

Decision Maker: Public Protection & Enforcement Portfolio Holder

Date: 31st January 2023

Decision Type: Non-Urgent Executive Key

Title: Out of Hours Noise Service

Contact Officer: Sarah Newman, Head of Service
Community Safety, Licensing, Environmental and Domestic Regulation
E-mail: sarah.newman@bromley.gov.uk

Chief Officer: Colin Brand, Director
Environment and Public Protection
Email: colin.brand@bromley.gov.uk

Ward: All wards

1. Reason for decision

- 1.1 The Public Protection Division's Out of Hours Noise Service (OOHNS) has been operating a revised service since September 2021, following Non-Key Decision (ES20111) 'Proposed Changes to Out of Hours Noise Service'. It was agreed to review the revised service in September 2022.
- 1.2 Following an initial Options Appraisal produced in September 2022 revised options have been developed and are presented here.
- 1.3 This report assesses the current demand for OOHNS, reviews the current arrangements in place and presents an Option Appraisal for a revised service going forward.

2. **RECOMMENDATION(S)**

That the Committee;

- i) Note the current service demand trends.
- ii) Note the review of the current service.
- iii) Consider the delivery options for future OOHNS provision.
- iv) That the Portfolio Holder agrees that Option 4 is the OOHNS delivery option recommended to be adopted.

Impact on Vulnerable Adults and Children

1. The OOHNS benefits all residents but is of particular benefit to residents who wish to concentrate, recover, relax, rest, or sleep, without undue disturbance. This can include vulnerable adults and children.
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Transformation Policy

1. Policy Status: Not Applicable
 2. Making Bromley Even Better Priority 4, 'For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future'.
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Financial

1. Cost of proposal: Estimated Cost £ 80,080
 2. Ongoing costs: £0
 3. Budget head/performance centre: Public Protection, Nuisance and ASB Team
 4. Total current budget for this head: £30K
 5. Source of funding: £30k grant from the Mayor's Office for Policing and Crime, London Crime Prevention Fund (MOPAC); £50,080 growth bid agreed.
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Personnel

1. Number of staff (current and additional): 1.2FTE New Posts
 2. If from existing staff resources, number of staff hours: Nil
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Legal

1. Legal Requirement: Non statutory – Government Guidance
 2. Call-in: Applicable
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Procurement

1. Provision of training package for relevant staff, PPE, bodycams and lone working device.
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Property

1. Welfare, office and ICT facilities to be provided for the hours of operation for the OOHNS.
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Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: There are no significant implications.
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Customer Impact

1. In the year 1st November 2021 to 31st October 2022 a total of 2,263 noise complaints were received by the Nuisance and ASB Team. Of which 645 (29%) were referred to the OOHNS under the current service criteria.

2. Of the 2,263 noise complaints received 1,595 (70%) were made outside of Council business hours.
 3. Potentially all Bromley residents benefit from this service.
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

3. COMMENTARY

Legal Position

- 3.1 Local authorities have a statutory duty to investigate reports of noise and statutory nuisance. It is for each local authority to determine their service offer.
- 3.2 There is no statutory requirement for local authorities to have an OOHNS.
- 3.3 Further details are stated below in Section 8.

History of LBB's OOHNS Provision

- 3.4 A summary of the historical service provision for the voluntary OOHNS at LBB was presented to PPE PDS Committee (ES20111) in September 2021. That report detailed the variations in service provision made since 2011.
- 3.5 During the lockdown periods of the COVID-19 pandemic the OOHNS continued to operate with its working methods adjusted in line with the prevailing governmental controls and advice. The service reverted to its pre-pandemic operating model following the removal of wider pandemic controls and guidance and is currently operating as detailed below.

Current OOHNS Provision

- 3.6 The service operates 365 days per year on a rolling 4-day shift pattern. The operating hours are:
- Monday to Friday 6pm until 1am (7 hours per day).
 - Saturday, Sunday & Bank Holidays 10am until 1am (15 hours per day).
- 3.7 The service currently responds to:
- Cases placed on the Referral List.
 - Intruder alarms sounding for longer than 20 mins as they are designed to attract attention and cut-out 15 to 20 minutes after activation.
 - Construction noise occurring outside of the Council's permitted hours when a permit has not been granted.
 - Significant public impact events previously reported to the service.
- 3.8 For every visit conducted a dynamic risk assessment is completed by the duty officer. This will determine whether it is safe to conduct the visit to witness and/or intervene. To support staff to do this training is provided on lone working, dynamic risk assessment, relevant laws, and procedures. A Manual with this, and other relevant information, is provided to duty officers together with telephone support from colleagues and managers on request during their shift. Finally appropriate PPE is provided i.e., bodycams.

Service Demand

- 3.9 Analysis of 1 year's data from 1st November 2021 to October 2022 will be presented in this report for the following reasons.
- The Covid 19 pandemic caused a significant increase in the number of service requests being made to the Nuisance and ASB Team. Disproportionate volumes would have otherwise been presented if officers had taken multiple year averages.

