



Data Protection Officer
Freedom of Information
NW Leicestershire District Council
Whitwick Road
Coalville
Leicestershire
LE67 3FJ
Telephone: 01530 454763

Date: 18 February 2021

ENVIRONMENTAL INFORMATION REGULATION REQUEST 1503

I write further to your email dated 12 February 2021.

Your request has been dealt with under the terms of the Environmental Information Regulation 2004 (EIR), explained on our [Environmental Information Regulation](#) page.

Your request:

1. The number of noise, nuisance or anti-social behaviour complaints made against neighbours between January 1st 2016 – December 31st 2020.
I would only like domestic incidents, not commercial (pubs, clubs etc.).
2. Details on the nature or reasoning behind each complaint.

Our response:

I can confirm that North West Leicestershire District Council holds the information you have requested. However, your request is deemed manifestly unreasonable under Regulation 12(4)(b) of the EIR.

Regulation 12(4)(b) provides an exception to the release of environmental information if dealing with a request would create unreasonable costs or an unreasonable diversion of resources. In this regard, "unreasonable" refers to requests where we estimate that complying will cost in excess of £450 or 18 hours of officer time.

In this case, we do not record whether complaints are domestic or commercial, therefore to provide the requested information would require officers to review each case individually, of which there are thousands.

When applying Regulation 12(4)(b), the Council has a duty to advise customers of ways to reduce the scope of the request to bring it within the cost limit. In this instance, it is only the breakdown of commercial and domestic that would be problematic, we could provide the overall numbers of complaints broken down by type if you requested it.

To apply this exception, we must consider the public interest with the presumption of being in favour to disclose. The Information Commissioners Office recommends weighing the serious purpose and value of the request against the detrimental effect on the authority. In this case, it is considered that the dedicated officer hours to generate the information would be largely detrimental on the authorities ability to operate normally in exchange for limited benefit in the public interest.

The supply of information in response to an EIR request does not confer the right to re-use the information. UK copyright law allows information supplied for the purposes of private study and non-commercial research to be used without permission. Information supplied can also be re-used for the purposes of news reporting except for in the case of photographs.

GOING FORWARD

If you are dissatisfied with the information supplied please feel free to contact me on the number above for any queries in relation to this response. Please note that in responding to further enquiries I can only comment on the information contained within this correspondence and cannot provide any further information that may pertain to an additional EIR request.

Please remember to quote the Authority's four digit reference number given at the top of this email in any future communications.

If you remain dissatisfied following the conclusion of the above informal review, you have the right to ask for an internal review. A request for a review whether formal or informal should be submitted within two calendar months of the date of receipt of the response to your original letter and should be sent to DPO@NWLeicestershire.gov.uk or the address above.

Further details on our appeals and complaints procedure can be found on our website [here](#).

If you remain dissatisfied following the conclusion of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at accessicoinformation@ico.org.uk.

Yours sincerely

Mackenzie Keatley
Information Governance Officer