



Democratic Services

Location: Phase II

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**To: COUNCILLOR EDDIE LAVERY
CABINET MEMBER FOR COMMUNITY &
ENVIRONMENT**

c.c. All Members of the Residents Services Select Committee

c.c. Dan Kennedy – Corporate Director of Residents Services

c.c. Stephanie Waterford – Residents Services Directorate

c.c. Richard Webb – Residents Services Directorate

Date: 07 November 2025

Non-Key Decision request

Form D

OUT OF HOURS NUISANCE SERVICE – REVIEW & RE-DESIGN

Dear Cabinet Members,

Attached is a report requesting that a decision be made by you as an individual Cabinet Member. Democratic Services confirm that this is not a key decision, as such, the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 notice period does not apply.

You should take a decision **on or after Monday 17 November 2025** in order to meet Constitutional requirements about publication of decisions that are to be made. You may wish to discuss the report with the Corporate Director before it is made. Please indicate your decision on the duplicate memo supplied and return it to me when you have made your decision. I will then arrange for the formal notice of decision to be published.

Ryan Dell
Democratic Services

Title of Report: Out of Hours Nuisance Service – Review & Re-Design

Decision made:

Reasons for your decision: (e.g. as stated in report)

Alternatives considered and rejected: (e.g. as stated in report)

Signed Date.....

Cabinet Member for Community & Environment

OUT OF HOURS NUISANCE SERVICE - REVIEW & RE-DESIGN

Cabinet Member & Portfolio	Councillor Eddie Lavery Cabinet Member for Community & Environment
Responsible Officer	Dan Kennedy, Corporate Director Residents Services
Report Author & Directorate	Stephanie Waterford/ Richard Webb Residents Services Directorate
Papers with report	Equalities Impact Assessment

HEADLINES

Summary	The report presents a proposal to redesign the Out of Hours Nuisance Service to ensure best value for money from the resources available, based on evidence and analysis of the available data on resident demands for this service. The current service operating model involves officers being available to respond outside of normal Council operating hours to nuisance related complaints. Analysis of calls data to the Council's Out of Hours contact centre shows the service to have limited ability to investigate and resolve complaints outside of normal office hours for residents. If the proposal as set out in this report is agreed, complaints and investigations involving nuisance will be investigated by the Environmental Protection Team within normal office hours combined with a targeted approach for out-of-hours investigations, as required, to ensure best use of available resources.
Putting our Residents First Delivering on the Council Strategy 2022-2026	This report supports our ambition for residents/ the Council of: An efficient, well-run, digital-enabled council working with partners to deliver services to improve the lives of all our residents This report supports our commitments to residents of: A Digital-Enabled, Modern, Well-Run Council
Financial Cost	No direct cost – this proposal will result in a £220k reduction in service operating costs.
Select Committee	Residents' Services Select Committee.
Ward(s)	All

RECOMMENDATIONS

That the Cabinet Member for Community & Environment:

- 1) Considers the data and information on residents' requests for an out of hours response to noise nuisance in the report;**

- 2) **Agrees to the withdrawal of the out of hours nuisance service to ensure best use of council resources;**
- 3) **Notes 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; and**
- 4) **Notes the predicted impact to service provision contained in the impact assessment.**

Reasons for recommendations

The Council has a duty to ensure the resources it has available deliver best value services for residents. A review of the on-call Out of Hours Nuisance Service, part of the wider Environmental Protection Service for residents, shows that requests for the out of hours noise service made to the Council's Out of Hours contact centre and which require an immediate visit by officers are low when considering the resource made available to provide this service. Many of the complaints received from residents and business by the out of hours team are typically single or short-term event issues (such as noise and nuisance from the discharging of fireworks) and therefore do not involve ongoing case work enquiries.

The proposal set out in this report is therefore to change the operating model for the service to respond to enquiries about out of hours nuisance within the normal hours of business, focussing on repeat and persistent noise problems. The proposal also includes the creation of a new role to lead the responses to complaints and investigations about nuisance and to make provision for an out of hours service in a planned and systematic way to investigate and manage persistent nuisance.

Alternative options considered/ risk management

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.

Democratic compliance/ previous authority

Cabinet Members have authority to agree proposals for alterations to service provision, subject to being in-line with the Council's policy framework and costs within agreed budgets. This proposal formed part of the approved Council budget 25/26 in February 2025, which is now subsequently being considered by the Cabinet Member. This proposed decision has been published on the Council's Forward Plan in advance to meet the relevant requirements for making key decisions.

