

Noise and Nuisance Summary of Key Data

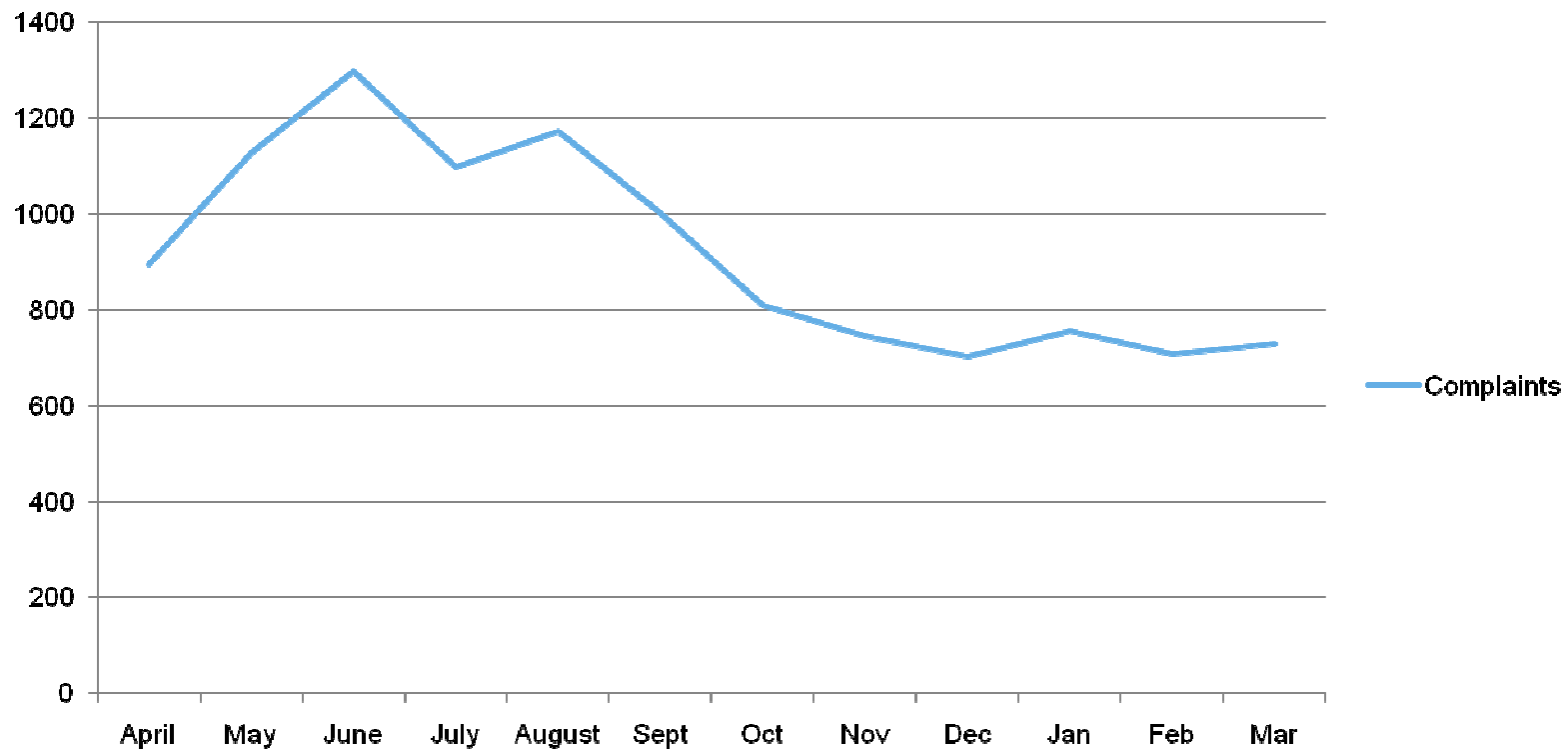


Comparison	2009 2010	2010 2011
Total No. of Complaints (telephone calls received by the Council)	11,010	9,500
Total No. of Cases (repeated complaints on the same premises)	5317	5141
Total Winter Month Complaints	3611	3287
Total Summer Month Complaints	7399	6122



