



# NOISE COMPLAINT STATISTICS FOR NORTHERN IRELAND

2014 - 2015





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NOISE  
COMPLAINT  
STATISTICS  
FOR  
NORTHERN  
IRELAND

2014/2015





## Introduction

The purpose of this report is to inform central government, district councils, the general public and any other interested parties as to the number and nature of noise complaints received each year by district councils across Northern Ireland. The Regulatory and Natural Resources Policy Division of the Department of the Environment has compiled this report from data supplied by district councils, the organisations that are legally empowered to deal with the vast majority of noise complaints.

This report analyses noise complaints received by all 26 councils between 1 April 2014 and 31 March 2015. 11,951 noise complaints were received in Northern Ireland in the 2014/15 year. This is an increase of 0.7% in the total number of complaints received compared to the previous year. This contrasts with the 2.3% decrease identified last year. There has been a slight increase in the number of prosecutions (4 in 2013/14 and 5 in 2014/15) along with a 9.5% increase in the total number of notices served by district councils (473 in 2013/14 and 518 in 2014/15).

Like last year, this year's report includes new categories within the five noise source report sections. These categories have been added to help further define statistically larger categories and to reflect the growing requests for data on noise statistics for wind farms and single turbines.

The information in this report is an important indicator of the increasing public awareness of noise issues and the effectiveness of current noise controls. The statistics provided by district councils enable the Department of the Environment to target policy development, such as through the application of the powers in the Noise Act 1996 following the introduction of the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011 in April 2012.

This report also allows councils to compare their noise statistics to those of neighbouring districts, to examine trends and to consider initiatives implemented by other district councils that have proved effective in increasing noise awareness or reducing noise itself.

## Noise

Noise is commonly defined as 'sound which is undesired by the recipient'. Noise can be any sound that is intrusive, disturbing or annoying. It can be one of the most pervasive pollutants and is capable of causing annoyance, stress, sleep disturbance and other serious conditions. 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.

The World Health Organisation (WHO) states that noise can seriously harm human health and interfere with people's daily activities at school, at work and during leisure time. Depending on the level of noise and its duration, the main health risks identified by the 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 levels, altered metabolism and weakened immune system). A recent report published by the WHO and European Commission JRC in 2011<sup>1</sup> found that 1 in 3 individuals is annoyed during the daytime and 1 in 5 has experienced disturbed sleep at night because of traffic noise.

Given the potential adverse impacts on health, it is important that instances of noise pollution are taken seriously and fully addressed. The most common complaints relating to excessive noise suffered in Northern Ireland include lack of sleep, inability to relax, overhearing shouting and interruption to conversations or television programmes.

1 Burden of Disease from Environmental Noise – Quantification of healthy life years lost in Europe. World Health Organisation Regional Office for Europe and European Commission JRC. 2011. Accessed 17 August 2011. Available at <http://www.euro.who.int/en/what-we-publish/abstracts/burden-of-disease-from-environmental-noise.-quantification-of-healthy-life-years-lost-in-europe>

## Noise Complaints

Councils receive a wide variety of noise complaints which are categorised as follows:

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

These categories have been further sub-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.



## What can be done?

### CLEAN NEIGHBOURHOODS AND ENVIRONMENT ACT (NORTHERN IRELAND) 2011

Articles 63 and 65 of the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011 (CNEA) give district councils the power to deal with noise from premises, including land, which they consider is prejudicial to health or amounts to a statutory nuisance. These powers apply not only to existing noise, but also where noise is expected to occur or reoccur. There is no fixed level of noise which constitutes a statutory nuisance. Individual circumstances differ and each case is judged on its merits. In deciding whether or not a noise is sufficient to amount to a statutory nuisance, the authorised officer of the district council has to consider the reaction of the average, reasonable person to the nuisance, taking account not only of its volume, but factors such as when and how often the noise occurs and the duration of the occurrence.

Where a council is satisfied that a nuisance exists, articles 63 and 65 require the district council to serve an Abatement Notice. The notice may require the noise to be stopped altogether or limited to certain times of the day. A notice must be served on the person responsible for the noise or if this person cannot be located, the owner or occupier of the premises. A person on whom an abatement notice is served has the right to appeal it within 21 days of being served.

The CNEA also introduces new powers for district councils to designate all or part of their district as an alarm notification area. In such areas the occupier or owner of any premises (residential or non-residential, occupied or vacant) that are fitted with an audible intruder alarm must nominate a key-holder for those premises and provide the district council with contact details. The key-holder is contacted by the council to silence an alarm that is sounding. Failure to nominate a key-holder is an offence and an individual found guilty is liable on summary conviction to a fine of £1000. Under this legislation, an authorised officer

of a district council can enter premises (including land), without force, in order to silence an audible intruder alarm that:

1. has been sounding continuously for more than twenty minutes or intermittently for more than 1 hour;
2. is likely to give persons living or working in the vicinity reasonable cause for annoyance; and
3. if the premises are in an alarm notification area, reasonable steps have been taken to get the nominated key-holder to silence the alarm<sup>2</sup>.

Once on the premises, an authorised officer can take whatever steps are necessary to silence the alarm<sup>3</sup>. This might include, for example, disabling the externally mounted alarm, but would not include picking a lock to enter. However, if requested by a district council, a lay magistrate can issue a warrant authorising the use of force by an authorised officer to enter premises where certain conditions are satisfied. Before issuing a warrant a lay magistrate must be satisfied that the conditions outlined above have been met, and that a district council cannot gain entry without the use of force<sup>4</sup>.

### NOISE ACT 1996

The Noise Act 1996 allows council officers to issue warning and fixed penalty notices and, in certain circumstances, to seize noise making equipment from premises emitting noise during night hours (from 11pm to 7am). These powers apply to premises including dwellings, those with an exhibition or entertainment licence, premises with a licence to sell intoxicating liquor (including an occasional licence) or where meals or refreshments are supplied for consumption on or off the premises, or premises occupied by a registered club.

2 Article 56 of the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011  
 3 Article 58 of the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011  
 4 Article 57 of the Clean Neighbourhoods and Environment Act (Northern Ireland) 2011

## Key findings

### COMPLAINTS

- 11,951 noise complaints received in Northern Ireland in 2014/15.
- 0.7% increase in the total number of complaints received compared to the previous year.
- Increase from 4 prosecutions in 2013/14 to 5 in 2014/15.

Figure 1 illustrates the numbers of noise complaints received by each district council per 1,000 people, based on 2014 population figures. As found in previous years, greater numbers of complaints per head of population tend to occur in the more urban areas. For example, Belfast City Council had 22.2 complaints per 1,000 of population, Coleraine Borough Council 6.1, North Down 4.9 and Craigavon 4.8 per 1,000 persons. Magherafelt District Council had the fewest complaints when adjusted for population (1.6 per 1000 persons), followed by Omagh District Council (2.4) and Dungannon District Council (2.5). These findings are similar to last year when Belfast, Coleraine and Strabane had the highest number of complaints per head of population with lowest numbers in Magherafelt and Moyle.

### NOTICES

- 9.5% increase in the total number of notices served by district councils (473 in 2013/14 and 518 in 2014/15).
- This is the third year that the powers in the Noise Act 1996 have been available to all councils and it is disappointing that only Belfast City Council and Ards Borough Council made use of these powers in the 2014/15 year. Councils are strongly encouraged to make much greater use of these additional powers to deal with night-time noise.
- 67 notices were served under the CNEA during 2014/15, compared to 69 the year before.



Details of all noise notices served by district councils are contained in Table 2.

The majority of the notices served this year under the CNEA (59 of the 67 notices) related to noise from domestic premises. 38 of these notices were served in response to loud music, televisions or parties and 12 were served in relation to animal noise. The high number of complaints relating to music/televisions/parties 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 noise.

Last year Belfast City Council officers served 396 warning and 7 fixed penalty (total 403) notices. This year they served 442 warning and 9 (total 451) fixed penalty notices; a 37% increase in the use of these powers. This increase in use could indicate that





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these warning notices are a successful enforcement tool with the threat of a £100 fine acting as an effective deterrent.

Figure 2 illustrates the numbers of all notices served by district councils in Northern Ireland under the CNEA and the Noise Act 1996 per 100 complaints received. Councils serving the greatest number of notices per 100 complaints in 2014/15 were Belfast (7.8), Magherafelt (2.7) and North Down (2.3).

Of the 11,951 complaints received only 4.3% resulted in notices being served under both the CNEA or the Noise Act 1996.

Of the total number of complaints received (11,951), 5 led to prosecutions. This could indicate that council officers are very effective at resolving complaints informally without serving a notice, or that once the issue is drawn to the attention of the noise-maker,

they are quick to rectify the problem. Alternatively, the figures could indicate that a great proportion of the initial complaints are unfounded and do not warrant issue of a notice or prosecution or that councils struggle to gather sufficient evidence to secure a prosecution.

