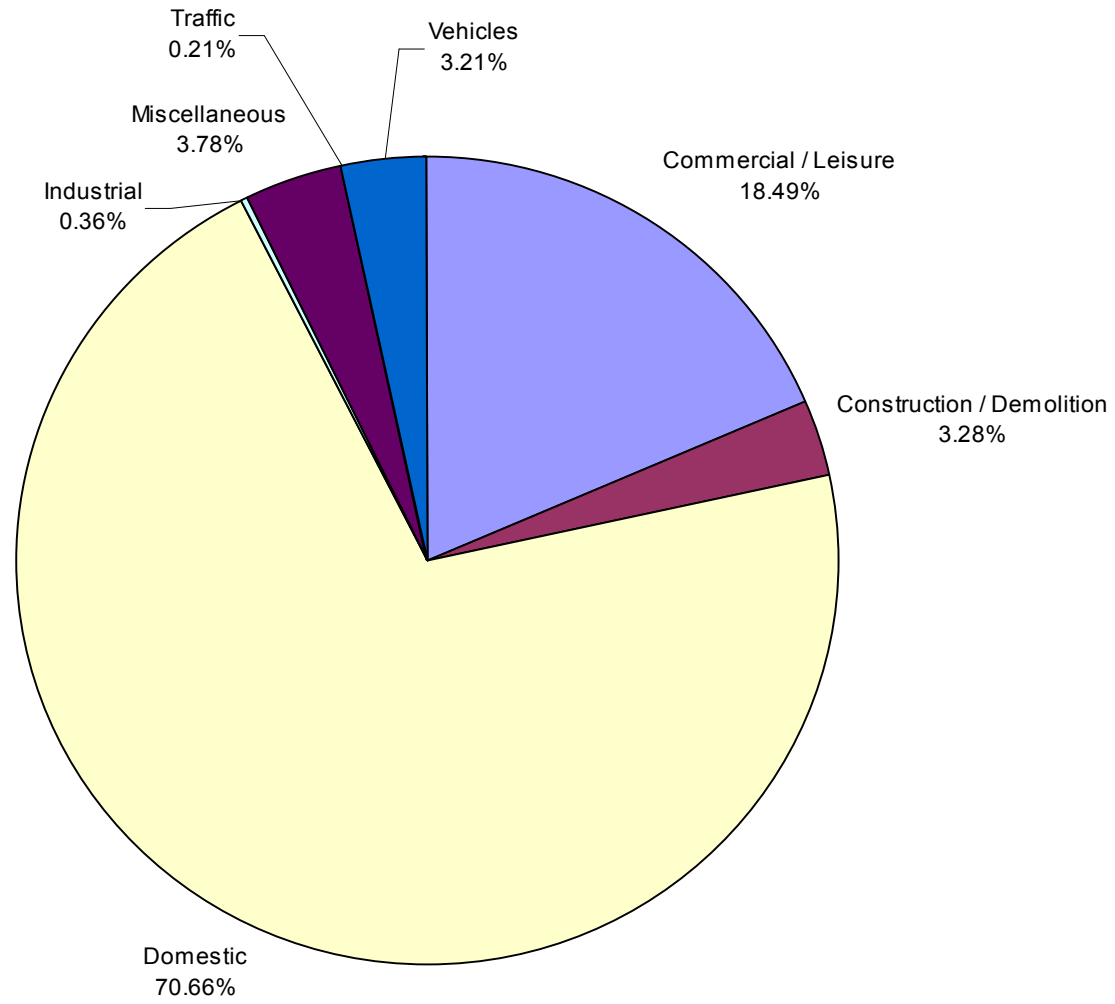
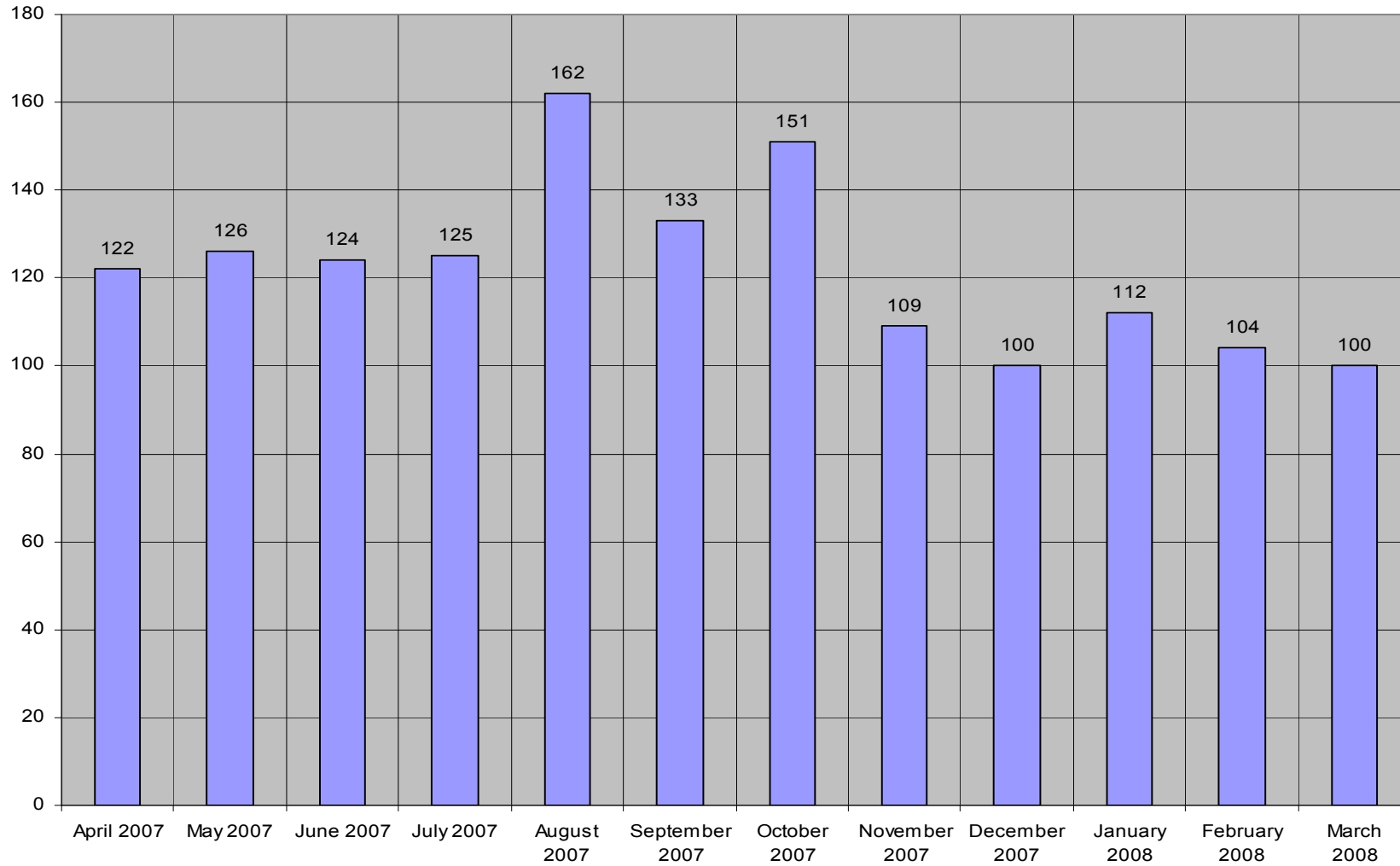