Select Committee comments

None at this stage.

SUPPORTING INFORMATION

1. Environmental Protection Team overview

The Environmental Protection Team centralises highly specialised delegated environmental and nuisance functions into one area, taking in responsibilities which cover pollution and environmental permitting and regulating functions as well as statutory nuisance investigation and enforcement to deal with complaints of noise, dust, odour, light and other nuisances.

Responsibility is split between Environmental Protection Specialists who deal with complex regulation and permitting functions, planning and licensing consultations, etc. and the Out of Hours (OOH) Nuisance Officers responsible for operating an on-call service to respond to nuisances. The OOH team are delegated to take enforcement action during their shifts and have capabilities to serve enforcement notices and seize equipment.

The Council's Out of Hours noise nuisance response service currently operates during the following times:

- Thursday 8pm-2am
- Friday & Saturday 9pm-3am
- Sunday 7pm-1am

Overall Environmental Protection Team functions are:

1. Investigation of statutory nuisance complaints.
2. Investigation of non-nuisance noise complaints.
3. Investigation of noise arising from building sites pursuant to S60 of the Control of Pollution Act 1974.
4. Statutory consultee in relation to the Licensing Act 2003.
5. Consultee re: Town and Country Planning Act in reference to noise.
6. Consultee re: Town and Country Planning Act in reference to contaminated land
7. Part B Permitting functions.
8. Contaminated land strategy.
9. Expert witness with respect to Planning Enforcement Functions.
10. Investigation of tenancy management related nuisance complaints.
11. 'Eyes and ears' function for the Council.
12. Additional duties; emergency response, witnessing service for licensing, food safety, planning enforcement and housing.

2. Legislative Background

Statutory Nuisance

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 take action to remedy noise if this constitutes a statutory nuisance. This duty is reinforced by section 6 of the Human Rights Act 1998 which makes it unlawful for a local authority to fail to act to protect, inter alia, 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 when noise problems occur.

The following matters constitute a statutory nuisance which are investigated by the team:

- smoke emitted from premises
- fumes or gases emitted from premises

- any dust, steam, smell or other effluvia arising on industrial, trade or business premises
- artificial light emitted from premises
- noise emitted from premises
- noise emitted from or caused by a (stationary) vehicle, machinery or equipment in a street

Most complaints investigated by the team relate to noise disturbance arising from residential, industrial and commercial/licensed premises.

Non-nuisance Complaints

A significant volume of complaints received through the out of hours noise nuisance reporting line will be with regard to unneighbourly behaviour which does not meet the threshold of statutory nuisance (such as one-off parties, gatherings at night in gardens, or infrequent noise events). The team will still attend to intervene to offer warnings, advice or informal mediation to remedy such complaints. Unlike complaints about static issues (e.g. filthy and verminous properties, fly-tipping etc), noise is unpredictable in nature. Residents will often not know if a disturbance may continue through the night or be short lived. It may therefore take several attempts to visit and witness noise before noise can be heard and assessed. As such it is normal and to be expected that noise has ceased shortly after a visit request was made.

Noise from building sites:

Noise from building sites is investigated under the provisions of S60 of the Control of Pollution Act 1974. The Team investigates complaints of noise from construction, either with regards to the hours of works, or unreasonable work activities which fall short of best practice with respect to noise.

The requirement for out of hours service provision

The provision of an out of hours responsive service is the primary tool for the Council to investigate complaints of statutory nuisance arising outside of normal business hours, enabling the Council to intervene through formal or informal action. In person visits are required to witness noise at the time it is occurring, from within a resident's property, to make an assessment of (1) the impact of noise (or other nuisance) on the household and (2) the unreasonableness of the activity giving rise to the disturbance.

Noise is most disturbing out of hours, and most noise nuisance complaints relate to late evening, nighttime and weekend noise.

Most statutory nuisance complaints align with human behaviours; they are intermittent, following no fixed pattern. It is therefore not possible to gather evidence through planned out-of-hours appointments, or through very limited response service hours for most cases. Even within current service hours, multiple visits may have to be undertaken before the disturbance is evidenced and assessed.