## Analysis by noise source

Analysis of the data reveals that domestic noise accounted for 81% of all complaints this year, followed by complaints relating to commerce and leisure (8%), noise in the street (5%) and industrial noise (2%). Figures 3 and 4 contain an exact breakdown of the figures but the tables below give a snapshot comparison of some of this year's statistics compared to last year's.

Domestic		
	2013/2014	2014/2015
Loud music, television and parties	42%	39%
Animal noise	41%	41%
Other neighbourhood noise	14%	16%

Commercial and Leisure		
	2013/2014	2014/2015
Entertainment premises	47%	52%
Security alarms	21%	17%
Other Shops and Offices	9%	10%
Sport and leisure	10%	9%

Industrial		
	2013/2014	2014/2015
Industry, manufacturing and workshops	59%	66%
Agriculture	33%	28%
Wind Turbine (Individual)	4.5%	4%
Wind Farm	3.5%	3%

Noise in the Street		
	2013/2014	2014/2015
Other	53%	64%
Loudspeakers	2%	3%
Antisocial behaviour	33%	18%
Road Works	6%	7%

### Transport

The transport sector accounts for 1.5% of total noise complaints made in Northern Ireland in 2014/15. A new category, vehicle horn/revving/exhaust has been added. This category further defines the previous road vehicle category.

	2013/2014	2014/2015
Road vehicles	33%	40%
Railways	21%	13%
Delivery vehicles	15%	14%
Vehicle horn/revving engine/exhausts	23%	23%

The CNEA enables district councils to designate all or part of their district as an alarm notification area and enter premises with or without force to silence an alarm.

No councils have designated alarm notification areas since this legislation came into operation. In 2013/14 Belfast City Council and Limavady Borough Council used the powers to silence alarms on a total of 8 occasions. It is positive that this year these powers have been used on 16 occasions and by 4 different councils. Details are set out below:

Entering premises without force to silence an alarm

- Belfast – 5
- Carrickfergus – 1
- Coleraine - 2
- Limavady - 1

Entering premises with force to silence an alarm

- Belfast - 7

## Analysis since 2003/04

This is the eleventh, and final year of this report based on the 26 council structure. There has been an overall increase of 42% in the total number of noise complaints in Northern Ireland since 2003/04, but this rise has not been steady. Noise complaints rose continually between 2003/04 and 2006/07 when they reached 11,923 complaints (see figure 5). Since 2006/07 the total number of complaints has remained fairly steady, between 11,099 and 12,193.

Full details of the annual changes by sector are illustrated in Figure 5. This demonstrates that the proportion of noise complaints attributable to each category varies little year on year. Domestic noise complaints far outweigh all the other sources and, in general, since 2003/04 the commercial and leisure sector is the second largest category. Figures 6 to 10 show the changes in numbers of noise complaints across the various categories over the past 11 years.

Industrial			
	2013/2014	2014/2015	% Change
Number of complaints	200	268	34% increase

The total number of industrial complaints received this year including the new wind turbine categories is 43% greater than in 2003/04, when 187 industrial noise complaints were received.

Commercial and Leisure			
	2013/2014	2014/2015	% Change
Number of complaints	885	957	8% increase

The 2014/15 level of complaints is 33% greater than in 2003/04 when 718 complaints were received. Complaint numbers peaked in 2012/13 when 1124 were received.

Domestic			
	2013/2014	2014/2015	% Change
Number of complaints	9832	9721	1% decrease

Levels of domestic noise complaints increased notably between 2003/04 and 2006/07 and have remained fairly constant since then. In 2003/04 6879 complaints were received. This rose to 10,393 in 2011/12 when complaints relating to domestic noise reached their peak.

Transport			
	2013/2014	2014/2015	% Change
Number of complaints	178	179	0.6% increase

Transport noise complaints make up only 1.5% of complaints this year and figures 4 and 9 provide a breakdown of the number of complaints by type of transport and since 2003/04. Road vehicles are the predominant source of noise complaints in this category. The number of complaints in relation to road noise has varied notably since 2003/04.

Noise in the Street			
	2013/2014	2014/2015	% Change
Number of complaints	573	594	3.7% increase

Historically the predominant source of noise in the street is "other", accounting for 64% of complaints in this category this year. Antisocial behaviour accounts for 18% of noise in the street complaints this year.





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This year Belfast accounts for 53% of all complaints received by district councils. 79% of all complaints to Belfast City relate to domestic noise.

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Construction			
	2013/2014	2014/2015	% Change
Number of complaints	197	232	18% increase

Construction noise complaints rose almost 86% between 2003/04 and 2007/08 and have generally fallen since then, possibly due to the decline in construction and property development following the economic downturn. However, there has been a slight rise of 18% this year, but this year's total remains 12% lower than the 2003/04 levels of complaints (Figure 10).

## Analysis by district council

The changes in numbers of complaints received by each district council this year is illustrated in Figure 12. 14 district councils experienced a drop in the number of complaints this year and 12 recorded an increase. The most significant increases in noise complaints were experienced by North Down Borough Council (29%), Newry and Mourne (15%) and Ballymena (14%).

These figures are interesting. Last year North Down experienced a 34% increase in number of complaints in addition to a further 29% rise this year. This rise may be due to an increase in awareness amongst the general public regarding to whom they should complain when they experience a noise issue. The largest contributor to complaints in North Down is animal noise: contributing to 64% of complaints in this borough.

Greatest reductions were seen in Limavady (29%), Magherafelt (25%) and Strabane (21%).

Belfast City Council historically accounts for approximately half of the overall noise complaints in Northern Ireland and therefore has a huge influence on the Northern Ireland statistics as a whole. This

year Belfast accounts for 53% of all complaints received by district councils. 79% of all complaints to Belfast City relate to domestic noise. Looking more closely at the impact of the Belfast complaints on the overall noise complaints picture for Northern Ireland; complaints relating to music/TVs/parties within the Belfast City Council area account for 24% of all complaints received across the 26 councils. Other neighbour noise within Belfast is responsible for 9% of the total number of complaints received by all councils in 2014/15.

## Council initiatives to increase awareness and aid enforcement

Several councils adopt a partnership approach, working with other bodies including the PSNI, Youth Justice Agency or NIHE to undertake joint patrols, share information (including provision of witness statements) or attend multi-agency Antisocial Behaviour Forums.

Other initiatives/schemes that have been used by councils include:

- Free dog micro chipping;
- Complaints relating to barking dogs receiving a visit from the dog warden;
- Use of citronella/electric collars for barking dogs;
- The ability to make complaints via the council website;
- Translation of offender noise nuisance letters into different languages so that a wider proportion of the population have an understanding of the legislation;
- Giving presentations at schools;
- Distributing leaflets; and
- Enclosing leaflets with dog licences and warnings regarding noise complaints.

Belfast City Council continues to work closely with event promoters regarding the setting of noise levels for outdoor events and speaker orientation as well as close monitoring of such events. Belfast City Council has also updated its website to inform the public that following the move to the new local government structure in April 2015, its night time noise service is now available to a wider population.

In June 2014 an officer from Ballymoney Borough Council assisted PSNI with an initiative aimed at identifying noisy vehicle exhausts. The council officer undertook sound level tests which resulted in a number of Fixed Penalty Notices being served by the PSNI.

Strabane District Council worked with NIHE Neighbourhood Wardens regarding the management and enforcement of tenancy agreement conditions relating to the number of pets permitted in NIHE properties. Such activities will assist in resolving complaints relating to barking dogs, in particular.

## Conclusion

The total number of noise complaints has remained fairly constant since 2006/07, varying between 11,099 and 12,193. There were 11,951 complaints this year.

2014/15 is the third year when the Noise Act 1996 applied to all district councils. It is disappointing that only Belfast City Council and Ards Borough Council have made use of the additional powers available under the legislation. It is also disappointing that no district councils have designated alarm notification areas under the CNEA (Northern Ireland) 2011. However, it is encouraging that more councils are making use of these powers to enter premises both with and without force, to silence alarms where necessary. It is to be hoped that as councils become more familiar with the legislation and the powers now available to them, more enforcement action may be taken, with a subsequent long-term decline in the number of noise complaints.

This report shows that neighbourhood noise problems can arise from many quarters. The consideration for the rights of others is a contributory factor in many of these problems. The Department of the Environment considers that better education is one way of tackling the problem and is keen for the councils to continue their efforts to raise noise issues on local agendas.