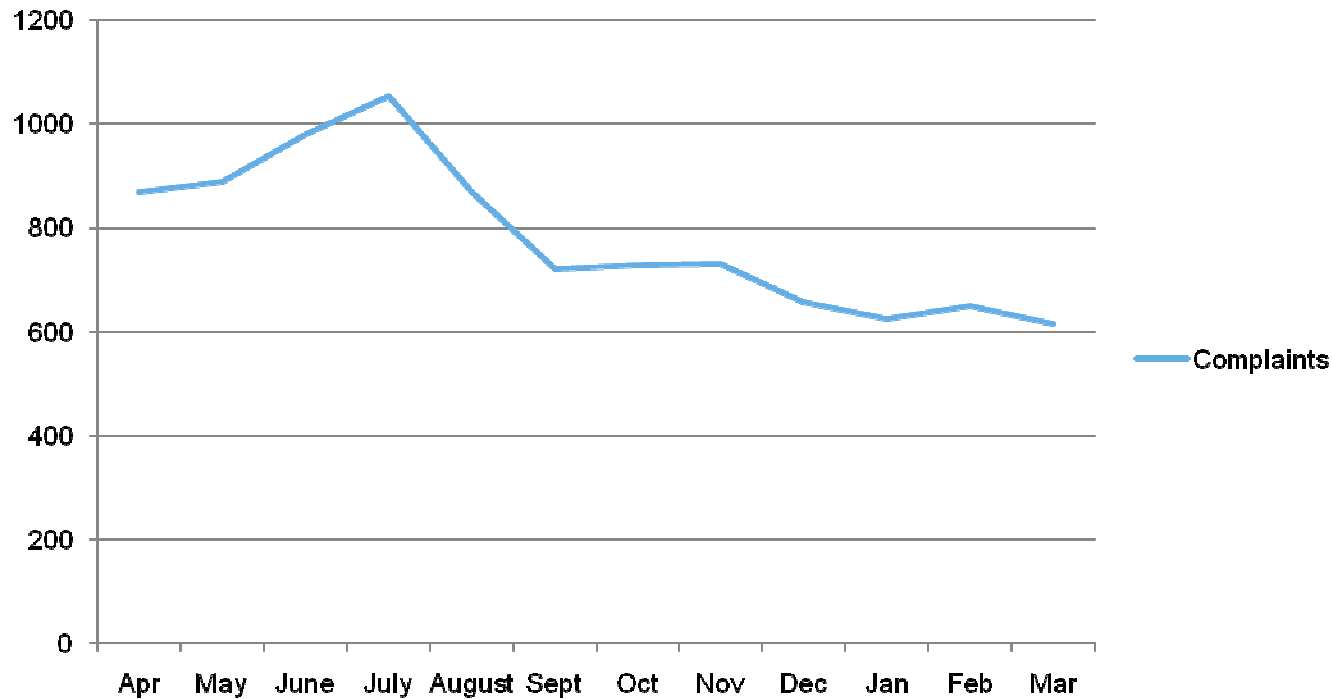
Complaints for the Financial Year 2009-2010

April	May	June	July	August	September	October	November	December	January	February	March
894	1127	1299	1097	1173	1001	808	744	702	757	708	728



Complaints for the Financial Year 2009-2010

April	May	June	July	August	September	October	November	December	January	February	March
869	890	981	1054	868	721	729	732	656	626	649	614



Comparison of Enquiry Type Over 2 years on Night Time Shift Midnight – 1 am

Enquiry type of noise	2009 2010	2010 2011
Music	442	363
Party	184	168
Building Site	65	50
Shouting	58	57
Alarm	57	66
Footsteps/talking	49	53
Air Con	26	6
TV	24	38
Domestic Appliance	22	11



Comparison of Enquiry Type Over 2 years on Night Time Shift 1 am – 2am

Enquiry type of noise	2009 2010	2010 2011
Music	345	298
Party	165	127
Building Site	34	17
Shouting	31	37
Alarm	32	25
Footsteps/talking	40	32
Air Con	2	4
TV	27	23
Domestic Appliance	16	10



Comparison of Enquiry Type Over 2 years on Night Time Shift 2am – 3am

Enquiry type of noise	2009 2010	2010 2011
Music	223	213
Party	129	104
Building Site	18	17
Shouting	29	27
Alarm	23	13
Footsteps/talking	11	26
Air Con	3	9
TV	15	21
Domestic Appliance	14	4



The Demand for the Noise and Nuisance Service on weekend late shifts (2-3am)



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May 2010 2-3am

Day	No. of Complaints received
Saturday	4
Sunday	1
Friday	0
Saturday	2
Sunday	1
Friday	2
Saturday	0
Sunday	2
Friday	0
Saturday	1
Sunday	5
Friday	1
Saturday	0
Sunday	1

Total Silent Shifts : 9

Weekend Silent's: 4

Weekday Silent's: 5

Complaint range is 0-5

Average of 1.4 complaints

Mode of 0 and 1



June 2010 2-3am

Day	No. of Complaints received
Friday	2
Saturday	9
Sunday	2
Friday	1
Saturday	1
Sunday	0
Friday	0
Saturday	2
Sunday	3
Friday	1
Saturday	2
Sunday	2

Total Silent Shifts : 10

Weekend Silent's: 2

Weekday Silent's: 8

Apart from first weekend spike rest of month complaint range is 0-3

Average of 2 complaints

Mode of 2



July 2010 2-3am

Day	No. of Complaints received
Friday	1
Saturday	6
Sunday	5
Friday	4
Saturday	4
Sunday	2
Friday	0
Saturday	1
Sunday	0
Friday	1
Saturday	1
Sunday	1
Friday	1
Saturday	2

Total Silent Shifts : 12

Weekend Silent's: 2

Weekday Silent's: 10

Apart from first weekend 'spike' rest of month complaint range is 0-4

Average of 2 complaints

Mode of 1



August 2010 2-3am

Day	No. of Complaints received
Sunday	2
Friday	1
Saturday	2
Sunday	1
Friday	2
Saturday	3
Sunday	1
Friday	0
Saturday	2
Sunday	2
Friday	0
Saturday	1
Sunday	3

