



Noise

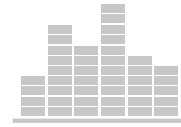
Complaint Statistics for
Northern Ireland

2008-2009



Department of the
Environment

www.doeni.gov.uk

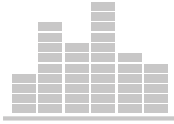


introduction

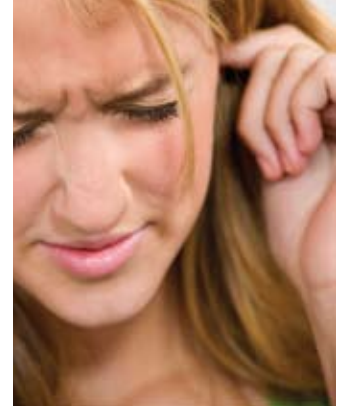
This report is intended to inform central government, local authorities, the general public and any other interested parties on noise complaints received by district councils in Northern Ireland. The Planning and Environmental Policy Group of the Department of the Environment has compiled this report from a survey of district councils in Northern Ireland who are the organisations empowered to deal with the vast majority of noise pollution.

This report analyses noise complaints received by all 26 councils from 01 April 2008 to 31 March 2009. One of the most surprising findings is that fewer noise-related complaints were made to district councils in 2008-2009 than in the previous year.

The Department regards the information in this report as an important indicator of the effectiveness of current noise controls. It is anticipated that the statistics provided by the district councils will enable the Department to more appropriately target policy development and research needs in respect of environmental and neighbourhood noise. This report also enables councils to compare their noise statistics to those of neighbouring districts and for the Department to establish trends.



awareness of noise

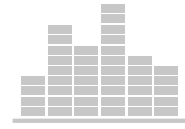


Noise is commonly defined as ‘sound which is undesired by the recipient’. Noise can be any sound which is intrusive, disturbing or annoying. It is one of the most pervasive pollutants and is capable of causing annoyance, stress, sleep disturbance and other adverse health impacts.

The likelihood of individuals complaining to their council about noise depends on the degree of disturbance and the individual’s awareness of the service provided by the council in respect of noise control. Surveys carried out in Northern Ireland and in other parts of the UK reveal that many people do not know who to contact regarding excessive noise and very few will actually complain directly to their local council.

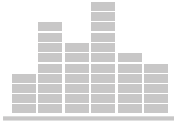
The 2008 National Noise Survey carried out by the charity Environmental Protection UK, revealed that 17% of participants were bothered, annoyed or disturbed by noise from their neighbours inside their homes. When the Department contacted a number of district councils, they reported that those complaining stated lack of sleep, overhearing shouting, interruption to conversations/television programmes and the inability to relax as the negative effects of the noise. The World Health Organisation (WHO) states that noise seriously harms human health and interferes with peoples daily activities at school, at work and during leisure time. The main health risks identified by WHO include pain and hearing fatigue, impaired hearing, altered behaviour (such as aggression or helplessness), interference in speech and communication, long and short term sleep disturbance, cardiovascular effects, reduced academic and professional performance and altered hormonal responses (including increased stress hormone, altered metabolism and weakened immune system). In addition to these effects, the consequences for more sensitive groups within society must also be considered. Given the adverse impacts of noise, it is imperative that such invasion is fully addressed.

The Environmental Noise Regulations (Northern Ireland) 2006 require competent authorities to assess levels of environmental noise from major transport sources and in large urban areas. The Regulations require the production of environmental noise maps by computer modelling, the creation of action plans to manage noise exposure where it is high and the identification of quiet urban areas which are to be protected. Further information on noise maps and action plans are available on the Noise NI Website (www.noiseni.co.uk).



awareness of noise

In May 2006, the Department established a permanent noise monitoring station in Belfast, which will provide an ongoing indicator of ambient urban noise levels in the City. Measured noise levels from this site will also be used to quality assure the modelling and mapping processes undertaken as part of the Regulations.



noise complaints



Councils receive a wide variety of noise related complaints. For ease of reporting the noise complaints have been categorised as follows:

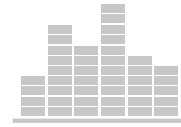
- *Industrial;*
- *Commercial and leisure;*
- *Domestic;*
- *Construction, demolition or road works;*
- *Transport; and*
- *Noise in the street.*

These categories have been further divided. *Details can be found in Table 1.*

Noise complaint returns were provided by all of Northern Ireland's 26 district councils. Therefore, this report provides a comprehensive picture of the noise environment for the entire region.

In total 11,099 complaints were made to councils about noise in 2008/2009 compared to 11705 in 2007/2008. This is a 5% decrease from 2007/2008. This reduction may indicate fewer instances of excessive noise or that the population is becoming more tolerant of noise and thus make fewer complaints. However, the reduction may be a direct result of the poor summer in 2008, causing fewer people to be in their gardens or have their windows open. Met Office data confirms that all three summer months (June, July and August) had above average rainfall across the UK and that parts of Northern Ireland had around double their average rainfall.

A summary of all the data returned by the councils is contained in Tables 1 and 2. The information shows that major population centres, such as Belfast, Coleraine and Lisburn generally have a higher number of noise complaints than more rural areas. In order to make a direct comparison between districts, the number of complaints has been considered in light of the relevant population density for the area in question. Figure 1 illustrates the numbers of noise complaints received by each council per 1000 people, based on the 2001 census data. The councils receiving the greatest number of noise complaints per 1000 of the population were Belfast (20 complaints per 1000 people), Coleraine (8), Down (5), Ballymoney (5) and Strabane (5). The lowest numbers of noise complaints



noise complaints

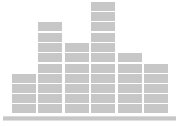
by population density were in Castlereagh (2 per 1000 people), Magherafelt (3), Fermanagh (3) and Limavady (3). These results are broadly similar to last year's, but Ards and Carrickfergus did not feature this year as having a high number of noise complaints, whereas they did last year.

Enquiries of Belfast and Coleraine district councils were made in relation these findings. Belfast City Council provides a Noise Complaint Service that operates both during normal office hours and every night between 8pm and 4am (except for Christmas Day, Boxing Day, New Years Eve, St. Patrick's Day and 11 and 12 July). A dedicated Noise Hotline (028 90 373006) has been established to enable ratepayers to contact Noise Control Officers directly. These officers have special powers to deal with disturbance caused by noisy neighbours at night. If excessive noise is witnessed the officers can serve a Warning Notice. Failure to comply with the notice will result in a fixed penalty fine of £100 and in extreme circumstances noise making equipment, such as stereos, can be seized.

In an effort to address noise from students, Belfast City Council attends the Queens University's "fresher's fair" and Coleraine Borough Council attends the University of Ulster, Coleraine "fresher's fairs" to educate and provide information on noise pollution to students. Belfast has a high population density, vibrant night life and a significant student population. Belfast City Council works in partnership with the educational establishments in order to encourage responsible student behaviour. Belfast City Council staff also attend the Freshers Bazaar and Living Off Campus events hosted by the University and Colleges in order to promote noise awareness.