# NOISE COMPLAINT FIGURES & TABLES

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table 1

### Total noise complaints received By district council 2014-15

COUNCIL	Category of Source												Domestic		
	Industrial				Commercial & Leisure								DIY	Music Televisions Parties	Animal Noise
	Industry Manufacturing Workshops	Agricultural	Wind Turbine (Individual)	Wind Farm	Entertainment Premises	Sports & Leisure	Petrol Stations Car Wash	Hot Food Bars Restaurants	Other Shops & Offices	Security Alarms	Other				
Antrim	9	3	0	0	1	6	0	1	0	1	2	8	46	88	
Ards	10	8	0	0	3	5	1	0	0	4	0	4	25	218	
Armagh	2	1	0	0	2	4	0	1	0	0	4	4	30	107	
Ballymena	0	2	0	0	9	1	0	0	4	0	1	2	42	142	
Ballymoney	0	5	0	0	0	1	0	1	0	0	0	0	10	86	
Banbridge	3	6	5	0	2	1	0	0	0	1	1	5	16	135	
Belfast	3	1	0	0	406	14	0	4	78	122	34	47	2,872	751	
Carrickfergus	0	0	0	0	1	0	0	1	1	1	2	1	21	67	
Castlereagh	5	2	1	0	0	13	2	1	0	2	2	0	49	98	
Coleraine	9	8	0	0	10	8	0	0	0	3	2	2	65	195	
Cookstown	9	3	0	0	1	0	3	1	0	1	0	0	8	75	
Craigavon	8	1	0	0	2	2	4	0	6	6	4	5	120	217	
Derry	7	0	0	0	7	3	0	1	2	6	6	3	73	191	
Down	1	12	0	0	16	4	2	0	0	0	0	2	37	128	
Dungannon	22	2	0	0	0	3	0	0	1	0	0	0	34	70	
Fermanagh	2	0	2	0	8	0	2	1	1	2	1	0	22	134	
Larne	0	2	0	0	2	2	0	0	0	1	3	1	19	59	
Limavady	0	0	0	0	2	0	0	0	0	1	1	2	17	55	
Lisburn	44	6	0	0	4	6	0	0	2	1	3	3	43	316	
Magherafelt	4	0	0	0	3	0	0	0	0	1	1	0	14	39	
Moyle	0	1	1	0	0	3	0	0	1	0	0	0	3	30	
Newry&Mourne	12	3	0	0	1	0	0	0	1	0	1	0	21	208	
Newtownabbey	8	3	0	0	3	8	0	0	0	3	14	4	58	181	
North Down	0	0	0	0	11	3	1	0	0	3	0	3	48	250	
Omagh	9	1	0	0	2	3	0	0	1	0	0	4	30	59	
Strabane	9	4	2	7	0	0	1	0	1	2	1	0	31	107	
<b>TOTAL</b>	<b>176</b>	<b>74</b>	<b>11</b>	<b>7</b>	<b>496</b>	<b>90</b>	<b>16</b>	<b>12</b>	<b>99</b>	<b>161</b>	<b>83</b>	<b>100</b>	<b>3754</b>	<b>4006</b>	
				<b>268</b>						<b>957</b>					



c		Construction	Transport							Noise in the Street								TOTAL
House Alarms	Other Neighbour Noise	Construction Sites Demolition Works Road Works	Road Vehicles	Railways	Civil Aircraft	Military Aircraft	Delivery Vehicles	Vehicle Alarms	Vehicle horns/rewiring engines/noisy exhausts	Loudspeakers	Road Works	Ice Cream Van Chimes	Street Traders	Street Performance Public Address	Children Playing	Antisocial Behaviour	Other	
3	15	5	0	0	0	0	1	0	2	0	0	1	0	1	1	0	0	194
10	19	12	11	0	0	0	1	0	0	2	0	0	0	0	0	0	0	333
0	20	2	1	0	0	0	4	0	2	0	0	0	0	1	0	5	4	194
2	23	6	2	0	0	0	2	1	3	0	0	0	0	0	1	4	0	247
0	6	0	3	0	0	0	0	0	2	0	1	0	0	0	0	0	1	116
3	4	9	1	0	0	0	0	0	0	2	0	2	0	0	0	5	0	201
235	1082	88	18	23	2	0	10	9	10	9	34	1	0	16	0	77	348	6294
1	14	1	1	0	0	0	0	0	0	3	0	3	0	0	0	0	0	118
2	20	10	1	0	0	0	0	0	1	0	1	0	0	0	0	0	0	210
9	32	5	1	0	0	0	0	0	0	1	0	0	0	4	0	0	6	360
0	10	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	113
4	54	2	10	1	0	0	1	0	10	0	0	2	1	0	1	4	4	469
9	28	3	1	0	0	0	0	0	0	0	0	2	0	0	0	0	0	342
0	25	17	5	0	0	0	0	0	0	0	0	0	1	0	0	2	0	252
1	8	1	1	0	0	0	0	0	3	0	0	0	0	0	1	3	2	152
0	19	3	2	0	0	0	1	0	2	0	0	0	0	0	0	0	0	202
1	4	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	1	99
1	12	3	1	0	0	0	0	0	0	0	0	0	0	0	2	0	0	97
2	20	8	1	0	0	0	1	0	5	1	4	0	0	0	5	0	0	475
0	7	2	1	0	0	0	0	0	0	0	0	0	0	0	1	1	0	74
2	6	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	50
4	27	7	5	0	0	0	3	0	0	1	0	0	0	0	0	0	9	303
5	51	20	2	0	0	0	0	1	0	0	2	1	0	0	0	0	2	366
7	37	23	0	0	0	0	0	0	1	0	0	0	0	0	0	2	0	389
3	10	1	2	0	0	0	0	0	0	1	0	0	0	0	0	0	1	127
1	3	1	0	0	0	0	2	0	0	0	1	1	0	0	0	0	0	174
305	1556	232	72	24	5	0	26	11	41	20	43	13	2	22	12	104	378	11951
9721		232	179							594								

table 2

Total notices served by district council 2014-15

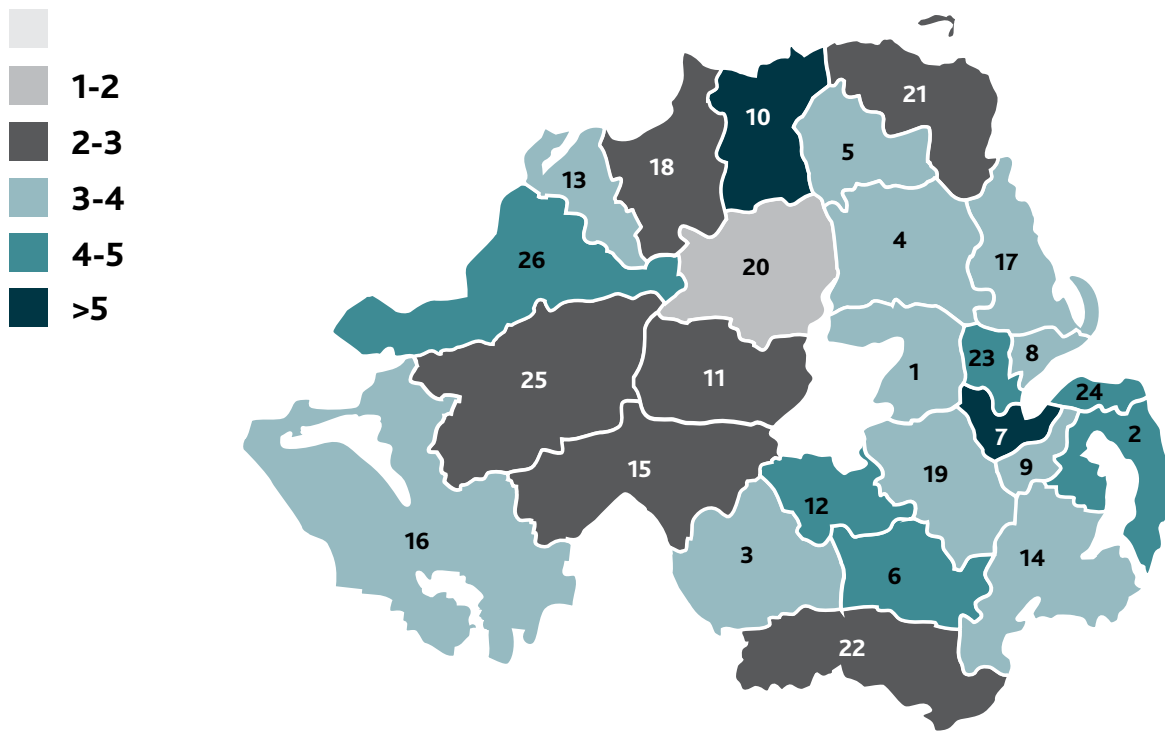
Notices served under the Clean Neighbourhood and Environment Act (NI) 2011 (CNEA)