Noise complaints cannot be investigated remotely using noise recording equipment, noise apps or diary sheets alone. Whilst in specific circumstances such tools are helpful in the progression of an investigation, they cannot fully account for the amplitude of noise, matters of sound insulation or determine the source of noise. They are subject to abuse by residents who may simulate recorded noise and so alone will not meet the criminal burden of proof.

The out of hours service operates to provide three functions:

Ongoing case progression: Evidence gathering for ongoing domestic and commercial complaint investigation. Where noise is witnessed and informal intervention has not remedied

the issue the Team will provide statements and reports to support the service of abatement notices, criminal prosecution and seizure of noise equipment. Their evidence may also be used to support parallel proceedings brought forth by Tenancy Management or the ASB Team.

Immediate intervention: Service requests during periods of highest demand will be for a blend of complaints regarding ongoing and one-off noise issues (parties, noise from pubs and clubs, loud music, premises and car alarms). Most of these complaints are addressed on the night, within an hour of complaint through direct intervention.

Auxiliary functions: The out of hours service is a resource available to the wider Council. Monitoring is undertaken to assist out of hours evidence gathering for other services including licensing, food safety, ASB Localities, housing and planning enforcement. The service is currently enhancing the way it delivers and tracks these 'added value' functions. The Out of Hours Nuisance Officers can also act as valuable 'eyes and ears' for other community issues, such as domestic abuse, cuckooing and anti-social behaviour.

The Department of Food and Rural Affairs (Defra) has produced a local authority 'Noise Policy and Practice best practice guide' which details recommended requirements for the provision of a local authority's out of hours noise service based upon the size and location of the authority.

A. Large local authority (metropolitan)	B. Medium size local authority (metropolitan)	C. Medium size local authority (Rural)	D. Small local authority (Rural)
Specialist noise team including sufficient inhouse technical specialists and dedicated support staff (e.g. 10 to 14 staff) to provide 24-hour services	Specialist team of perhaps 6 to 8 staff giving a regular, extensive hours service via a 24-hour point of public contact	A medium size local authority subject to a moderate demand for noise services there may be limited 'out of hours' cover targeted at critical times such as Friday and Saturday evenings but possibly also undertaking other non-noise duties in addition	A small local authority without noise specialists, a rota of non-specialist officers on standby, who are contacted via a duty officer for urgent cases. However alternatives should be considered, such as developing an association or collaboration with other nearby local authorities and/or outsourcing elements to provide an economical but effective service.

The London Borough of Hillingdon is the 2nd largest Borough by size and the 9th largest by population. Current service provision fits between category 'B' and 'C' in the above chart.

Current demands for an Out of Hours Noise Response

Despite the OOH noise nuisance service being part of Hillingdon's service offering for many years, the demands on the service may be considered to be low. There could be a number of reasons for this including; residents being unaware of the service, the nuisance is short-lived, there are

relatively low levels of noise nuisance in the borough, the reporting process is too laborious, residents' direct complaints to other routes such as the Police, etc.

The figures obtained from the Council's out of hours contact centre, and the service directly show the following:

			Oct – Dec 2024	Jan – Mar 2025
Reports to Anchor on out of hours noise			283	217

There are peaks and troughs throughout the year with noise nuisance, however; the average number of calls per month is around 100, equating to around 6 calls per shift that the out of hours noise service is operating.

The Anchor out of hours contact centre will filter these calls against an agreed protocol and only refer appropriate calls to the Out of Hours Nuisance Officers. The proportion referred is typically in the region of 45-50%. Data on calls referred to the Out of House Noise Nuisance officers follows for a recent period:

	March 2025	April 2025	May 2025	June 2025	July 2025	August 2025
Reports to Anchor on out of hours noise	119	104	No Data	142	78	77
Calls passed to the OOHs Nuisance Officers	55	43	No Data	72	73	72

From a review of the data from a 4 month period in 2024 the officers called the residents within 1 hour of the report being received on all occasions (often significantly quicker). Upon contacting the resident, between 59% - 69% of callers advised that the noise was still ongoing resulting in a visit being undertaken to all the locations concerned on the night. In most instances, on-going noise witnessed during those visits is resolved through informal actions such as advice and verbal warnings. These actions are subsequently reinforced through advisory or warning letters sent after the event.