Coleraine Borough Council operates a joint enforcement initiative across a range of antisocial behaviour. One aspect of this consists of night time patrols between 9pm and 4am on programmed nights (on average 1 night per week at the start of the university term). Local residents aid the detection of antisocial behaviour and noisy parties. Incidents of noise nuisance are reported to the council and Coleraine Councillors authorise the service of noise abatement notices. Thus it is possible that the number of complaints to Coleraine Borough Council may have been higher had the initiative been operational every night.

Despite Castlereagh being a suburb within greater Belfast, it had the lowest number of complaints per capita. Castlereagh District Council suggested that



noise complaints



this may be due to the roads on the outskirts being less busy than those closer to the city centre, there being fewer pubs and clubs and students residing there than in the centre of Belfast.



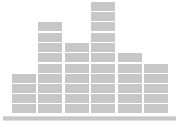
what can be done about noise

Article 38 of the Pollution Control and Local Government (Northern Ireland) Order 1978 gives district councils power to deal with noise from premises, including land, which they consider amounts to a statutory nuisance. The powers apply not only to the control of existing noise, but where a noise is expected to occur or recur. Where a council is satisfied that a nuisance exists, it is required to serve a legal notice requiring the abatement of that noise nuisance.

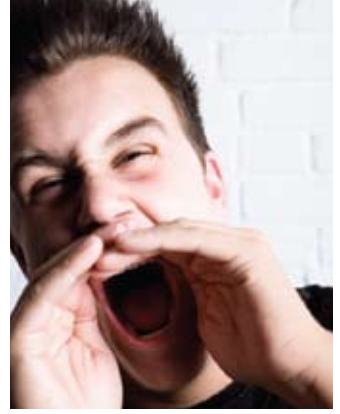
In total, council officers issued 107 noise abatement notices during 2008/09 under the Pollution Control and Local Government Order, compared to 219 in 2007/08. Details of all noise notices served by district councils in 2008/09 are contained in Table 2. The vast majority of the notices (84 of the 107) were issued in relation to noise from domestic premises. 53 notices were served in response to noise from music, televisions or parties in domestic premises. The high number of complaints for this category may be due to the time of day (evening/night) when individuals are most likely to be watching television loudly or having a party coinciding with the period when recipients are likely to be most offended by excess noise.

Councils also have discretion to adopt the Noise Act 1996. This provides additional powers to deal with noise at night from domestic premises. The powers include issuing warning and fixed penalty notices and in certain circumstances seizing noise making equipment. To date Belfast City Council is the only council in Northern Ireland to have adopted the Noise Act. The council recently commented that their noise hotline is widely advertised and the provision of a reactive noise service, which actions complaints directly on the night, has made this a very popular service. During 2008/09 council officers issued 362 warning notices under the Noise Act 1996 (see Table 2). This represents a 44% increase on the number of equivalent notices served last year and reflects a higher incidence of excessive noise being witnessed by council officers. However, the warning notices are a very effective enforcement tool with the threat of a £100 fine providing a valuable deterrent.

Figure 2 illustrates the numbers of all noise notices served by district councils in Northern Ireland. For comparison purposes these are expressed per 100 complaints received by each council. Relatively few noise notices are issued by district councils compared to the level of complaints received. Councils serving the greatest number of notices per 100 complaints in 2008/09 were Belfast (7),



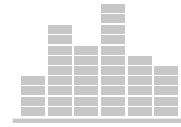
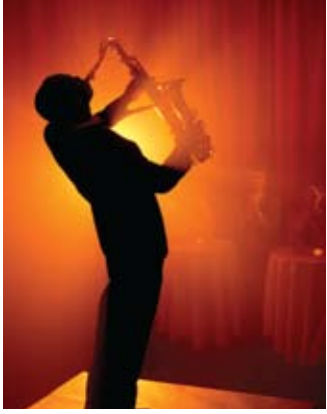
what can be done about noise



Magherafelt (5), Newry and Mourne (5) and Coleraine (4). These findings are similar to last year when Coleraine, Belfast, Newry and Mourne and Fermanagh issued the greatest number of notices per 100 complaints received.

When dealing with complaints council staff seek co-operation and agreement to obtain a solution. An informal approach is generally adopted to resolve noise complaints. Where this fails and a noise nuisance exists, more formal action is instigated. This includes issuing verbal and written warnings which are often sufficient to ensure the desired outcome. If required a formal notice is issued, but it can prove difficult for councils to obtain sufficient evidence to justify issuing a noise notice.

Where notices are not complied with, councils may instigate legal proceedings. In 2008/09 16 prosecutions were initiated by the following district councils: Antrim (1); Armagh (1), Belfast (5), Limavady (1), Newry and Mourne (7) and North Down (1). This is a 78% increase from the number of prosecutions made last year. Last year legal action was only taken by Dungannon (1 prosecution), Larne (2), Limavady (1), Newry and Mourne (4) and North Down (1) District Councils.



sources of noise

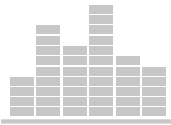
Analysis of the data reveals that domestic noise accounts for 82% of all complaints this year (Figure 3). This is the same proportion of the total number of noise complaints that domestic noise complaints represented last year.

Further analysis of this category is shown in Figure 4. The domestic noise source most complained about is animal noise. This accounts for 47% of domestic noise complaints. This is closely followed by music, television and parties which are the source of 42% of the complaints in this category.

Figure 4 also shows the breakdown of complaints in the other main categories, save for the construction sector which has no further sub-divisions. Construction noise is the third most complained about noise source with 322 complaints in 2008/09, representing 3% of the total number of noise complaints received.

In relation to the commercial and leisure sector, the public appears to be most annoyed by entertainment noise, which accounts for 51% of all noise complaints about commercial and leisure premises. These complaints will relate primarily to noise from amplified music and patrons of venues.

In the transport sector, noise from road vehicles is the dominant source of complaints accounting for 70% of all transport related complaints. This is followed by complaints regarding railways (12%), delivery vehicles (10%) and civil aircraft (6%).



trend analysis



This is only the sixth year for which complete results are available for sources of noise complaints, but already an interesting picture of the noise environment in Northern Ireland is emerging. There was a 42% increase in total noise complaints made between 2003/04 and 2006/07. There was a subsequent decrease of 2% in the total complaints received between 2006/07 and 2007/08 and further reduction of 5% between 2007/08 and 2008/09. The reduction experienced this year is most likely weather related. Full details of the annual changes are illustrated in Figure 5.

Figures 6 to 10 show the changes in numbers of noise complaints across the various categories from 2004 to 2009.

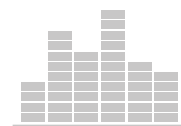
INDUSTRIAL

Between 2003/04 and 2007/08 complaints from industry, manufacturing and workshops increased consistently, with a total increase of 25% over the 5 years. This trend reversed between 2007/08 and 2008/09 when a decrease of 20% was experienced. This is most likely a direct result of the downturn in the economy. No medium term trend in the number of complaints regarding agricultural noise can be identified, but an increase of 69% in complaints regarding this category was recorded between 2007/08 and 2008/09.