COUNCIL	Industrial				Commercial & Leisure							Domestic					Conservation Works
	Industry Manufacturing Workshops	Agricultural	Wind Turbine (Individual)	Wind Farm	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	0	0	
Ards	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	
Armagh	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Ballymena	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Ballymoney	0	0	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	0	0	0	0	0	0	
Belfast	0	0	0	0	0	0	0	0	1	0	0	0	29	0	7	0	
Carrickfergus	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Castlereagh	0	0	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	0	0	1	1	0	0	
Cookstown	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Craigavon	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
Derry	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Down	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dungannon	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Fermanagh	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	
Larne	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Limavady	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	
Lisburn	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Magherafelt	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	
Moyle	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	
Newry&Mourne	1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	
Newtownabbey	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	
North Down	0	0	0	0	0	0	0	0	0	1	0	0	2	5	0	1	
Omagh	0	0	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	0	0	
<b>TOTAL</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>38</b>	<b>12</b>	<b>8</b>	<b>1</b>	

Construction	Transport						Noise in the street								Total notices under CNEA	CNEA Prosecutions	Noise Act 1996				Total Notices CNEA and Noise Act	
	Road Vehicles	Railways	Civil Aircraft	Military Aircraft	Delivery Vehicles	Vehicle Alarms	Vehicle horns/reving engines/noisy exhausts	Loudspeakers	Road Works	Ice cream van chimes	Street Traders	Street Perf/Public Address	Children Playing	Antisocial Behaviour			Other	Notices Served		Prosecutions		Seizures
																		Warning	Fixed Penalty			
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	0	0	0	0	0	0	0	0	0	0	2	0	0	0	1	0	
0	0	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	0	0	0	0	0	0	0	0	0	1	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	
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	0	0	0	0	0	0	0	0	0	0	37	0	442	9	1	1	488	
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	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	0	0	0	0	0	2	0	0	0	0	0	2	
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	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	
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	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2	
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	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2	
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	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	3	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	2	
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	1	0	0	0	0	9	
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	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	0	0	0	0	0	67	3	442	9	2	1	518	

figure 1

Noise complaints per 1000 head of population 2014-15

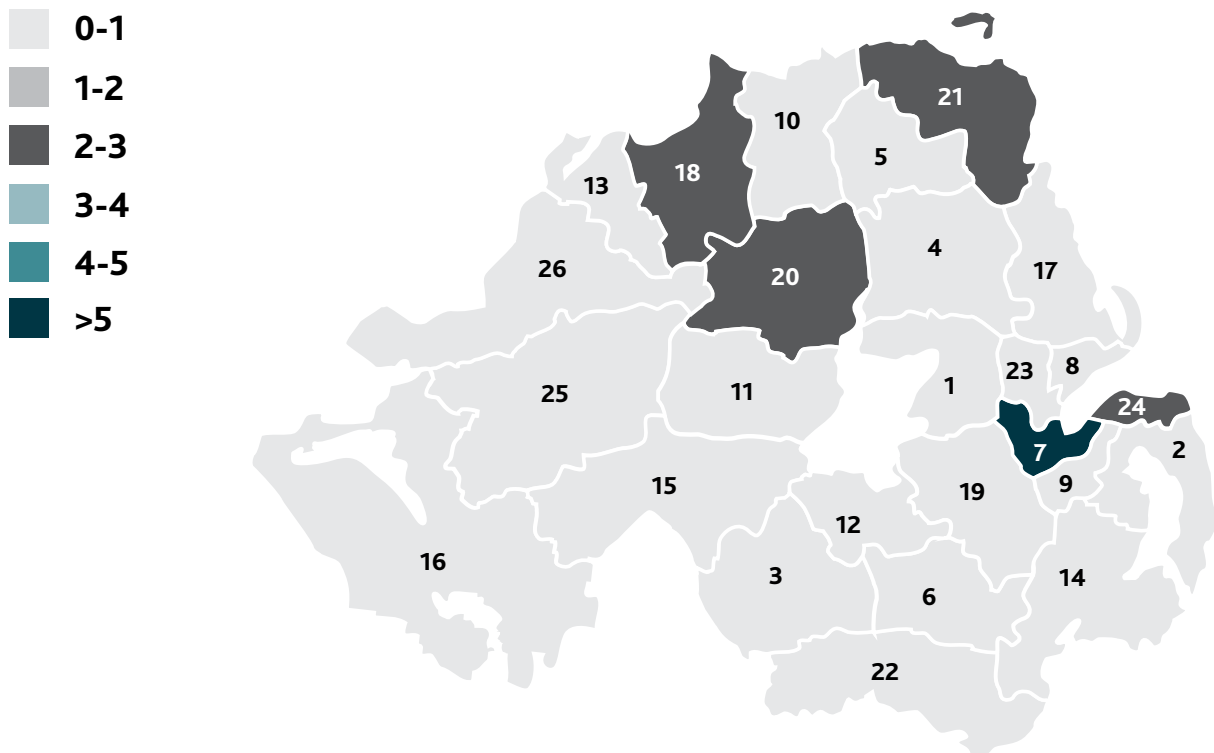


- |                 |              |                 |
|-----------------|--------------|-----------------|
| 1 Antrim        | 10 Coleraine | 19 Lisburn      |
| 2 Ards          | 11 Cookstown | 20 Magherafelt  |
| 3 Armagh        | 12 Craigavon | 21 Moyle        |
| 4 Ballymena     | 13 Derry     | 22 Newry&Mourne |
| 5 Ballymoney    | 14 Down      | 23 Newtownabbey |
| 6 Banbridge     | 15 Dungannon | 24 North Down   |
| 7 Belfast       | 16 Fermanagh | 25 Omagh        |
| 8 Carrickfergus | 17 Larne     | 26 Strabane     |
| 9 Castlereagh   | 18 Limavady  |                 |



figure 2

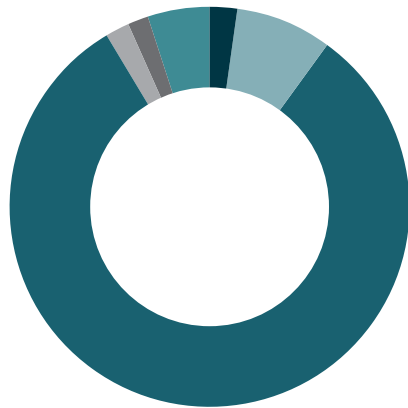
Number of notices per 100 complaints 2014-15



- |                 |              |                 |
|-----------------|--------------|-----------------|
| 1 Antrim        | 10 Coleraine | 19 Lisburn      |
| 2 Ards          | 11 Cookstown | 20 Magherafelt  |
| 3 Armagh        | 12 Craigavon | 21 Moyle        |
| 4 Ballymena     | 13 Derry     | 22 Newry&Mourne |
| 5 Ballymoney    | 14 Down      | 23 Newtownabbey |
| 6 Banbridge     | 15 Dungannon | 24 North Down   |
| 7 Belfast       | 16 Fermanagh | 25 Omagh        |
| 8 Carrickfergus | 17 Larne     | 26 Strabane     |
| 9 Castlereagh   | 18 Limavady  |                 |

figure 3

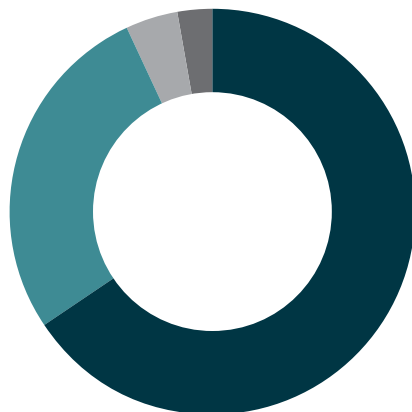
Total noise complaints 2014-15



Industrial	2.2%
Commercial & Leisure	8.0%
Domestic	81.3%
Construction	1.9%
Transport	1.5%
Noise in Street	5.0%

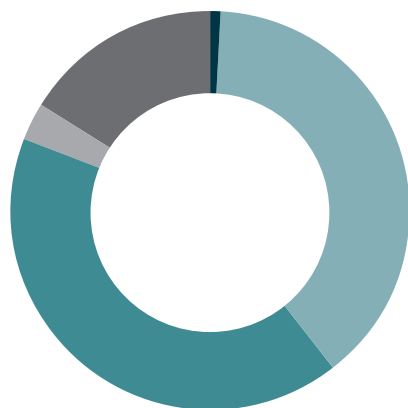
figure 4

Noise complaints by category 2014-15



INDUSTRIAL COMPLAINTS

Industry Manufacturing Workshops	65.7%
Agricultural	27.6%
Wind Turbine (Individual)	4.1%
Wind Farm	2.6%



DOMESTIC COMPLAINTS

DIY	1.0%
Music Televisions Parties	38.6%
Animal Noise	41.2%
House Alarms	3.1%
Other Neighbour Noise	16.0%

### TRANSPORT COMPLAINTS



Road Vehicles	40.2%
Railways	13.4%
Civil Aircraft	2.8%
Military Aircraft	0%
Delivery Vehicles	14.5%
Vehicle Alarms	6.15%
Vehicle horns/revving engines/noisy exhaust	22.9%

### COMMERCIAL AND LEISURE COMPLAINTS



Entertainment Premises	51.8%
Sports & Leisure	9.4%
Petrol Stations Car Wash	1.7%
Hot Food Bars Restaurants	1.3%
Other Shops & Offices	10.3%
Security Alarms	16.8%
Other	8.7%

### NOISE IN THE STREET COMPLAINTS

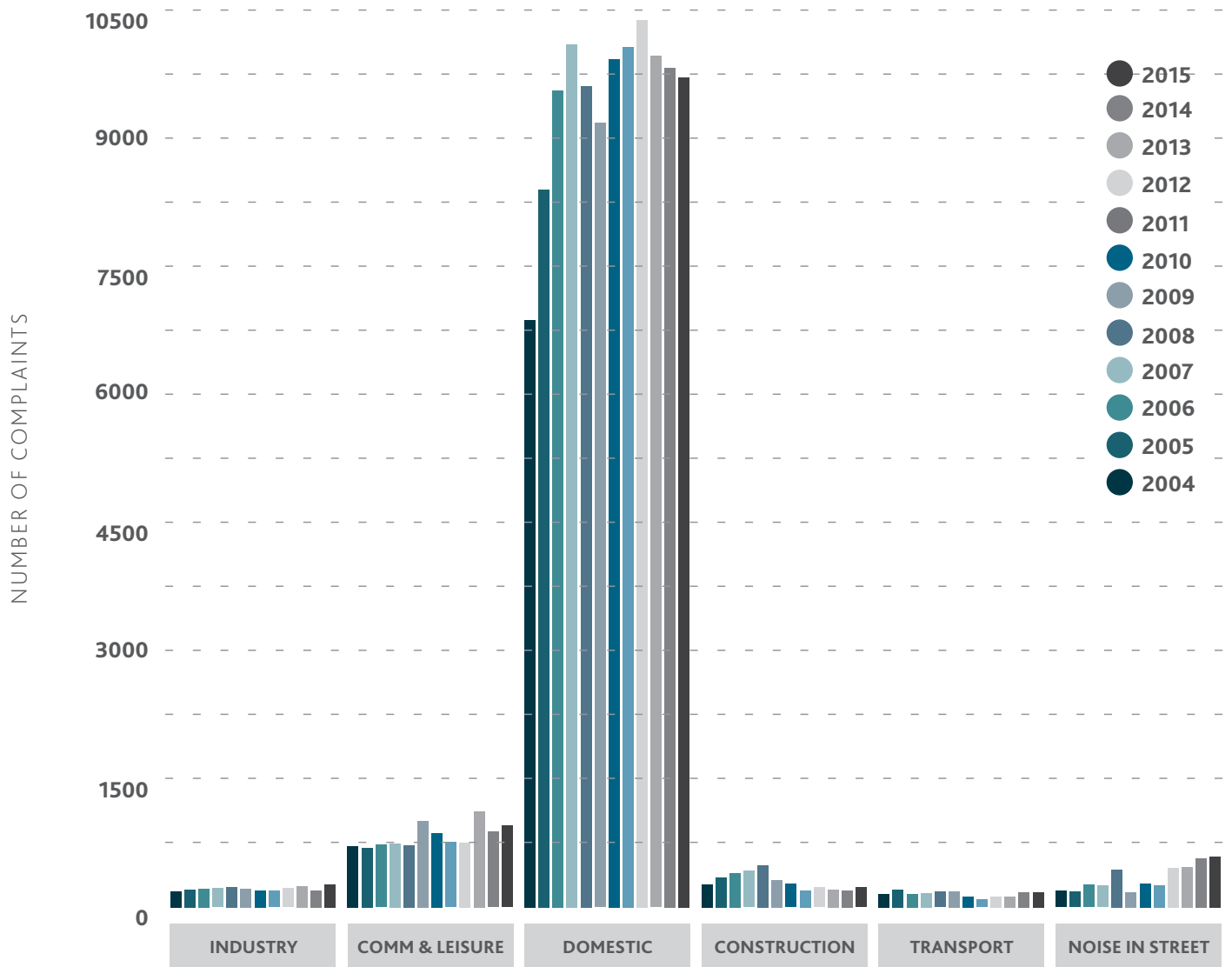


Loudspeakers	3.4%
Road Works	7.2%
Ice Cream Van Chimes	2.2%
Street Traders	0.3%
Street Performance Public Address	3.7%
Children Playing	2.0%
Antisocial Behaviour	17.5%
Other	63.6%

figure 5

**Noise complaints comparison**

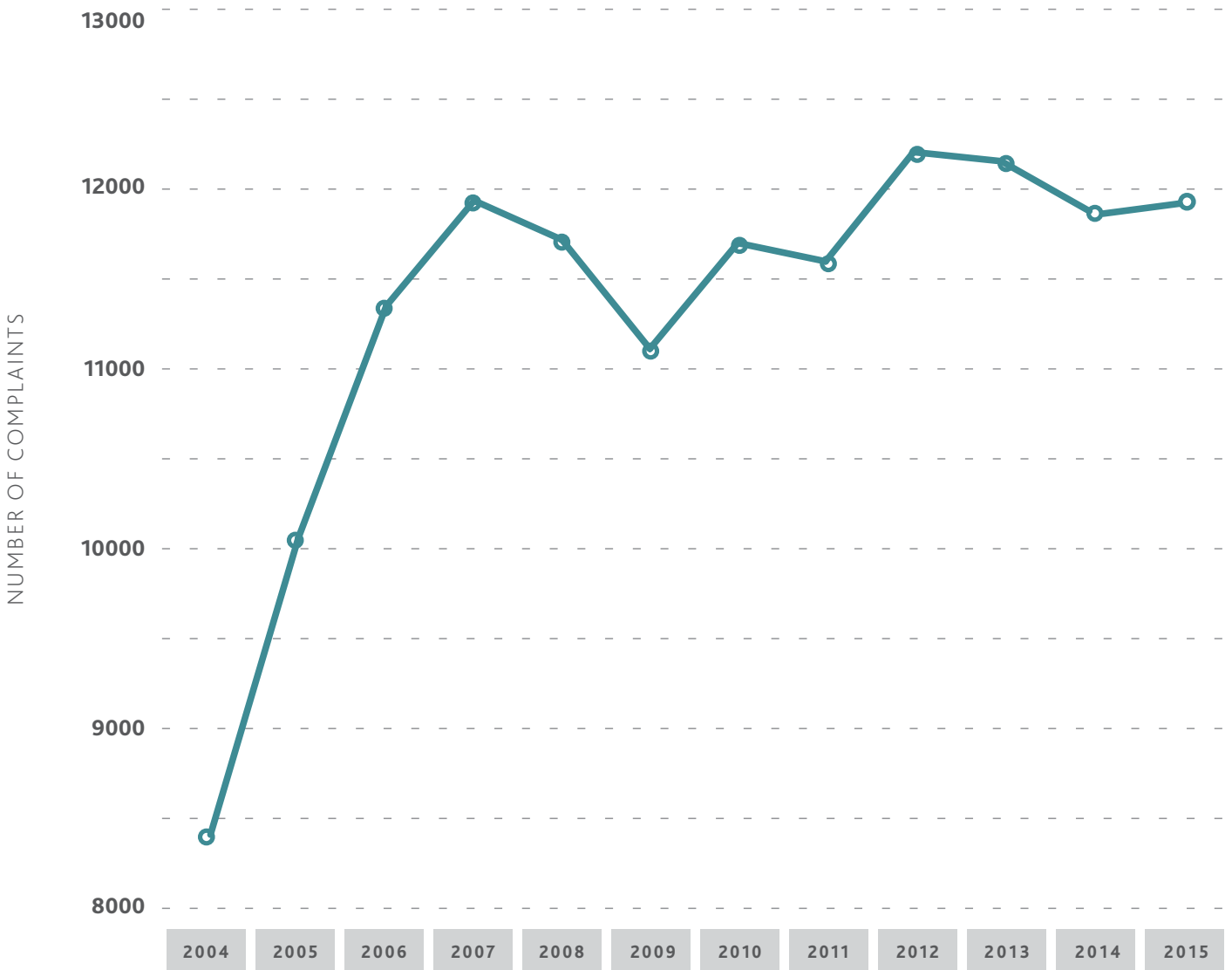
2004-2015



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
INDUSTRY	187	204	215	223	241	217	198	193	221	245	200	268
COMM & LEISURE	718	696	732	747	728	1012	871	764	757	1124	885	957
DOMESTIC	6879	8405	9568	10110	9618	9187	9937	10081	10393	9973	9832	9721
CONSTRUCTION	265	352	399	426	492	322	274	196	234	205	197	232
TRANSPORT	155	209	159	164	181	184	129	90	126	125	178	179
NOISE IN STREET	193	181	264	253	445	177	278	261	462	470	573	594

