

Appendix 2

Nuisance Service Requests to the London Borough of Southwark November 2006 to November 2009.

Objective

To report on the number of nuisance service requests the Community Safety Enforcement has received during the period November 2006 to November 2009 in connection with licensed premises in the Borough and an analysis of the service requests in the saturation areas identified within Southwark.

Methodology

Data was taken from the Community Safety Enforcement's Management Information System. A query was written which searched the database to obtain all the reactive nuisance service complaints that have been made against 'open' premises with associated alcohol or entertainment licence issued.

If a service complaint is made in connection with a nuisance complaint about a premises selling alcohol or providing public entertainment, but if it is not linked to as premises with a licence record, then the service requests will not be included within the analysis.

Service requests, which are relating to noise from people in the street, but are not identified, to a particular property, these will not be included in the analysis.

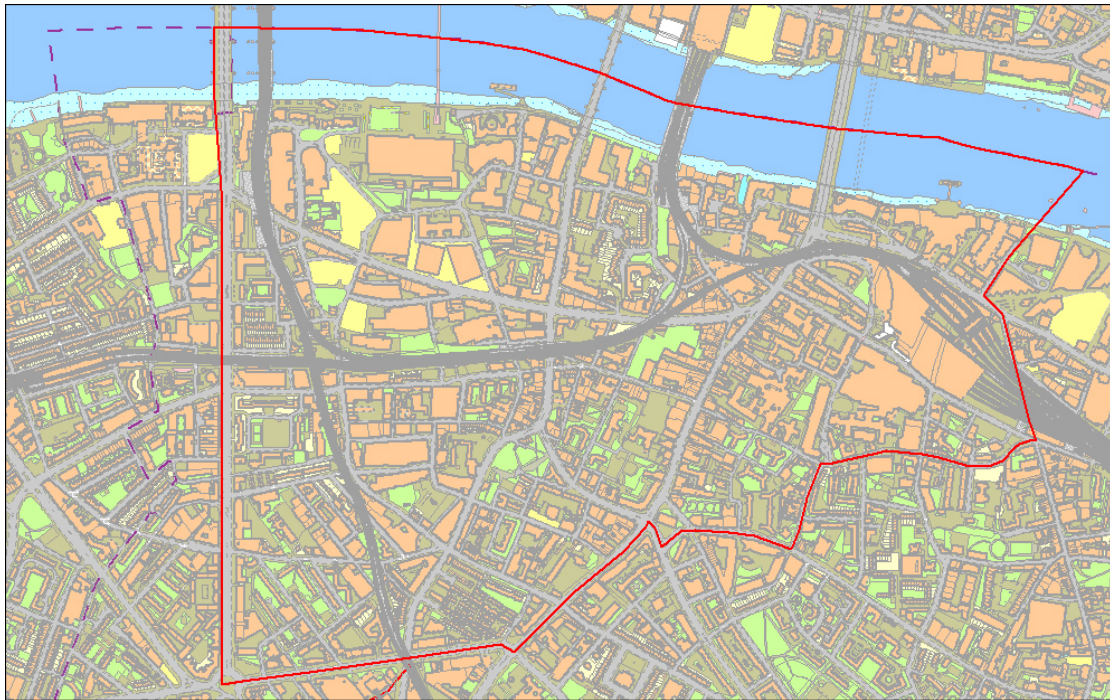
Southwark Overview

Table 1 shows the number of service requests attributed to licensed premises in the Borough and the number of premises that were complained about in each of the six-month periods since November 2006.

	Dec 06 – May 07	Jun 07 – Nov 07	Dec07 – May08	May 08 – Oct 08	Nov 08 – April 09	May 09 – Oct 09
Number of service complaints	78	133	59	121	79	181
Number of Licensed premises causing a complaint	40	65	35	63	55	109

Table 1 – Nuisance Service Requests for the Borough November 2006 to October 2009

Borough and Bankside



Map 1 Borough and Bankside Saturation Area

Table 2 shows the number of service requests attributed to licensed premises in the Extended Borough and Bankside saturation area and the number of premises that were complained about in each of the six-month periods since November 2006.

	Dec 06 – May 07	Jun 07 – Nov 07	Dec 07 – May 08	Jun 08 – Nov 08	Dec 08 – May 09	Jun 09 – Nov 09
Number of service complaints	8	17	1	9	6	27
Number of Licensed premises causing complaint	3	9	1	6	5	19

Table 2 – Nuisance Service Requests for the Extended Borough and Bankside Saturation Area - November 2006 to October 2009