During shifts, the Out Of Hours Nuisance Officers will take on taskings from other services such as Licensing, Planning, Housing, ASB, etc. to witness potential nuisance and to gather evidence on complex cases. They will also carry out monitoring of hot-spots for ASB/nuisance issues i.e. Ruislip Lido, Cranford Park, Car Meets, etc.

In October 2024 the Council adopted a Digital Strategy for 2024 to 2027 and agreed investment in programmes to deliver this strategy. One of the priorities under the strategy is to improve the data available to support decisions, which is particularly challenging when data is held across multiple systems and comes from different sources. The Council's Out of Hours Noise Nuisance Team investigates cases reported through the Out of Hours Contract Centre and on the Council's 'Report It' webpage and carries out tasks redirected from other Council teams and proactive monitoring initiated by team members themselves.

The data available on the demands for services, and activities undertaken by the Out of Hours Noise Nuisance team, provides a reasonable profile of overall trends in activity and outcomes, whilst the actual numbers are not a complete assessment. In reviewing the service, views of team members have been obtained, and they have identified gaps in the available data. In particular,

it is not possible to obtain complete and accurate reports of the data held on the GOSS system relating to the team's activities. Resident's reporting noise nuisance via the Council's 'Report It' webpages may not be expecting an out of hours response but may receive it by virtue of the team receiving and responding to that request outside of normal business hours.

Structure and working pattern of the OOH team

The team consists of 4FTE working a combination of day and night shifts. Each pair of officers will work 4 nights one week and the following week they will work 4 days which provides capacity to investigate nuisance cases during the day. During the day shifts, officers will respond to complaints received during office hours, progress case work and carry out visits.

There are a number of limitations impacting on the ability of the team to provide an efficient night-time response service:

- Geographical spread of the borough – this means that officers are spending a large proportion of their shifts travelling.
- Technological limitations – Officers are not equipped with the systems or devices to enable real-time reporting and triaging of calls. This means that they have to travel back to the Civic Centre between call-outs.
- Resilience of current staffing model – due to the nature of the work, officers are required to work in pairs. There is currently no capacity in the structure to allocate additional officers onto shifts or to cover annual leave/sickness. This means that some shifts are not fully covered throughout the year.

Proposed Re-Design

The Council will legally need to retain capability to respond to and investigate complaints of nuisance. There is no statutory requirement to provide this service on an out of hours basis, however DEFRA best-practice guidance strongly recommends this and benchmarking across London has shown that over 90% of boroughs have this capability in some form. Complaints will still need to be dealt with during normal hours.

To ensure best use of available resources, the proposal is to respond to complaints relating to out of hours nuisance during normal business hours in most cases. To ensure the proposed changes are effective, the proposal will also introduce a new role into the service to provide specialist capacity for investigation of noise nuisance complaints and to provide the necessary resource as is needed for programmed and targeted visits out of hours in response to predicted and / or persistent nuisance issues. These changes will ensure the best use of resources and make provision to allow the team to carry out monitoring of complex and ongoing cases where this is necessary; however it will not provide an on-call response capability. The arrangements will be subject to regular review to ensure they remain effective.

The proposed changes will deliver a reduction in annual operating costs of circa £220k.

Financial Implications

Policy change will not require any financial outlay at this point. No direct cost – this proposal will result in a net £220k reduction in service operating costs through the removal of 4 posts (£309k) across the service and creating a new post (£64k) with an additional £25k budget to cover overtime and equipment cost.

RESIDENT BENEFIT & CONSULTATION

The benefit or impact upon Hillingdon residents, service users and communities

Based on the analysis of service data for the Out of Hours on-call nuisance service, the current operating model for the service is not delivering value for money for residents. In general, the volume of calls for the out of hours noise response that are received is low with typically around 3-5 calls to the Out of Hours contact centre being referred to the team per shift. Of those, around 30-40% of those calls are resolved without a visit by the officers being required. The proposal set out in this paper will secure greater levels of value than the current arrangements.

There are a number of risks which will require effective management action and monitoring to ensure they are mitigated and kept under close review.

Risks in delivering the proposed changes to the out of hours nuisance service:

1. One off complaint responses and interventions.

A reduction in service hours will limit the Council's ability to intervene in dealing with one off or infrequent noise complaints. Such complaints include one off parties, car and vehicle alarms and noise from events. These will not be responded to during out of hours; however, they are still likely to generate service requests. However, the service demands data referred to above highlights that the number of requests received by the Council's Out of Hours contact centre which can be effectively addressed through an immediate out of hours response is low.