COMMERCIAL AND LEISURE

The most notable source of complaints within the commercial and leisure sector is entertainment premises as illustrated in Figure 7. The level of complaints regarding such premises remained fairly consistent between 2003/04 and 2007/08, but a notable increase of 30% was experienced between 2007/08 and 2008/09. This may relate to the introduction of the smoking ban on 30 April 2007, as the creation of smoking areas outside together with doors to bars and clubs being opened more regularly to allow smokers to exit, allows more noise to escape.

Moderate variation in the number of noise complaints regarding sport and leisure premises has occurred between 2003/04 and 2008/09, but there has been a reduction of 31% in the number of complaints since 2005/06. A similar picture emerges in respect of complaints relating to restaurants and hot food bars. A decline of 33% in the number of complaints has



been recorded from 2004/05. No trends have been identified in respect of complaints relating to shops and offices or security alarms.

DOMESTIC

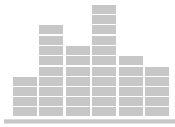
The number of complaints for all sources of noise pollution within the domestic category have reduced between 2007/08 and 2008/09 save for house alarms, which experienced a 26% increase. The number of complaints relating to DIY has remained fairly constant since 2003/04, with a reduction of 28% being seen this year. Further information on noise complaints from the domestic sector is found in Figure 8.

Noise from music, televisions and parties and animal noise remain the major reasons for complaints in the domestic category. Between 2003/04 and 2006/07 the number of noise complaints from the music, television and party sub-category steadily increased by 42%. Since 2006/07 a decline of 4% has occurred.

The number of complaints due to animal noise followed a similar pattern to that of music, televisions and parties, with an increase of 36% being experienced between 2003/04 and 2006/07 when the maximum number of complaints was received (4238). The increase of 13% in complaints relating to music, televisions and parties between 2005/06 and 2006/07 may have been attributable to the Department running the “Too Loud? You’re Allowed to Complain” campaign for 4 weeks in January and February 2005. This initiative made the public aware of what they could do if they suffered from excess noise possibly making more people likely to complain. Since 2006/07 an 8% reduction has occurred. Noise in this category has traditionally been from domestic pets, particularly barking dogs but some district councils have, on occasions received complaints relating to cockerels or chickens and horses. The reduction since 2006/07 may be attributable to the Department publishing guidance in 2005 which offered advice to dog owners on improving pet behaviour and reducing barking.

TRANSPORT

Complaints relating to transport have remained fairly static over the last 5 years (Figure 5). Figure 9 contains a breakdown of the number of complaints



by type of transport. Road vehicles are the predominant source of noise complaints in this category. There has been an increase of 60% in the number of road noise complaints received in the last year and an overall increase of 56% since 2003/04.

The number of noise complaints relating to railways has remained fairly similar over the last 5 years with 22 complaints being received in both 2003/04 and 2008/09. A similar pattern for complaints relating to civil aircraft noise has emerged, with only an increase of 10% from 2003/04 to the present day.

The number of complaints from military noise peaked in 2004/05 and 2005/06 with 12 complaints each year to district councils. Since 2004/05 this figure has reduced steadily and this year only 2 noise complaints related to military aircraft.

The number of complaints relating to delivery vehicles reduced by 1 (from 20 to 19) in the last year. Complaints relating to vehicle alarms dropped from 16 in 2007/08 to 2 this year. This represents a fall of 88%.

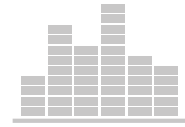
NOISE IN THE STREET

The predominant source of noise in the street is “other”. District councils confirm that this generally relates to boisterous and antisocial behaviour in the street. A reduction of 65% in complaints about such activity has occurred over the last year.

Noise from loudspeakers and ice-cream chimes have increased by 38% and 200% respectively over the last year, while complaints relating to street traders and street performers have reduced by 80% and 7% respectively.

CONSTRUCTION

The number of complaints about construction noise increased by 86% in the 4 year period between 2003/04 and 2007/08. However, a 35% reduction in the number of complaints was received in 2008/09 compared to the 2007/08 figures. This decrease may be due to the decline in construction and property development following the economic downturn.



There was a fall of 5% in the total number of complaints received in Northern Ireland between 2007/08 and 2008/09. The percentage change in complaint numbers per district council is illustrated in Figure 11.

The most significant increase in noise complaints over the last year was experienced by Banbridge District Council with an increase of 21%. Other councils reporting significant increases in the number of noise complaints were Down (20%), Fermanagh (10%) and Cookstown (8%). When contacted about these results, Banbridge was not aware of any specific reason for the increase. However, Down District Council has recently adopted an initiative whereby Enforcement Officers attended community meetings to provide information. It may be the case that once informed of the possible action that could be taken against the perpetrators of the noise, the public may be more likely to lodge a formal complaint.

