



**Information Governance
Team**

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI350229368**

Thank you for your request for information relating to Council resources required for noise complaints.

You have requested the following information:

Clarification received: If possible I'd like the information for both commercial and domestic noise complaints.

1. I'd like to know how many people are typically available to deal with noise complaints in the last six months, if possible I'd like the information broken down by day but I'll accept week or even month.

There are seven officers working a rota pattern. Over a seven-day period there are, two officers on duty per night, two officers on duty Saturday and Sunday days, and 2/3 officers on days Monday to Friday plus a team manager.

2. I'd also like to know how many people, and vehicles, were available on the evening of Saturday 17th July 2021 to deal with noise complaints.

There were two officers and one vehicle available on the requested date.

3. Can you also tell me how many people, and vehicles, would be considered sufficient for a city of over 300,000 people?

Within the budget supplied to run a service, the team of seven, plus a team manager and vehicle provides a service seven days a week service from 09.00 to 03.00am.

For either type of complaint the complaint procedure is exactly the same and, it appears to me, that the complaints are dealt with in exactly the same way i.e. someone is sent to witness the noise and it appears to be the same people/person regardless of whether the noise is commercial or domestic.

Yes, this is correct. Officers are authorised to assess statutory nuisance for domestic and commercial noise.

The supply of information in response to a Freedom of Information request does not confer an automatic right to re-use the information. You can use any information supplied for the purposes of private study and non-commercial research without requiring further permission. Similarly, information supplied can also be re-used for the purposes of news reporting. An exception to this is photographs. Please contact us if you wish to use the information for any other purpose.

For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance