

Noise Complaint

Statistics for Northern Ireland
2009-2010



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Introduction



This report is intended to inform central government, local authorities, the general public and any other interested parties of the number and nature of noise complaints that are received by district councils in Northern Ireland. The Environmental Policy Division of the Department of the Environment has compiled this report from data supplied by 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 1 April 2009 to 31 March 2010. One of the most notable findings of the report is the 5.3% increase in the total number of complaints received compared to the previous year. This is of particular significance as it brings to an end the general reduction in noise complaints experienced over the last few years with a 5% decrease in the total number of complaints in 2007/08 – 2008/09 and a 2% decrease experienced the year before that.

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 of the Environment 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 noise control service provided by the council. 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 Survey¹ 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 people's 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 feelings of helplessness), interference in speech and communication, 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 these adverse impacts it is imperative that instances of noise pollution are 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) and the Department's website (http://www.doeni.gov.uk/index/protect_the_environment/local_environmental_issues/noise.htm).

¹The results of subsequent surveys have not been published.

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.

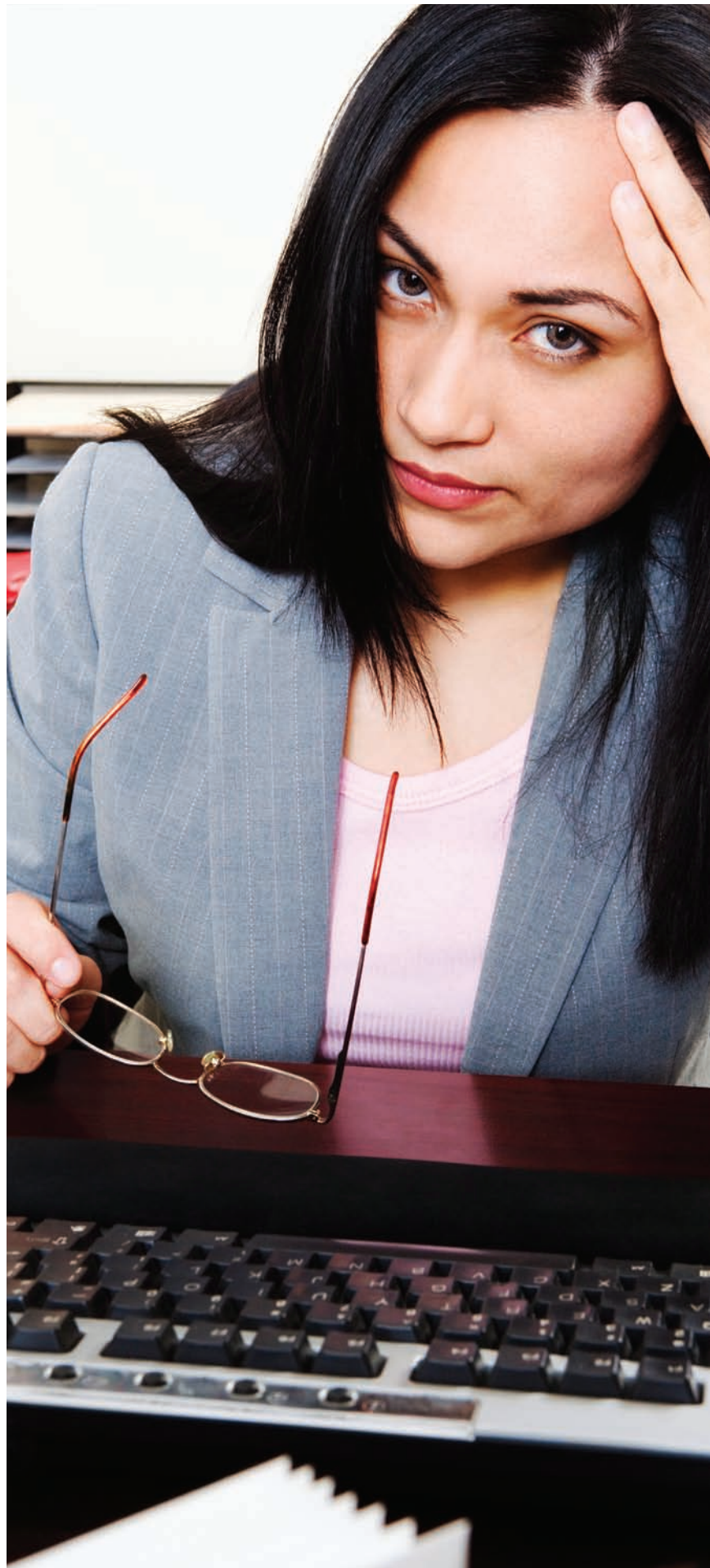
In total 11,687 complaints were made to councils about noise in 2009/2010 compared to 11,099 in 2008/2009. This is a 5.3% increase from 2008/2009. This rise may indicate greater instances of excessive noise, greater awareness of noise control services and the complaint process or that the population is becoming less tolerant of noise. The largest increases of 41.8%, 35.6%, 23.2% in the number of complaints occurred respectively in Omagh, Limavady and Castlereagh. Antrim had an increase of 22.7%.

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, Lisburn, Craigavon and Derry generally have higher numbers 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 2008 mid-year population estimates supplied by the Northern Ireland Statistics and Research Agency. The councils receiving the greatest number of noise complaints per 1000 of the population were Belfast (22.5

complaints per 1000 people), Coleraine (9.3), Carrickfergus (4.6), Ballymoney (4.4), Strabane (4.3) and Omagh (4.2). The lowest numbers of noise complaints by population density were in Magherafelt (2.4 per 1000 people), Fermanagh (2.2) and Moyle (2.7). These results are broadly similar to last year's, but Down did not have a particularly high level of complaints this year, whereas it had the third greatest number of complaints per capita last year (4.8).

Belfast City Council provides a dedicated night time noise service that operates between 8pm and 4 am, seven nights a week, together with a dedicated noise hotline (028 90 373006) which enables ratepayers to contact Noise Control Officers directly. These officers have special powers to deal with disturbance caused by noisy neighbours at night. The powers include service of a Warning Notice which results in a fixed penalty fine of £100 for non-compliance and in extreme circumstances noise making equipment, such as stereos, can be seized.

Coleraine Borough Council, which experiences the second highest number of noise complaints per capita, operates a joint enforcement initiative across a range of antisocial behaviour. One aspect of this consists of night time patrols by PSNI officers and Student Union staff (on average 1 night per week at the start of the university term). In a similar way, Belfast City Council also provides Community Safety Wardens to help tackle noise issues.



What Can Be Done About Noise?

Article 38 of the Pollution Control and Local Government (Northern Ireland) Order 1978 gives district councils the 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 reoccur. Where a council is satisfied that a nuisance exists, it is required to serve a legal notice requiring the abatement of that noise nuisance. 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 persists, 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 may be issued, but it can prove difficult for councils to obtain sufficient evidence to justify issuing a noise notice.

In total, Council officers issued 105 noise abatement notices during 2009/10 under the Pollution Control and Local Government Order, compared to 107 in 2008/09 and 219 in 2007/08. Details of all noise notices served by district councils in 2009/10 are contained in Table 2. The vast majority of the notices (90 of the 105 (86%)) were issued in relation to noise from domestic premises. 62 of these 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 unintended 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. During 2009/10 council officers issued a total of 404 warning and fixed penalty notices compared to 362 which were served in 2008/09 (see Table 2). This represents an 11.6% increase on the number of equivalent notices served in 2008/09 and reflects a higher incidence of excessive noise being witnessed by council officers. These warning notices are a very effective enforcement tool with the threat of a £100 fine acting as an effective deterrent.

Figure 2 illustrates the numbers of all noise notices served by district councils in Northern Ireland under the Pollution Control and Local Government Order (NI) Order per 100 complaints received. Relatively few noise notices are issued by district councils compared to the level of complaints received (in 2009/10 there were 99 notices issued for 11,687 complaints). Councils serving the greatest number of notices per 100 complaints in 2009/10 were Coleraine (5.68), Newry and Mourne (3.14), Craigavon (2.71) and Fermanagh (2.6). However, when the notices served under the Noise Act within the Belfast City Council area are included in the figures, the number of notices served in the Belfast area per 100 rises to 7.25. Thus, Belfast has the highest number of notices served per 100 complaints, but it must be borne in mind that only Belfast City Council has adopted the Noise Act and has the additional powers at its disposal. These results are broadly similar to last year when Belfast had 6.69 notices served per 100 complaints, Magherafelt had 4.85, Newry and Mourne had 4.51 and Coleraine had 4.42 per 100 complaints.

