



My Ref: FOI4874
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

1. What are the steps you take when assessing noise nuisance? For example; step 1 noise monitoring equipment installed, step 2 officer visit etc.

When a complaint is received we would ask the complainant to keep diary records of when they are affected. We also write to the subject of the complaint allegedly causing noise disturbance. If we receive diary sheets back we would look to monitor the noise through either the use of monitoring equipment or officer visits. Following monitoring we would then assess the evidence and determine if we felt a statutory noise nuisance is being caused, if so we would serve an abatement notice under the provisions of the Environmental Protection Act 1990.

2. Could you supply any noise nuisance guidance that the council use when assessing?

There is no specific guidance document that we can provide. When assessing whether a statutory noise nuisance is being caused it is based on the Officer's knowledge, experience and case law. We would consider the time, duration, frequency and impact of the noise in order to come to a decision.

3. Do you insist on the noise being witnessed by a council officer before you will take any further action?

As mentioned previously, monitoring of noise complaints about alleged statutory noise nuisance can be undertaken using a mixture of both monitoring equipment and Officer visits.

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC

Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

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

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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PO Box 634, Barnsley, South Yorkshire S70 9GG