Whilst one-off complaints are a lower priority than those of chronic and persistent nuisance, they represent a large volume of service requests. These requests will need to be responded to during office hours using the additional role introduced into the Environmental Protection team under this proposal.

2. High priority case management and progression.

A noise response service is the primary tool in the investigation of noise nuisance complaints. Remote noise monitoring will often not provide robust evidence to support enforcement action. Redesigning the out of hours service provision could reduce the opportunities to witness and assess noise. This could result in slower case progression and longer case closure times leading to lower customer satisfaction and increased volumes of service complaints. A budget for a planned targeted response to support specific out of hours monitoring will be retained to mitigate this risk.

3. Increase reliance on more experienced, technically qualified staff.

To meet the Council's statutory duty to investigate nuisance complaints the Team will be more reliant on the deployment of precision sound level meters. The current out of hours service does not require officers to hold an Environmental Health Degree, or equivalent qualifications in acoustics. Audio and acoustic data must be analysed by suitably qualified and experienced officers, putting a burden on specialist officers who will also have the pressures of high profile, high risk commercial cases and duties such as planning consultations.

There could also be further case management pressures, with increased customer contacts where officers are unable to progress cases through direct witnessing. This could increase administrative case management workloads. The proposal is to provide some

additional capacity to the Environmental Protection Team to support retrospective noise nuisance investigations to help mitigate this risk.

4. Loss of additional services resource.

The Team currently undertakes ad-hoc visit requests and evidence gathering for partner teams, including licensing, food safety, Planning Enforcement and Tenancy Management. They will also carry out pro-active monitoring of problem areas i.e. Ruislip Lido, Cranford Park, Car Meets, ASB in Council Car Parks, Traveller Incursions etc. The volume of these taskings is relatively low with the team only undertaking 1-2 tasked visits per month. This capability could be retained through alternative arrangements within other services to cover taskings and pro-active monitoring which is currently allocated to the OOH team although a full resourcing plan would need to be carried out by those services.

An Equalities Impact and Human Rights Assessment has been carried out and is attached.

Consultation & Engagement carried out (or required)

No formal resident consultation has been undertaken on this proposal; however, the budget savings proposals were included in the budget setting Cabinet Papers and have been released publicly.

CORPORATE CONSIDERATIONS

Corporate Finance

Corporate Finance have reviewed this report and concur with the Financial Implications set out above, noting the recommendations to seek approval for the proposed changes outlined in the report, which respond to residents' requests for an out of hours noise nuisance service, including the current service response to ensure more effective use of Council resources, reallocating nuisance related complaints to the day-time Environmental Protection Team and noting the anticipated impact on service provision.

Furthermore, it is noted that there are no direct financial implications to the general fund in relation to the recommendations in this report. If the proposals are to proceed it is expected that the changes will deliver an annual net reduction of £220k in service operating costs, which will deliver the saving target of the Review of Out of Hours Noise Nuisance Service already contained within the approved 2025/26 budget. As at Month 4 the Environmental Protection Team were reporting a favourable variance of £46k. The costs and the savings achieved through these changes will be monitored through the regular monthly monitoring cycle and the wider MTFS.

Legal

The Council has a statutory duty under the Environmental Protection Act 1990 to investigate complaints of statutory nuisance and take appropriate action where such nuisance is identified. This duty is reinforced by Section 6 of the Human Rights Act 1998, which requires public authorities to act compatibly with the rights to private and family life, including protection from serious pollution.

The proposed redesign of the Out of Hours Nuisance Service reallocates resources to focus on persistent and repeat issues during normal working hours. While there is no statutory requirement to provide an out of hours response service, Government guidance outlines that councils can decide what level of service they provide to deal with noise complaints such as having officers on

call during the night. In addition, benchmarking indicates that most London boroughs maintain some form of out of hours capability.

The proposal includes the creation of a specialist role and provision for targeted out of hours monitoring, which helps mitigate risks associated with reduced immediate response capability. Provided that the Council continues to maintain sufficient capacity and expertise to investigate and respond to statutory nuisance complaints, the proposal is legally sound and does not compromise the Council's statutory obligations.