Where notices are not complied with, councils may instigate legal proceedings. In 2009/10 8 prosecutions were brought by district councils under either the Pollution Control and Local Government Order (NI) Order or the Noise Act (Belfast only). Belfast City council

initiated proceedings on 3 occasions, while Antrim, Armagh, Down, Fermanagh and Limavady each brought proceedings once. This is a fall of around 50% in the number of prosecutions brought compared to last year.

Sources Of Noise

Analysis of the data reveals that domestic noise accounts for 86% of all complaints this year, followed by complaints relating to commerce and leisure (7%) (Figure 3). The percentage of domestic noise complaints is similar to last year, when domestic noise accounted for 82% of total complaints and complaints from commercial and leisure sources, 9%.

Further analysis of the domestic noise category is shown in Figure 4. The domestic noise source most complained about is music, televisions and parties. This accounts for 48% of domestic noise complaints (42% last year). This source is closely followed by animal noise which represents 39% of the complaints in this category (47% last year).

In the Commercial and Leisure sector noise from entertainment premises represents 29% of complaints, followed by noise from security alarms which account for 22% of complaints. With regard to noise from entertainment premises, it is reported by councils that most complaints relate to amplified music and patrons of venues. The third largest category of commercial and leisure complaints is "other" representing 19% of complaints. Noise from sports and leisure accounts for 12% of complaints, followed by noise from other shops and offices which represents 10% of commercial and leisure complaints. These findings are distinct from last years, when 50% of complaints arose as a result of noise from entertainment premises,

"other" accounted for 20% and security alarms represented 14% of complaints.

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, industrial and street noise are the third most complained about noise sources, each representing 2% of the total number of noise complaints received.

Sources of industrial noise are split into noise from industry, manufacturing and workshops which accounted for 65% of complaints and agriculture which accounts for 35%. This is similar to last year when the proportions were 70% and 30% respectively.

As stated above, street noise accounts for 2% of all complaints. This category is predominated (83%) by sources of noise other than loud speakers, ice cream chimes, street traders and street performances. As this result is rather inconclusive, the Department contacted several councils for further information on this category. The common forms of noise complaints that councils categorise as "other" include children playing in the street or kicking a ball against a wall, customers leaving pubs and clubs, antisocial behaviour and being drunk and disorderly and individuals driving lorries arriving home late, leaving early or letting the engine run for some time prior to driving off. Street performers and public addresses account for 9% of

complaints in this sector while ice cream van chimes and loudspeakers represent 4% and 3% respectively.

The transport sector accounts for 1% of total noise complaints made in Northern Ireland in 2009/10. In the Transport Sector, noise from road vehicles is the dominant source of complaints accounting for 61% of all transport related complaints (70% last year). This is followed by complaints regarding delivery vehicles (16%), railways (12%) and civil aircraft (6%).



Trend Analysis

This is the seventh year for which complete results are available for sources of noise complaints and an interesting picture of the noise environment in Northern Ireland is emerging. There has been a 39% increase in the total number of noise complaints in Northern Ireland between 2003/04 and 2009/10. Noise complaints peaked in 2006/07 with 11923 complaints, which represented an increase of 42% on 2003/04 figures. This was followed by a decrease of almost 2% the following year. Full details of the annual changes by sector are illustrated in Figure 5. Figures 6 to 10 show the changes in numbers of noise complaints across the various categories over the last 7 years.

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 2009/10 when a decrease of 32% 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 79% in complaints regarding this category was recorded between 2007/08 and 2009/10.

Commercial and Leisure

The most notable source of complaints within the commercial and leisure sector is entertainment premises as illustrated in Figure 4. Figure 7 shows that the level

of complaints regarding such premises remained fairly consistent between 2003/04 and 2007/08, but a significant increase of 74% 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 and re-enter premises, allows more noise to escape.

Moderate variation in the number of noise complaints regarding sport and leisure premises has occurred between 2003/04 and 2009/10. A similar picture emerges in respect of complaints relating to restaurants and hot food bars, except with an increase of 133% occurring in the last year. No trends have been identified in respect of complaints relating to shops and offices or security alarms.

Domestic

Noise from music, televisions and parties and animal noise remain the major sources of complaints in the domestic noise category, representing 48% and 39% respectively. The number of complaints relating to music, televisions and parties has increased fairly steadily since 2003/04 with an overall increase of 52% in the number of such complaints occurring in this period.

The number of complaints due to animal noise increased by 74% between 2003/04 and 2006/07.

This was followed by a decrease of 10% over the next 3 years. 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.

The third largest contributor to domestic noise complaints is referred to as "other". However, no further breakdown is available. The lowest number of complaints in this category relates to DIY with numbers varying year to year, with no apparent trend. The number of complaints regarding house alarms has been similar in 2003/04 (213), 2004/05 (214) and 2006/7 (221), with an increase to 325 complaints occurring in 2005/06.

Transport

Figure 9 provides a breakdown of the number of complaints by type of transport. Road vehicles are the predominant source of noise complaints in this category, accounting for 61% of transport noise complaints this year. The numbers of complaints of road noise have varied notably since 2003/04, with numbers peaking in 2008/09 (128 complaints that year). This year the number of complaints has reduced to 79; a level more similar to that experienced prior to 2008/09.

The number of noise complaints relating to railways has varied over the last 7 years, with numbers peaking in 2006/07 when 34 complaints were received. This year only 15 complaints were received. This is a 32% reduction on the 22 complaints received last year.

The number of complaints relating to civil aircraft has remained low, accounting for only 6% of complaints this and last year. The greatest number of complaints were received in 2006/07 (14 complaints), with 8 being received this year. This is a 27% reduction on last year (when 11 were received).

The number of complaints from military aircraft peaked in 2004/05 and 2005/06 with 12 complaints being made each year to district councils. Since then this figure has reduced reasonably steadily and this year only 3 complaints related to military aircraft.

Noise from delivery vehicles accounted for 16% of complaints regarding transport noise this year and 10% last year. The number of complaints relating to delivery vehicles reduced by 60% between 2004/05, when numbers of complaints were greatest, and 2008/09 (when they were lowest). There has been an increase of 5% in the number of complaints in the last year, but in actual terms, this equates to only 1 more complaint this year than last year.

Vehicle alarms accounted for 3% of transport complaints this year and 1% last year. The greatest number of complaints were received in 2003/04 (26) and a reasonably steady reduction (with the exception of 2006/07) has occurred since then. Only 4 complaints were received this year representing an 85% reduction in the number of complaints since 2003/04.



Noise in the Street

The predominant source of noise in the street is "other". This is clearly shown in figure 11. District councils confirm that this generally relates to boisterous and antisocial behaviour in the street. There is no obvious trend apparent in the numbers of complaints relating to noise in the street from "other" sources.

The next largest contributor to noise complaints in this category is noise from street performers and public addresses which accounts for 9% of complaints this year. Again, there is no obvious trend, but there has been a 79% increase in the number of complaints this year. Noise from ice-cream chimes accounts for 4% of noise complaints in this category this year and noise from loudspeakers, 3%.

Construction

Numbers of complaints about construction noise increased by 86% between 2003/04 and 2007/08 as shown by figure 10. However, complaints reduced over the following 2 years, with reductions of 35% and 15% being experienced. This decrease may be due to the decline in construction and property development following the economic downturn.

General Comments

The total number of noise complaints received by district councils peaked in 2006/07 when 11923 complaints were received. There were subsequent drops in the number of complaints each year until last year. This was followed by a 5% increase in the number of complaints this year. The overall number of complaints is up 39% on the 2003/04 figure.

The changes in numbers of complaints received by each district councils this year is illustrated in figure 11. 9 of the district councils experienced a drop in the number of complaints this year, 16 recorded an increase and Magherafelt saw no change in the number of complaints. The most significant increase in noise complaints was experienced by Omagh District Council with an increase of 42%. Other councils reporting significant increases in the number of noise complaints were Limavady (36%), Castlereagh (23%) and Antrim (22.7%).

When contacted about the results of this year's report Omagh reported that there had been no one episode responsible for the notable increase in the number of complaints. The council went on to comment that the increase was most likely due to greater awareness amongst the public of to whom to complain through its work in conjunction with the PSNI and Housing Executive across a range of antisocial behaviour. Limavady commented that the increase in complaints may be a result of their campaign warning of the dangers of personal headphones during Noise

Action Week, while Castlereagh thought that their campaign on intruder alarms and updated website may account for the increase in the number of complaints in these districts. Antrim has also updated its website, making it more user friendly for the public, so it may be that increased awareness of to whom to complain is responsible for the increase in complaints this year.

The most significant reductions in noise complaints were displayed by Down (19%), Moyle (15%), and Larne (11%). When questioned about these decreased in levels of complaints, Down District Council reported that it thought that the reduction experienced was a result of increased education and advice on noise and not enforcement while Moyle and Larne considered this years reduction in numbers to be coincidental and not as a result of any action or initiatives.

There has been a small change in enforcement activity with 509 notices being served this year compared with 470 notices served last year representing an 8% increase. However, last year 16 prosecutions were brought, compared to 8 this year, which represents a 50% reduction.

Council Initiatives

A number of councils have adopted schemes or initiatives to reduce noise by increasing noise awareness or assisting with enforcement.

Increasing Awareness

Belfast City Council and Coleraine District Council attend the Queen's University and University of Ulster "freshers' fairs" to educate and provide information on noise pollution to students. Coleraine Borough Council has also indicated that it maintains a close working relationship with the University Accommodation Officer and that it includes information on noise in its Fresher's packs to students. Officers from Belfast City Council also attend the Freshers Bazaar and Living Off Campus events hosted by Queen's University and local colleges to promote noise awareness. The Council also chairs a multiagency Holyland group which has developed an action plan for managing issues arising in that part of the city

This year as part of Noise Action Week, Derry City Council highlighted to young people the risks associated with the use of personal music systems such as MP3 players or i-phones. Craigavon Borough Council focused its activities during this year's Noise Action Week at 24 Primary Schools in the Borough. Over the last few years Dungannon and South Tyrone have used Noise Action Week as a means of targeting noise from barking dogs. A press release relating to the campaign was published in local papers and a spray collar was purchased and offered to dog owners. Such was the

demand that the Council purchased three more collars. To date, around 25 dog owners have made use of the collars. The council reports that the collars are a very good way of resolving noise complaints at a very early stage, but caution that the collars are not effective on every dog. This year, as part of Noise Action Week, Moyle District Council worked in partnership with the PSNI to promote considerate use of road vehicles to minimise such noise in residential areas. Advice leaflets were also distributed by the PSNI. Like Dungannon and South Tyrone, Moyle invested in an anti bark-collar and ultrasonic bark controller which are available to hire from the Council for a weekly fee of £2. Newry and Mourne also have two anti-bark collars available for 2 week loan at the dog-owners request. These collars have been requested on 6 occasions between April 2009 and March 2010. The council does not charge for the loan of the collars but does request a £15 deposit to cover any loss or damage as the collars cost around £80 each.

Armagh City Council has given a talk on noise to students at technical college, disseminated information to the public at the Armagh Show and sent out leaflets on controlling dog barking and noise from entertainment premises when granting dog and entertainment licences respectively. Newry and Mourne District Council also undertake targeted leaflet drops following complaints relating to a specific areas or residential developments.

A number of councils, including Armagh, Down, Craigavon and Dungannon and South Tyrone attend liaison groups or work closely with the PSNI and/or Northern Ireland Housing Executive and/or Community Safety Partnerships to deal more effectively with issues including antisocial behaviour and noise.

Another way of increasing noise awareness, which Belfast City Council employs, is promotion of noise services via displays at leisure centres and libraries. In addition to this, the Council also has officers regularly attend meetings with resident/community groups to promote noise awareness and give advice. In a similar way, Carrickfergus Borough Council operate a mail slot in conjunction with the PSNI to all taxi depots in the Borough regarding the sounding of horns and Belfast City Council has a magazine, Citymatters, which is delivered quarterly to each home in the council area. The magazine regularly includes features targeted at noisy neighbours and advertising noise response services.

Aiding Enforcement

In addition to Belfast City Council's Noise Complaint Service and Coleraine District Council's joint enforcement initiative for antisocial behaviour, Armagh City Council is piloting a scheme with the PSNI, whereby police officers provide a witness statement if called to a noisy party. This strengthens the evidence base and assists the council if it decides to serve a notice or bring a prosecution.

Belfast City Council also adopts a partnership approach when tackling noise from pubs and clubs, with input from the PSNI, Community Safety Wardens, the Council's Operational Licensing team and the noise team.

In addition to the above, Armagh City council issued a press release following a successful prosecution under the Pollution Control and Local Government Order 1978.

Conclusion

The 5% drop in the total number of complaints received last year was not continued this year as an increase of 5% occurred, bringing the total number of complaints back to around the same level as in 2007/08.

Many neighbour noise problems are a result of incompatible lifestyles and a lack of consideration for the rights of others. The Department of the Environment 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. The Department remains hopeful that with continued awareness campaigns and initiatives led by the Department and district councils, individuals will become more alert to the effects of their behaviour on others and moderate their conduct accordingly.

Tables and Figures



Table 1

Total Noise Complaints Received by District Council 2009 - 2010

COUNCIL	Category of Source												
	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	5	0	1	8	0	0	0	0	2	1	54	85	1
Ards	7	1	9	9	1	2	2	1	8	6	53	136	1
Armagh	5	8	5	5	1	4	0	2	1	1	48	126	1
Ballymena	3	0	0	4	0	0	1	1	3	1	63	110	4
Ballymoney	2	7	0	0	0	0	0	2	0	0	14	101	0
Banbridge	1	5	1	9	0	0	0	0	3	1	44	99	3
Belfast	2	0	156	4	1	13	67	153	77	78	3220	1099	183
Carrickfergus	8	1	2	3	4	2	0	0	5	3	45	83	3
Castlereagh	7	0	0	3	2	1	1	1	4	1	48	75	7
Coleraine	0	3	21	3	1	0	2	2	2	1	229	200	5
Cookstown	5	2	11	4	1	0	0	0	1	1	48	59	3
Craigavon	1	9	3	1	1	0	0	0	0	2	118	182	2
Derry	8	1	8	3	0	1	3	8	7	0	119	130	12
Down	10	6	6	3	1	1	0	2	6	3	39	136	3
Dungannon	8	3	2	2	0	0	1	1	0	0	57	64	2
Fermanagh	2	1	0	0	2	0	0	0	0	1	43	83	0
Larne	2	2	6	0	0	2	1	0	4	3	41	37	0
Limavady	4	0	4	3	0	0	0	1	5	0	27	68	0
Lisburn	11	0	7	19	1	0	1	2	6	2	106	253	2
Magherafelt	4	1	1	4	2	2	0	0	0	0	21	51	0
Moyle	0	0	0	3	0	1	0	0	0	0	14	23	0
Newry&Mourne	6	8	3	1	0	0	0	1	10	1	57	154	0
Newtownabbey	6	8	0	9	0	0	2	1	7	0	63	163	2
North Down	0	0	2	1	0	3	2	2	15	3	72	141	1
Omagh	15	1	4	0	2	21	0	11	0	1	62	85	0
Strabane	6	3	1	0	1	3	0	0	0	0	37	92	0
CATEGORY TOTAL	128	70	253	101	21	56	83	191	166	110	4742	3835	235
		198							871				

	Construction	Transport						Noise in the Street					TOTAL
Other Neighbour Noise	Construction Sites Works Demolition 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	
8	6	0	0	1	0	0	0	0	0	1	0	0	173
27	4	2	0	0	0	1	0	0	0	0	0	3	273
9	1	3	0	1	0	0	1	0	0	0	0	0	222
28	1	3	0	0	1	1	0	0	0	0	0	2	226
5	0	0	0	0	0	0	0	0	0	0	0	0	131
12	4	5	0	0	0	1	0	0	0	0	0	1	189
572	157	17	12	5	2	5	2	4	2	0	19	181	6031
8	5	2	0	0	0	2	0	1	1	0	2	4	184
19	11	0	0	0	0	0	0	0	2	0	0	4	186
33	8	3	0	1	0	2	0	0	1	1	0	10	528
8	0	1	0	0	0	0	0	0	0	0	0	0	144
30	6	10	1	0	0	2	0	0	0	0	0	1	369
26	10	4	0	0	0	0	0	1	1	0	0	1	343
25	4	4	0	0	0	0	0	0	0	0	1	0	250
18	4	1	0	0	0	0	0	0	0	0	1	0	164
20	2	0	0	0	0	0	0	0	0	0	0	0	154
9	0	2	0	0	0	0	0	0	0	0	0	0	109
4	2	0	0	0	0	0	0	0	1	0	0	3	122
27	6	3	1	0	0	3	0	1	0	0	1	5	457
5	3	8	0	0	0	0	0	0	0	0	0	1	103
4	0	0	0	0	0	0	0	0	0	0	0	0	45
27	14	4	0	0	0	1	0	0	0	0	0	0	287
47	4	3	1	0	0	0	1	0	2	0	0	11	330
25	14	0	0	0	0	0	0	0	0	0	0	0	281
7	2	3	0	0	0	0	0	0	0	0	1	2	217
12	6	1	0	0	0	2	0	0	0	0	0	5	169
1015	274	79	15	8	3	20	4	7	10	2	25	234	11687
9937	274						129					278	

Table 2

Total Notices Served by District Council 2009 - 2010

COUNCIL	Notices Served Under The Pollution Control & Local Gov													
	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	Other Neighbour Noise
Antrim	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ards	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Armagh	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Ballymena	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ballymoney	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Banbridge	0	0	0	0	0	0	0	0	0	0	1	1	0	0
Belfast	0	0	0	0	0	0	0	2	5	0	17	1	8	0
Carrickfergus	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Castlereagh	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Coleraine	0	0	0	0	0	0	0	0	0	0	30	0	0	0
Cookstown	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Craigavon	1	0	0	0	0	0	0	0	0	0	6	3	0	0
Derry	0	0	0	0	0	0	0	0	0	0	1	2	0	0
Down	0	0	0	0	1	0	0	0	0	0	0	0	0	0
Dungannon	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Fermanagh	0	1	0	0	0	0	0	0	0	0	2	0	0	1
Larne	0	0	0	0	0	0	0	0	0	0	0	2	0	0
Limavady	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Lisburn	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Magherafelt	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Moyle	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Newry&Mourne	1	0	1	0	0	0	0	0	0	0	1	6	0	0
Newtownabbey	0	0	0	0	0	0	0	0	0	0	0	0	0	0
North Down	0	0	0	0	0	0	0	0	0	0	3	0	0	0
Omagh	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Strabane	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	3	1	1	0	1	0	0	2	5	0	62	17	9	2

Government (NI) Order							Noise Act Notices Served		Total Notices	Noise Act & PC & LG (NI) Order
Construction	Transport						Warning Notices	Fixed Penalty Notices		
Construction Sites Demolition Works Road Works	Road Vehicles	Railways	Civil Aircraft	Military Aircraft	Delivery Vehicles	Vehicle Alarms			TOTAL PROSECUTIONS	
0	0	0	0	0	0	0	n/a	n/a	0	1
0	0	0	0	0	0	0	n/a	n/a	0	0
0	0	0	0	0	0	0	n/a	n/a	1	1
0	0	0	0	0	0	0	n/a	n/a	0	0
0	0	0	0	0	0	0	n/a	n/a	2	0
0	0	0	0	0	0	0	397	7	437	3
0	0	0	0	0	0	0	n/a	n/a	1	0
0	0	0	0	0	0	0	n/a	n/a	0	0
0	0	0	0	0	0	0	n/a	n/a	30	0
0	0	0	0	0	0	0	n/a	n/a	1	0
0	0	0	0	0	0	0	n/a	n/a	10	0
0	0	0	0	0	0	0	n/a	n/a	3	0
0	0	0	0	0	0	0	n/a	n/a	1	1
0	0	0	0	0	0	0	n/a	n/a	1	0
0	0	0	0	0	0	0	n/a	n/a	4	1
0	0	0	0	0	0	0	n/a	n/a	2	0
0	0	0	0	0	0	0	n/a	n/a	0	1
0	0	0	0	0	0	0	n/a	n/a	1	0
0	0	0	0	0	0	0	n/a	n/a	1	0
0	0	0	0	0	0	0	n/a	n/a	0	0
0	0	0	0	0	0	0	n/a	n/a	9	0
0	0	0	0	0	0	0	n/a	n/a	0	0
2	0	0	0	0	0	0	n/a	n/a	5	0
0	0	0	0	0	0	0	n/a	n/a	0	0
0	0	0	0	0	0	0	n/a	n/a	0	0
2	0	0	0	0	0	0	397	7	509	8