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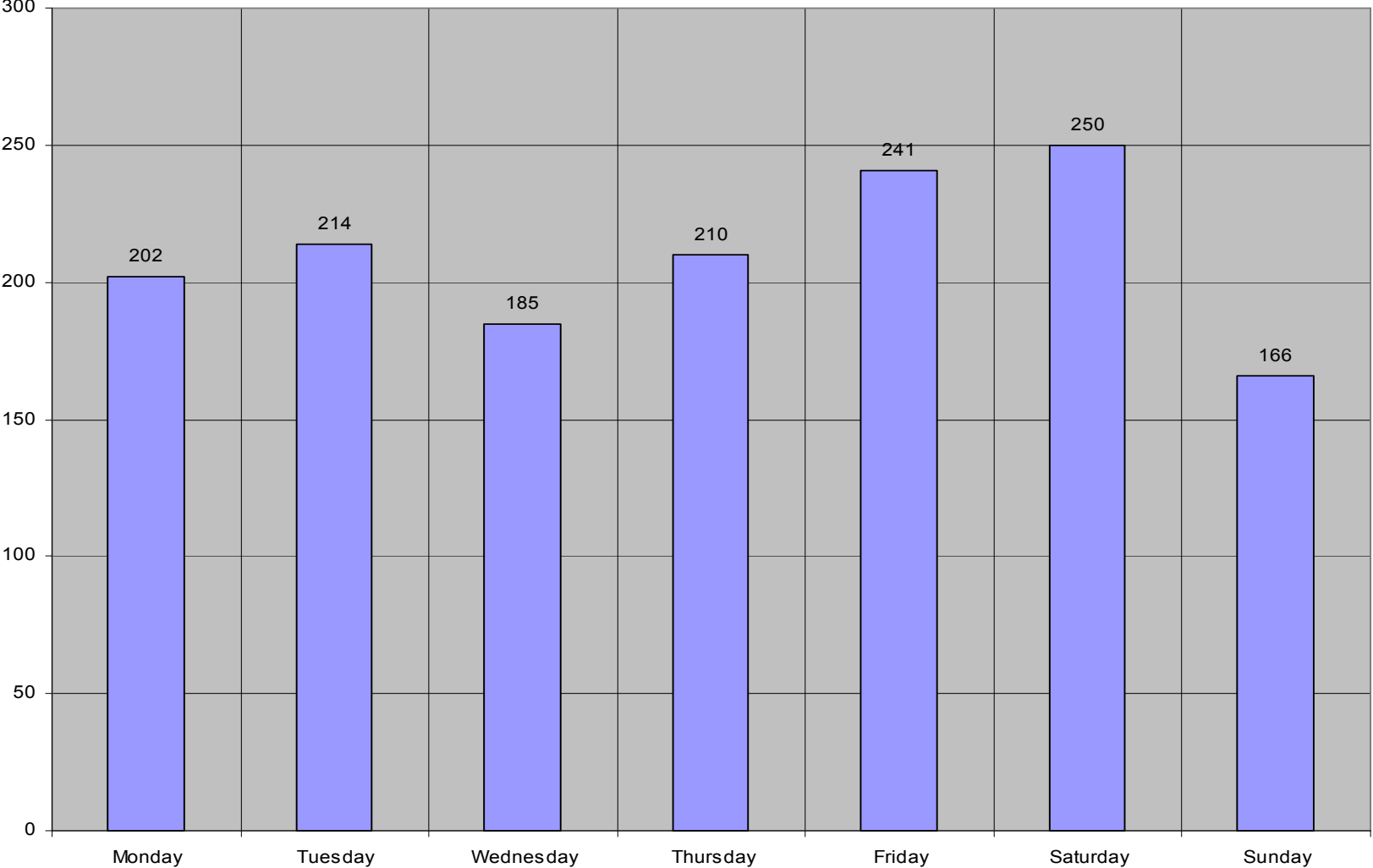
Noise Complaints received by Source Group between April 2007 and March 2008