Elephant and Castle

Where



Map 2 Elephant and Castle Saturation Area

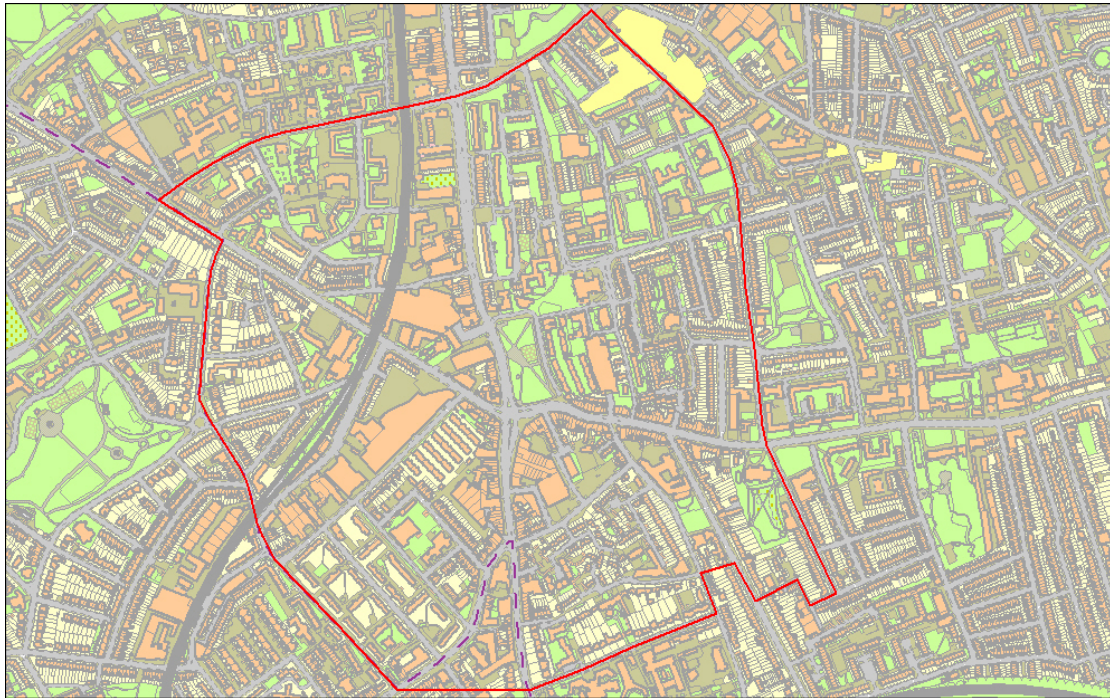
Table 3 shows the number of service requests attributed to licensed premises in the Elephant & Castle Saturation area and the number of premises that were complained about in each of the six-month periods since November 2006.

	Dec 06 – May 07	Jun 07 – Nov 07	Dec 07 – May 08	Jun 08 – Nov 08	Dec 08 – May 09	Jun 09 – Nov 09
Number of service complaints	0	4	3	4	8	9
Number of Licensed premises causing complaint a	0	2	1	3	5	3

Table 3 – Nuisance Service Requests for the Elephant & Castle Saturation Area – November 2006 to October 2009

Camberwell

Where



Map 3 Camberwell Saturation Area

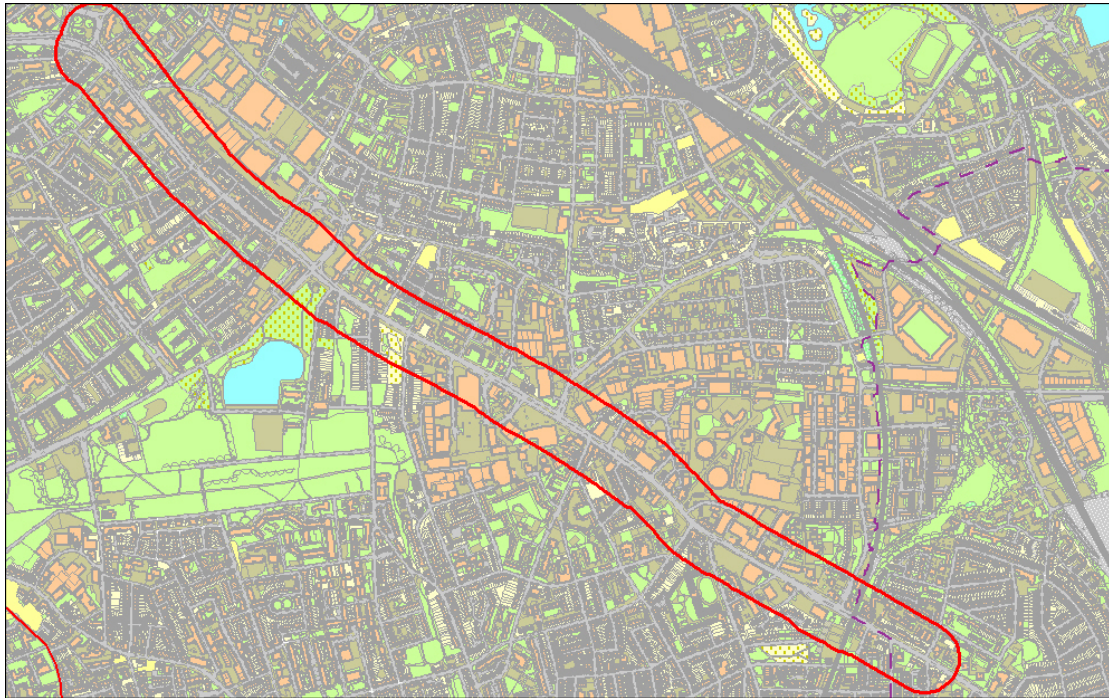
Table 4 shows the number of service requests attributed to licensed premises in the Camberwell Saturation area and the number of premises that were complained about in each of the six-month periods since November 2006.