Figure 1 & 2

Figure 1

Noise Complaints Per 1000 Population 2009 - 2010

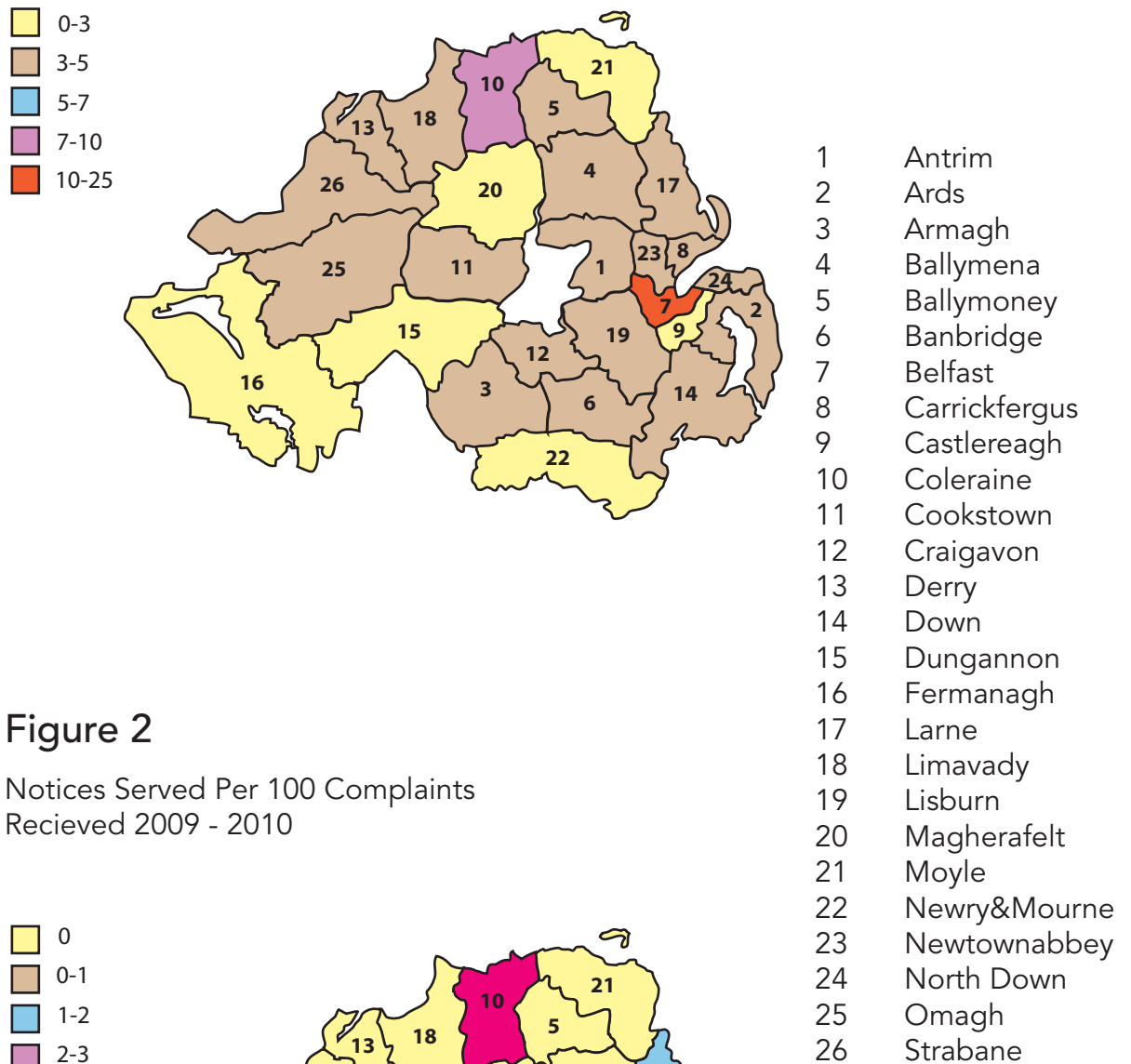


Figure 2

Notices Served Per 100 Complaints Recieved 2009 - 2010

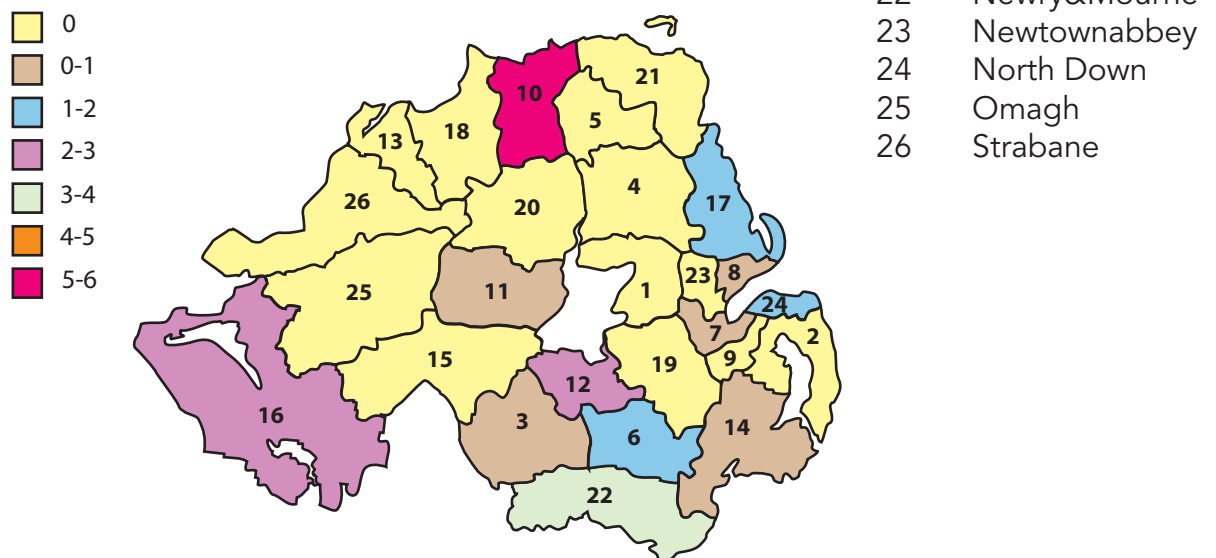


Figure 3 & 4

Figure 3

Total Noise Complaints 2009 - 2010

fig 3 Total Noise Complaints 2009 - 2010

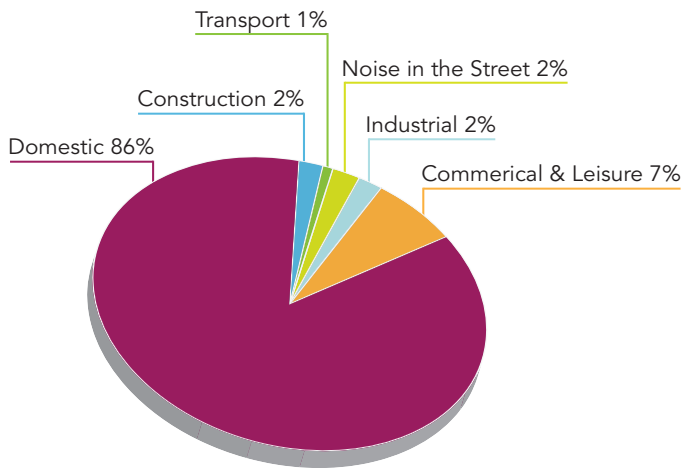


Figure 4

Noise Complaints by Category 2009 - 2010

fig 4 Domestic

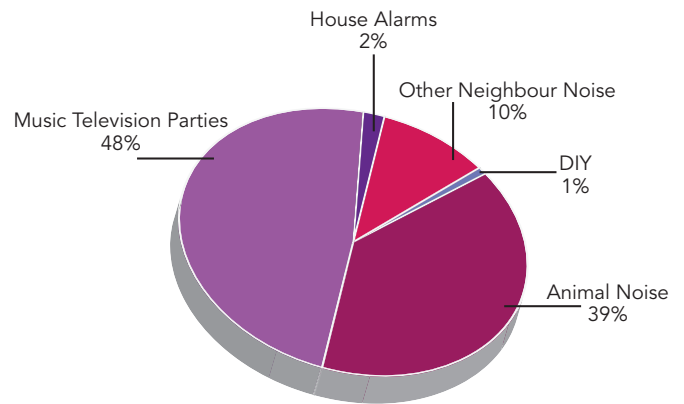


fig 4 Commercial & Leisure

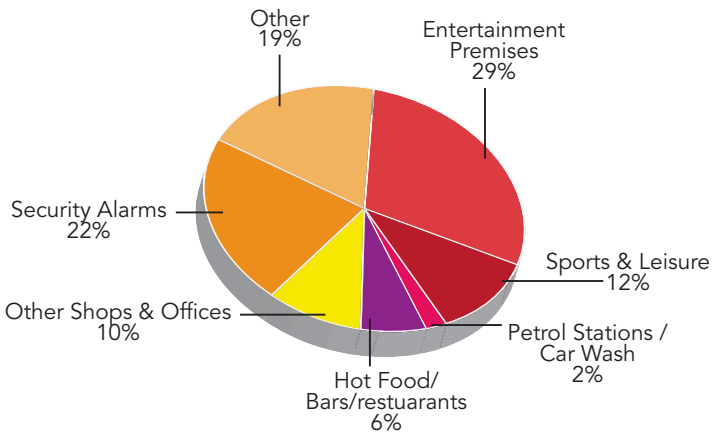