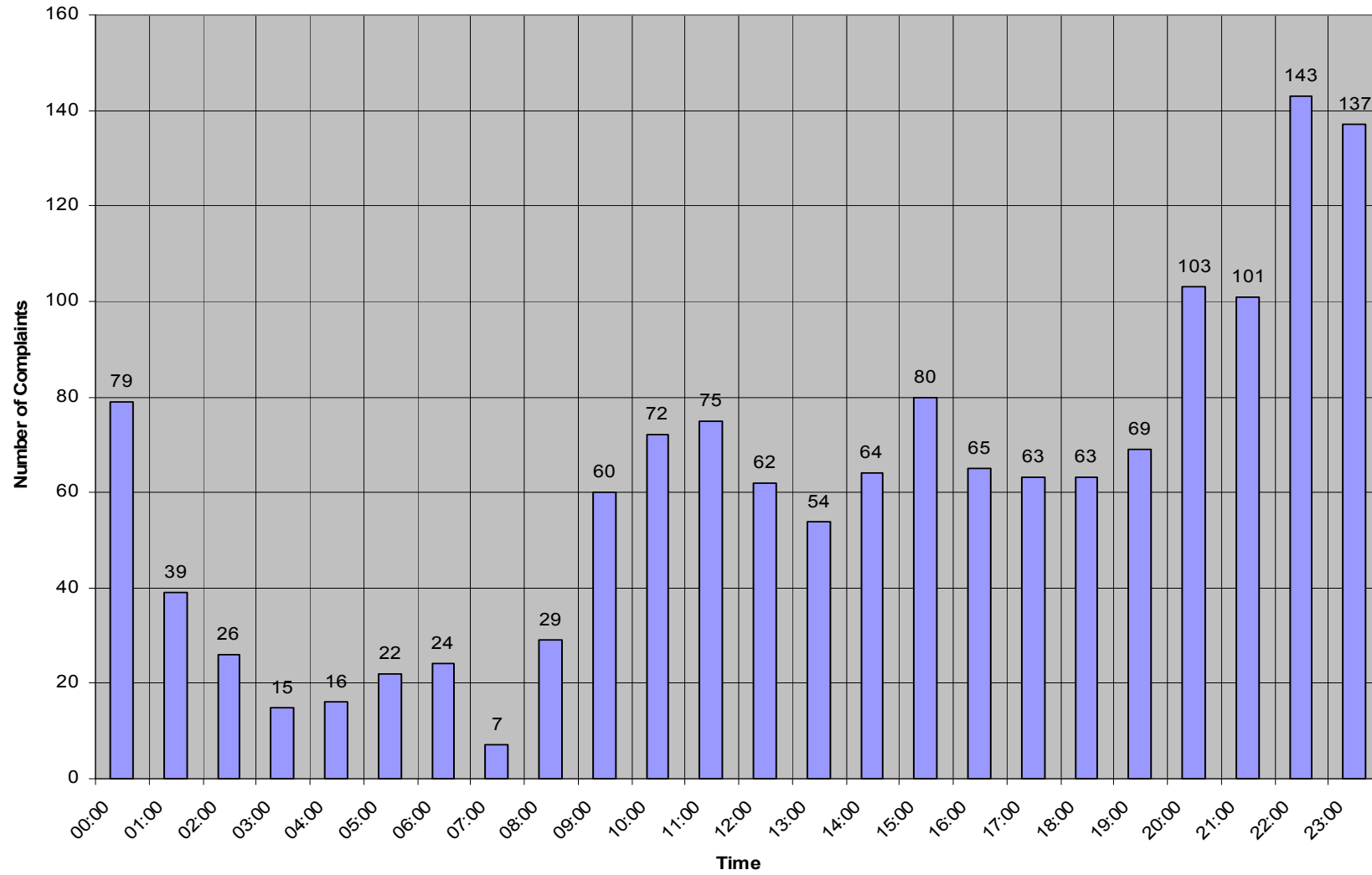
Noise Complaints Received by Month between April 2007 and March 2008



