



EAST CAMBRIDGESHIRE DISTRICT COUNCIL

THE GRANGE, NUTHOLT LANE,
ELY, CAMBRIDGESHIRE CB7 4EE

Telephone: Ely (01353) 665555
www.eastcambs.gov.uk

Further to your information request FOI/EIR 23/24-234, please find your question and our response below.

Request:

Q1. How many complaints for noise nuisance have you had in your council area over the past three years? Please provide a figure for each year (i.e. 2023 so far, 2022 and 2021).

Q2. How many of these complaints are for road noise, i.e. noise caused by driving, traffic, etc? Please provide a figure for each year as outlined in Q1.

Q3. Please can you provide the top 10 streets/roads for the greatest number of road noise complaints relating to Q2, with the number of complaints for each street/road in the top 10? Please can we also have these figures per year as outlined in Q1.

Q4. Please can you provide the top 10 streets/road for the greatest number of noise nuisance complaints overall, with the number of complaints for each street/road in the top 10? Please can we also have these figures per year as outlined in Q1.

Q5. Please can you provide the figures for the number all noise nuisance complaints, broken down by type of complaint (in the way it's recorded), e.g. noisy pubs, building work, dogs, parties, etc), also for each year as outlined in Q1.

Response:

Q1. 227 noise complaints for 2023 so far. 272 noise complaints in 2022. 268 noise complaints in 2021.

Q2. We have no statutory enforcement powers to address complaints of road/traffic noise and so are unable to assist customers who contact us about such matters. We direct them to the Local Highways Authority and to Highways England and also to the website <https://www.gov.uk/government/publications/noise-action-plans-large-urban-areas-roads-and-railways-2019>

Q3. Information not held and see below.

Q4. Our database does not allow us to search for this detailed information. To provide such information would require us to identify by name each individual street or road in the district (of which there will be thousands) and input a search for noise complaints made by persons living on that street/road. We would then need to manually count the number of noise complaints received relating to each street/road, to then allow a calculation of the top 10.

Q5. See below.

Noise complaint category	2021	2022	2023
Alarm	7	6	3
Dogs	49	59	46
Other animals	4	5	7
Bells	0	0	0
Public address systems	1	2	0
Fixed machinery	14	9	12

Mobile Plant	10	15	9
People	35	46	30
Music	77	72	54
Parties	11	10	8
TV/Radio	2	1	4
Fireworks	2	1	0
Shooting	0	0	3
Boats	0	0	0
Vehicles	12	20	22
Vehicle repairs	3	5	3
DIY	10	3	2
Low freq	1	0	0
Other unidentified	4	3	2
Construction	22	9	15
Other	4	6	7
Totals	268	272	227

This concludes your request FOI/EIR 23/24-234.

If information has been refused please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.