fig 4 Noise in the Street

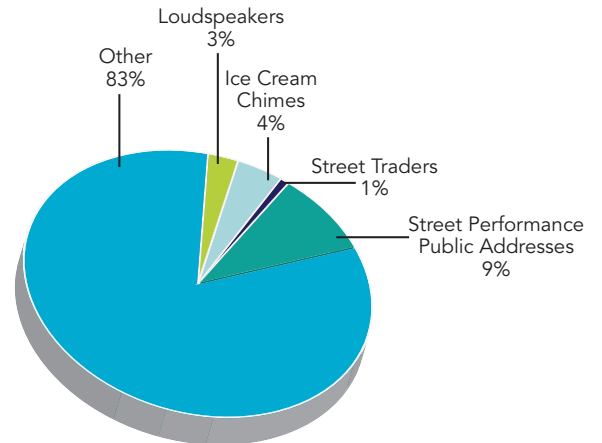


fig 4 Transport

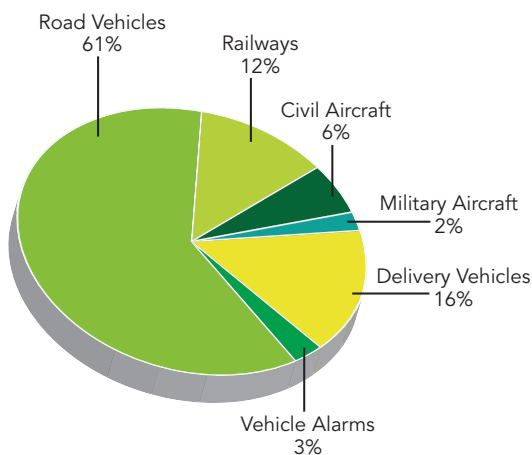


fig 4 Industry

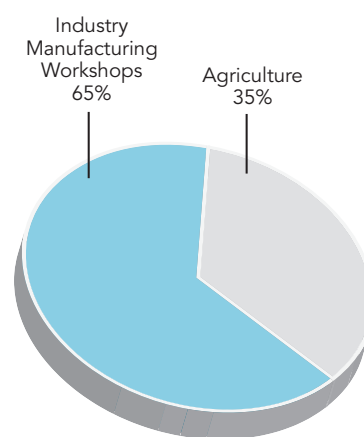
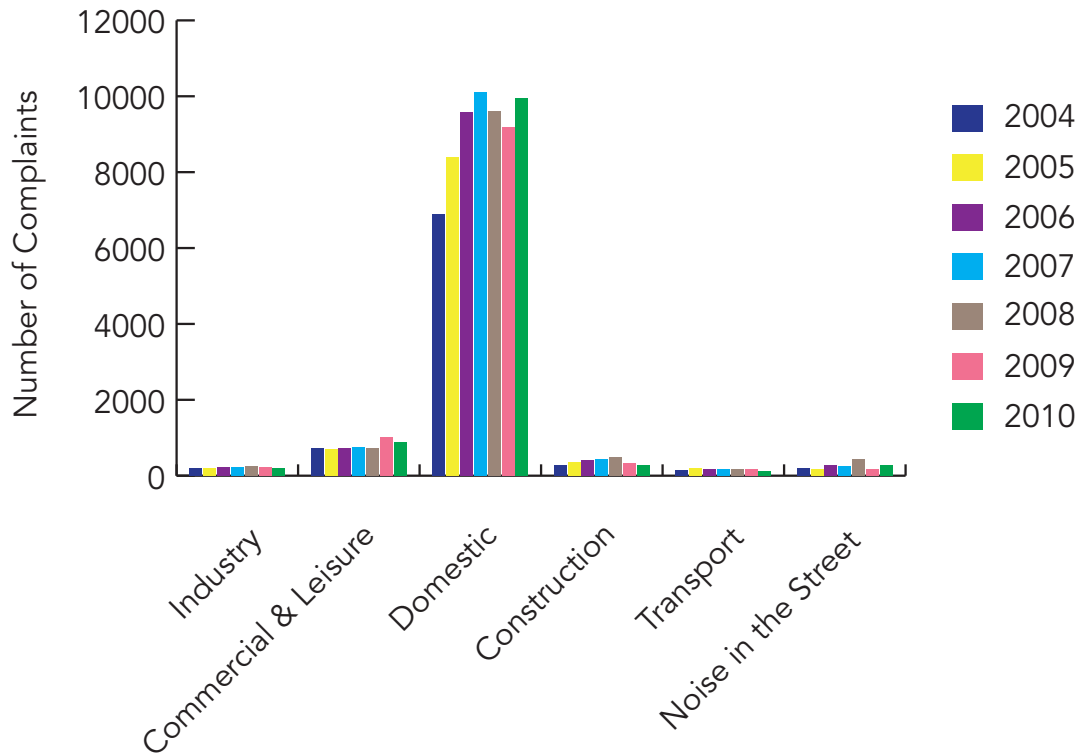


Figure 5

Noise Complaints Comparison 2004 - 2010



	2004	2005	2006	2007	2008	2009	2010
Industry	187	204	215	223	241	217	198
Commercial & Leisure	718	696	732	747	728	1012	871
Domestic	6879	8405	9568	10110	9618	9187	9937
Construction	265	352	399	426	492	322	274
Transport	155	209	159	164	181	184	129
Noise in the Street	193	181	264	253	445	177	278