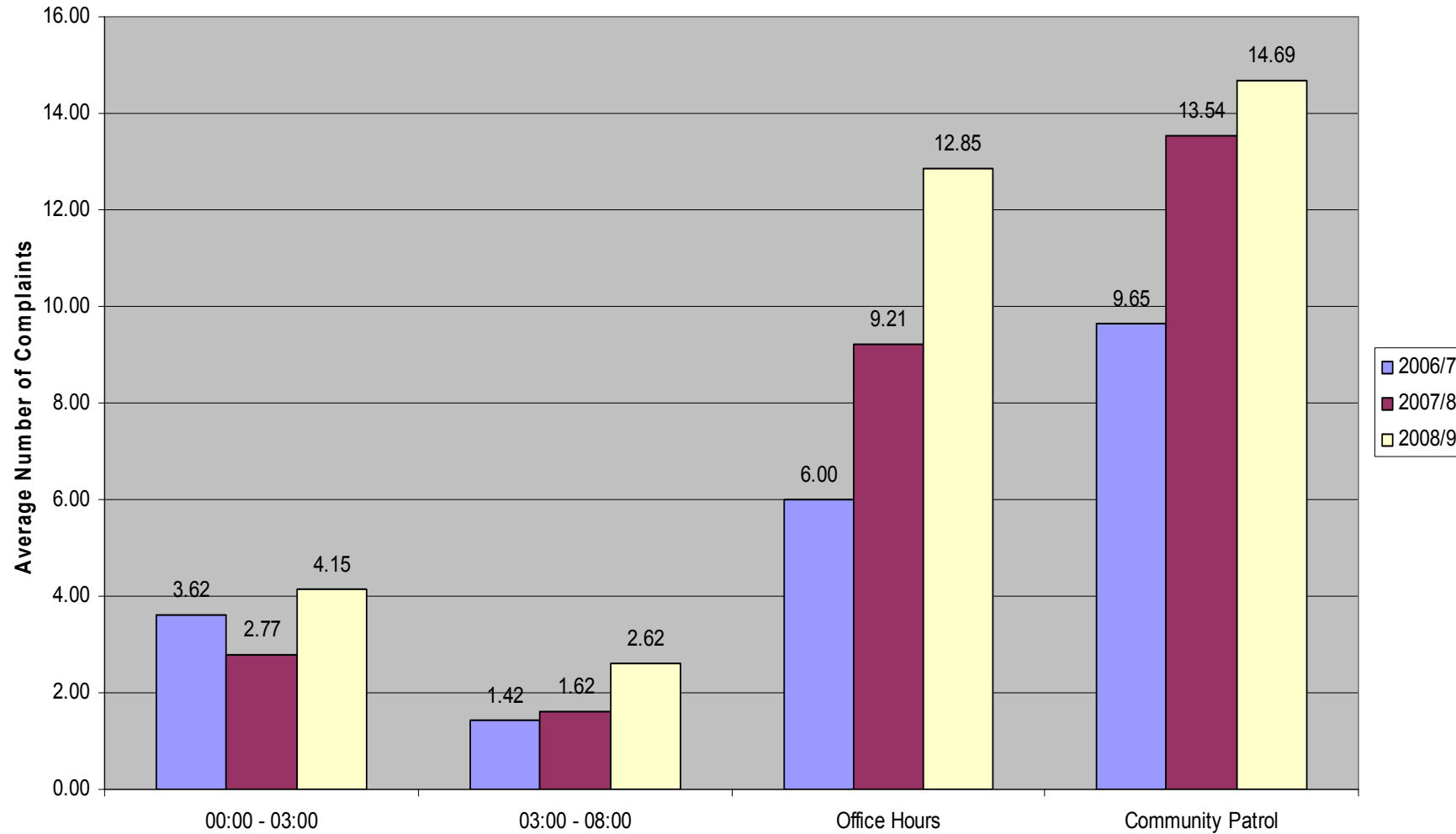
Noise Complaints received by Day between April 2007 and March 2008