	Dec 06 – May 07	Jun 07 – Nov 07	Dec 07 – May 08	Jun 08 – Nov 08	Dec 08 – May 09	Jun 09 – Nov 09
Number of service complaints	5	12	10	13	11	16
Number of Licensed premises causing complaint a	4	7	4	9	6	10

Table 4 – Nuisance Service Requests for the Camberwell Saturation Area -
November 2006 to October 2009

Old Kent Road

Where



Map 4 Old Kent Road Saturation Area

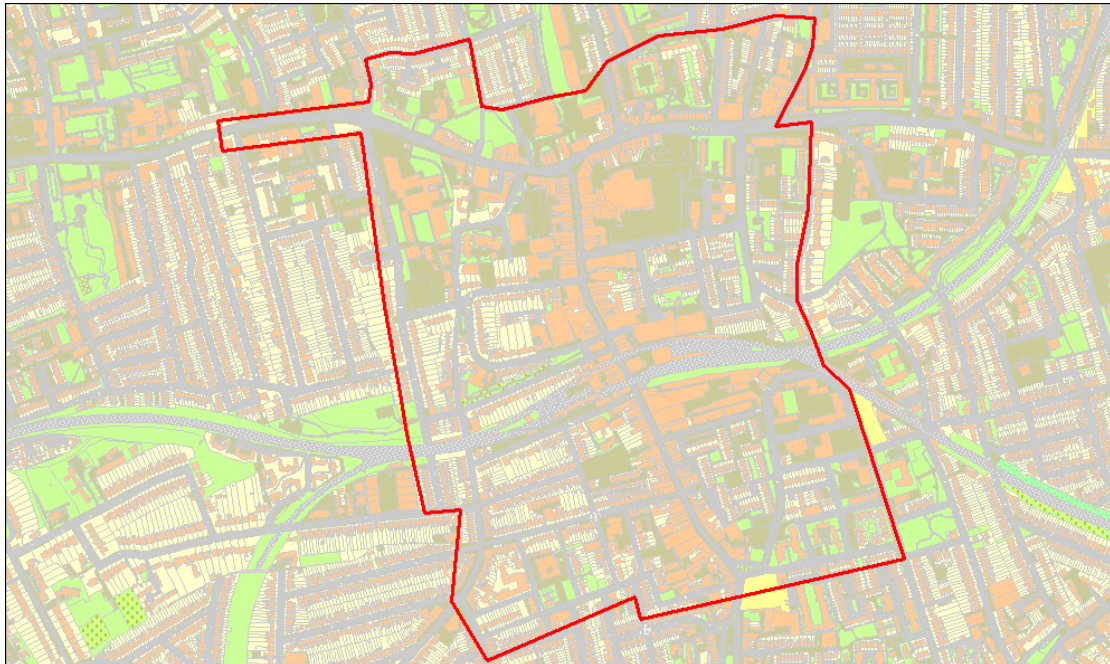
Table 5 shows the number of service requests attributed to licensed premises in the Old Kent Road Saturation area and the number of premises that were complained about in each of the six-month periods since November 2006.

	Dec 06 – May 07	Jun 07 – Nov 07	Dec 07 – May 08	Jun 08 – Nov 08	Dec 08 – May 09	May 09 – Oct 09
Number of service complaints	15	7	7	11	10	14
Number of Licensed premises causing complaint	4	3	3	6	3	9

Table 5 – Nuisance Service Requests for the Old Kent Road Saturation Area -
November 2006 to October 2009

Peckham Area

Where



Map 5 Peckham Saturation Area.

Table 6 shows the number of service requests attributed to licensed premises in the Peckham Saturation Area and the number of premises that were complained about in each of the six-month periods since November 2006.

	Dec 06 – May 07	Jun 07 – Nov 07	Nov 07 – May 08	Jun 08 – Nov 08	Dec 08 – May 09	Jun 09 – Nov 09
Number of service complaints	3	1	6	3	8	6
Number of Licensed premises causing a complaint	1	1	3	2	6	4

Table 6 – Nuisance Service Requests for the Peckham Saturation Area - November 2006 to October 2009