Figure 6 & 7

Figure 6

Industrial Complaints Comparison 2004-2010

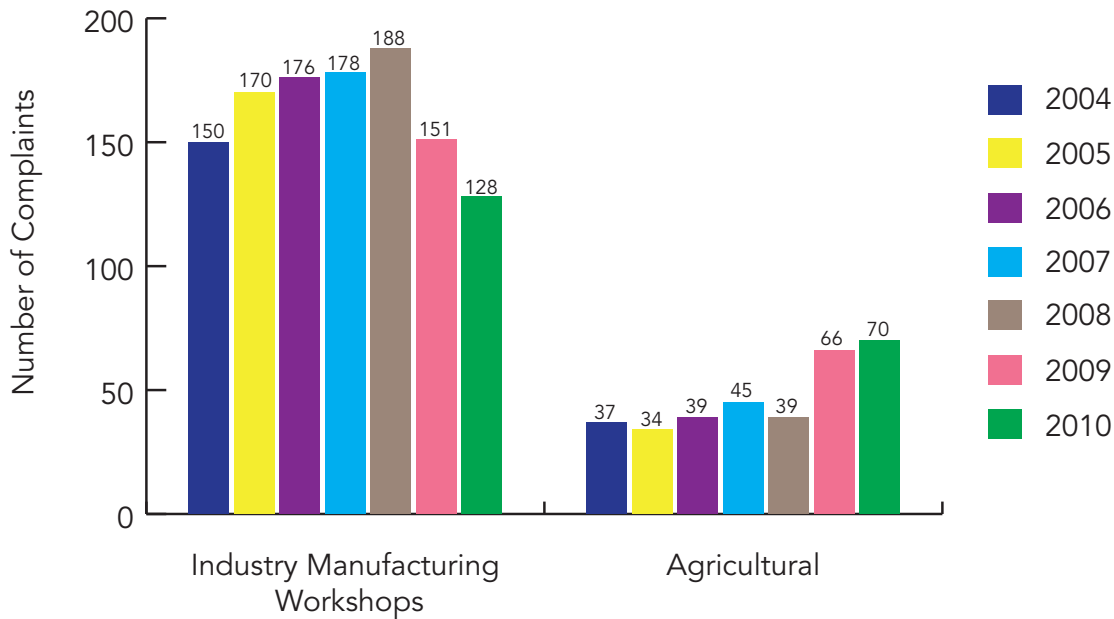


Figure 7

Commercial & Leisure Complaints Comparison 2004-2010

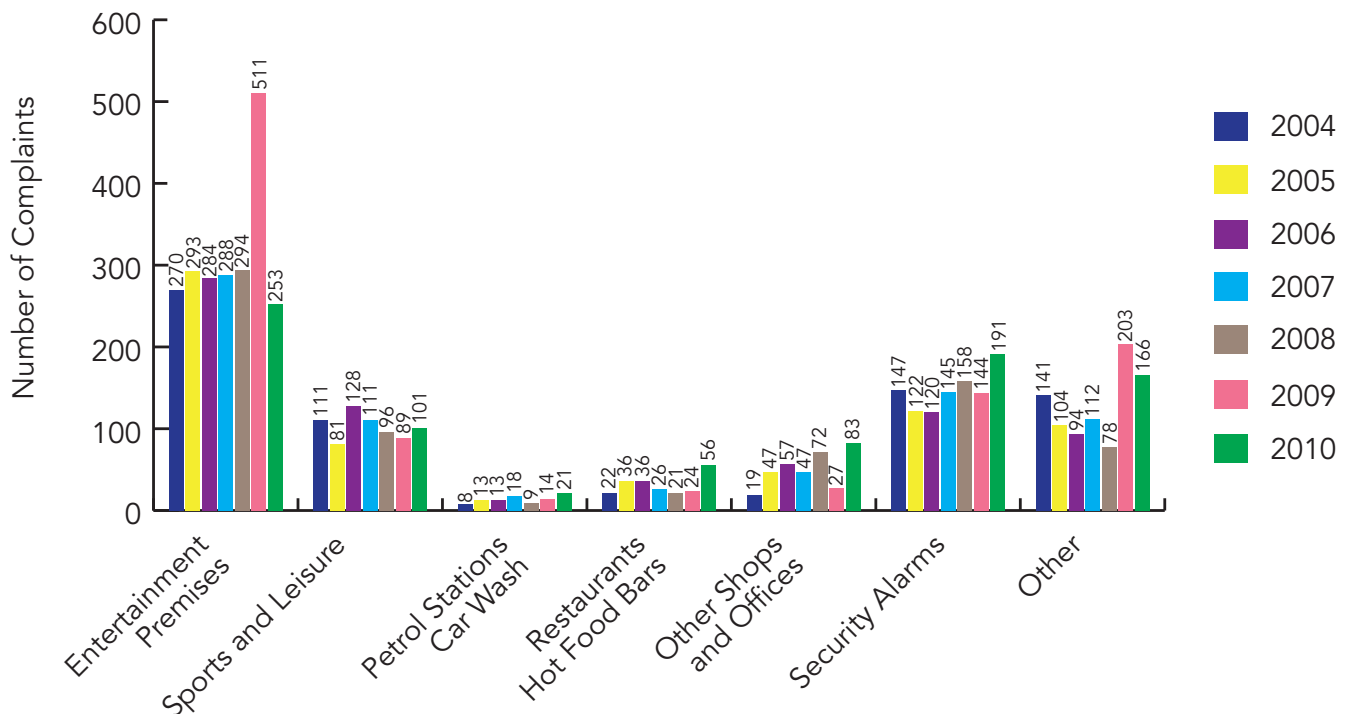


Figure 8 & 9

Figure 8

Domestic Complaints Comparison 2004-2010

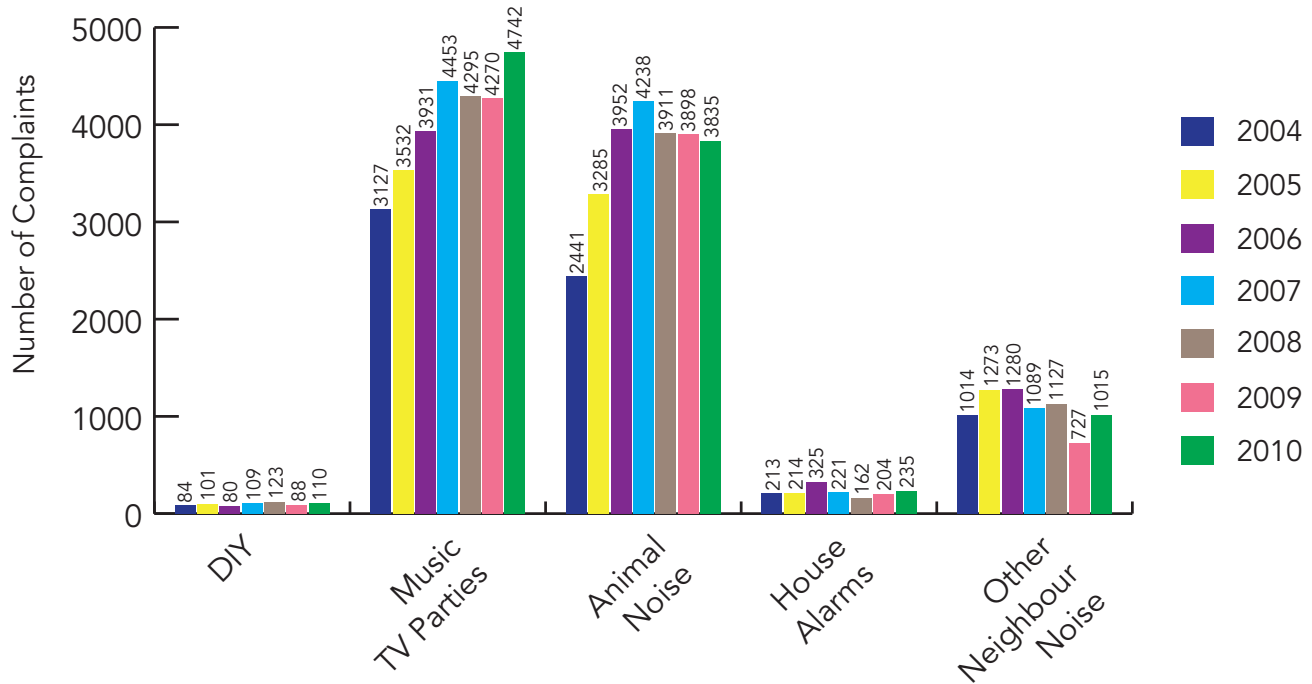


Figure 9

Transport Complaints Comparison 2004-2010

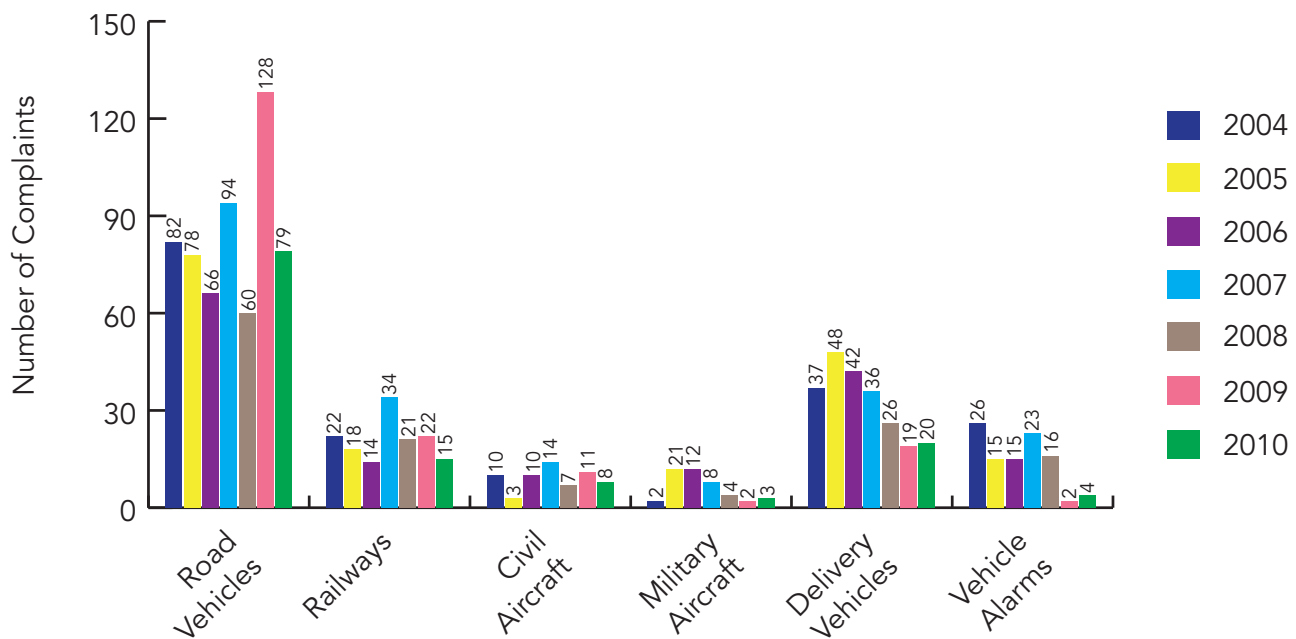


Figure 10 & 11

Figure 10