Noise Complaints by hour between April 2007 and March 2008



Average number of Noise complaints received per week by Time Period



APPENDIX II

NOISE REVIEW: ACTION PLAN AND OUTCOMES – BASED ON THE ISSUES IDENTIFIED IN THE SCRUTINY COMMITTEE REPORT DATED 4 SEPTEMBER 2007 AND THE STAFF WORKSHOPS AND PARTNER CONSULTATION, UNDERTAKEN AS PART OF THE REVIEW PROCESS

	Theme	Priority	Action	Rationale	Progress	Outcome
1	Communication					
1.1	Lack of an integrated computer system for all officers involved with noise – EH/Housing/Customer Services	<i>H</i>	Investigate linking the EH M3 system with the Housing Academy system	Officers will have better access to information which will help them take appropriate action when in the field	Completed	<p>The link to Academy was established during January Access, administration and training has been completed.</p> <p>The introduction of monthly meeting and designation of service Single Points of Contact (SPCs) within Environmental Health, Housings and the Out of hours responders negate the need to provide Academy access for those working during office hours.</p> <p>Access to these systems by the Control Centre and Patrol was deemed imperative.</p>
1.1.1		<i>L</i>	Investigate linking the EH M3 system with the Customer CRM system.		Work in Progress	Investigation into the wider availability of CRM (Customer Relations Management system) is deferred until 2008/09. It is unlikely that this will materially improve the level of Out of hour's service delivery in its present form.
1.1.2		<i>H</i>	Arrange for case officers to have access to all the systems		Completed	Investigation into wider access to the individual complaint systems suggested there was a greater benefit to be had by introducing regular case meetings between Service SPC's than by simply accessing each others databases blind. (See above)
1.1.3		<i>L</i>	To investigate if all systems can be linked to the Employee Protection Register		Completed	Although the importance of access to the EPR is imperative the present system of directly linking this to the M3 complaint system enables those attending incidents (or in the case of the Out of Hours service, those dispatching responders to an incident) access to the system. Ongoing investigations into remote access to the M3 system may broaden this in the future.

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	Theme	Priority	Action	Rationale	Progress	Outcome
1.2	Lack of structured/ ad hoc working groups for sharing information	H	Timetable regular meetings between Estate Management representative, Senior Community Patroller and the Senior Environmental Protection Officer	Provide a free flow of information between officers dealing with common problems across the directorate.	Completed	<p>A review of Environmental Health and Housing Services' procedures for dealing with noise nuisance affecting council tenants has been undertaken and the improvements arising from that are outlined in this Plan.</p> <p>The introduction of regular meetings between service SPC's has been introduced to ensure a common approach to action against noise and nuisance. Meetings are held monthly and issues arising between meetings now follow a clearly defined channel of response ensuring a more dynamic approach to enforcement action.</p> <p>Service SPC's are: Senior Environmental Protection Officer, Housing Antisocial Case Manager, Senior Community Patroller and Senior Controller.</p>
1.2.1		H		Better access to information and awareness of the roles of those dealing with noise. Will lead to a more transparent and consistent approach in dealing with noise	Completed	M3 has been configured to provide detailed information on incidents reported and provides SPC's with an early warning of problems developing.
1.2.2		H		SPC's will identify their priority cases and share resources and expertise with partners	Completed	Case specific meetings will be called as required to address individual issues and may include other partner organisations.
1.3	Need for standardised working practices for all officers dealing with noise including EH/Housing/RSLs	M	Produce a standard operating procedure to be adopted by all the agencies involved in noise	Will lead to a more transparent and consistent approach towards dealing with noise	Work in Progress	Although this is considered a priority, it is recognised that achieving an effective joint agency response will take time to achieve. This will lead on from the conclusion of the report as part of our ongoing service improvement programme.