- The Customer Service Centre is managed under contract to Liberata during business hours and to Appello outside of business hours. System improvements introduced in September 2021 allowed Appello to log complaints in Uniform (case management system within Public Protection) as they occurred. Prior to this change Appello were unable to access the Uniform system. This meant that all complaints were dated and entered into Uniform by Liberata on the next working day. This would disproportionately show complaints made outside of business hours, Friday through to Sunday as having occurred on Monday.

3.10 This analysis of service demand for the OOHNS is shown in the tables within Appendix 1.

- Table 1 shows that the Nuisance and ASB Team received 2,263 complaints of noise nuisance in the year ending October 2022. 70% (1,595) of these complaints were reported outside of Council business hours.
- Table 2 details how the complaints were received by the Council outside of business hours, 54% (866) were reported via telephone to the Customer Service Centre with 39% (628) being reported by webform on the Council's website.
- Of the 866 complaints reported by telephone, 645 met the criteria as detailed above (3.7) to be referred to the OOHNS. Table 3 details these referrals by the type of noise complaint and shows the day on which they occurred. Domestic noise is the most common complaint at 58%, followed by construction noise at 18%. The OOHNS is relied upon most at weekends, making up 63% of total complaints.
- Table 4 analyses the time period in which complaints are made. Complaints investigated by the OOHNS during the weekdays are relatively evenly spread throughout the operational hours of the service. Chart 1 (Weekdays) show that complaints from construction noise are highest as soon as the OOHNS opens reducing at around 8pm. Domestic and Commercial Noise are the most common complaint which are responded to throughout the night.
- Chart 2 analyses the complaints over the weekends which primarily consist of the same. The service initially deals with construction noise on Sunday mornings and Saturday post the permitted hours of 1pm. Domestic noise complaints begin to be made late afternoon and increase throughout the evening, peaking after 12pm until the current service ceases operation at 1am.
- Table 5 shows that the OOHNS demand is at its highest during the months of May through to the end of August.

Comparison of OOHNS both pre and post September 2021

3.11 Since September 2021 the current service presented to PPE PDS Committee (ES20111) in September 2021 has been operating. Despite regular requests to staff to join the OOHNS rota, staff levels have remained at 3 officers. This is a sub-optimal level of staffing as on occasion there is no-one available to work on the rota and the service has been stood down.

3.12 To minimise the impact of low staffing on both the operational officers and the service, the length of time staff are on-call was reduced to 4 days. This operational change was to reduce the impact of a 7 day on-call period on staff, increase the chance of staff availability, and minimise the length of time when the service might be unavailable.

3.13 The Table below compares the OOHNS pre and post September 2021.

	12 months pre-Sept 2021	12 months post-Sept 2021	Comment

Operational hours	Mon – Fri 17.00 – 03.00 Sat, Sun & BH 08.00 – 03.00	Mon-Fri 18.00 – 01.00 Sat, Sun & BH 10.00 – 01.00	Reduction in hours
Total cost	£27,642	£24,760	Reduction in cost. Staff are paid slightly more for less hours for being on-call post Sept 2021
No of regular volunteer staff on rota	3	3	No improvement
No of days on staff rota	7	4	Reduced no. of days that the staff on rota are on-call
No. of days the service was not available due to no staff volunteers	0	25	

3.14 Over the last 2.5 years there have been 6 formal complaints about the noise service within Public Protection of these 1 was upheld. Hence, compared to the level of cases dealt with in this time it can be surmised that dissatisfaction with the service provided is low.

3.15 The adjustment to the service's operational hours has not caused a significant change in the quality of the service provided as the service still covers the periods of peak demand. However, the persistent lack of volunteers for the OOHNS rota means there is no resilience. The 3 staff on the rota are effectively on-call for 4 days, have 8 days off, then are back on call. Following a poll of Public Protection officers in the service, the 3 main reasons officers gave for not taking part in the OOHNS have included insufficient reward, impact of late working when working the next day, and impact on private life and care responsibilities.

3.16 The marginal adjustments made to operational hours and pay since September 2021 have not succeeded in making volunteering for the rota more attractive to officers from across the Division.

3.17 The OOHNS remains **RED** rated on the departmental risk register. Further change should be considered to mitigate this persistent risk.

3.18 The suspension of the Party Patrol Service, which responsively addressed one-off complaints regarding noisy households on Saturday nights/Sunday mornings, has had no discernible impact on customer satisfaction.

3.19 Complaint data shows that service demand is greatest at the weekend when there are 4 times more officer call outs than received on a weekday.

OOHNS Funding

3.20 The OOHNS is currently exclusively funded by a £30k grant from the Mayor's Office for Crime and Policing's (MOPAC) London Crime Prevention Fund. LBB recently took the option to extend the MOPAC grant for a further 3 years from 1st April 2022 to 31st March 2025. The bid application was approved, and this funding now is in place until March 2025. The current service is costed to fit within this parameter.

3.21 The MOPAC grant amount has remained static for several years, thus the value of the grant has reduced over time. MOPAC has not considered inflationary pressures, so, there will continue to be an effective reduction in the OOHNS budget year on year. To get officer reward to an attractive level, within current fiscal constraints, the authority could consider reducing the operational hours of the OOHNS and/or supplementing the grant, or both.