### Total number of complaints

2004-2015

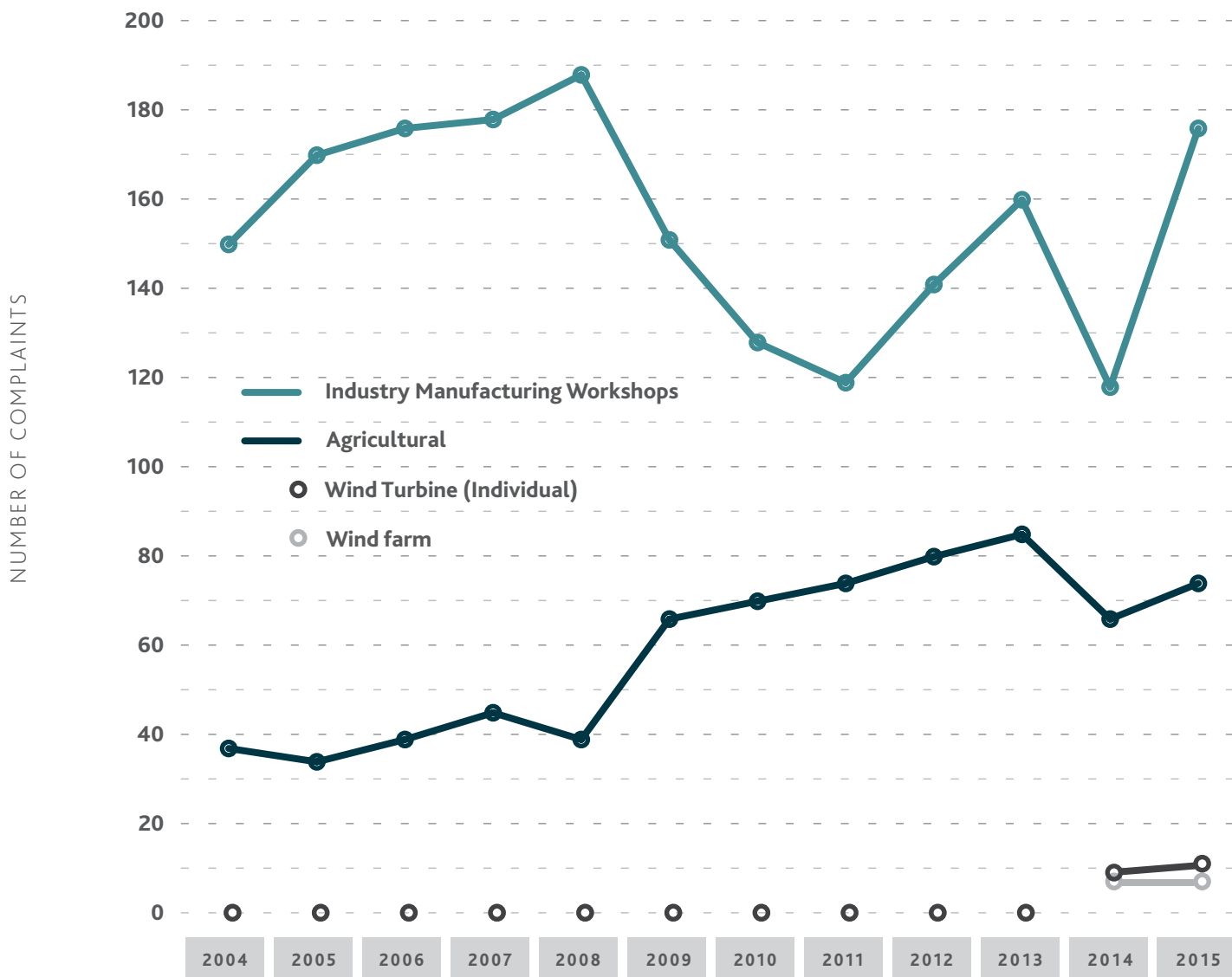


TOTAL NO. COMPLAINTS	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
	8397	10047	11337	11923	11705	11099	11687	11585	12193	12142	11865	11951



figure 6

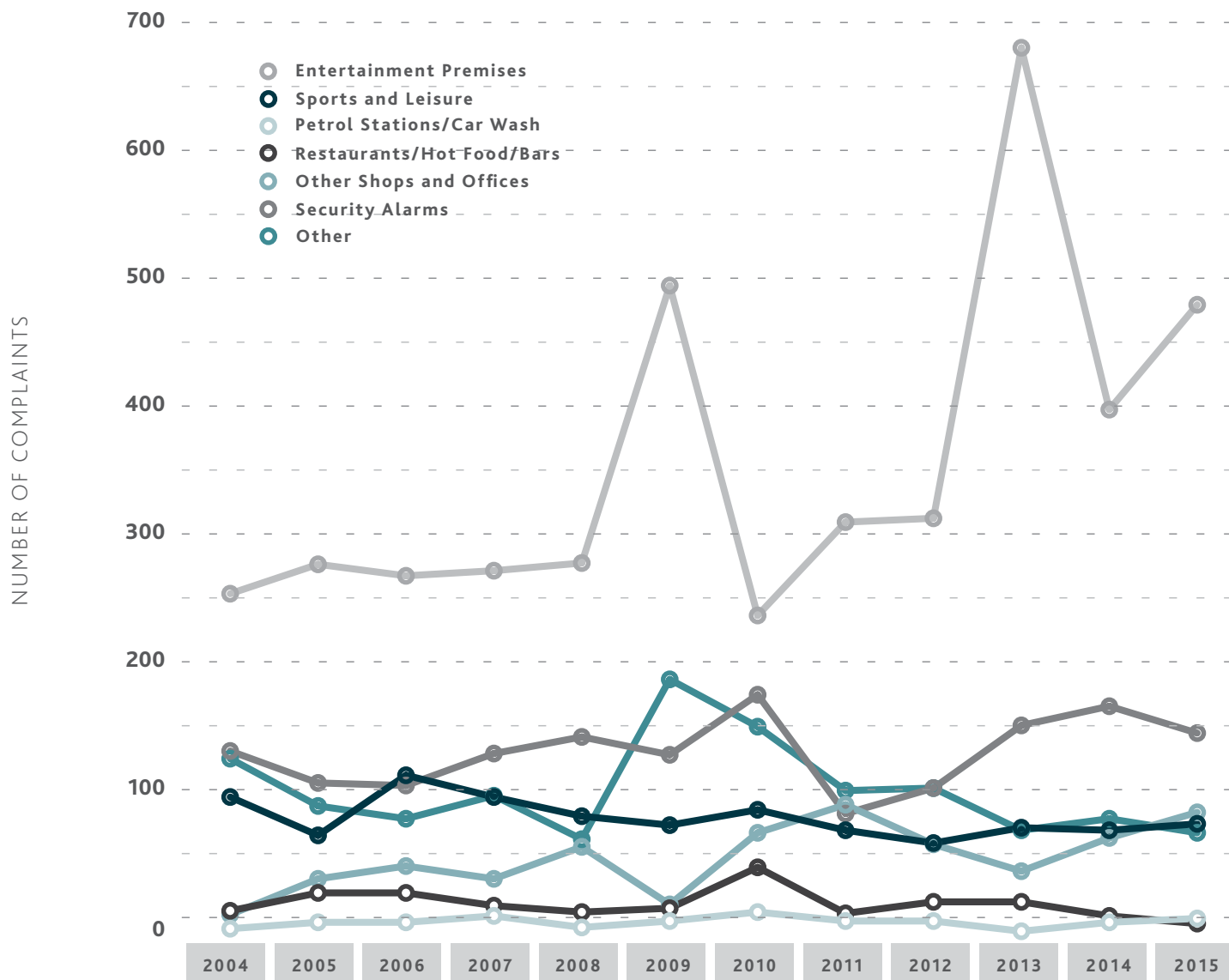
**Industrial noise complaints comparison**  
2004-2015