The proposed changes must be rational and not so unreasonable that no reasonable authority would have made them. The decision to redesign the Out of Hours Nuisance Service appears to be based on a detailed analysis of service demand, cost-effectiveness, and statutory obligations. Provided the Council has considered all relevant factors (including resident impact, statutory duties, and alternative options), the proposal is likely to meet the threshold of Wednesbury reasonableness.

Further, although no formal public consultation is required for this proposal, the Council should remain mindful of the Gunning principles should any future consultation be undertaken. These principles require that consultation be carried out at a formative stage, with sufficient information provided to allow intelligent consideration and response, adequate time for responses, and that decision-makers conscientiously take those responses into account.

Legal Services notes that an Equalities Impact and Human Rights Assessment has been carried out and are satisfied that the proposed changes are compliant with relevant legislation and case law, subject to ongoing review of service effectiveness and legal risk.

BACKGROUND PAPERS

<https://www.gov.uk/guidance/noise-nuisances-how-councils-deal-with-complaints>

APPENDICES

Equalities Impact Assessment

Equality and Human Rights Impact Assessment

STEP A) Description of what is to be assessed and its relevance to equality

What is being assessed? Please tick ✓

Review of a service ✓ Staff restructure ✓ Decommissioning a service ✓

Changing a policy ☐ Tendering for a new service ☐ A strategy or plan ☐

The withdrawal of the Out of Hours Nuisance Service.

The withdrawal of the Out of Hours Nuisance Service means that the council will no longer have capabilities to respond immediately to nuisance calls out of hours.

The council has statutory duties to respond to and investigate instances of nuisance and will seek to do this during normal working hours and with the use of planned overtime for the highest priority cases.

Who is accountable? E.g. Head of Service or Corporate Director

Stephanie Waterford, Head of Public Protection & Enforcement
Richard Webb, Director of Community Safety & Enforcement

Date assessment completed and approved by accountable person

29th September 2025

Names and job titles of people carrying out the assessment

Richard Webb, Director Community Safety & Enforcement
Stephanie Waterford, Head of Public Protection & Enforcement

A.1) What are the main aims and intended benefits of what you are assessing?

The main benefit of the proposals is efficiency savings.

The Council has a duty to ensure the resources it has available deliver best value services for residents. A review of the on-call Out of Hours Nuisance Service, part of the wider Environmental Protection Service for residents, shows that requests for the out of hours noise service made to the Council's Out of Hours contact centre and which require an immediate visit by officers are low when considering the resource made available to provide this service. Many of the complaints received from residents and business by the out of hours team are typically single or short-term event issues (such as noise and nuisance from the discharging of fireworks) and therefore do not involve ongoing case work enquiries.

The proposal is therefore to change the operating model for the service to respond to enquiries about out of hours nuisance within the normal hours of business, focussing on repeat and persistent noise problems. The proposal also includes the creation of a new role to lead the responses to complaints and investigations about nuisance and to make provision for an out of hours service in a planned and systematic way to investigate and manage persistent nuisance.

Despite the OOH noise nuisance service being part of Hillingdon's service offering for many years, the demands on the service may be considered to be low. There could be a number of reasons for this including; residents being unaware of the service, the nuisance is short-lived, there are relatively low levels of noise nuisance in the borough, the reporting process is too laborious, residents' direct complaints to other routes such as the Police, etc.

The figures obtained from Anchor, the council's out of hours contact centre, and the service directly show the following:

	Oct – Dec 2024	Jul – Sept 2024	Apr – Jun 2024	Jan – Mar 2025
Reports to Anchor on out of hours noise	283	399	355	217

There are peaks and troughs throughout the year with noise nuisance, however, the average number of calls per month is around 100, equating to around 6 calls per shift that the out of hours noise service is operating.

The Anchor out of hours contact centre will filter these calls against an agreed protocol and only refer appropriate calls to the Out of Hours Nuisance Officers. The proportion referred is typically in the region of 45-50%. Data on calls referred to the Out of House Noise Nuisance officers follows for a recent period:

	March 2025	April 2025	May 2025	June 2025	July 2025	August 2025
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Reports to Anchor on out of hours noise	119	104	No Data	142	78	77
Calls passed to the OOHs Nuisance Officers	55	43	No Data	72	73	72

The efficiencies generated from the withdrawal of this service will be redirected into services which face higher levels of demand.

Remaining funds from these posts will be redirected into the Environmental Protection Team to create an Environmental Protection Officer post which will be responsible for dealing with nuisance complaints and investigations during normal office hours.