Challenges and mitigation

- 3.22 The current level of reward for being on-call, with no extra reward for responding to calls, which on summer weekends are numerous each day, is not perceived by staff as being ‘worth it’ to give up their private time.
- 3.23 As the number of active staff on the rota has diminished the regularity of being on call, for a member of staff on the rota, has significantly increased, causing more staff to withdraw and a cycle of decline.
- 3.24 As staff on the rota must attend site at short notice, being on-call is a significant imposition on their private lives. Staff with care responsibilities generally do not take part due to difficulty arranging and paying for alternative care. The current rates of pay would not cover the cost of alternative care provision.
- 3.25 Being on the rota means staff have behavioural restrictions and must significantly adjust and limit their activity, such as:
- Not socialising far from home/Bromley – to enable reasonable response times.
 - Abstaining from alcohol – they will likely be required to drive.
 - Not going for long walks, cycle rides, etc. or being away from their cars for any length of time to enable reasonable response times.
- 3.26 As being on the OOH rota is voluntary, there is no management mechanism to require staff to join or stay on the rota. To ensure cover and service resilience the number of staff required on the rota is a minimum of 6, preferably 8. As stated in para. 3.11, the current rota staffing level is inadequate at 3.
- 3.27 The rates of pay for being on-call on the OOHNS were reviewed and marginally increased in August 2021. Current staff pay exceeds the standard level of call-out pay. Due to the precariousness of the service, its staffing difficulties, and the certainty of being called out on numerous occasions, the standard level of call-out pay was deemed inappropriate to this service area.
- 3.28 The length of time that an officer is ‘on-call’ has been reduced from 7 to 4 days
- 3.29 Regular emails are sent to staff to encourage them to join the rota.
- 3.30 None of the above interventions have improved service stability by encouraging staff a) to not withdraw and b) to volunteer.
- 3.31 During the COVID-19 pandemic many Public Protection staff worked long hours and weekends for an extended period. Since then, despite a small increase in pay and minor reduction in operational hours implemented in September 2021, and a subsequent management reduction of the rota period length from 7 to 4 days, staff continue to not volunteer to take part in the service in sufficient numbers to get the service onto a sustainable footing.

Options Appraisal for the OOHNS

- 3.32 A detailed Options Appraisal has been conducted with 4 key options selected for consideration as defined below.

OPTION	TITLE	TOTAL BUDGET UPLIFT NEEDED (-£30k MOPAC)
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1	Continue with current service	£0
2	Close the service	£0
3	Weekend Service Single Officer 6 months/Two Officer 6 months using volunteers.	£42,877
4	Weekend Service Two Dedicated Officers All Year – Permanent/Fixed Term Contract.	£50,080

3.33 The full Option Appraisal is shown in Appendix 2.

3.34 To support the Options Appraisal a benchmarking exercise was completed as shown in Appendix 3. For those that continue to operate an OOHNS, the delivery models are many and varied, taking account of local demand, available funding, total cost, and the prioritisation of the service at each local authority.

3.35 Current ability to intervene in noise issues is limited with only 1 officer on duty. The voluntary basis of the present service means low resilience for service provision. The 7-day service is not needed based on the demand analysis. As a result, Option 1 is not recommended.

3.36 Based on the level of, and increasing, demand predominantly outside of business hours it is deemed that an OOHNS is required. Without a form of responsive OOHNS, residents would lose a valuable, front-line service and it is expected that there would be a significant increase in complaints from residents and businesses. As a result, Option 2 is not recommended.

3.37 Whilst having 2 officers on duty who are fully responsive to all incoming reports of noise issues will increase the level of investigation and intervention in real time, it continues to be voluntary for staff, and unpopular, affecting service resilience. Therefore Option 3 is not recommended.

3.38 The option recommended is Option 4 as it covers peak demand, provides improved staff safety and removes the voluntary basis for staff on duty. As a result, Option 4 is recommended.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

The law pertaining to statutory nuisance specifically does not take individual's vulnerabilities into account, notwithstanding this, the OOHNS benefits all residents but is of particular benefit to residents who wish to work, concentrate, recover, relax, rest, or sleep, without undue disturbance. This can include vulnerable adults and children due to them more likely being at home, more of the time, and potentially less likely to be able to take remedial or evasive action themselves.

5. TRANSFORMATION/POLICY IMPLICATIONS

The recommendations within this report are in line with the current Portfolio Plan for Public Protection and Enforcement, Building a Better Bromley, and the Safer Bromley Partnership Strategy.

6. FINANCIAL IMPLICATIONS

6.1 The existing £30k MOPAC funded budget is insufficient to contain proposed expenditure based on the activity levels detailed within this report for preferred Option 4. There is a potential funding risk if the MOPAC grant is reduced or stopped in future years. If this were to be the case, then the level of budget provision for LBB's OOHNS would need to be reconsidered.

6.2 This decision includes a budget growth of £50k in the cost centre R58062 - Out of Hours Noise Service.

7. PERSONNEL IMPLICATIONS

As per the Council's Managing Change procedure, the service will continue to consult with affected staff and Trade Unions regarding the proposed changes.