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	Theme	Priority	Action	Rationale	Progress	Outcome
1.3.1		H			Work in Progress	The standardisation of inter departmental working practices will continue to develop from the elements implemented, and identified in this document, to a fully integrated package planned during 2008/9. Whilst this is important, the monthly meetings of the SPCs will ensure that a more consistent and efficient approach to tackling noise will be undertaken.
1.3.2		L			Slippage/Not Progressed	The benefit of using Antisocial Behaviour legislation as opposed to current Environmental Health remedies is unclear. Further evaluation is necessary and can be undertaken outside this review.
1.3.3		M			Work in Progress	The procedure manual outlining the process for both out of hours and in hour's response to noise has been updated and will continue to be developed. This is a "living" document which needs constant review and updating.
1.4	Need for remote access to IT for officers on district dealing with complaints	L	Investigate the use of handheld PCs in the field with access to office based systems	Better access to information for field officers which will improve our response to noise and ensure complainants are kept informed	Completed	Investigation into remote access to the current IT systems indicated that this is not a cost efficient option at this time. It is felt that the recent modifications to the use of M3, particularly by 'out of hours' staff, is a firm foundation upon which to build. Control Staff will continue to input complaints 'live' and the Patrol will update these at the end of each duty period. It was recognised that this results in some lost time on patrol but procedures have been put in place to minimise this.

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	Theme	Priority	Action	Rationale	Progress	Outcome
1.4.1		L			Slippage/Not Progressed	The ongoing development of the M3 system may provide for mobile access in the future and this is being actively pursued.
1.5	Officers unaware that there are Information/Policy leaflets dealing with noise and lack of consistency in the content of the leaflets	M	Review all internal leaflets relating to noise (EH and Housing) and consider combining leaflets	Field officers better able to advise complainants. Should lead to a more consistent and transparent approach to dealing with noise	Completed Slippage/Not Progressed	This was primarily an induction training issue and has been addressed. Conscious of the cost implication, advisory leaflets will be reviewed and their content standardised when the current stock is used. In the meantime specific advisory inserts will be used with standard letters and patrollers will provide specific information leaflets to complainants and those complained of.
	Theme	Priority	Action	Rationale	Progress	Outcome
2	Training					
2.1	Community Patrol Officers feel there is too much “find out how we go along” to dealing with noise.	H	Arrange in-house training session for all staff	Better understanding of what can be delivered, which should ensure that complainant’s expectations are not falsely raised.	Completed	It was felt that the established CP training programme was somewhat inflexible and a more structured approach was necessary. A modular training programme has been introduced, primarily for the patrollers aimed at better equipping them to respond to complaints. This modular approach is being adapted for all staff in the section and will include both in-house and external training providers. Modules include legislation, processes, evidence gathering, direct intervention techniques and likely outcomes. In line with this, all new staff will undergo minimum competency based induction training which includes practical work experience across the section.

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	Theme	Priority	Action	Rationale	Progress	Outcome
3	Procedures					
3.1	Need to revise procedures in the light of the findings of the review	H	Develop crib sheets for use by staff	Provide a more consistent and transparent approach to dealing with noise.	Completed Completed Work in Progress	<p>A more intuitive method of recording details of complaints has been introduced. The Control Centre aims to provide the Community Patrol with the necessary information to instigate a process, common across the section.</p> <p>Patrollers are now much more interactive with the complainant and consequently able to deliver a more personal and effective response.</p> <p>The over riding tenet of this review is the need for continuous service development and improvement of this service and to maximise the value of our existing resources.</p>
3.1.1		H	Develop clear and specific procedures		Work in Progress Completed	<p>A joint manual have been developed aimed at cross referencing procedures across the section and providing specific guidance as to the suitability, operation and use of equipment (such as the MATRON for noise recording) less generally used.</p> <p>Not only does this offer staff an insight into the specialised field of expertise of colleagues it will engender a greater appreciation of the team approach and provide a greater understanding of the benefits and limitations of support technology.</p>

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	Theme	Priority	Action	Rationale	Progress	Outcome
3.1.2		H	Review of Complaint procedures		Completed Work in Progress Work in Progress	<p>The reassessment of procedures for addressing complaints sought to empower response staff through clearer definition of their specific role and how that interacted with that of the department and directorate.</p> <p>A clearly defined process from initial complaint to resolution or closure is now in place to encourage clarity of purpose and where necessary, swifter and more decisive action.</p> <p>The use of evidence from patrol reports together with planned visits by EP staff and use of the MATRON have been re examined and procedures amended. The Patrollers have a greater understanding of the need for a thorough investigation of complaints and the evidential information which is required by EP staff. Service improvements in this area are expected to be reflected, in part, in the number of nuisance cases that progress to Abatement Notices, where evidence supports this course of action, or greater customer satisfaction with our response to their complaints.</p>
3.1.3		H			Completed	<p>The review re-emphasises the importance of engagement and the importance of the person suffering the nuisance being an integral part of the investigation and outcome.</p> <p>It showed also that the process of review should be continuous. It was recognised that resources would be a limiting factor and prioritisation of complaints was key to success.</p>

