

For publication

Environmental Health Noise Policy

Meeting:	Leader (Cabinet decision delegated to the Leader under the emergency arrangements approved by Standards and Audit Committee on 19 March, 2020 and enacted by the Chief Executive on 20 March, 2020)
Date:	28 April, 2020
Cabinet portfolio:	Health and Wellbeing
Report by:	Senior Environmental Health Officer

1.0 Purpose of report

1.1 To seek approval for the Environmental Health Noise Policy.

2.0 Recommendations

2.1 To approve the Environmental Health Policy in Appendix 1.

3.0 Background

3.1 Chesterfield Borough Council receive over 500 service requests about noise every year. In order to manage service requests in a fair, proportionate and consistent manner, the Chartered Institute of Environmental Health recommends that local

authorities have a transparent noise policy and procedures in place.

3.2 The noise policy in Appendix 1 sets out the Council's approach to service requests in the future and provides detail on when and how it will investigate noise complaints and what it can and cannot investigate.

3.3 The Council is committed to 'digital transformation' (moving customer contact onto web based and self-service platforms) and at the same time maximising the use of our resources. The Policy sets out what we need from our customers and what our customers can expect from us.

3.4 The Policy pulls together existing good practice and provides clear guidance for complainants, those subject to regulation, colleagues in other teams and other organisations.

3.5 The Policy sits alongside the 'Corporate Enforcement Policy'.

4.0 **Financial Implications**

4.1 There are no financial implications arising directly from this report.

5.0 **Legal Implications**

5.1 The absence of a Policy may subject the Council to a risk of legal challenge.

6.0 **Equalities Impact Assessment (EIA)**

6.1 A preliminary Equalities Impact Assessment has been completed and no group is anticipated to face a disproportionate negative impact.

7.0 **Risk Management**

- 7.1 The absence of a Policy may subject the Council to a risk of legal challenge.

Table 1 – risks with the absence of a Noise Policy

Risk	Likelihood	Impact	Mitigation Action	Revised Likelihood	Residual Impact
Absence of a Noise Policy may subject the Council to a risk of legal challenge.	Medium	High	Having a clear Noise Policy in place, available on our website.	Low	Low
Absence of a Noise Policy may subject the Council to a risk of formal complaint about service provision.	Medium	High	Having a clear Noise Policy in place, available on our website for service users to read.	Low	Low

8.0 **Recommendations**

- 8.1 To approve the Environmental Health Policy in Appendix 1.

9.0 **Reasons for recommendations**

- 9.1 To ensure the Council is compliant with current recommended guidance from the Chartered Institute of Environmental Health.
- 9.2 To provide information to our customers as part of the digital transformation project.

Decision information

Key decision number	950
Wards affected	All wards
Links to Council Plan priorities	To provide value for money services.

Document information

Report author	Contact number/email
Esther Thelwell, Senior Environmental Health Officer	01246 345767
Background documents	
These are unpublished works which have been relied on to a material extent when the report was prepared.	
This must be made available to the public for up to 4 years.	
Appendices to the report	
Appendix 1	Noise Policy