The current service is provided by Public Protection enforcement staff on a voluntary basis, with a set on-call rate that differs between weekday, weekend, and Bank Holidays. The proposed Option 4 would continue to recruit staff whereby working the OONS would be part of their terms and conditions. Other staff asked to work outside of business hours to investigate noise issues will be paid the contractual overtime rates. The implications of the Working Time Directive may need to be considered regarding the signing of waivers or careful management of the rota i.e. Average of 48 hours per week over a 17 week reference period.

8. LEGAL IMPLICATIONS

Under the Environmental Protection Act 1990, local authorities have a statutory duty to take such steps as are reasonably practicable to investigate noise complaints and act to remedy noise if this constitutes a statutory nuisance. This duty is reinforced by S.6 of the Human Rights Act 1998, which makes it unlawful for a local authority to fail to act to protect individual and community rights to private and family life, which includes the impact of serious pollution.

To fulfil these duties local authorities must have adequately resourced and competent officers available to take appropriate action. There is no legal requirement to provide an out of hours service, however, the determination of what constitutes an appropriate level of resource to commit to the noise service is guided by the assessment of local need and an evaluation of staffing, revenue, and operational costs. As such, there is no definition as to what is considered practicable, and the size and type of a noise service varies between Local Authorities. See Appendix 3.

In 2011 the OONHS was reduced from the previous 24hr 7 day a week provision. The tables in Appendix 1 demonstrates that the service provision recommended will cover the periods of highest demand.

9. PROCUREMENT IMPLICATIONS

There are no procurement implications.

10. PROPERTY IMPLICATIONS

There are no property implications.

11. CARBON REDUCTION/SOCIAL VALUE IMPLICATIONS

There are neutral environmental and carbon reduction implications from the proposals contained in this report. The OOHNS would not be undertaking any activity at night that they wouldn't normally do in office hours, they are doing it at a different time of day when the roads are clearer and journeys smoother, potentially working more efficiently and to a slight environmental benefit. However, office space will need to be heated between 19.00 and 02.00 on Fridays, Saturdays, Sundays, and Bank Holidays, so the slight environmental benefit of one will cancel out the slight disbenefit of the other.

The OOHNS benefits all residents but is of particular benefit to residents who wish to work, concentrate, recover, relax, rest, or sleep, without undue disturbance. The economic implication

is that if individuals and households are unable to undertake the above activities, particularly sleep or recover from illness, due to noise disruption, they will be more likely to be over-tired the next day or be absent from work longer, therefore be less economically efficient.

12 CUSTOMER IMPACT

See para. 4 and 11 and Appendix 3 of this report.

13 WARD COUNCILLOR VIEWS

Not applicable

Non-Applicable Headings:	13 & 10
Background Documents: (Access via Contact Officer)	<p>Report No.ES11095 REVIEW OF THE OUT OF HOURS NOISE SERVICE 26th July 2011</p> <p>Report No.ES12047 UPDATE ON THE PROVISION OF THE OUT OF HOURS NOISE SERVICE 13th March 2012</p> <p>Report No.ES20111 PROPOSED CHANGES TO THE OUT OF HOURS NOISE SERVICE 26th July 2021</p> <p>OOHNS Preliminary Options Appraisal – July 2022</p>

Appendix 1 – Statistical Tables

Table 1: Total number of Noise Complaints

Number of Requests for Service		
	Nov-2021 to Oct- 2022	%
Out of Hours	1595	70%
Business Hours	668	30%
Grand Total	2263	

Table 2: How Complaints are Reported outside of Business Hours

Number of Requests for Service		
	Nov-2021 to Oct- 2022	%
Telephone	866	54%
Web Form	628	39%
Email	95	6%
#N/A	4	0.3%
Letter	2	0.1%
Grand Total	1595	

Table 3: Number of referrals made by CSC to the Out of Hours Noise Service

Year Name Nov-2021 Oct-2022
Comms Telephone

Number of Referrals to OOHNS										
Row Labels	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Grand Total	%	
Noise Nuisance - Domestic	29	25	23	20	40	148	86	371	58%	
Noise Nuisance - Construction	12	3	9	7	5	36	47	119	18%	
Noise Nuisance - Commercial	9	5	5	7	14	34	18	92	14%	
Noise Nuisance - General	4	1	1	0	8	8	5	27	4%	
Noise Nuisance - Alarm	0	1	3	4	0	4	10	22	3%	
Noise Nuisance - Other	3			1	1	2	7	14	2%	
Grand Total	57	35	41	39	68	232	173	645		
	9%	5%	6%	6%	11%	36%	27%			

Table 4: Number of referrals made by CSC to the Out of Hours Noise Service by Time Period

Year Name Nov-2021 to Oct-2022
 Comms Telephone

Time Period	No of Referrals to OOH Service Weekday	No of Referrals to OOH Service Weekend
9 to 10AM	0	0
10 to 11AM	0	20
11 to 12AM	0	19
12 to 13PM	0	17
13 to 14PM	0	25
14 to 15PM	0	18
15 to 16PM	0	16
16 to 17PM	0	15
17 to 18PM	0	15
18 to 19PM	28	14
19 to 20PM	33	14
20 to 21PM	29	29
21 to 22PM	35	37
22 to 23PM	42	39
23 to 24PM	29	45
0 to 1AM	44	82
Grand Total	240	405
	37%	63%