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	Theme	Priority	Action	Rationale	Progress	Outcome
3.1.4					Completed	The community patrol now plays a far more integral part in the resolution of noise nuisance. Whilst recognising that they cannot fulfil the role of an Environmental Health Officer, they have made significant progress toward providing an effective out of hour's noise response. As their training progresses so will their role as enablers in the process already established in this review.
3.1.5		H	Partnership development	The need to share resources	Completed	Joint agency working has been developed. Joint actions and patrols with the police are one example of direct partnership action delivering a greater impact upon specific problems
	Theme	Priority	Action	Rationale	Progress	Outcome
4	Administration/ Monitoring					
4.1	Recording information	H	Consistency of input.	Good response relied on good information	Completed	A greater role has been undertaken by our Business Support team providing accurate information enabling wider intelligence sharing.
4.2	Reports	H	Weekly/fortnightly reports – repeat complaints?		Completed	Management reports are being produced enabling closer case management of complaints.
					Completed	Reports are provided to case managers showing the impact of the incident within a specific area over a period of time. This enables officers to plot the development of the incident and monitor its completion.
					Completed	Complex complaints may take sometime to resolve and M3 provides the information necessary for managers to oversee progress and ensure completion targets are met.

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	Theme	Priority	Action	Rationale	Progress	Outcome
4.3	Reviews	H	Monthly meetings		Completed Work in Progress	<p>Reports from M3 may identify patterns of seemingly isolated complaints that may collectively indicate a problem requiring attention. These are particularly useful for inter departmental, interagency meetings</p> <p>An ongoing Customer satisfaction survey will ensure that the level of service provided is reviewed and identify if we are meeting our customer service requirements.</p>
4.4	Customer Satisfaction	H	Assess impact of service		Work in Progress	See above. The focus group resulted in a number of issues which can be addressed. Members of the Group expressed a desire for continuing involvement in the review of the noise service.
4.5	Statutory Notices	H	Review the process for service of notices	Improve the process	Completed	<p>All EHO's are to be authorised to service Notices.</p> <p>The process from initial complaints to notice and prosecution has been redefined and simplified</p>
	Theme	Priority	Action	Rationale	Progress	Outcome
5	Resources					
5.1	Early Morning Cover	M	Incremental enhancement for staff	Cover after midnight	Work in Progress	The community patrol service operates until midnight daily. Providing 17/7 cover with ten members of staff is challenging. We have tightened up the process to ensure the maximum availability of the patrol up to midnight, but to extend provision whilst maintaining the current level of service will have a significant financial impact and should be considered in the light of the demand on the service.

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Extract from the Scrutiny Committee – Community Report 4 September 2007 – including the actions taken to address these issues:

7. PROPOSAL

7.1 To address the issues identified in the report the following service improvements are proposed:

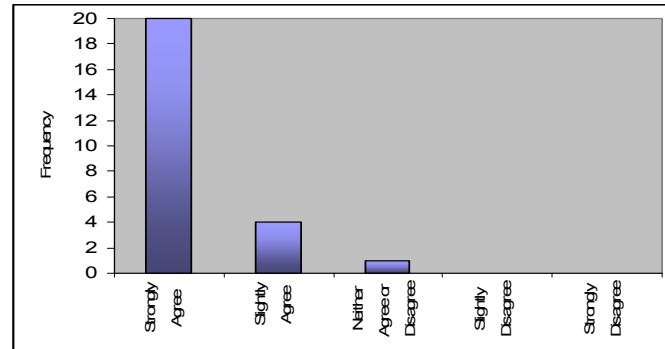
- a) That improvements are made to the collection and use of evidence gathered by Community Patrol to enhance the identification of, and enforcement against statutory noise nuisance **See 3.1.2; 3.1.3 and 3.1.4**
- b) A joint review between Environmental Health Services and Housing Services takes place to strengthen procedures for dealing with noise nuisance affecting council tenants. **See 1.1, 1.1.2, 1.2, 1.2.1, 1.2.2, 1.3, 1.3.1, 1.3.2, 4.1, 4.2 and 4.3**
- c) The collection of evidence from log-sheets, MATRON recordings and planned visits is reviewed together with the threshold of evidence for serving Abatement Notices, and any necessary changes made. **See 3.1, 3.1.1, 3.1.2, 3.1.3, 3.1.4 and 4.5**
- d) That potential incremental enhancements to late night coverage by Community Patrol in response to peaks in service demand, is explored with the Patrollers and Control Centre staff. **See 5.1**
- e) A more detailed review of arrangements for responding to noise nuisance is carried out by March 2008, to include benchmarking with comparator councils and a customer satisfaction survey. **See 4.1, 4.2, 4.3 and 4.4**
- f) As part of this review, to identify a series of further incremental enhancements, prioritised on a best value basis, for further consideration. **The subject of this Report.**

