

PROTOCOL BETWEEN NORTHAMPTON POLICE AND NORTHAMPTON BOROUGH COUNCIL ENVIRONMENTAL HEALTH FOR LIAISON OVER NOISE ISSUES.

This protocol is focused solely on the issue of loud music from licensed premises affecting residents living in the vicinity.

Other sources of noise such as delivery noise, refrigerator, AC unit noise are dealt with by Environmental Health during the day.

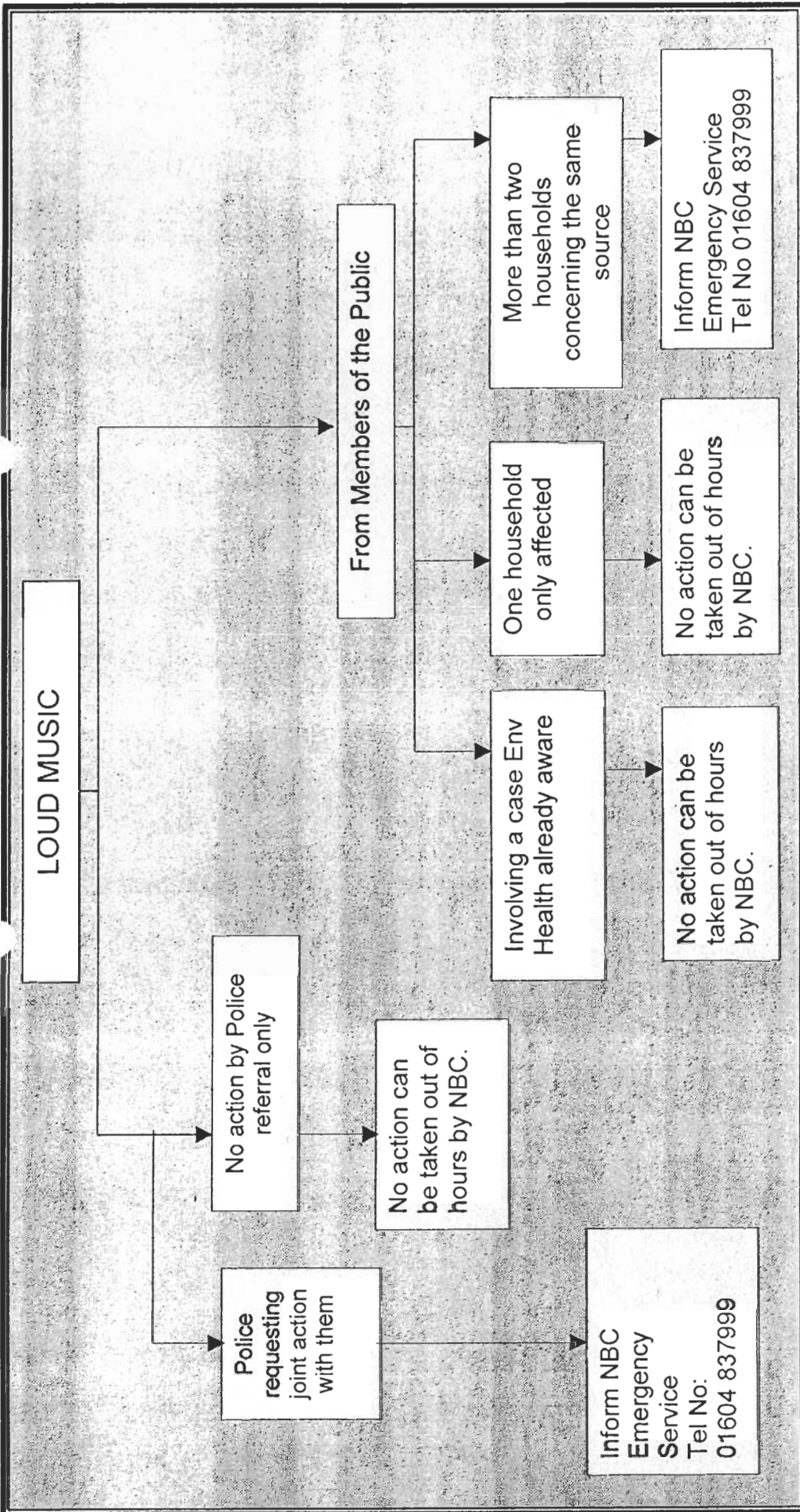
**Music Complaints**

1. Complaints will usually be received by Environmental Health but may be received by the Police. The Police will advise complainants to contact the Environmental Health Department during the day or the Council's out of hour's number after 5pm on weekdays or any time at weekends.