A.2) Who are the service users or staff affected by what you are assessing? What is their equality profile?

The council does not monitor the equality characteristics of those who contact the Out of Hours service.

People from all protected characteristic groups could be both the victim of nuisance or the perpetrator.

Research shows however that demographics and personal circumstances were associated with different types of ASB that were likely to be experienced or witnessed. Those living in the most deprived areas were more likely to have experienced or witnessed ASB in the last 12 months compared to those in less deprived areas. Those with long-term physical or mental health conditions were more likely to have experienced or witnessed ASB in the last 12 months compared to those without the same conditions. [Anti-social behaviour: impacts on individuals and local communities - GOV.UK](#)

Of the 161 neighbourhoods in Hillingdon, 9 were among the 20% most income-deprived in England. These are all in the south of the borough. [Exploring local income deprivation](#)

Those living in the southern neighbourhoods of the borough are more likely to be from Black or Asian backgrounds.

A.3) Who are the stakeholders in this assessment and what is their interest in it?

Stakeholders	Interest
Hillingdon residents	To ensure that the council provides a cost effective and efficient mechanism to report and investigate nuisance behaviour.
Staff affected by the proposals	To ensure the consultation process and

	any subsequent redeployment process is carried out in a fair and transparent manner.
Unions that support staff affected by the proposals	To ensure the consultation process and any subsequent redeployment process is carried out in a fair and transparent manner and that the interests of their Union members are presented.
Director of Community Safety and Enforcement	<p>To ensure the consultation process and any subsequent redeployment process is carried out in a fair and transparent manner.</p> <p>To ensure that the council provides a cost effective and efficient mechanism to report and investigate nuisance behaviour.</p>
Corporate Director Homes and Communities	<p>To ensure the consultation process and any subsequent redeployment process is carried out in a fair and transparent manner.</p> <p>To ensure that the council provides a cost effective and efficient mechanism to report and investigate nuisance behaviour.</p>
Chief Executive and Corporate Management Team	<p>To ensure the consultation process and any subsequent redeployment process is carried out in a fair and transparent manner.</p> <p>To ensure that the council provides a cost effective and efficient mechanism to report and investigate nuisance behaviour.</p>
Leader of the Council and Cabinet	<p>To ensure the consultation process and any subsequent redeployment process is carried out in a fair and transparent manner.</p> <p>To ensure that the council provides a cost effective and efficient mechanism to report and investigate nuisance behaviour.</p>

A.4) Which protected characteristics or community issues are relevant to the assessment? ✓ in the box.

Any person in the borough may experience nuisance and may request a visit from the out of hours nuisance service. The Council will still have capability to respond to nuisance complaints but will not have a dedicated out of hours service.

Age	✓	Sex	✓
Disability	✓	Sexual Orientation	✓
Gender reassignment	✓	Socio-economic status	✓
Marriage or civil partnership	✓	Carers	✓
Pregnancy or maternity	✓	Community Cohesion	✓
Race/Ethnicity	✓	Community Safety	✓
Religion or belief	✓	Human Rights	✓

STEP B) Consideration of information; data, research, consultation, engagement

B.1) Consideration of information and data - what have you got and what is it telling you?

Residents/Service Users

Research and data shows that those who are from a Black, Asian or other ethnic background other than White are more likely to be affected by ASB and therefore may be disproportionately affected by the withdrawal of the ability to report out of hours.

Research and data shows that those who have a long-term physical or mental health condition are more likely to be affected by ASB and therefore may be disproportionately affected by the withdrawal of the ability to report out of hours.

It is also likely that those residents living in close proximity to industrial locations or major transport hubs may be more impacted by nuisance compared to those living in more rural, sparsely populated areas.

Some residents may be more vulnerable to ASB and require more support when impacted by ASB. This group may be disproportionately impacted by the loss of an

immediate support service.

Consultation

B.2) Did you carry out any consultation or engagement as part of this assessment?

Please tick ✓ NO ✓ YES ☐

No specific consultation has taken place as part of this assessment.

B.3) Provide any other information to consider as part of the assessment

Legal context

The Council has a duty under the Equality Act 2010 to-

- To eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act;
- To advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- To foster good relations between people who share a protected characteristic and people who do not share it.

The Council, as a public authority, is also required to comply with the European Convention on Human Rights.