APPENDIX III

Noise Complaints – Customer Satisfaction Statistics October 2007 – June 2008

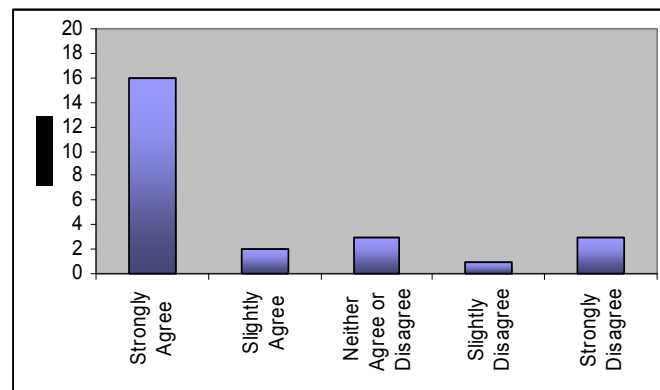
1. You were able to contact the service you required with ease

Response	Frequency	Percentage
Strongly Agree	20	80%
Slightly Agree	4	16%
Neither Agree or Disagree	1	4%
Slightly Disagree	0	0%
Strongly Disagree	0	0%
Total	25	100%



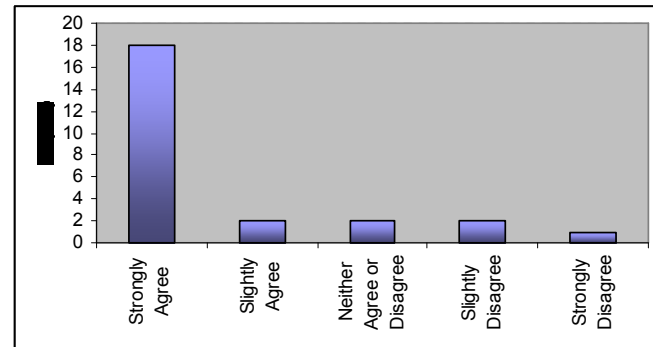
2. You were kept informed of the progress we were making with your problem or service

Response	Frequency	Percentage
Strongly Agree	16	64%
Slightly Agree	2	8%
Neither Agree or Disagree	3	12%
Slightly Disagree	1	4%
Strongly Disagree	3	12%
Total	25	100%



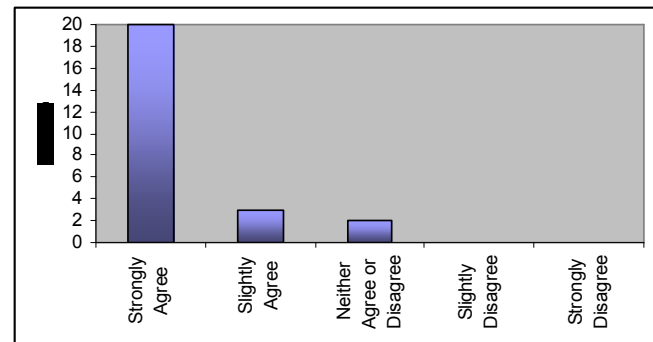
3. The quality of the information (both written and verbal) was clearly explained

Response	Frequency	Percentage
Strongly Agree	18	72%
Slightly Agree	2	8%
Neither Agree or Disagree	2	8%
Slightly Disagree	2	8%
Strongly Disagree	1	4%
Total	25	100%



4. Our staff showed professionalism and courtesy throughout

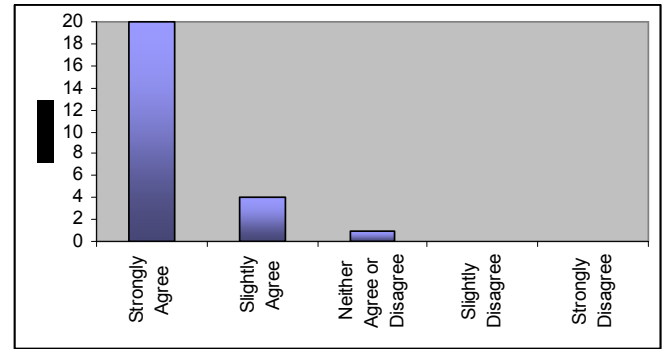
Response	Frequency	Percentage
Strongly Agree	20	80%
Slightly Agree	3	12%
Neither Agree or Disagree	2	8%
Slightly Disagree	0	0%
Strongly Disagree	0	0%
Total	25	100%



APPENDIX III

5. Our telephone manner was professional and courteous

Response	Frequency	Percentage
Strongly Agree	20	80%
Slightly Agree	4	16%
Neither Agree or Disagree	1	4%
Slightly Disagree	0	0%
Strongly Disagree	0	0%
Total	25	100%



6. We dealt with your problem or request for service in a timely manner

Response	Frequency	Percentage
Strongly Agree	19	76%
Slightly Agree	0	0%
Neither Agree or Disagree	4	16%
Slightly Disagree	2	8%
Strongly Disagree	0	0%
Total	25	100%

