



OFFICIAL EXECUTIVE DECISION NOTICE PUBLISHED BY DEMOCRATIC SERVICES

Notice is hereby given that the following decision(s) have been made today by Cabinet Members at the London Borough of Hillingdon:

Title of decision	OUT OF HOURS NUISANCE SERVICE – REVIEW & RE-DESIGN
Reference No.	1556
Date of decision	Monday 17 November 2025
Call-in expiry date	Monday 24 November 2025
Relevant Select Committee	Residents' Services Select Committee.
Relevant Wards	All

Decision made

Cabinet Members making the decision	Councillor Eddie Lavery, Cabinet Member for Community & Environment
Decision	Agreed The Cabinet Member for Community & Environment: <ol style="list-style-type: none">1) Considered the data and information on residents' requests for an out of hours response to noise nuisance in the report;2) Agreed to the withdrawal of the out of hours nuisance service to ensure best use of council resources;3) Noted the reallocation of resident complaints involving nuisance to the day-time Environmental Protection Team, combined with a targeted response out of hours for persistent nuisance, when required; and4) Noted the predicted impact to service provision contained in the impact assessment.
Reason for decision	The recommendations were based on a review of the Out of Hours Nuisance Service, which showed that only a small number of calls required an immediate officer visit and that most reports related to one-off or short-term issues. As a result, the proposal sought to refocus the service on addressing persistent or repeat nuisance during normal business hours, supported by the creation of a dedicated role to lead investigations. This approach would also allow

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	ongoing nuisance cases to be managed outside normal hours in a more planned and effective way.
Alternative options considered and rejected	<ol style="list-style-type: none"> 1. To retain the current model of the out of hours nuisance service – based on the data analysis undertaken, this would not offer residents the best use of the available resources. 2. To increase the operating budget of the service allowing the service to expand with more capacity to deliver a wider service offering out of hours – the data does not support this as delivering value for money.
Classification	Part I - Public
Link to associated report	The Link to the report can be found here
Relevant Officer contact & Directorate	Stephanie Waterford/ Richard Webb - Residents Services Directorate
Any interest declared by the Cabinet Member(s) / dispensation granted	N/A

Implementation of decision & scrutiny call-in

[Internal Use only]	
When can this decision be implemented by officers?	<p>Officers can implement Cabinet Member decision in this notice only from the expiry of the scrutiny call-in period which is:</p> <p>5pm on Monday 24 November 2025</p> <p>However, this is subject to the decision not being called in by Councillors on the relevant Select Committee. Upon receipt of a valid call-in request, Democratic Services will immediately advise the relevant officer(s) and the decision must then be put on hold.</p>
Councillor scrutiny call-in of this decision	<p>Councillors on the relevant Select Committee shown in this notice may request to call-in this decision. The request must be before the expiry of the scrutiny call-in period above.</p> <p>Councillors should use the Scrutiny Call-in App (link below) on their devices to initiate any call-in request. Further advice can be sought from Democratic Services if required:</p> <p>Scrutiny Call-In - Power Apps (secure)</p>

Further information	<p>These decisions, where applicable, have been taken under The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.</p> <p>This is the formal notice by the Council of the above executive decision, including links to the reports where applicable.</p> <p>If you would like more information on this decision, please contact Democratic Services on 01895 250636 or email: democratic@hillingdon.gov.uk.</p> <p>Circulation of this decision notice is to a variety of people including Members of the Council, Corporate Directors, Officers, Group Secretariats and the Public. Copies are also placed on the Council's website.</p> <p style="text-align: right;">Democratic Services London Borough of Hillingdon Civic Centre High Street Uxbridge UB8 1UW</p>
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