

## Appendix C

### Analysis of Nuisance Service Requests against Licensed Premises within Southwark - 2014

#### 1. OBJECTIVE

To report on the number of nuisance service requests received by the Community Safety & Enforcement Service in 2014 in connection with licensed premises in the London Borough of Southwark and specifically within Southwark's designated *saturation zones*.

Southwark's designated 3 saturation zones are; Borough & Bankside, Peckham and Camberwell.

3 further areas under monitor are; Elephant & Castle, Old Kent Road and Walworth Road & East Street.

#### 2. METHODOLOGY

Date 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 which hold an alcohol and/or entertainment licence.

A service complaint concerning alcohol sales and/or public entertainment but which is not linked to a relevant premises will not be included in the analysis. Service requests which relate to people noise in the street but are not identified to a particular premises will also not be included.

There are expected to be some limitations with the generated data, whereby it is expected that some nuisance complaint data loss has occurred due to;

- i) The generated report only flagged up nuisance complaints for 'open' premises. So inevitably if a premises had caused several complaints in 2014 but closed before the end of the year, then these complaints would not be included.
- ii) Misidentification of complaint by complainants when reporting or recording error

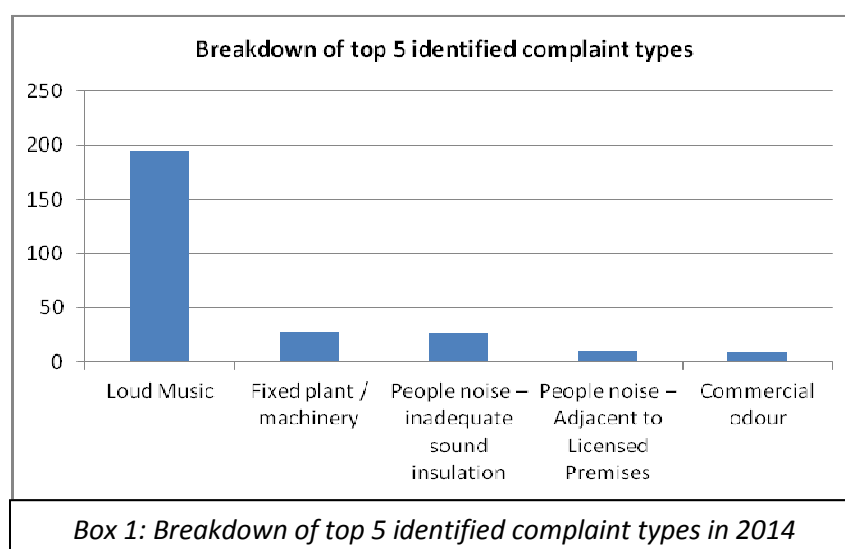
#### 3. 2014 OVERVIEW

No. of licensed premises at start of 2014	<b>1314</b>
No. of licensed premises at end of 2014 (taking into account review and surrender of licences)	<b>1316</b>
No. of nuisance complaints against licensed premises in 2014	<b>304</b>

#### 4. COMPLAINT TYPE ANALYSIS

'Loud music', 'Fixed plant/machinery', 'People noise – inadequate sound insulation', 'People noise – adjacent to licensed premises' and 'Commercial odour' are the top 5 complaint types in 2014 and therefore are also presented as a percentage.

<b>Total</b> number of service complaints	<b>304</b>
Loud Music	195 (64.1%)
Fixed plant / machinery	27 (8.8%)
People noise – inadequate sound insulation	26 (8.5%)
Other/unidentified	12
People noise – Adjacent to Licensed Premises	10 (3.2%)
Commercial odour	9 (2.9%)
Smoke – not bonfire	4
Fumes & gases	3
Delivery/servicing noise	3
Artificial light	2
Noise in street: not stationary	2
Noise: religious services	2
Bells (eg. Church, telephone etc)	1
Smokefree complaint	1
Vehicle alarm	1
Bonfire	1
Noise from business/industry	1
Vibration	1
General enquiry/advice	1
Stationary vehicles – running engines/emissions	1
Construction noise – road works	1