Total Silent Shifts : 6

Weekend Silent's:2

Weekday Silent's: 4

Was a rainy month, complaint range is low 0-3

Average of 1.5 complaints

Mode of 2



September 2010 2-3am

Day	No. of Complaints received
Friday	1
Saturday	6
Sunday	2
Friday	1
Saturday	1
Sunday	7
Friday	1
Saturday	0
Sunday	4
Friday	1
Saturday	1
Sunday	1

Total Silent Shifts : 12

Weekend Silent's: 1

Weekday Silent's: 11

Average of 2.1 complaints

Mode of 1



October 2010 2-3am

Day	No. of Complaints received
Friday	1
Saturday	3
Sunday	3
Friday	2
Saturday	1
Sunday	1
Friday	0
Saturday	1
Sunday	5
Friday	0
Saturday	4
Sunday	0
Friday	1
Saturday	0
Sunday	1

Total Silent Shifts : 14

Weekend Silent's: 4

Weekday Silent's: 10

Average of 1.5 complaints

Mode of 1



April 2010 2-3am

Day	No. of Complaints received
Friday	2
Saturday	4
Sunday	0
Friday	0
Saturday	0
Sunday	4
Friday	0
Saturday	2
Sunday	3
Friday	0
Saturday	4
Sunday	6
Friday	1

Total Silent Shifts : 10

Weekend Silent's: 5

Weekday Silent's: 5

Average of 2 complaints.

Mode of 0



November 2010 2-3am

Day	No. of Complaints received
Friday	1
Saturday	4
Sunday	6
Friday	3
Saturday	1
Sunday	1
Friday	0
Saturday	1
Sunday	4
Friday	1
Saturday	5
Sunday	2

Total Silent Shifts : 11

Weekend Silent's:1

Weekday Silent's: 10

Average of 2.4 complaints

Mode of 1



December 2010 2-3am

Day	No. of Complaints received
Friday	2
Saturday	4
Sunday	2
Friday	1
Saturday	2
Sunday	3
Friday	1
Saturday	4
Sunday	2
Friday	1
Saturday	0
Sunday	0
Friday	0

Total Silent Shifts : 11

Weekend Silent's: 3

Weekday Silent's: 8

Average of 1.6 complaints

Mode of 2



January 2011 2-3am

Day	No. of Complaints received
Saturday	1
Sunday	1
Friday	0
Saturday	2
Sunday	3
Friday	4
Saturday	3
Sunday	0
Friday	1
Saturday	4
Sunday	2
Friday	0
Saturday	3
Sunday	2

Total Silent Shifts : 14

Weekend Silent's: 3

Weekday Silent's: 11

Average of 1.8 complaints

Mode: 0,1 and 3



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February 2011 2-3am

Day	No. of Complaints received
Friday	1
Saturday	2
Sunday	5
Friday	1
Saturday	1
Sunday	3
Friday	0
Saturday	2
Sunday	9
Friday	4
Saturday	0
Sunday	4

Total Silent Shifts: 14

Weekend Silent's: 2

Weekday Silent's: 12

Average of 2.6 complaints

Mode of 1



March 2011 2-3am

Day	No. of Complaints received
Friday	0
Saturday	2
Sunday	1
Friday	7
Saturday	1
Sunday	2
Friday	0
Saturday	4
Sunday	2
Friday	2
Saturday	2
Sunday	6

Total Silent Shifts : 13

Weekend Silent's: 2

Weekday Silent's: 11

Average of 2.4 complaints

Mode of 2



Hours of operation based on demand Summer

	Current	Recommended
Weekday	Up to 03:30am	Up to 01:30am
Weekend	Friday up to 04:30am Saturday up to 04:30am Sunday up to 03:00am	Friday, Saturday and Sunday: up to 02:30am



Hours of operation based on demand Winter

	Current	Recommended
Weekday	Up to 03:30am	Up to 01:00am
Weekend	Friday up to 04:30am Saturday up to 04:30am Sunday up to 03:00am	Friday, Saturday and Sunday: up to 02:30am



Met Office Weather for South East England

- Summer months 2009 and 2010
- Mean Temperature (Celsius) and Total Rainfall (mm)
- Met office weather information looking at South East England



Month	Mean T	Rain (mm)	Comps to N&N	Month	Mean T	Rain(mm)	Comps to N&N
April 09	10.3	40.4	894	April 10	9.2	22.6	872
May 09	12.7	36.1	1,127	May 10	11	30	890
June 09	15.5	33.6	1,299	June 10	15.7	32.9	982
July 09	16.8	84	1,097	July 10	18.1	26.1	1,054
Aug. 09	17.4	36	1,173	Aug.10	16.1	100.1	869
Sept. 09	15	27	1,001	Sept. 10	14	50.9	725
Oct. 09	11.9	65.6	808	Oct.10	10.9	78.4	730



Observations

- Summer 2009 was warmer and drier
- Summer 2010 was colder and wetter in August and September
- Rain fall may be linked more to complaint numbers than temperature (August 2010)
- The extent of high temperature/low rainfall on the total number of complaints over the summer shows a correlation