Article 8 of the ECHR provides that everyone has the right to respect for his private and family life, his home and his correspondence and that there shall be no interference by public authority with the exercise of this right except such as “in accordance with the law” and “necessary in a democratic society”.

The Council has a number of statutory duties relating to preventing nuisance and anti-social behaviour. Local Authority powers and responsibilities to tackle ASB are mainly contained in the Environmental Protection Acts. Other legislation may apply in certain circumstances such as the Clean Neighbourhoods and Environment Act 2005.

Financial context - standard text

Since 2010, the Business Improvement Delivery (BID) Programme has driven transformation across the Council, reducing costs and improving efficiency to ensure that in an environment of increased expenditure from population growth and inflationary uplifts we continue to deliver high quality services that put residents first.

Hillingdon's approach to maintaining sound financial management ensures that our finances are in a robust position, and therefore the Council is well placed to

respond to Government funding not increasing at the same pace as the combined impact of a growing demand for services and increased market forces. Our latest projections indicate that further savings of £35m will be required by 2026/27 to bridge the resulting budget gap.

The withdrawal of this service will generate £220k of savings.

C) Assessment

What did you find in B1? Who is affected? Is there, or likely to be, an impact on certain groups?

C.1) Describe any **NEGATIVE** impacts (actual or potential):

Equality Group	Impact on this group and actions you need to take
Residents from Black, Asian and other ethnic backgrounds other than White	<p>Research and demographic data shows that residents from this group are more likely to be living in the south of the borough and potentially more likely to be affected by nuisance behaviour and therefore more likely to report out of hours.</p> <p>All service requests and requests for nuisance investigations will still be dealt with by Environmental Protection officers via the usual reporting mechanisms in normal office hours.</p> <p>Where victims of nuisance have protected characteristics or vulnerabilities and the nuisance or ASB is motivated or the impact or harm is increased by those factors, their case will be prioritised accordingly.</p>
Residents with long-term physical or mental health conditions	<p>Research shows that residents from this group are more likely to be affected by nuisance behaviour and therefore more likely to report to report out of hours.</p> <p>All service requests and requests for nuisance investigations will still be dealt with by Environmental Protection officers via the usual reporting mechanisms in normal office hours.</p> <p>Where victims of nuisance have protected characteristics or vulnerabilities and the nuisance or ASB is motivated or the impact or harm is increased by those factors, their case will be prioritised accordingly.</p>

	Cases of anti-social behaviour, harassment and individuals causing detriment to neighbourhoods are the responsibility of the Councils Anti-social Behaviour team. The Out of Hours Nuisance Service will regularly pick up calls to respond to these types of issues where they occur out of normal office hours although this is not part of the nuisance based role. This response will cease if the service is withdrawn and service requests will be diverted through to the ASB team who will prioritise accordingly. For urgent high-risk cases posing a danger, a Police response should be the first port of call.
All other protected characteristic groups	<p>As the team do not record this data, it is difficult to determine the exact impact. However all users of the service will be impacted by the withdrawal of the service as there will no longer be a Council capability to respond to nuisance occurring out of hours.</p> <p>Service requests will be diverted to the Environmental Protection Unit who will undertake investigations of statutory nuisance in accordance with legislative and national policy directions.</p>

C.2) Describe any **POSITIVE** impacts

Equality Group	Impact on this group and actions you need to take
All	The efficiencies generated from the withdrawal of this service will be redirected into services which face higher levels of demand so that the most vulnerable to experiencing ASB are supported, regardless of protected characteristic.

D) Conclusions

We recognise that the proposal to withdraw the out of hours service will directly negatively impact the incumbent staff group.

All consultation and redeployment processes as outlined in the consultation documents will be carried out in accordance with HR Policies.

We will ensure that staff are briefed and kept up to date with policies and procedures related to the proposal and full support will be given.

We recognise that there are certain groups who are more likely to experience or

witness ASB.

All service requests and requests for nuisance investigations will still be dealt with by Environmental Protection officers via the usual reporting mechanisms in normal office hours.

Where victims of nuisance have protected characteristics or vulnerabilities and the nuisance or ASB is motivated or the impact or harm is increased by those factors, their case will be prioritised accordingly.

Signed and dated:



25/09/2025

Name and position: Richard Webb; Director of Community Safety and Enforcement