

Environmental Protection Team, Bath and North East Somerset Council & Bath Hacked

Presentation by Katherine Jones and Aled Williams.

Aim of presentation

- » Outline service provided by Environmental Protection Team
- » How we capture data / case management data base.
- » What we hope to gain from Bath Hacked process.
- » Q&A at the end

Environmental Protection Team - what we investigate

- Noise
- Odour from businesses
- Bonfire smoke
- Artificial Light
- Dust
- Accumulation of waste
- Anti-Social Behaviour
- Filthy and verminous
properties

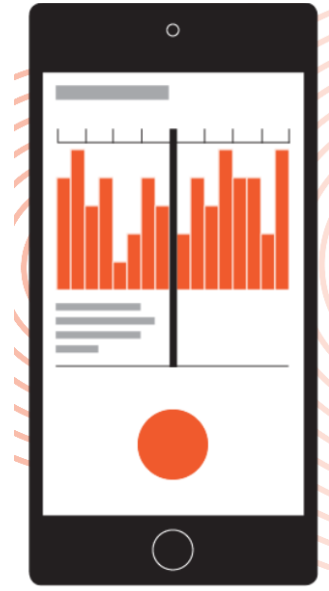


Aspects we consider in our investigation process

- » How often it occurs
- » How long it occurs for
- » Time of occurrence
- » Characteristics of the area
- » Intensity/volume of issue
- » “Unreasonableness of the issue”

Techniques to gather evidence:

- » Diary sheets
- » Noise monitoring equipment
- » The Noise App
- » Visits



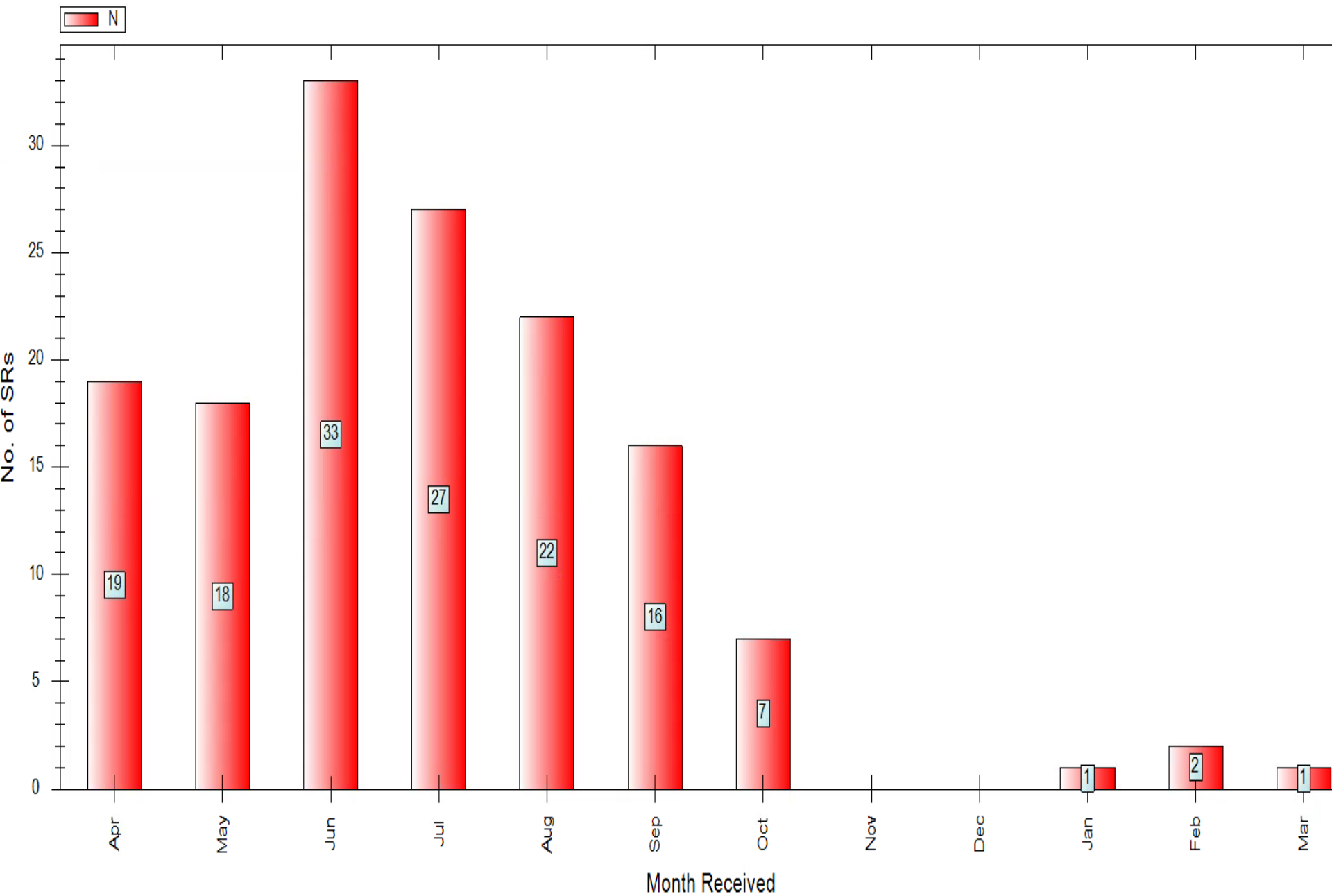
Where possible we seek to resolve the matter informally – leaflets

How we capture data

- » Case Management database – Uniform and Enterprise
- » Captures:
 - » Type of complaint
 - » Who is complaining
 - » Who is being complained about
 - » Dates and times of actions.

Env Protection Team SR Volumes - 2014 - Month Received - Noise - Street (inc. buskers)

Graph data extracted at 10:01 on 01 February 2016



What we hope to gain from being “Hacked”

- » Transparency of service to residents
- » New ways of thinking / working – preventive measures
- » Awareness of service demands

Any Questions? Contact us

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