Average No of Daily Referrals to OOHNS* **0.9** **3.9**

*Totals divided by 261 weekdays in a year and 104 weekend days in a year

Chart 1 - Noise Complaint Type by Time Period during Weekdays

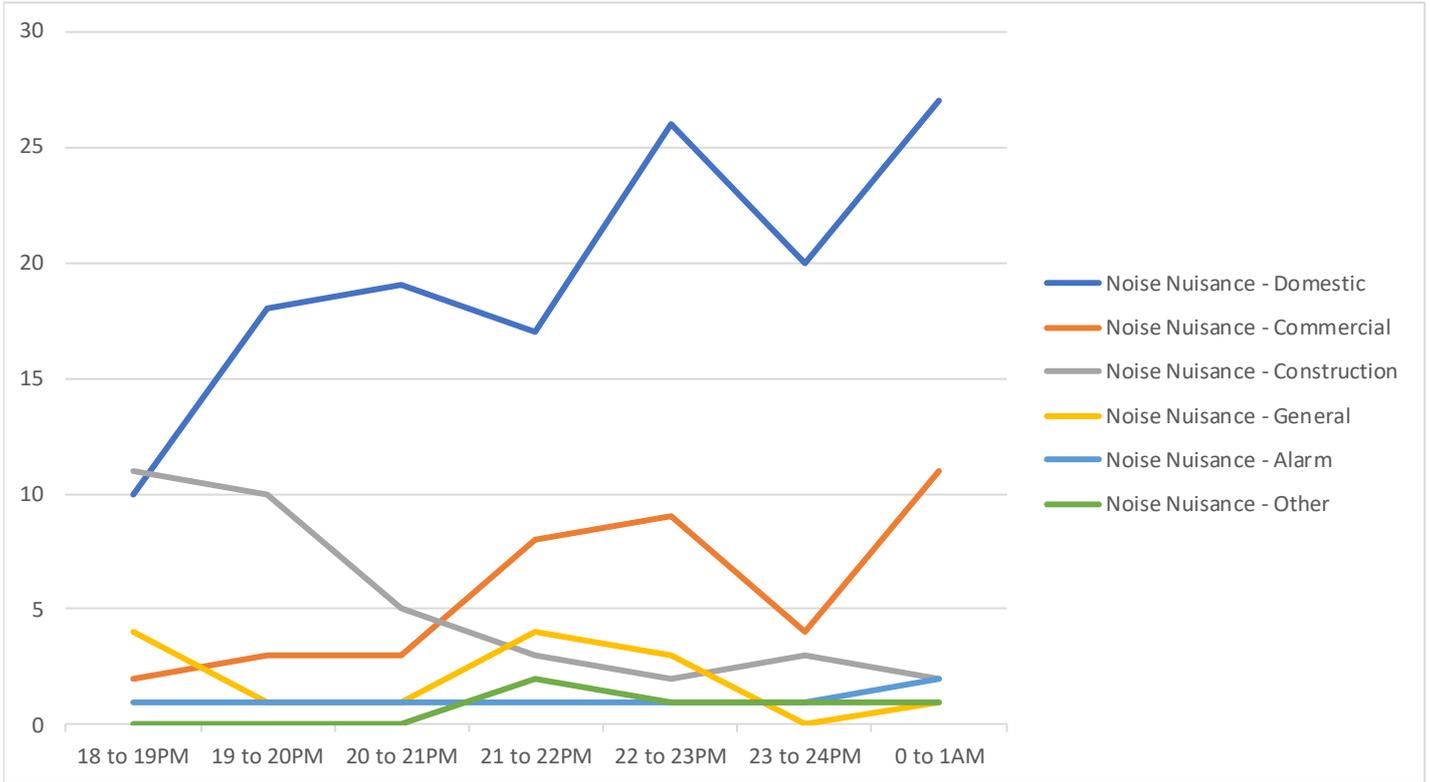


Chart 2 - Noise Complaint Type by Time Period during the Weekends

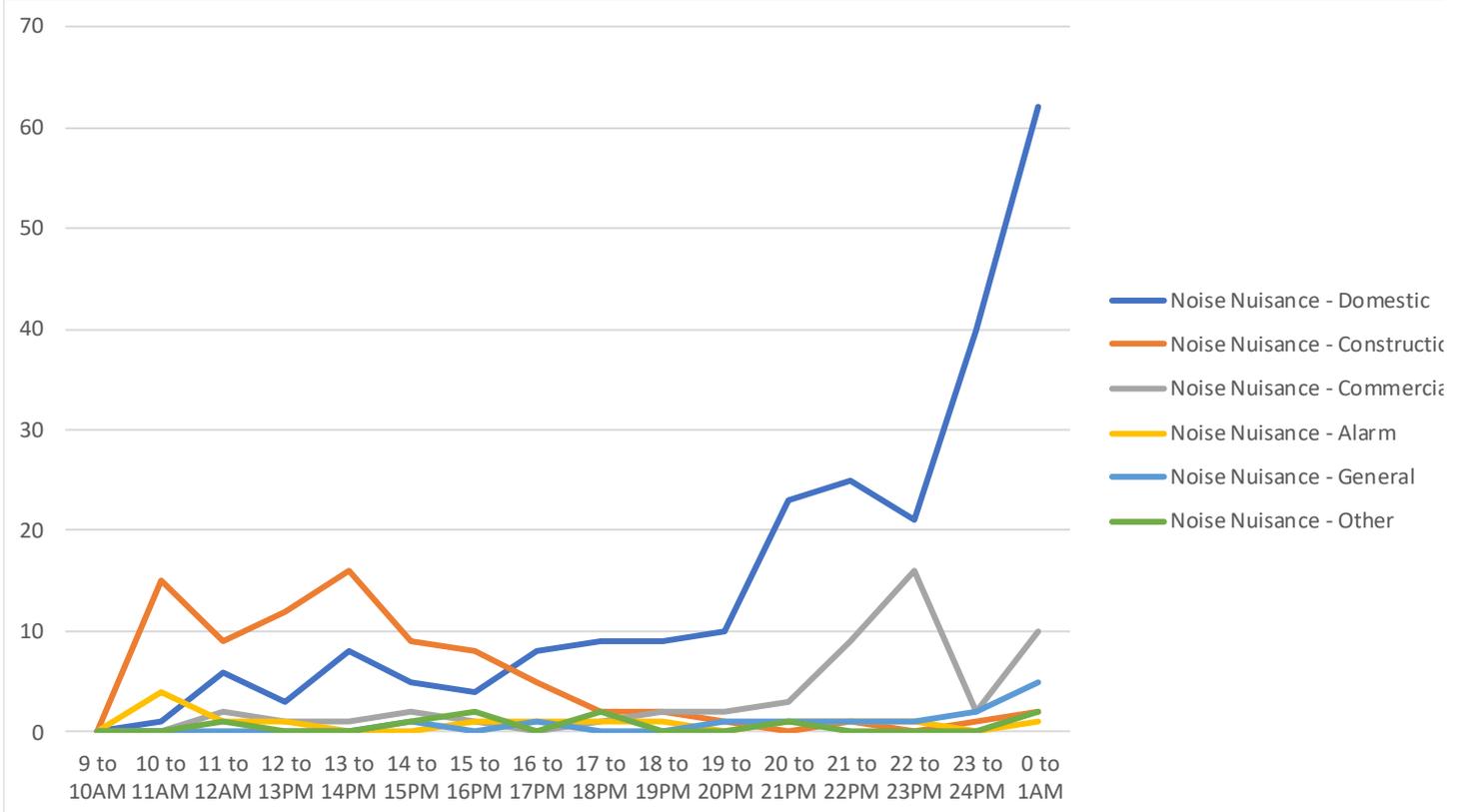


Table 5: Number of referrals made by CSC to the Out Hours Noise Service by Month

Year Name Nov-2021 to Dec-2022
 Comms Telephone
 Category (Multiple Items)

Month	No of Referrals to OOH Service	
	Weekday	Weekend
January	14	18
February	8	14
March	19	31
April	17	16
May	30	37
June	33	52
July	39	85
August	28	55
September	10	29
October	12	18
November	14	27
December	16	23
Grand Total	240	405

Appendix 2 – Option Appraisal

Public Protection Out of Hours Noise Service Options Appraisal			January 2023	
Subject/Item	Option 1	Option 2	Option 3	Option 4
Description	Continue with current service	Close the service	Weekend Service Single Officer 50%/Two Officer 50%	Weekend Service Two Officers All Year – Permanent/Fixed Term Contract
Service Provision	<p>1 officer on stand-by to witness and intervene, when safe to do so, for:</p> <ul style="list-style-type: none"> empty premises alarms operating >20 mins significant public impact event current caseload under investigation noise issues reported by >1 resident construction/street works outside standard construction hours 	<p>None - reports of noise issues outside of business hours will be logged via an eform or customers services operator, to be assessed on the next working day. They will then be investigated once officers are available outside of business hours. There will be no reactive service to residents reporting noise.</p>	<p>Officer/s on duty intervening, when it is safe to do so, on all new reports and ongoing cases requiring further evidence;</p> <ul style="list-style-type: none"> April to September 2 officers on duty October to March 1 officer on duty <p>No service on Christmas Day, Boxing Day, and New Year's Day</p>	<p>Officers on duty intervening, when it is safe to do so, on all new reports and ongoing cases requiring further evidence. Utilising dynamic risk assessment and considering level of demand they may work as a pair or individually.</p> <p>No service on Christmas Day, Boxing Day and New Year's Day</p>