Construction Complaints Comparison 2004 - 2010

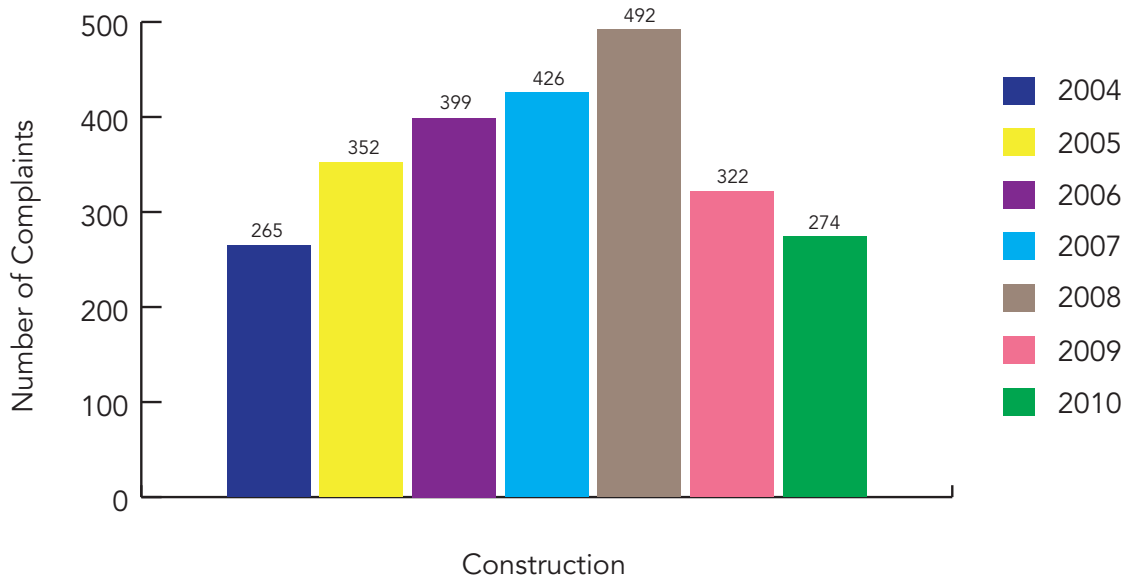


Figure 11

Noise in the Street Complaints Comparison 2004 - 2010

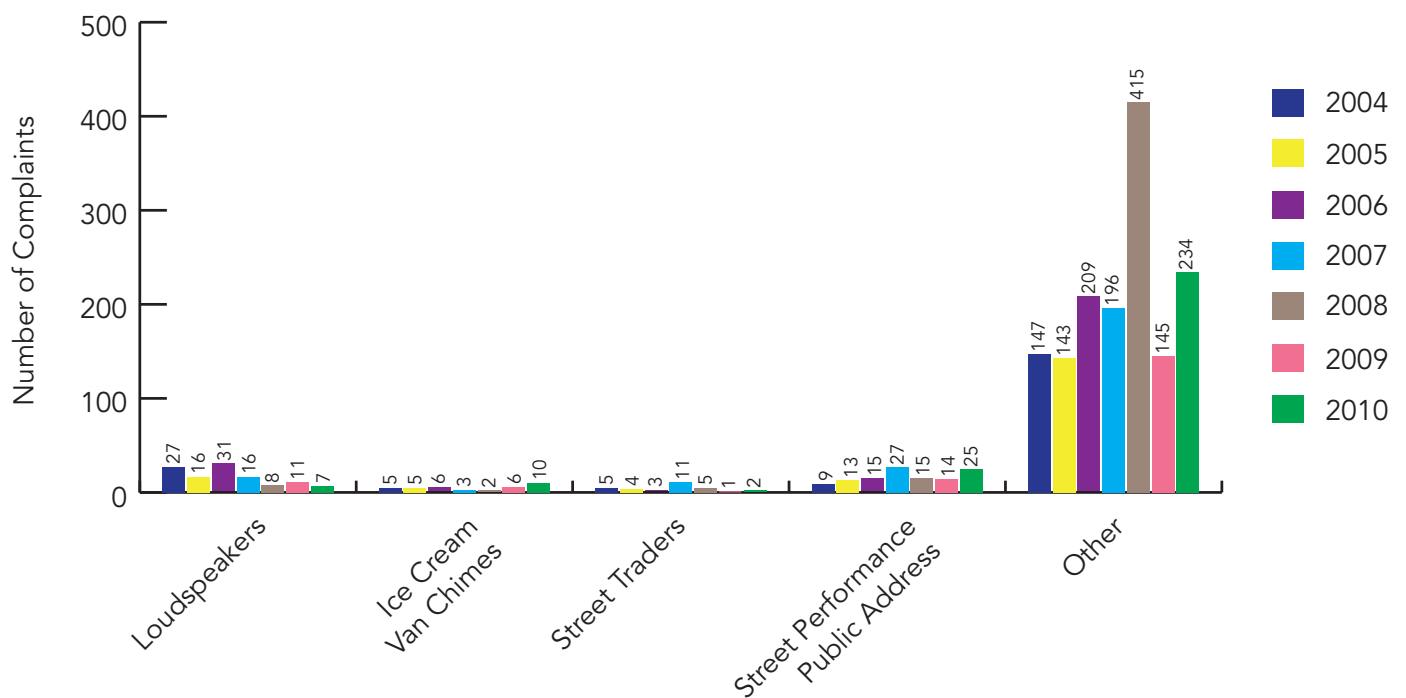
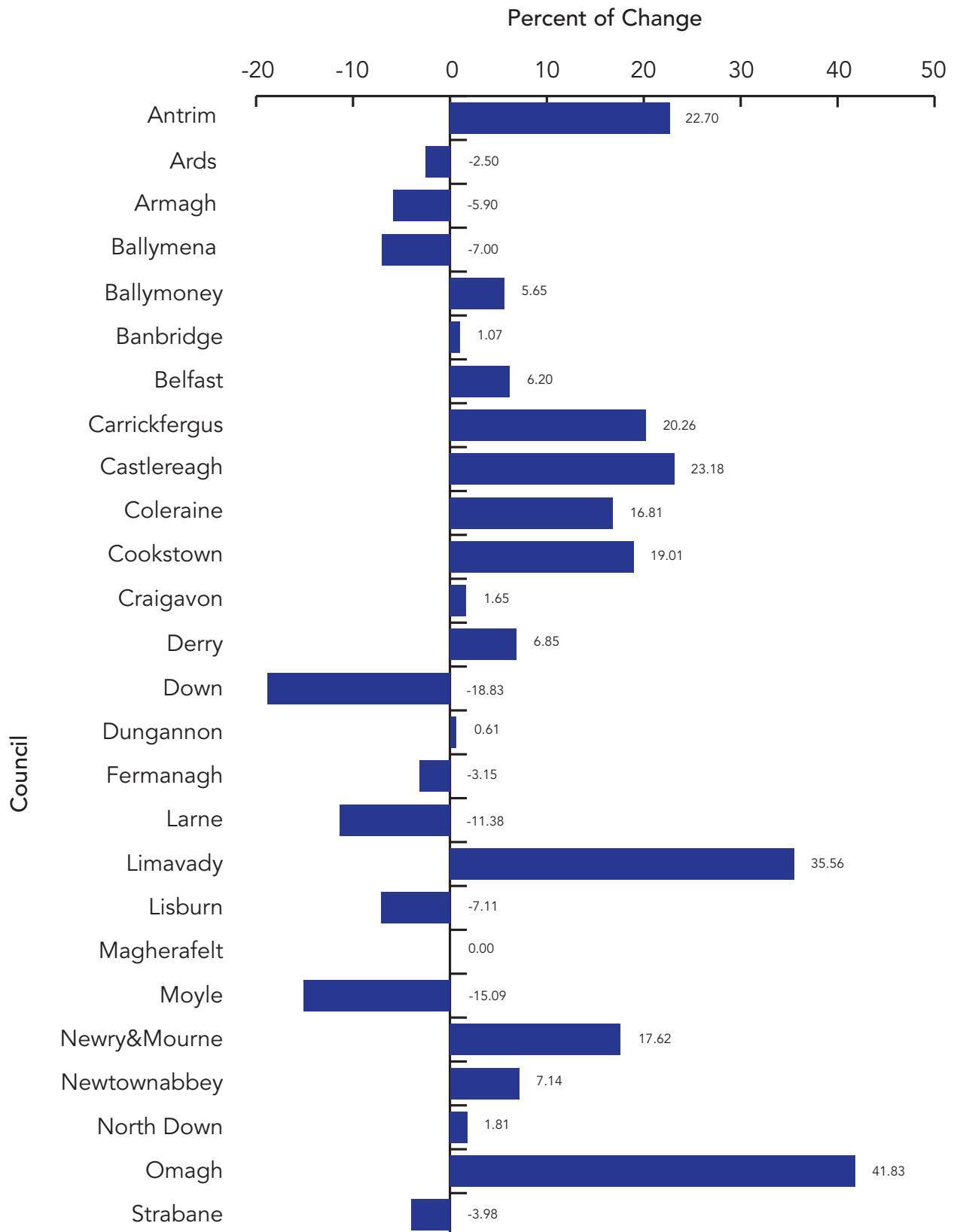


Figure 12

Percentage Change in Complaint Numbers 2008/09 - 2009/10





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, Environmental Policy Division at the following address:

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