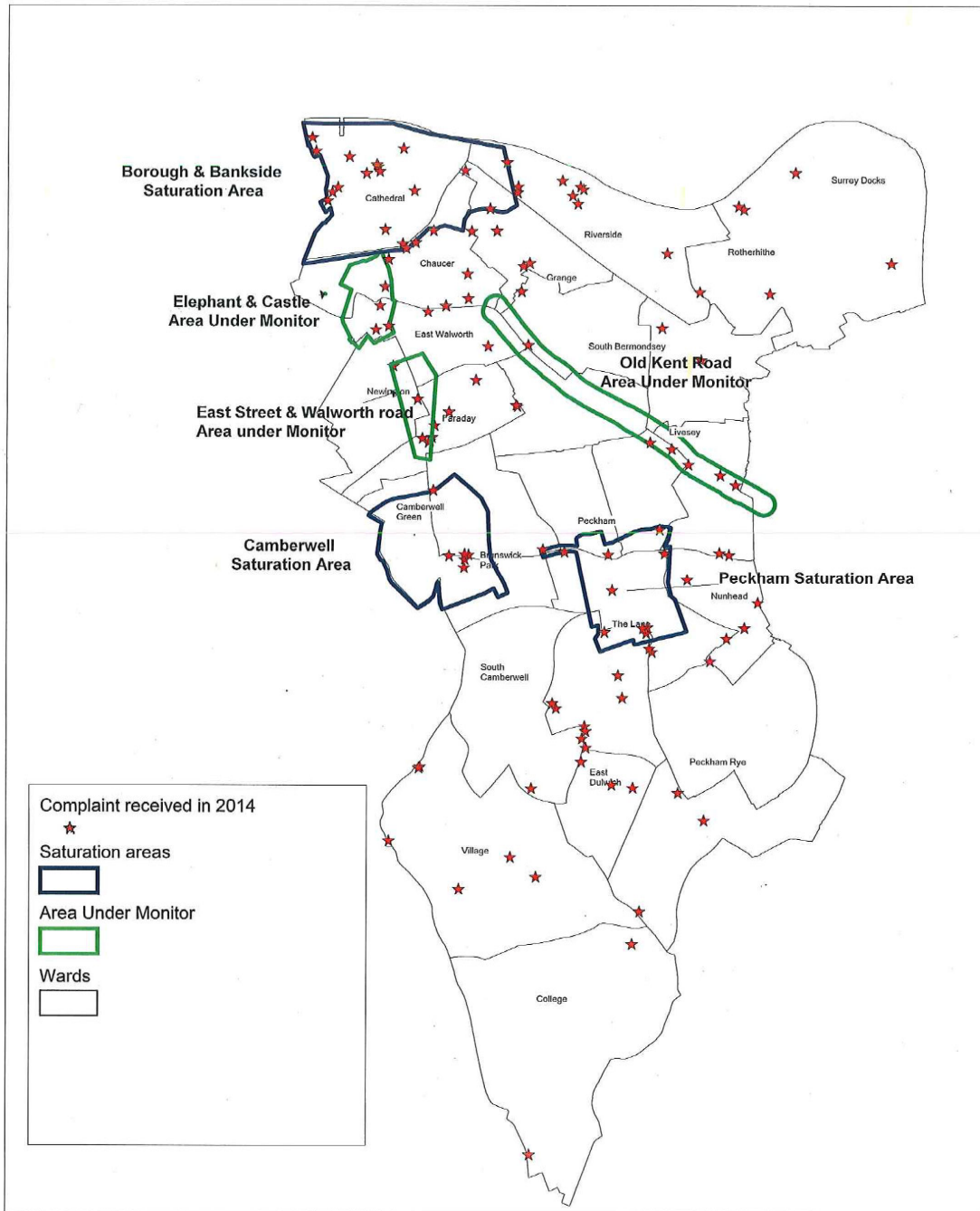
In 2014 it is apparent that the large majority of nuisance complaints made to Southwark Council from licensed premises are from loud music, which accounts for nearly 2/3 of the complaints total (64.1%).

## **5. MAPPED NUISANCE COMPLAINTS**

Number of service requests attributed to licensed premises in Southwark within 2014 = **304**

No record.