Operational Hours	<p>Monday-Friday 1800-0100 Saturday 1000-0100 Sunday 1000-0100 Bank Holidays 1000-0100 365 days per year; rolling 4-day shift pattern.</p>	<p>As required on a case-by-case basis.</p>	<p>Friday 1900-0200 Saturday 1900-0200 Sunday 1900-0200 Bank Holidays 1900-0200 (except CD/BD/NYD)</p>	<p>Friday 1900-0200 Saturday 1900-0200 Sunday 1900-0200 Bank Holidays 1900-0200 (except CD/BD/NYD)</p> <p>1.2 FTE Required split between 2 part time officers.</p>
Pros	<ul style="list-style-type: none"> Little revenue cost to LBB as within MOPAC funding budget Low administrative and management requirement Peak hours of demand are covered Service provided 7 days a week until 0100 Evidence gathered on higher risk reports Intervention, where safe to do so, for higher risk reports Operates 365 days per year 	<ul style="list-style-type: none"> Only paying for overtime when required for an ongoing case Will be within the MOPAC funding budget Less pressure on limited staff to meet this level of service. 	<ul style="list-style-type: none"> Service focussed on peak demand in Spring & Summer Safer and more companionable for staff in the late hours Apr-Sep Intervention, where safe to do so & capacity allows, for all reports One-off events/parties have greater chance being stopped Rota has greater flexibility for staff to do single/multiple shifts Higher payment to attract competent officers from across LBB MOPAC funding fully utilised providing good value for LBB Increased responsiveness during the weekends & BH 	<ul style="list-style-type: none"> Service is met by officers contractually committed to these working hours Safer and more companionable for staff in the late hours Intervention, where safe to do so & capacity allows, for all reports One-off events/parties have greater chance being stopped Rota has greater flexibility for staff to do single/multiple shifts Higher payment to attract competent officers from across LBB with set routine MOPAC funding fully utilised providing good value for LBB Increased responsiveness during the weekends & BH