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
INDUSTRY MANUF WORKSHOPS	150	170	176	178	188	151	128	119	141	160	118	176
AGRICULTURAL	37	34	39	45	39	66	70	74	80	85	66	74
WIND TURBINE (INDIVIDUAL)	-	-	-	-	-	-	-	-	-	-	9	11
WIND FARM	-	-	-	-	-	-	-	-	-	-	7	7

figure 7

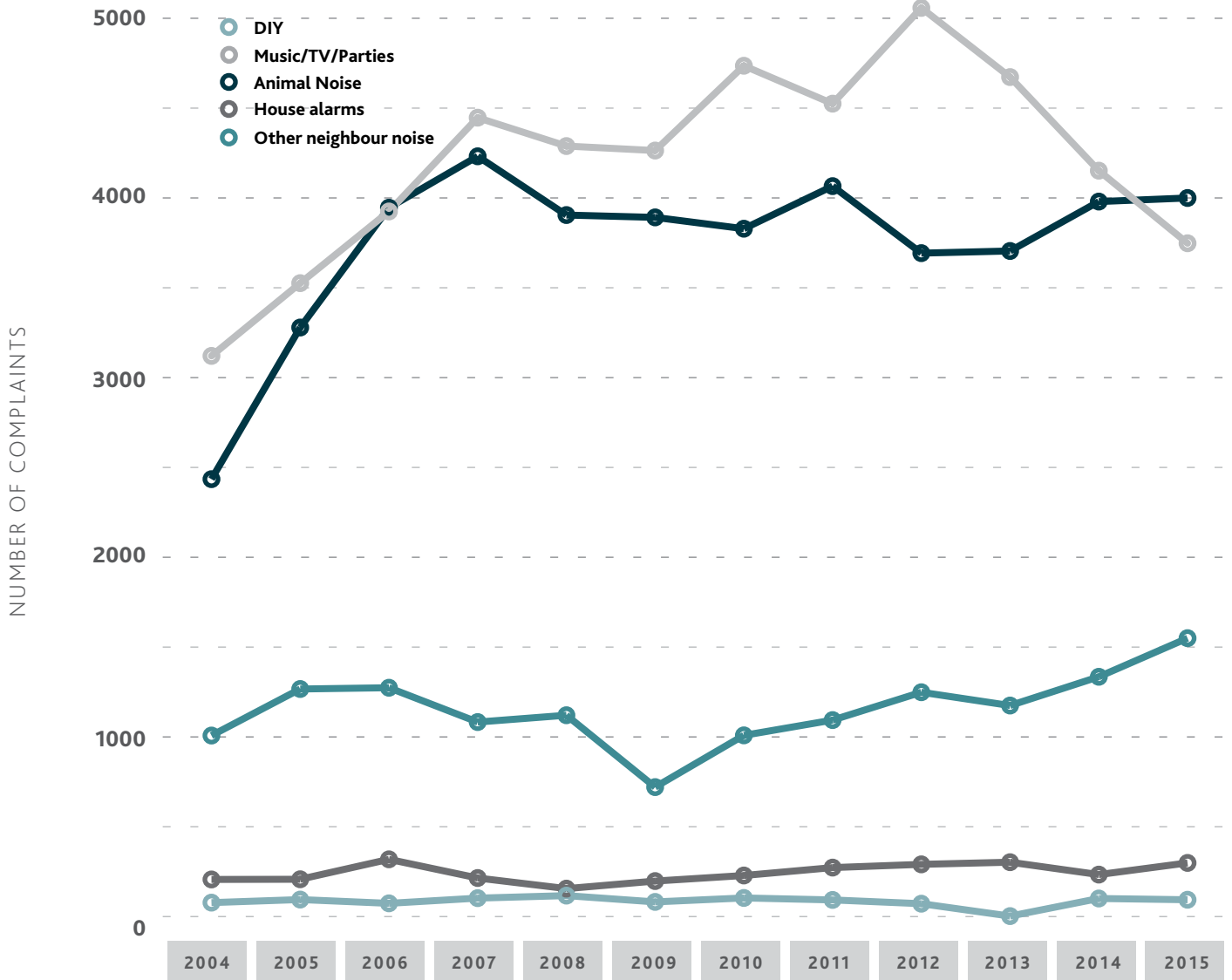
Commercial and leisure noise complaints comparison  
2004-2015



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
<b>ENTERTAINMENT PREMISES</b>	270	293	284	288	294	511	253	326	329	697	414	496
<b>SPORTS &amp; LEISURE</b>	111	81	128	111	96	89	101	85	75	87	85	90
<b>PETROL STATIONS CAR WASH</b>	8	13	13	18	9	14	21	14	14	6	13	16
<b>RESTAURANTS HOT FOOD BARS</b>	22	36	36	26	21	24	56	20	29	29	18	12
<b>OTHER SHOPS &amp; OFFICES</b>	19	47	57	47	72	27	83	105	74	53	79	99
<b>SECURITY ALARMS</b>	147	122	120	145	158	144	191	98	118	167	182	161
<b>OTHER</b>	141	104	94	112	78	203	166	116	118	85	94	83

figure 8

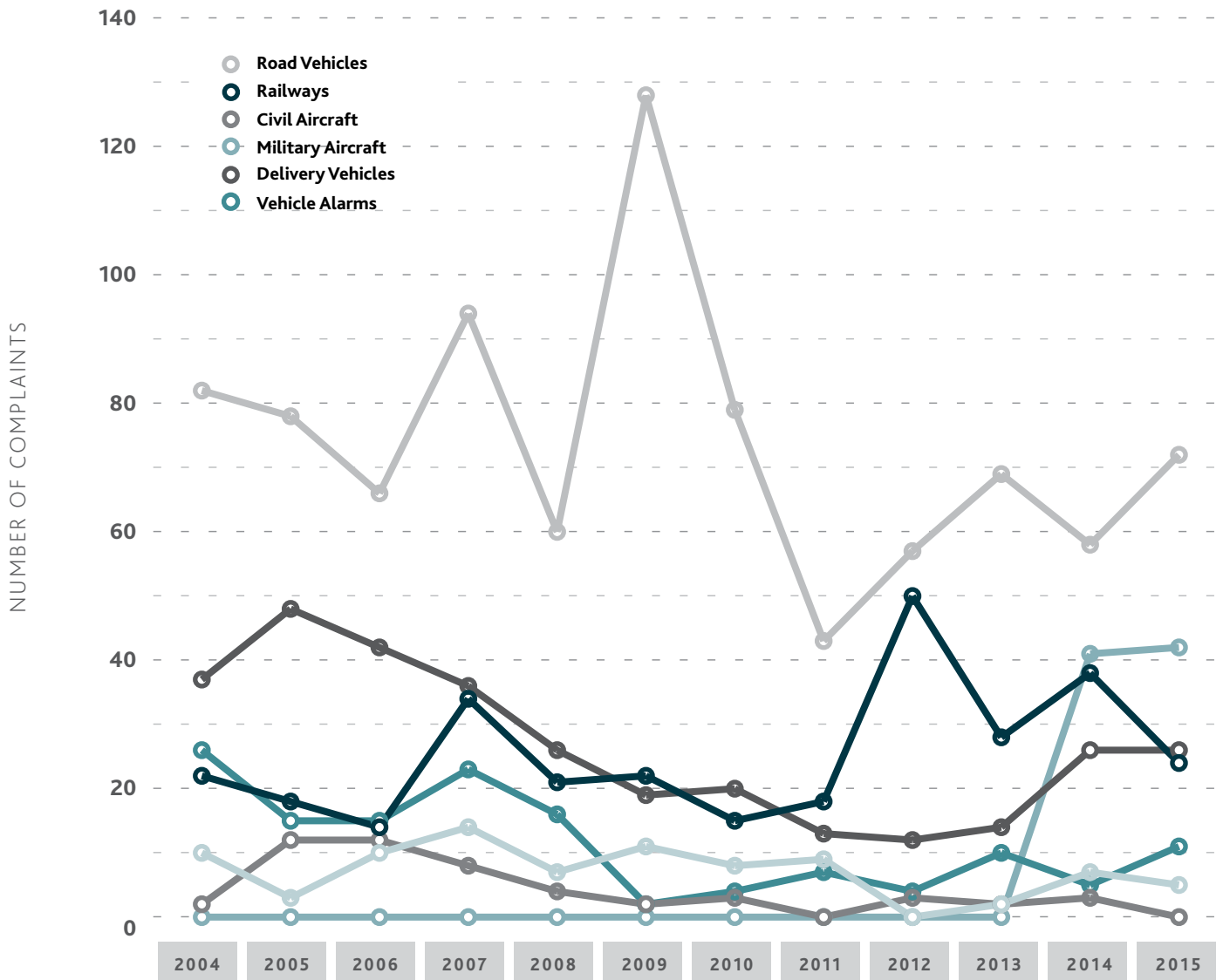
**Domestic noise complaints comparison**  
2004-2015



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
<b>DIY</b>	84	101	80	109	123	88	110	99	78	93	107	100
<b>MUSIC TV PARTIES</b>	3127	3532	3931	4453	4295	4270	4742	4531	5064	4679	4158	3754
<b>ANIMAL NOISE</b>	2441	3285	3952	4238	3911	3898	3835	4072	3699	3711	3986	4006
<b>HOUSE ALARMS</b>	213	214	325	221	162	204	235	279	297	309	240	305
<b>OTHER NEIGHBOUR NOISE</b>	1014	1273	1280	1089	1127	727	1015	1100	1255	1181	1341	1556

figure 9

**Transport noise complaints comparison**  
2004-2015



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
<b>ROAD VEHICLES</b>	82	78	66	94	60	128	79	43	57	69	58	72
<b>RAILWAYS</b>	22	18	14	34	21	22	15	18	50	28	38	24
<b>CIVIL AIRCRAFT</b>	10	3	10	14	7	11	8	9	0	2	7	5
<b>MILITARY AIRCRAFT</b>	2	12	12	8	4	2	3	0	3	2	3	0
<b>DELIVERY VEHICLES</b>	37	48	42	36	26	19	20	13	12	14	26	26
<b>VEHICLE ALARMS</b>	26	15	15	23	16	2	4	7	4	10	5	11
<b>VEHICLE HORNS/ ENGINES/REVVING</b>	-	-	-	-	-	-	-	-	-	-	41	42