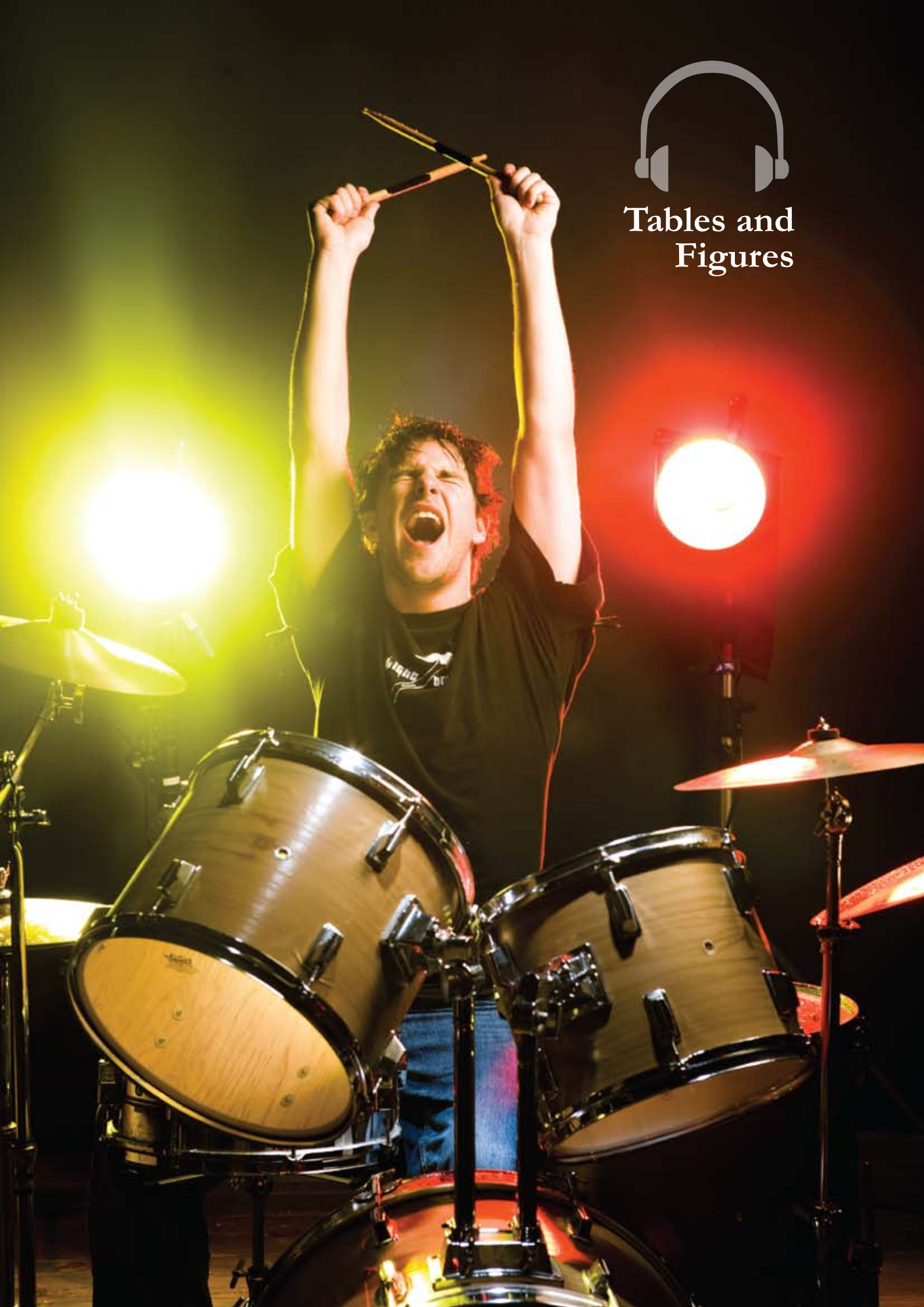
The most significant reductions in noise complaints were displayed by Antrim, Ards, Carrickfergus and Dungannon with reductions of 34%, 31%, 23% and 22% respectively. Antrim and Ards Borough Councils have not introduced any new initiatives, schemes or publicity (save for Ards putting further relevant information on its website) that may account for the drop in the number of complaints. 13 of the district councils experienced a drop in the number of complaints over the last year, 12 recorded an increase and Omagh saw no change in the number of complaints.

In respect of action against noise there has been no change in enforcement activity as 470 notices were served in both 2007/08 and 2008/09 as illustrated in Table 2. Last year 9 prosecutions were brought, compared to 16 this year. This represents an increase of 78% in the number of prosecutions brought.

Despite the somewhat positive results this year (5% reduction in the number of complaints), noise pollution and a desire to seek help in redressing its impact is certain to continue. Many neighbour noise problems are a result of incompatible lifestyles in our modern world and a lack of consideration for the rights of others. The Department considers that better education is one way of tackling the problem and is committed to increasing its efforts to highlight the seriousness of the issue and to better inform the public of how to gain help with noise problems.



Tables and Figures





Noise Complaint Statistics

Table One

Total Noise Complaints Received by District Council

COUNCIL	Categor												
	Industrial		Commercial & Leisure							Domestic			
	Industry Manufacturing Workshops	Agricultural	Entertainment Premises	Sports & Leisure	Petrol Stations Car Wash	Hot Food Bars Restaurants	Other Shops & Offices	Security Alarms	Other	DIY	Music Televisions Parties	Animal Noise	House Alarms
Antrim	4	0	1	3	0	1	1	1	0	1	27	82	0
Ards	6	6	4	12	0	2	2	3	6	4	56	154	2
Armagh	5	6	6	2	0	1	4	0	0	0	60	141	0
Ballymena	5	4	1	4	0	0	2	5	1	0	63	112	1
Ballymoney	2	3	0	1	0	0	0	0	3	0	18	80	1
Banbridge	3	13	2	5	0	0	0	0	0	3	23	125	1
Belfast	6	0	411	4	0	1	1	109	145	60	3037	1058	155
Carrickfergus	5	0	3	0	1	0	0	2	6	1	39	71	5
Castlereagh	8	7	8	1	1	1	1	1	2	1	31	55	3
Coleraine	4	2	12	0	0	1	0	1	6	2	117	252	3
Cookstown	9	1	1	2	1	0	0	0	1	0	28	67	0
Craigavon	9	2	6	3	1	2	0	2	0	1	93	181	9
Derry	7	2	9	1	0	2	5	3	1	1	96	159	6
Down	10	0	7	5	1	2	2	3	5	1	58	151	1
Dungannon	18	5	2	1	0	1	0	2	0	0	55	55	2
Fermanagh	1	0	0	1	2	0	1	1	2	0	37	91	0
Larne	2	0	4	7	0	1	1	1	0	2	38	54	1
Limavady	0	1	1	3	1	1	0	0	2	2	29	47	0
Lisburn	12	0	11	25	5	0	0	0	0	2	110	237	6
Magherafelt	7	1	3	1	0	0	0	2	2	0	11	60	0
Moyle	0	1	6	0	0	0	2	0	0	0	13	27	0
Newry&Mourne	11	4	2	3	0	2	1	0	1	0	48	129	0
Newtownabbey	4	5	3	4	1	0	0	4	8	6	63	158	5
North Down	0	0	3	0	0	0	0	2	7	1	58	168	3
Omagh	10	3	3	1	0	2	0	1	0	0	29	74	0
Strabane	3	0	2	0	0	4	4	1	5	0	33	110	0
TOTAL	151	66	511	89	14	24	27	144	203	88	4270	3898	204

Category of Source												
Other Neighbour Noise	Construction	Transport						Noise in the Street				
	Construction Sites Demolition Works Road Works	Road Vehicles	Railways	Civil Aircraft	Military Aircraft	Delivery Vehicles	Vehicle Alarms	Loudspeakers	Ice Cream Van Chimes	Street Traders	Street Performance Public Address	Other
10	1	3	0	1	0	3	0	0	0	0	0	2
12	7	2	0	0	0	0	0	0	1	0	0	1
3	3	2	0	0	0	3	0	0	0	0	0	0
36	1	3	0	0	0	2	0	0	1	0	1	1
12	2	1	0	0	0	1	0	0	0	0	0	0
10	1	1	0	0	0	0	0	0	0	0	0	0
282	208	69	14	7	0	4	2	1	4	0	5	96
10	2	1	2	0	0	0	0	0	0	0	0	5
23	2	1	0	0	0	0	0	0	0	0	0	5
23	11	3	3	0	0	2	0	0	0	0	1	9
9	1	0	0	0	0	0	0	0	0	0	0	1
36	3	12	0	0	0	0	0	0	0	0	0	3
17	8	1	0	0	0	0	0	1	0	0	2	0
45	7	6	0	0	0	0	0	2	0	0	0	2
11	4	3	0	0	0	1	0	0	0	0	1	2
16	5	1	0	0	0	1	0	0	0	0	0	0
9	0	0	0	0	0	0	0	2	0	0	0	1
1	1	0	0	0	1	0	0	0	0	0	0	0
57	13	2	0	0	0	1	0	0	0	0	1	10
8	1	1	0	3	0	0	0	1	0	0	0	2
1	1	0	0	0	0	0	0	0	0	1	1	0
26	13	4	0	0	0	0	0	0	0	0	0	0
31	9	1	0	0	1	1	0	0	0	0	0	4
24	6	1	3	0	0	0	0	0	0	0	0	0
11	8	8	0	0	0	0	0	1	0	0	2	0
4	4	2	0	0	0	0	0	3	0	0	0	1
727	322	128	22	11	2	19	2	11	6	1	14	145

TOTAL
141
280
236
243
124
187
5679
153
151
452
121
363
321
308
163
159
123
90
492
103
53
244
308
276
153
176
11099



Noise Complaint Statistics

Table Two

Total Notices Served by District Council

COUNCIL	Pollution Control & Local Government (NI) Order																			Noise Act		Total Notices	Noise Act & PC & LG (NI) Order								
	Industrial		Commercial & Leisure						Domestic					Con-struction	Transport						Warning Notices			Fixed Penalty Notices							
	Industry	Manufacturing Workshops	Agricultural	Entertainment Premises	Sports & Leisure	Petrol Stations	Car Wash	Hot Food Bars	Restaurants	Other Shops & Offices	Security Alarms	Other	DIY	Music Televisions	Parties	Animal Noise	House Alarms	Other Neighbour Noise	Construction Sites	Demolition Works		Road Works	Road Vehicles		Railways	Civil Aircraft	Military Aircraft	Delivery Vehicles	Vehicle Alarms		
Antrim	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	1	
Ards	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	0
Armagh	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	1	1
Ballymena	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	n/a	n/a	1	0	
Ballymoney	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	0
Banbridge	0	0	0	0	0	0	0	0	0	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	6	0
Belfast	0	0	0	0	0	3	0	8	0	0	5	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	354	8	380	5	
Carrickfergus	0	0	0	0	0	0	0	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	4	0	
Castlereagh	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	3	0	
Coleraine	0	0	0	0	0	0	0	0	0	0	20	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	20	0	
Cookstown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	0	
Craigavon	1	0	0	0	0	0	0	0	0	0	10	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	14	0	
Derry	0	0	0	0	0	1	0	0	0	0	4	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	7	0	
Down	0	0	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	3	0	
Dungannon	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	0	
Fermanagh	0	0	0	0	0	0	1	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	4	0	
Larne	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	0	
Limavady	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	1	
Lisburn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	0	
Magherafelt	3	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	5	0	
Moyle	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	0	
Newry&Mourne	0	0	1	0	0	0	0	0	0	0	2	7	0	1	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	11	7	
Newtownabbey	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	1	0	
North Down	0	0	1	0	0	0	0	0	0	0	6	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	10	1	
Omagh	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	0	
Strabane	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a	n/a	0	0	
TOTAL	4	1	3	1	0	4	1	8	0	0	53	27	3	1	1	0	0	0	0	0	0	0	0	0	0	354	8	470	16		

Noise Complaint Statistics

Figure 1

Noise Complaints Per 1000 Population

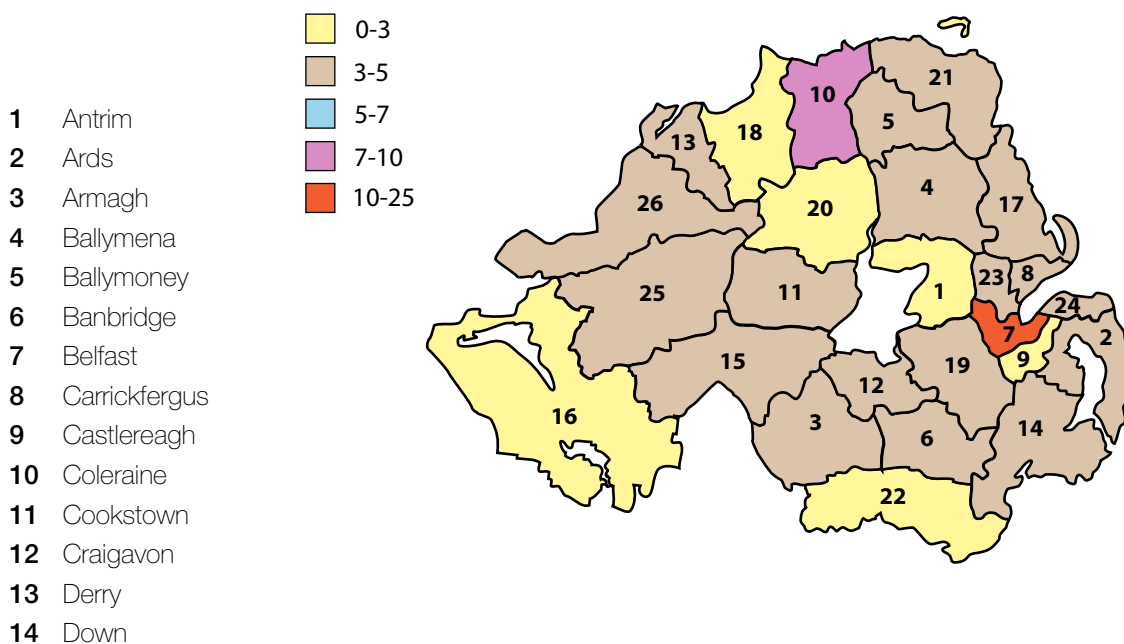
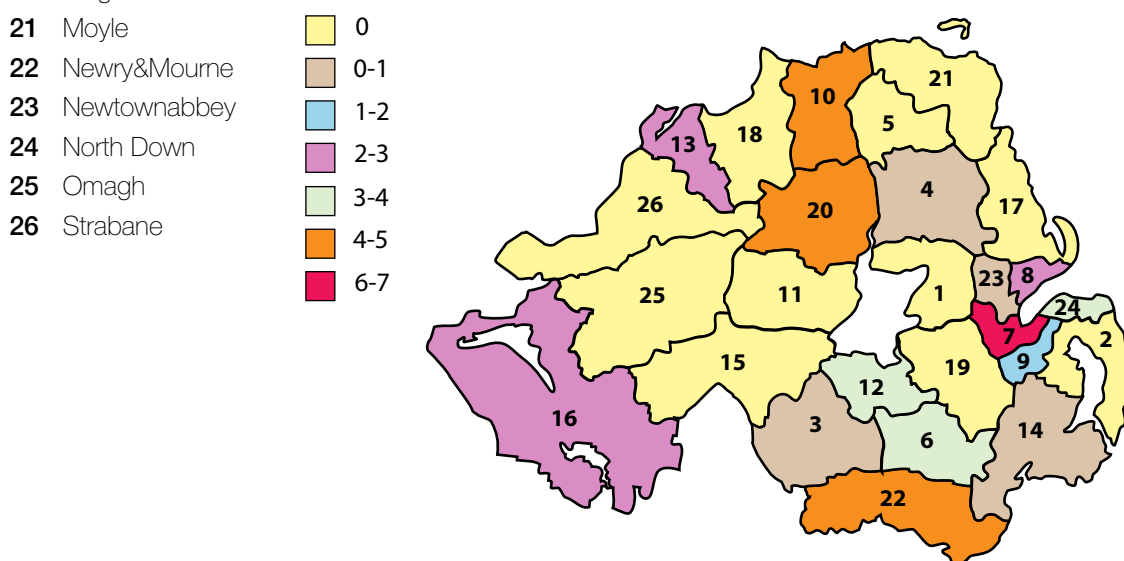


Figure 2

Notices Served Per 100 Complaints Recieved

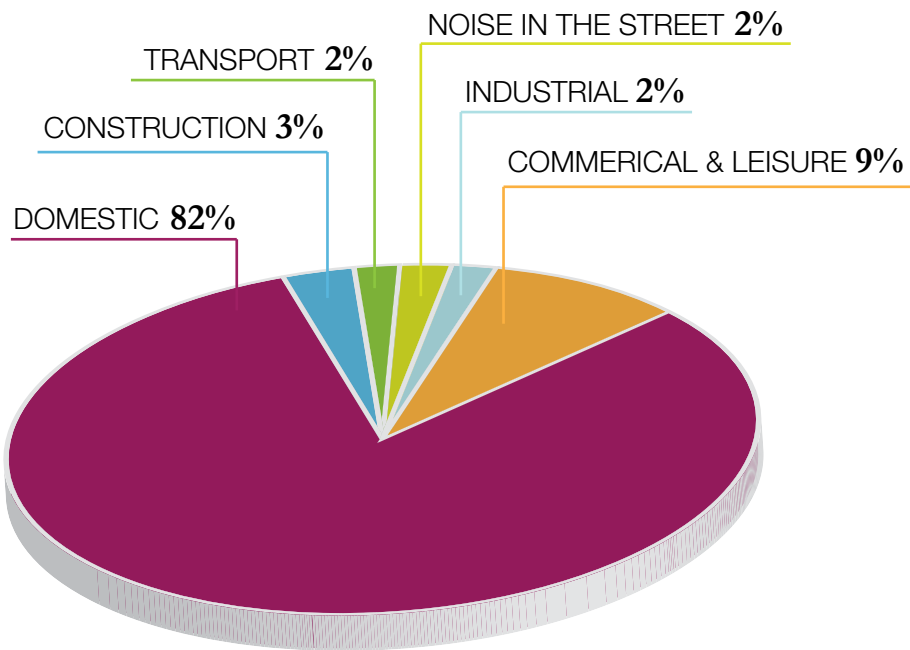




Noise Complaint Statistics

Figure 3

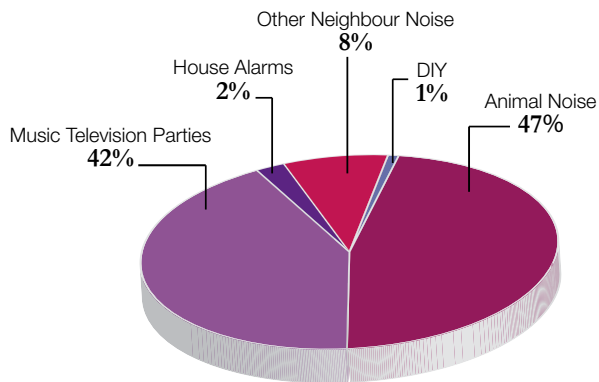
Total Noise Complaints



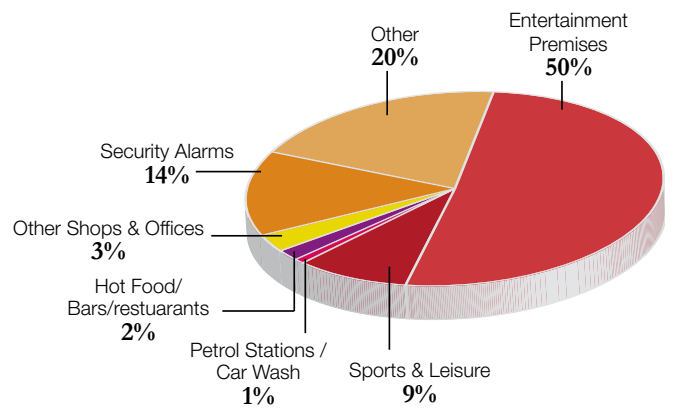
Noise Complaint Statistics

Figure 4
Noise Complaint Categories

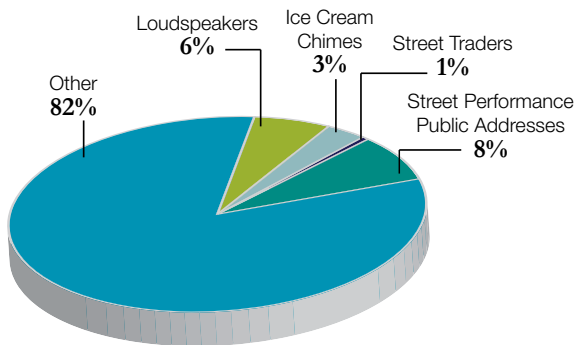
DOMESTIC



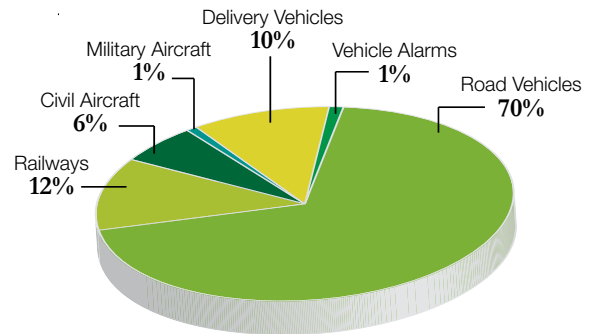
COMMERCIAL & LEISURE



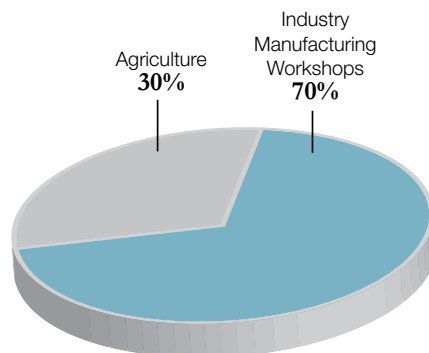
NOISE IN THE STREET



TRANSPORT



INDUSTRY

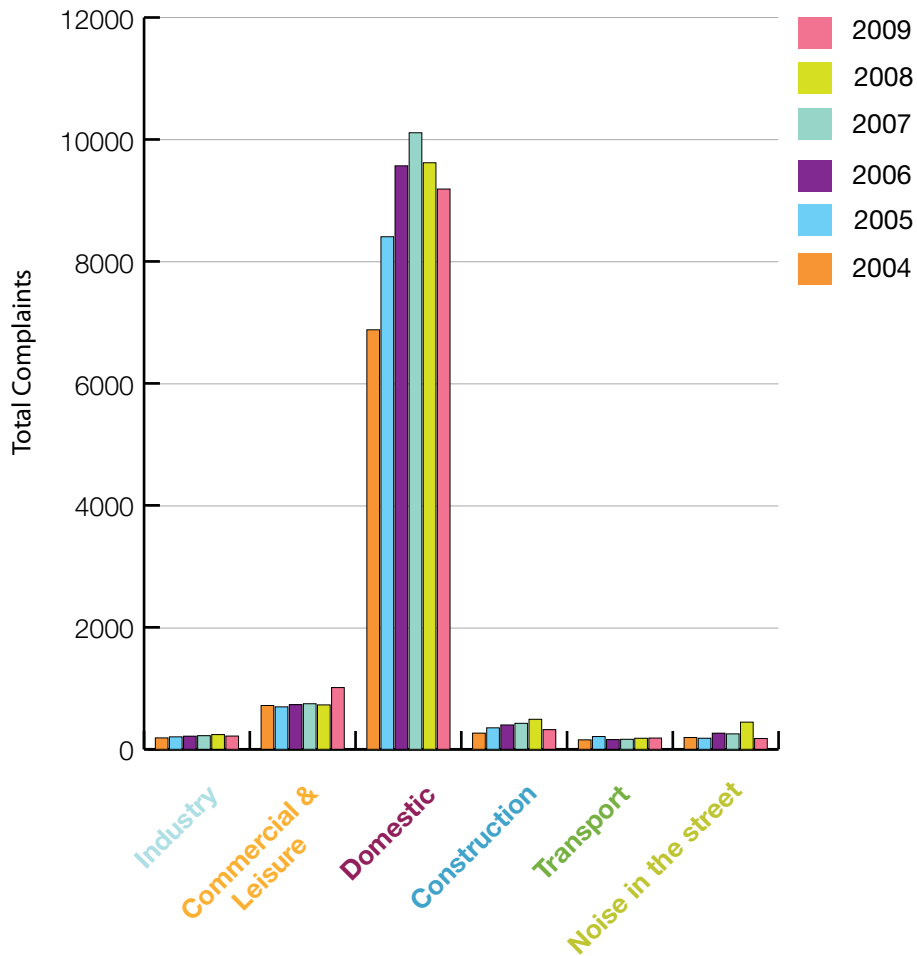




Noise Complaint Statistics

Figure 5

Noise Complaints Comparison 2004-2009



Categories	2004	2005	2006	2007	2008	2009
<i>industry</i>	187	204	215	223	241	217
<i>commercial & leisure</i>	718	696	732	747	728	1012
<i>domestic</i>	6879	8405	9568	10110	9618	9187
<i>construction</i>	265	352	399	426	492	322
<i>transport</i>	155	209	159	164	181	184
<i>noise in the street</i>	193	181	264	253	445	177

Noise Complaint Statistics



Figure 6

Industrial Complaints Comparison 2004-2009

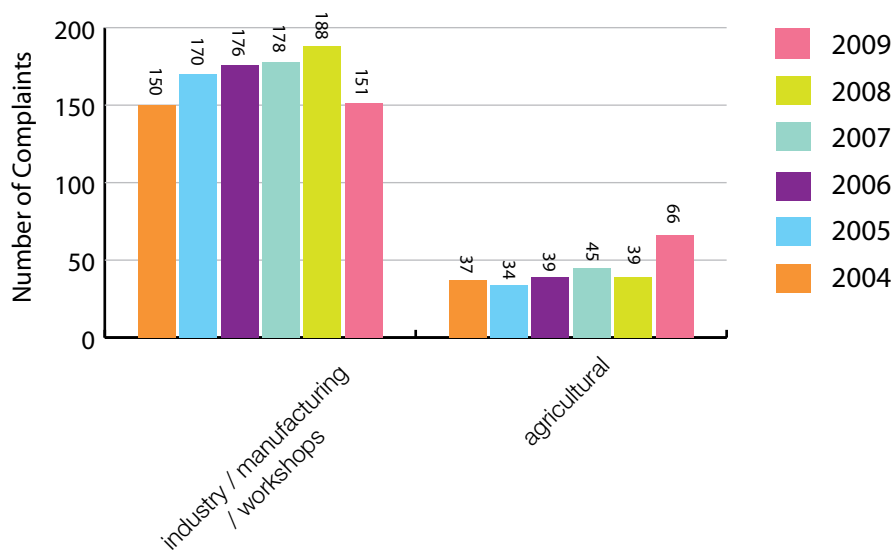
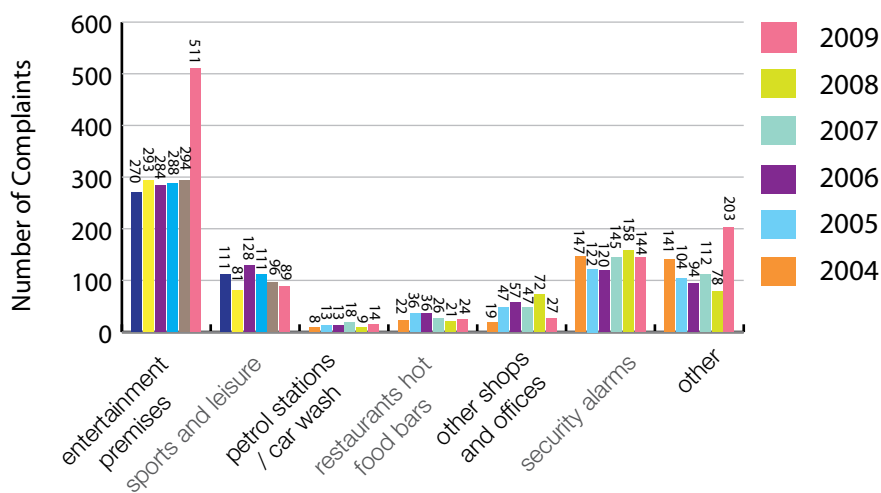


Figure 7

Commercial & Leisure Complaints Comparison 2004-2009





Noise Complaint Statistics

Figure 8

Domestic Complaints Comparison 2004-2009

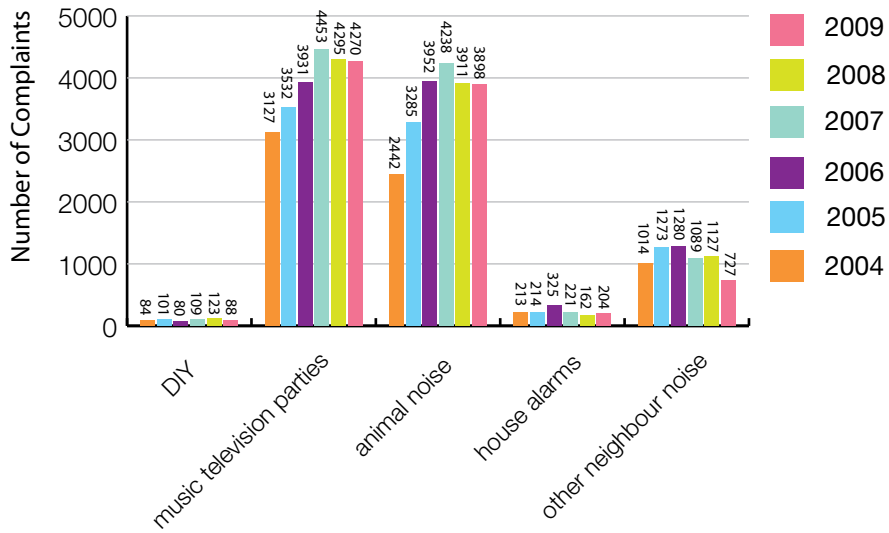
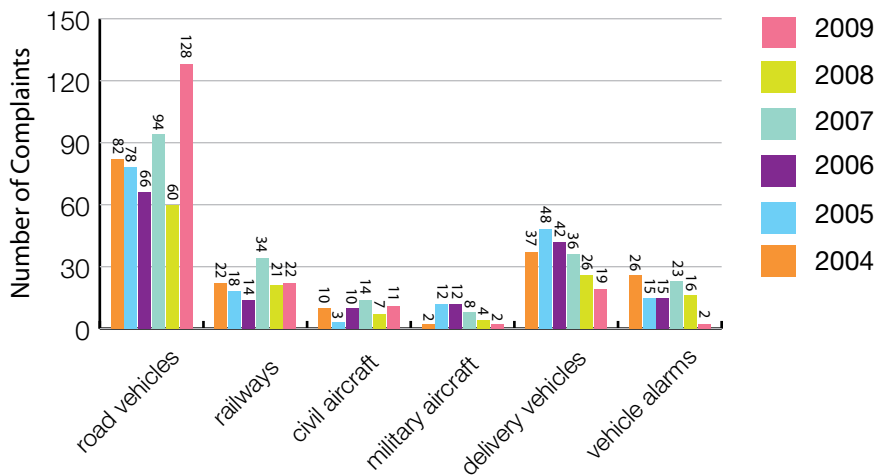


Figure 9

Transport Complaints Comparison 2004-2009

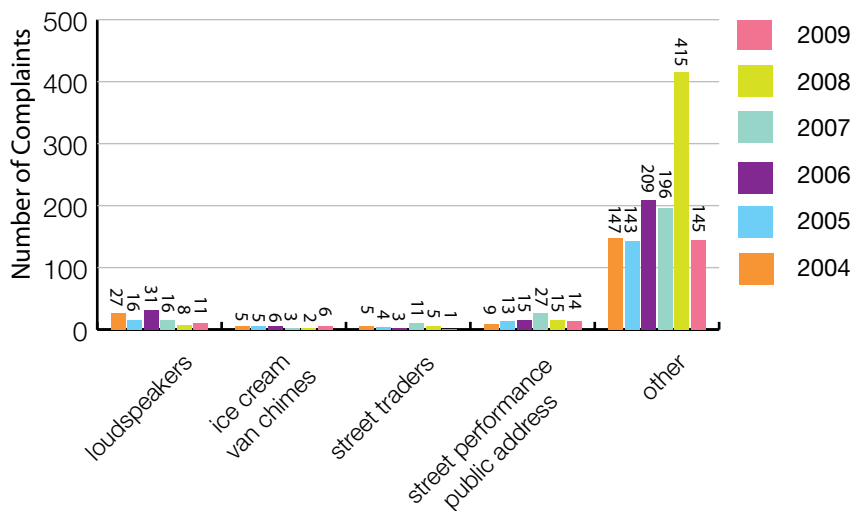


Noise Complaint Statistics



Figure 10

Noise Complaints Comparison 2004-2009

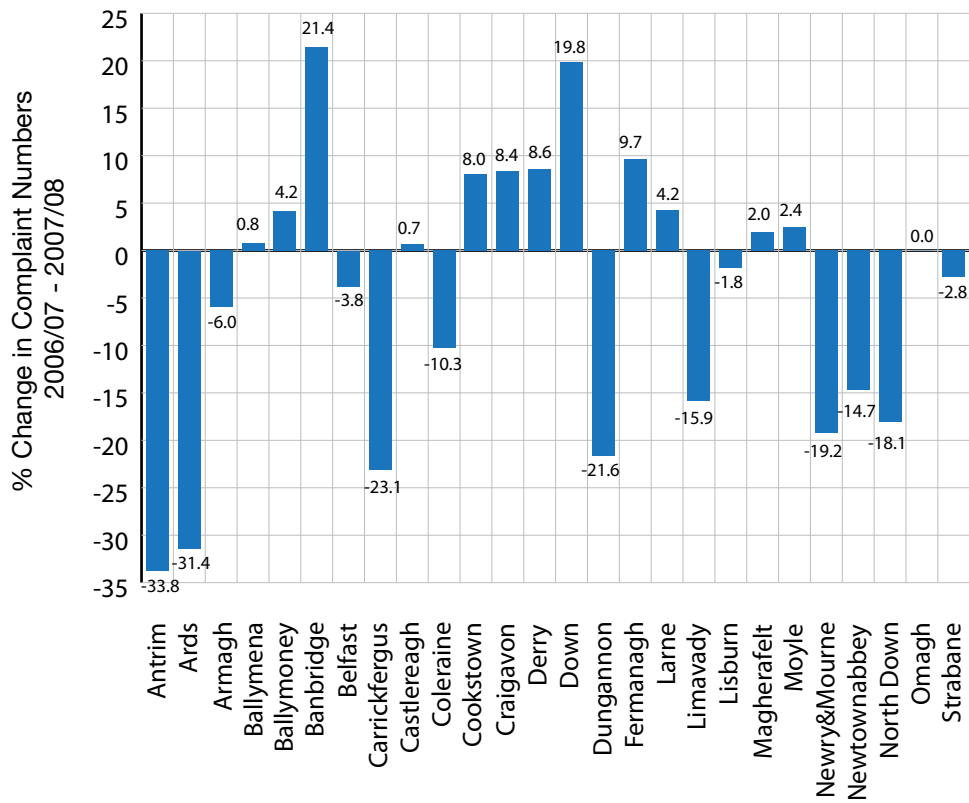




Noise Complaint Statistics

Figure 11

Percentage Change in Complaint Numbers
2007/08 - 2008/09





Department of the

Environment

www.doeni.gov.uk

“The Department’s aim is to secure a better and safer environment and support effective local government”.

Further information on noise matters in general, or the content of this report may be obtained from Department of the Environment, Planning and Environmental Policy Group at the following address:

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