demonstrate the value of EH teams in the context of the proposed reforms in different counties within England. We will be looking to publish these results in a report in early 2026 (working together with other organisations to achieve maximum impact). We will publish a media release and make available a full report on our website upon completion.

We hope that this survey will be valuable in shaping future practise. We aim to retain as many questions as possible in future years in order to standardise data collection, assess trends and subsequently highlight the work of environment health teams. This Freedom Of Information (FOI) request is considered to be in line with the Data Protection Act as there is no personal data at risk of being disclosed within this data set.

If responding to the request looks like it may exceed the 18 hour limit, please could you prioritise responding to the questions marked * so that we can take receipt of the core data we need from you and to stay inside the 18 hour time limit (exemption).

- 1) Your name
- 2) Your email
- 3) For which local authority or shared service are you submitting data?
- 4) Which region is your local authority in?
South East / South West / Greater London / East of England / West Midlands / East Midlands / Yorkshire and the Humber / North East / North West / Wales
- 5) What is the total number of noise complaints your LA received during the period 1st October 2024 to 30th September 2025?
- 6) Within the total number of noise complaints received can you clarify how many were/are: *
 - 1) Resolved without further contact other than issue of standard notification, e.g. issue of standard letters, diary sheets or initial verbal advice.
 - 2) Resolved through informal action e.g. telephone call letter(s), site meeting(s) etc.



- 3) Require formal action e.g. Abatement notice, Community Protection Warning, Closure Order, Planning intervention, Control of Pollution Act 1974 notice etc.
- 4) Ongoing complaints awaiting resolution.
- 5) Resolved following prosecution.
- 6) Duplicate/invalid complaints.

Please answer to the best of your ability. If you do not record this information as individual codes on your database, please answer as 'Information not recorded'.

7) Please indicate the total number for each of the actions listed below during the period 1st October 2024 to 30th September 2025 * :

- Environmental Protection Act 1990
- Abatement notice (for any noise related nuisance) Environmental Protection Act 1990
- Prosecution for failure to comply with requirements of Section 80 abatement notice Environmental Protection Act 1990
- Works in default e.g. seizure of equipment
- Anti-social Behaviour, Crime and Policing Act 2014 Community Protection Notice – Noise
- Control of Pollution Act 1974
- Section 60/61 Notice – Construction Noise
- Control of Pollution Act 1974
- Section 62 Notice - Loudspeakers in streets
- Clean Neighbourhoods & Environment Act 2005 Section 77 - Silencing of Intruder Alarms
- Licensing Act 2003
- Formal review process associated with the Licence Condition
- Town & Country Planning Act 1990 – Advice provided, conditions sought, enforcement visit
- Noise Act 1996 – Any use

8) Do you use the Noise App or any other kind of app-based technology as part of your service for service users to submit evidence? * Yes / No

If so, how many different users were recorded in the period 1st October 2024 – 30th September 2025?

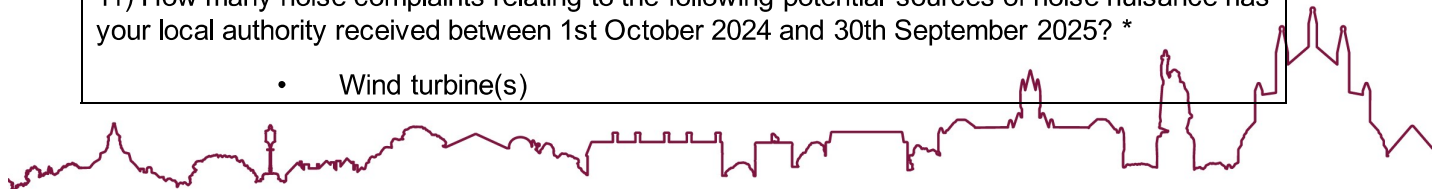
9) Does your LA record a breakdown of noise complaints by noise source? * () Yes () No

If yes, please provide by way of screenshots or other means your breakdown of noise complaints by noise source.

10) If you were to receive a complaint about noise from an air source heat pump installed at a domestic premises, into which of the codes/categories existing within your database would the complaint fall? *

11) How many noise complaints relating to the following potential sources of noise nuisance has your local authority received between 1st October 2024 and 30th September 2025? *

- Wind turbine(s)



- House alleged or proven to have been rented out as a short term let or a holiday let e.g. Air BNB
- Air Source Heat Pump (ASHP)
- Domestic battery storage
- Short Term Operating Reserve (STOR) generators

12) If applicable, how many noise complaints relating to air source heat pumps (ASHP) installed at domestic properties that were received between 1st October 2024 and 30th September 2025 has of today been found to be justified following investigation?

13) What was/were the main cause or causes of the interference in justified complaints relating to air source heat pumps between 1st October 2024 and 30th September 2025?

14) Does your current database provide the functionality to create new codes to reflect the introduction of newer sources of complaint like the above in Q11? * Yes / No

15) If an officer was to be investigating a complaint about an Air Source Heat Pump, what guidance apart from the IoA/CIEH (2022) guidance would your officers refer to? * Please either specify "No other guidance" or identify other guidance.