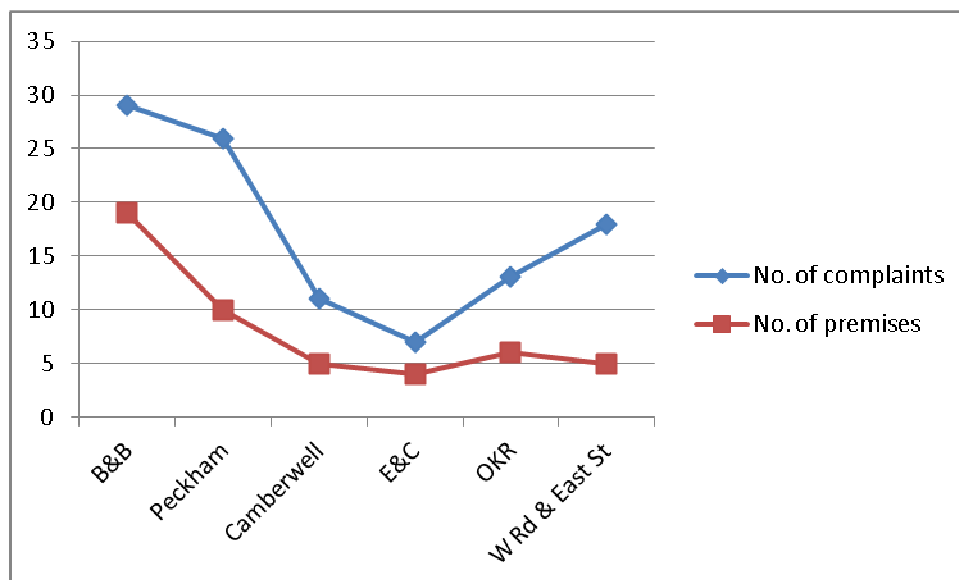
### Southwark Saturation Areas & Areas under Monitor complaint received 2014



Box 2: Mapped complaints in Southwark 2014

## 6. SATURATION ZONE & AREAS UNDER MONITOR ANALYSIS

<b>Total</b> number of service complaints	<b>304</b>
<b>Saturation zones</b>	
Borough & Bankside	<b>29</b> from 19 licensed premises
Peckham	<b>26</b> from 10
Camberwell	<b>11</b> from 5
<b>Areas under monitor</b>	
Elephant & Castle	<b>7</b> from 4
Old Kent Road	<b>13</b> from 6
Walworth Road & East Street	<b>18</b> from 5



*Box 3: Graph showing number of complaint against number of premises in Saturation & monitoring areas in 2014.*

Both Peckham and Walworth Road & East Street areas saw a relatively high number of complaints made against a small number of premises, meaning there were repeated complaints against problem premises in these areas.

## **7. CLUSTER OF COMPLAINTS IN AREA NOT UNDER MONITOR**

- Complaints against 16 premises in area extending south-east and east from Borough & Bankside saturation zone within the Chaucer, Grange & Riverside (up to Bermondsey underground station) wards.
- A small cluster of 3 premises causing complaint on New Kent Road, inbetween Elephant & Castle and Walworth Road & East Street monitoring areas.
- A close cluster of 4 licensed premises that caused complaint, 2 of which are located just inside the Peckham saturation area and 2 just outside to the south.
- A cluster of premises causing complaint to the southern end of the Walworth Road & East Street monitoring area, with 3 premises just outside the boundary.
- Small clusters of 5 premises along Lordship Lane which caused complaint, with 2 more premises in East Dulwich.
- Cluster of 4 premises along Nunhead Lane which caused complaint.
- The area around Rotherhithe and Surrey Docks (Brunel Road / Salter Road / Canada Water) has several licensed premises being complained about. This area is highly residential and the spread of licensed premises over a large area suggests that these are isolated incidents against a singular premises rather than an emergence of a late night economy area/cluster of licensed premises in one area causing nuisance.

## **8. WIDER BOROUGH TRENDS**

In 2014 it is noticeable that there are 2 large zones which encapsulate a large majority of licensed premises being complained about.

North-West : The north-west section of Southwark incorporating Borough & Bankside extending eastwards halfway into Riverside ward, Elephant & Castle, Walworth Road & northern end of Old Kent Road.

South-East: South-eastern areas of Southwark incorporating the southern end of Old Kent Road, Peckham, Nunhead and East Dulwich & Lordship Lane.

The only exception to this is the small cluster of premises in Camberwell Church Street. All other premises are fairly evenly spread out with no apparent correlation.