The process flow chart for dealing with loud music is at table 1 overleaf.

2. The majority of music complaints will not be classed as requiring emergency or immediate action. The Environmental Health will investigate these complaints the next working day.
3. The Environmental Health and Police will regularly exchange information on music complaints received about licensed premises.
4. In cases where the music is affecting a large number of residents and there is a risk of a breakdown in public order then the Police may contact the duty Emergency Call-Out Officer (ECO).
5. The ECO will visit the premises with the Police so that a joint assessment of the situation can be made and a decision taken on the most suitable course of action.
6. The Environmental Health and or Police will, in appropriate cases, apply to the Licensing Sub Committee to review the premises licence/club premises certificate.
7. This procedure will be reviewed every six months.

**NOISE - LOUD MUSIC**



**Environmental Health Office Hours Tel: 01604 838000**

Copy of Application needs submitting to all authorities as listed below:-

NORTHAMPTON BOROUGH COUNCIL: LICENSING AUTHORITY

Mr B Sturgess  
Licensing Officer  
Northampton Borough Council  
Borough Solicitor's Division  
**The Guildhall**  
**St Giles Square**  
**Northampton**  
**NN1 1DE**

Tel: 01604 838750  
Fax: 01604 838723  
E-mail: [bsturgess@northampton.gov.uk](mailto:bsturgess@northampton.gov.uk)

(For advice on the licensing process; for application forms and to whom they should be returned; enforcement and general public enquires)

Tel: 01604 838545  
E-mail: [laddington@northampton.gov.uk](mailto:laddington@northampton.gov.uk)

NORTHAMPTON BOROUGH COUNCIL: ENVIRONMENTAL HEALTH

Mr J Alfano  
Principal Environmental Health Officer (Sustainable Environments & Environmental Protection Teams)

Environmental Health and Private Sector Housing Division  
Cliftonville House  
Bedford Road  
Northampton  
NN4 7NR

Tel: 01604 837770  
Fax: 01604 838755  
Email: [jalfano@northampton.gov.uk](mailto:jalfano@northampton.gov.uk)

(Noise, health and safety issues and their enforcement. Food hygiene issues should be referred to the general Environmental Health Enquiry line – Tel: 01604 838786)



NORTHAMPTON BOROUGH COUNCIL: PLANNING

Planning, Transportation and Regeneration Division  
Cliftonville House  
Bedford Road  
Northampton  
NN4 7NR

Tel: 01604 837574

Email: [planning@northampton.gov.uk](mailto:planning@northampton.gov.uk)

(For advice in respect of planning permission)

NORTHAMPTON BOROUGH COUNCIL: BUILDING CONTROL

Building Control Division  
Cliftonville House  
Bedford Road  
Northampton  
NN4 7NR

Tel: 01604 838920

(For advice in respect of Buildings Regulations, structural alterations etc)

NORTHAMPTONSHIRE POLICE

PC David Bryan  
Licensing Officer  
Northamptonshire Police  
Campbell Square Police Station  
The Mounts  
Northampton  
NN1 3EL

Tel: 01604 888634

Fax: 01604 632645

Email: [david.bryan@northants.police.uk](mailto:david.bryan@northants.police.uk)

(For advice on crime and disorder issues and enforcement of offences created by the Act)

NORTHAMPTONSHIRE FIRE AUTHORITY

Northamptonshire Fire and Rescue Service  
Fire Safety Department  
Bolton House  
Wootton Hall Park  
Northampton  
NN4 9BN

Te: 01604 797101

Email: [licensing-mailbox@northantsfire.org.uk](mailto:licensing-mailbox@northantsfire.org.uk)

(For advice on Fire Safety Risk Assessments and related public safety matters)

NORTHAMPTONSHIRE COUNTY COUNCIL: CHILDREN AND FAMILIES SERVICE

Mrs C Nirini  
Head of Service for Safeguarding Children  
Children and Families Service  
Northants County Council  
PO BOX 93  
County Hall  
Guildhall Road  
Northampton  
NN1 1AN

Tel: 01604 654040

Fax: 01604 237225

Email: [cnirini@northamptonshire.gov.uk](mailto:cnirini@northamptonshire.gov.uk)

(For advice on the protection of children from harm)

NORTHAMPTONSHIRE COUNTY COUNCIL: CHIEF TRADING STANDARDS OFFICER

Trading Standards Service (Carol Gamble)  
Wootton Hall Park  
Northampton  
NN4 0GB

Tel: 01604 707900

Email: [licensing@northamptonshire.gov.uk](mailto:licensing@northamptonshire.gov.uk)