Subject/Item	Option 1	Option 2	Option 3	Option 4
Description	Continue with current service	Close the service	Weekend Service Single Officer 50%/Two Officer 50%	Weekend Service Two Officers All Year – Permanent/Fixed Term Contract
	<ul style="list-style-type: none"> Staff can remain at home and only attend when called 		<ul style="list-style-type: none"> Expanded capacity to gather evidence for all noise reports Customer Care Centre/Duty Officer, can triage reports Increased capacity to witness/investigate all noise reports Peak hours of demand are covered 	<ul style="list-style-type: none"> Expanded capacity to gather evidence for all noise reports Customer Care Centre/Duty Officer, can triage reports Increased capacity to witness/investigate all noise reports Peak hours of demand are covered
Cons	<ul style="list-style-type: none"> Voluntary basis risks staff shortage and service insecurity Lone working hence limited level of intervention possible Reliant on non-qualified staff to filter reports for investigation New reports, from a single resident, are left to the next working day One-off events/parties are not witnessed or dealt with in real time No service from 0100-0900 Remuneration is not motivating staff to volunteer Limited/Unavailable Police support 	<ul style="list-style-type: none"> Voluntary basis risks staff shortage and service insecurity Lone working hence limited level of intervention possible New reports outside of business hours left to the next working day One-off events/parties are not witnessed or dealt with in real time No reactive service Increased complaints regarding lack of service Slower resolution to cases Expensive to re-instate if deemed required again Forfeit unspent MOPAC Grant monies as won't all be required Not efficient to complete overtime for a single case i.e., 1 hr Limited/Unavailable Police support 	<ul style="list-style-type: none"> Voluntary basis risks staff shortage and service insecurity No service Monday to Thursday evenings & outside proposed hours Duty (not stand-by) requirement may discourage volunteers Staff do not volunteer for rota for reasons other than financial Budget pressure as MOPAC grant insufficient Low demand hours, Mon-Thur, will not have a service inc alarms/construction 1 Team may not be adequate in the high demand summer months 1 (winter) and 2 (summer) staff require weekday working hours adjustment after Sunday/BH's Increased pressure on staff as they are fully working not on standby Increased workload to assess incoming caseload over weekend, allocate formally to officer and prioritise against the existing caseload. Increased workload as residents' awareness of service availability increases the number of calls Potentially poor staff morale and safety due to lone working at night in the Winter months Limited/Unavailable Police support 	<ul style="list-style-type: none"> No service Monday to Thursday evenings & outside proposed hours Duty (not stand-by) requirement may discourage applicants Budget pressure as MOPAC grant insufficient Low demand hours, Mon-Thur, will not have a service including alarms/construction 1 Team may not be adequate in the high demand summer months Increased pressure on staff as they are fully working not on standby Increased workload to assess incoming caseload over weekend, allocate formally to officer and prioritise against the existing caseload. Increased workload as residents' awareness of service availability increases the number of calls Potentially poor staff morale and safety due to lone working at night in the Winter months Limited/Unavailable Police support Currently hard to recruit into these posts across all local authorities. Service risk when staff take leave (annual/sick)