16) What is the total Full Time Equivalent (FTE) capacity allocated to working on noise and nuisance complaints at your Local Authority? *

- Full-Time Equivalent (FTE) = Total hours worked by Part-Time and Full-Time Employees ÷ Number of available Full-Time hours in year

17) Please provide the hourly rates for the 2024/2025 financial year for all of the different grades of Officers who may be involved in a prosecution under any of the legislation listed in question 7. *

18) Please can you supply an anonymised or template copy of the authorisation granted to officers who routinely deal with nuisances so that we can identify the breadth of scope of the legislation you utilise.

19) What means do you use to try to prevent noise nuisance complaints or situations from escalating? Please tick all that apply or specify where not already listed:

- Involvement in Licensing Act 2003 process(es) to identify and design out problems
- Involvement in planning permission process(es) to identify and design out problems (Town & Country Planning Act)
- Use of either in-house or third-party mediation service(s)
- Other – please specify

20) Do you operate a noise investigation service that operates out of normal office hours/overnight? *

☐ Yes

☐ No

If yes, please share a hyperlink that describes the hours of operation and what the service entails.

21) This year, we are hoping to gather case studies of successful interventions to give the final report more impact and to explain the great work being done by Environmental Health teams.

Would you be happy for us to contact you with further questions about your prosecutions or project work in relation to noise?

☐ Yes

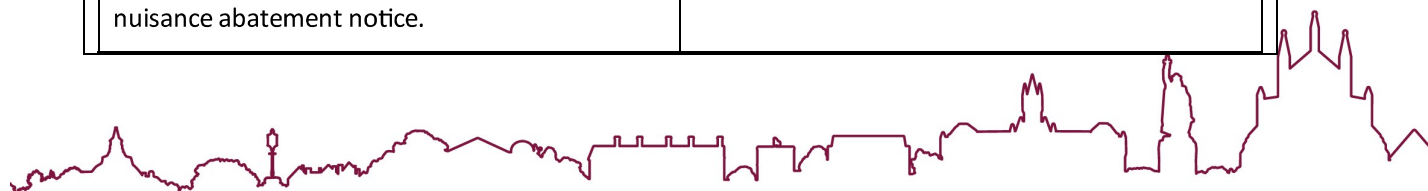


() No

22) Is there anything else you would like to add to your submission?

Response

Question 1	Abby Toms
Question 2	Atoms@winchester.gov.uk
Question 3	Winchester City Council
Question 4	South East
Question 5	270
Question 6.1	Action is not coded - recorded as free text so unable to report on this
Question 6.2	Action is not coded - recorded as free text so unable to report on this An assumption can be made that the no of 6.1 and 6.2 is 214 (cases resolved informally)
Question 6.3	13
Question 6.4	43
Question 6.5	0
Question 6.6	Action is not coded - recorded as free text so unable to report on this
Question 7 - Environmental Protection Act 1990 - Abatement notice (for any noise related nuisance)	7
Question 7 - Environmental Protection Act 1990 - Prosecution for failure to comply with noise nuisance abatement notice.	0



Question 7 - Environmental Protection Act 1990 - Works in default e.g. seizure of equipment	0
Question 7 - Anti-social Behaviour, Crime and Policing Act 2014 - Community Protection Notice - Noise	1 Warning, 0 Notices
Question 7 - Control of Pollution Act 1974 - Section 60/61 Notice - Construction Noise	5
Question 7 - Control of Pollution Act 1974 - Section 62 Notice- Loudspeakers in streets	0
Question 7 - Clean Neighbourhoods & Environment Act 2005 - Section 77 - Silencing of Intruder Alarms	0
Question 7 - Licensing Act 2003 - Formal review process associated with the Licence Condition	1
Question 7 - Town & Country Planning Act 1990 - Advice provided, conditions sought, enforcement visit	0
Question 7 - Noise Act 1996	0
Question 8	No
Question 9	<p>YES</p> <p> NOISE SOURCES Alarms eg House/Car/Fire Barking Dogs DIY Low Frequency Machinery Fixed eg Fan/Pump/Boiler Music Noise - Buskers Noise from Student Property Other Animals/Birds Other/Unclassified Party People Noise eg Footsteps/Talking/Shout Plant Mobile eg Construction Equipment TV/Radio </p>
Question 10	Machinery Fixed eg Fan/Pump/Boiler
Question 11 - Wind turbine	0



Question 11 - House alleged or proven to have been rented out as a short term let or a holiday let e.g. Air BNB	1
Question 11 - Air Source Heat Pump (ASHP)	1
Question 11 - Domestic battery storage	0
Question 11 - Short Term Operating Reserve (STOR) generators	0
Question 12	0
Question 13	N/A
Question 14	Yes
Question 15	MCS 020 Planning permitted development guidance
Question 16	3.5
Question 17	Note these are external commercial charges Scale 4 - £43/ph Scale 5 - £52/ph Scale 6 - £62 ph Scale 7 - £71 ph
Question 18	Attached (not anonymised as published on WCC webpages with names)
Question 19	All described. Out of hours service is preplanned programmed monitoring for ongoing cases as needs be to gather evidence. Third party mediation service used.
Question 20	Yes – not reactive but as described above
Question 21	Yes
Question 22	Unlike some LAs don't send log sheets out routinely in the first instance. Officers



	try to resolve between both parties at start. Diaries, video, NNR or in person monitoring may however form part of evidence if informal resolution is not successful.

