



Title of Report:	The Noise App
Committee Report Submitted To:	Environmental Services Committee
Date of Meeting:	10TH August 2021
For Decision or For Information	For Information

Linkage to Council Strategy (2021-25)	
Strategic Theme	Improvement and Innovation
Outcome	Increased use of technology to maximise efficiency and improve service user experience
Lead Officer	Head of Health & Built Environment

Budgetary Considerations	
Cost of Proposal	One-off setup fee £540 Annual fee £1,080
Included in Current Year Estimates	Yes
Capital/Revenue	N/A
Code	21699 2456
Staffing Costs	N/A

Screening Requirements	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes/No N/A	Date:
	EQIA Required and Completed:	Yes/No N/A	Date:
Rural Needs Assessment (RNA)	Screening Completed	Yes/No N/A	Date:
	RNA Required and Completed:	Yes/No N/A	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	Yes/No N/A	Date:
	DPIA Required and Completed:	Yes/No N/A	Date:

1.0 Purpose of Report

- 1.1 The purpose of this report is to advise members of an enhancement to Council's noise complaint investigation service by subscription to the Noise App platform.

2.0 Background

- 2.1 The Environmental Health Department investigate noises complaints under the Clean Neighbourhoods and Environment Act (NI) 2011 and can take action against persons creating a noise nuisance disturbing their neighbours.
- 2.2 Although a noise nuisance must be assessed and witnessed by an Environmental Health Officer in person, at the initial stages of investigation the complainant is required to provide some evidence of the extent of the noise disturbance they are suffering from. This is gathered through keeping a paper record of the noise disturbances over two or three weeks and noise monitoring equipment can also be installed for a short period by arrangement. Both these steps in the procedure assist Council Environmental Health Officers to assess the evidence and determine if there is a likelihood that a noise nuisance exists and the need for monitoring visits to be arranged.
- 2.3 Although this procedure is effective, the necessity to keep a noise diary over a period means it can be a few weeks before the Environmental Health Officer will have an opportunity to review the records of noise disturbance and arrange monitoring. The Department has one piece of noise monitoring equipment that can be installed in a member of the public's home and depending on demand there may be a waiting time before this can be deployed.
- 2.4 To streamline the noise complaint procedure Council has recently subscribed to the Noise App for a trial period of 12 months. The Noise App records audio on a Smart Phone for up to 30 seconds at a time up to 30 times per day providing real time audio information on an ongoing noise complaint. It is free to download and enables a person disturbed by noise to record the incident on their smart phone and submit it directly to Councils Environmental Health team.
- 2.5 The noise reports are sent to the Councils own secure Noise App web portal where the investigating officer can immediately listen back to the recording submitted. The Noise App can also be used by an Environmental Health Officer out on site to submit their own noise reports when carrying out a noise monitoring visit.
- 2.6 The Noise App was launched in 2015 and 325 Councils and Housing Associations in the UK currently use it. In Northern Ireland, Causeway Coast and Glens Borough Council are the seventh local authority to subscribe and make the App available to its citizens.

3.0 Benefits

- 3.1 Council availed of a free 6 week trial of the Noise App in early 2021 and it received positive feedback. It is designed to be a triage tool to make it easier for the investigating officer to manage reports of noise nuisance and to monitor noise remotely, as it affects other people.
- 3.2 It eliminates the need for the complainant to keep a written record of the noise and return log sheets by post. It also reduces the need to deploy noise recording equipment in a person's home and any subsequent delay should there be high demand. The app captures audio, GPS data, time stamps and source information about each report enabling officers to focus on those cases most likely to be a noise nuisance.
- 3.3 Use of the Noise App by the complainant is optional and those who do not wish to use the App or who do not own a smart phone can continue to keep and submit written noise records and have noise recording equipment deployed in their home.
- 3.4 Further information on the Noise App may be found in Appendix 1 of this report as well as on the Council Website.

4.0 Recommendation

It is recommended that the report be noted.

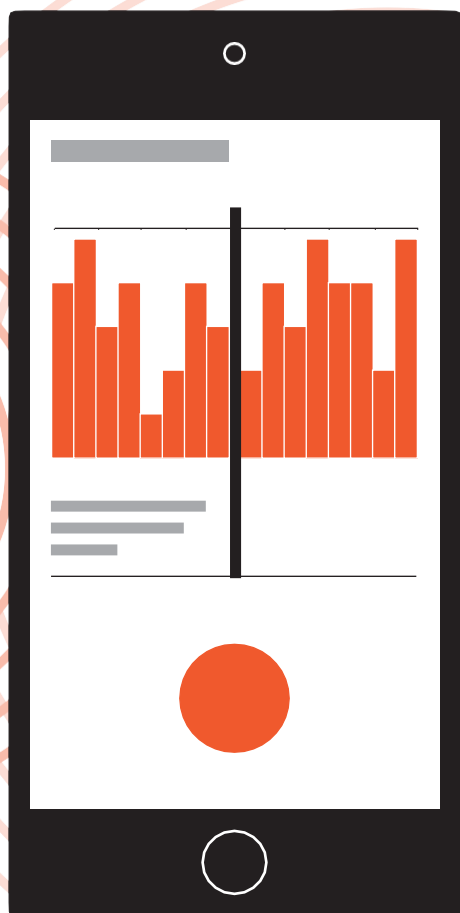
Suffering from noise nuisance?

Download The Noise App

www.thenoiseapp.com



Causeway
Coast & Glens
Borough Council



the
noise
app

Step 1

Download the app from www.thenoiseapp.com or search online for 'The Noise App' at Google Play or the Apple App Store.



Step 2

Create your account and choose the Service Provider Causeway Coast and Glens Borough Council to investigate your noise nuisance reports.



Step 3

To report a nuisance simply tap the icon, make a 30-second recording of the noise, complete a form and submit your report online.

Step 4

Await response from the Service Provider investigating your case reports.

Please use The Noise App responsibly