Subject/Item	Option 1	Option 2	Option 3	Option 4
Description	Continue with current service	Close the service	Weekend Service Single Officer 50%/Two Officer 50%	Weekend Service Two Officers All Year – Permanent/Fixed Term Contract
Cost	<p>Paid Per Day: Monday-Friday £40.00; Saturday £130.00; Sunday £130.00; Bank Holiday £180.00. Based on rolling standby 4-day rota an officer will earn between £160-£620 depending on what days their shifts fall on. There is no extra payment if the officers are called out.</p> <p>Standby Payment: £24,410 Event Noise & Vibration Management Payment: £5,590 MOPAC Grant: -£30,000 Budget Uplift Requirement £0</p>	<p>Budget reallocated to pay ad hoc overtime for specific cases requiring investigation outside of business hours.</p> <p>Estimated Cost: £20,000 to £30,000 MOPAC Grant: -£30,000 Budget Uplift Requirement £0</p>	<p>Team Manager & Administration Enhancement £15,328 Overtime Cost p/a £51,959 Event Noise & Vibration Management Budget £5,590 Total Cost £72,877 Budget Uplift requirement £42,877</p>	<p>Staff Salary Total p/a £74,490 Event Noise & Vibration Management Budget £5,590 Total Cost £80,080 Budget Uplift requirement £50,080</p>
Recommendation	Not recommended	Not Recommended	Not Recommended	Recommended

INTENTIONALLY BLANK

Appendix 3 - Table 1 – Benchmarking of LBB’s OOHNS

Authority	OOH noise service provision	Cost (£)	Demand
Barking & Dagenham	OOH service is operational 7 days per week and over 4 nights (TFSS) and is part of the environmental enforcement function comprising of a team of 20 staff. OOH working is part of staff JDs, no call out or overtime paid. Staff contracts require that they work 7 nights and 6 days per week, with each officer undertaking 7 nights every month and 1 Saturday in 4. Officers are paid PO3 starting on SP32. Days – Mon to Fri 8am – 8pm, Sat 8am – 4pm. Nights – Sun & Thurs 8pm – 2am, Fri & Sat = 8pm – 4 am. Bank holiday days are not worked and BH nights are compensated with TOIL.	Not known	Not known
Barnet	OOH noise service is 3 weekend nights (FSS) until 3 am with 2 officers. Friday starts after office hours, Saturday starts midday, and Sunday starts 10am with one officer. It is voluntary staffed mainly by in house staff at £20.50 per hour flat rate, 7.5 hour shift. No agency staff used currently.	Not known	Not known
Bexley	Do not operate out of hours services, other than receiving service requests via telephone and web.	0	Low
Bromley (current)	Lone officer on standby to respond to continuous premises alarms, reports regarding noise & nuisance cases on the officer referral list and construction noise Mon to Fri 18.00 – 01.00 Sat & Sun & BHs 10.00 – 01.00	0 – covered by MOPAC grant	Low
Camden	Currently outsource this service, and the roles are fulfilled by agency staff at £30 per hour. But are currently looking to bringing it in house.	Not known	Not known
Croydon	None	0	High
Dartford	None	0	Low
Enfield	Has an OOH Noise Service 2 nights/week Fri and Sat 9pm - 3am. In the summer there are 2 teams on Saturday nights. Use internal staff with relevant experience at £30 p/h regardless of their grade. Its voluntary not in their contract. During the shift they also do other work tasks if not busy. It's a reactive service, not standby. Staff are paid 6 hrs x £30 plus they can claim 1hr of data inputting/ scanning if the shift is busy. Don't currently use agency staff as with the extra costs it is around £40/hr.	Not known	Not known

	OOHs staff work with a security driver – which is not recommend.		
Greenwich	Out of hours service Thursday and Friday nights and Saturday and Sunday day and night. Based on 8 agency officers working a shift pattern, the total cost is approx. £72k a year.	£72k	Medium
Harrow	No OOH noise service	Not known	Not known
Havering	No OOH noise service. Will do specific planned visits using overtime.	Not known	Not known
Hounslow	Have a responsive noise service that operates 7 days a week on the following hours: Monday – Thursday – 7am – 11pm. Friday – 7am – 2am (includes noise team). Saturday – 12pm – 2am (includes noise team). Sunday – 12pm – 11pm Use internal staff from their the neighbourhood enforcement service. The officers receive a 20% uplift on their basic salary for shift working and are thus contracted to take part, they work the above hours on a rota system.	Not known	Not known
Lambeth	Responsive noise service in working day with 3-day, very late night, response over weekends Mon to Fri 09.00 – 17.00 Thurs 20.00 – 04.00 Fri & Sat 21.00 – 05.00 Sun No service	No response – Assuming 2 teams of 2 agency officers £85 - £100k	Very High
Lewisham	None	0	High
Merton & Richmond	Use voluntary internal staff to provide service. Pay £250 per night (or £50/hr) <ul style="list-style-type: none"> • LB Richmond Friday and Saturday nights all year round 10pm to 3am • LB Merton Friday nights (May to Aug) & Saturday nights all year round 11pm to 4am 	Not known	Not known
Sevenoaks	Weekend service until midnight for large noise nuisance and referred cases only Fri & Sat 18.00 – 00.00hrs	£15,600	Low
Southwark	Responsive Noise Service, funded by HRA, working, in teams of 2, on shifts, running 24/7 through the weekend (1 team on Mon – Weds, 2 teams on Thurs and Sun, and 3 teams on Fri & Sat) Tues – Thurs 07.00 – 02.30 Fri – Mon – 24hr from 07.00 Fri to 02.30 Tues	>£220,000	Very high
Tandridge	None	0	Low