**figure 10**

**Construction noise complaints comparison**  
2004-2015

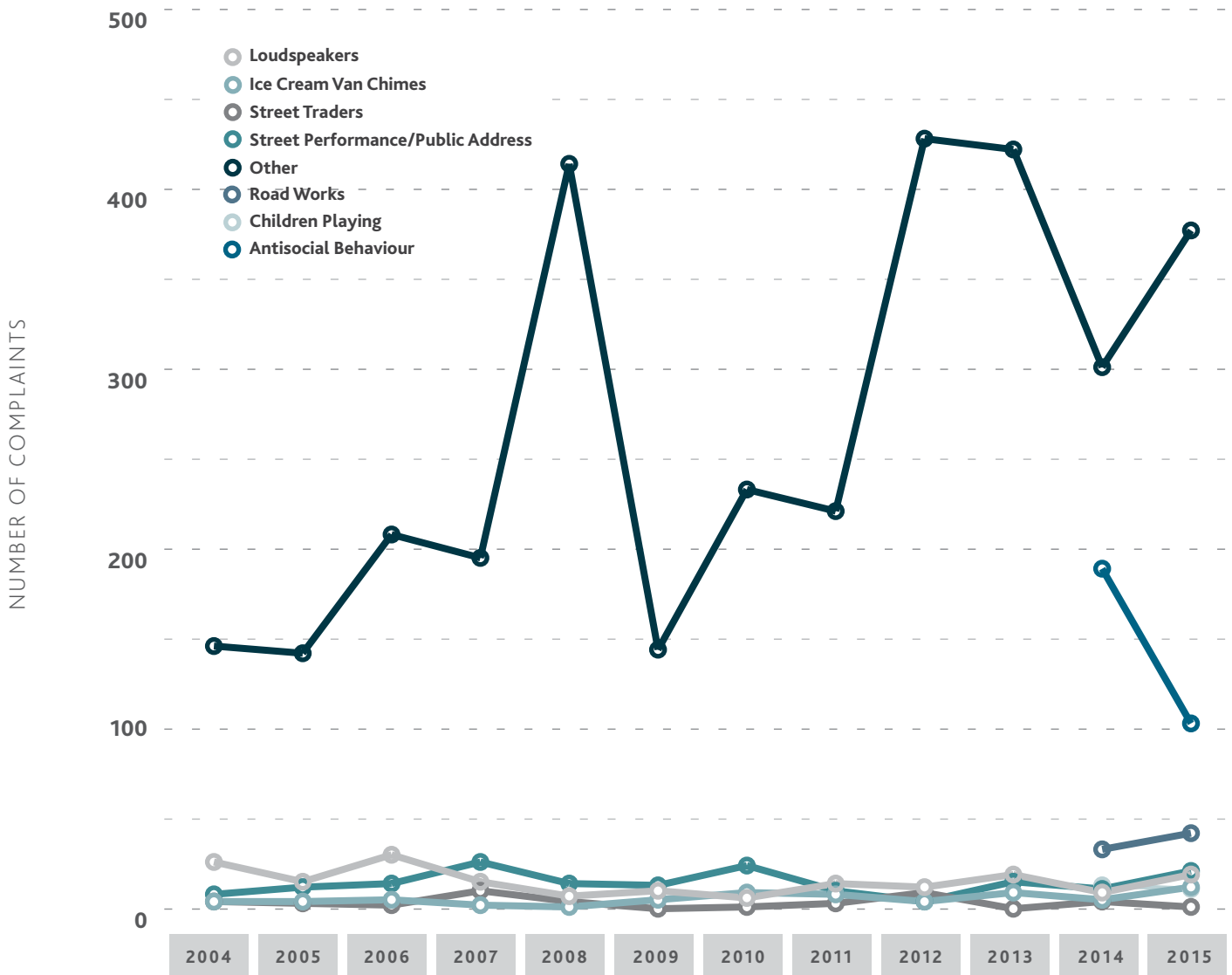


	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
CONSTRUCTION	265	352	399	426	492	322	274	196	234	205	197	232



figure 11

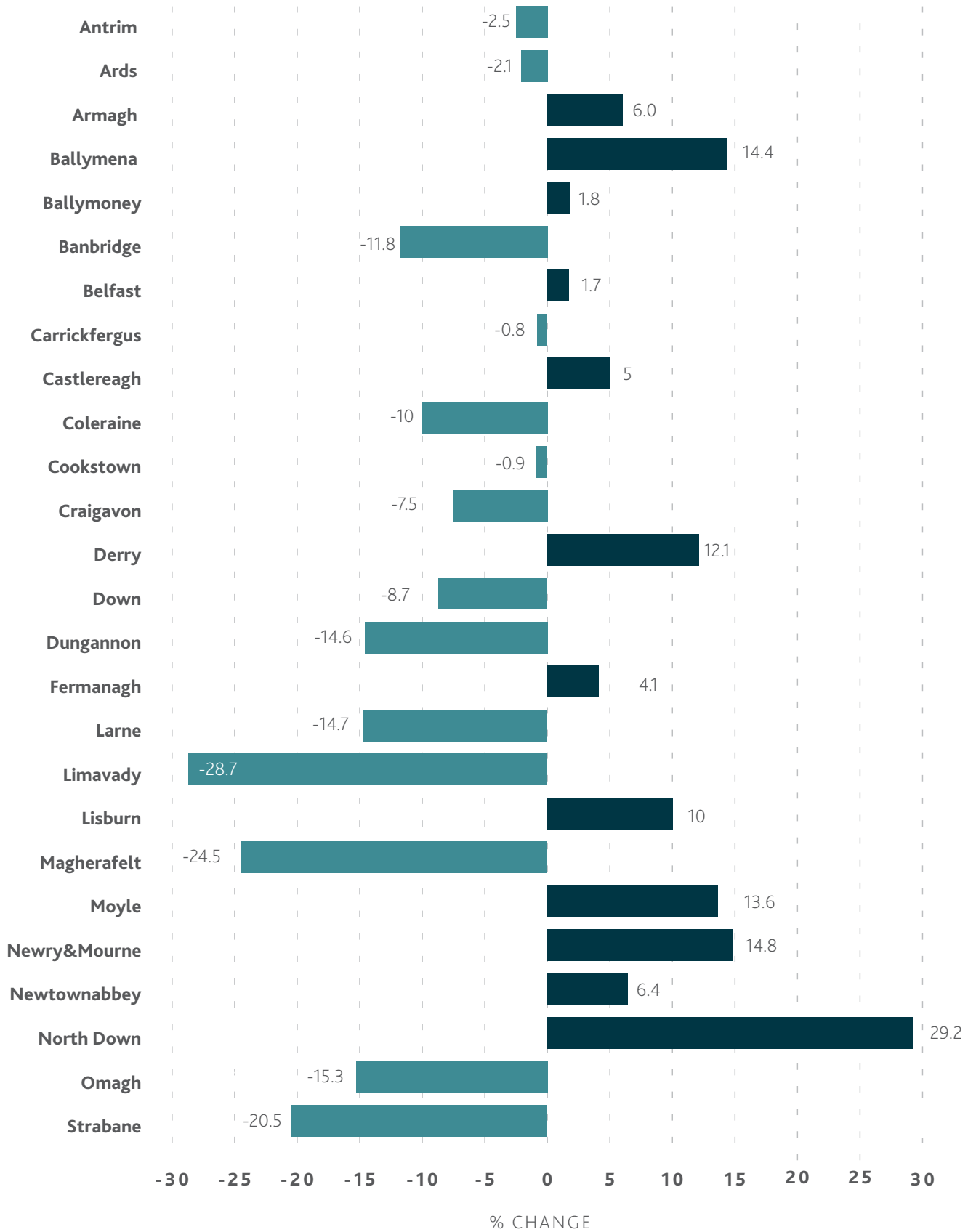
**Noise in the street complaints comparison**  
2004-2015



	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
<b>LOUDSPEAKERS</b>	27	16	31	16	8	11	7	15	13	20	10	20
<b>ICE CREAM VAN CHIMES</b>	5	5	6	3	2	6	10	9	5	10	6	13
<b>STREET TRADERS</b>	5	4	3	11	5	1	2	4	10	1	5	2
<b>STREET PERF/ PUBLIC ADDRESS</b>	9	13	15	27	15	14	25	11	5	16	12	22
<b>OTHER</b>	147	143	209	196	415	145	234	222	429	423	302	378
<b>ROAD WORKS</b>	-	-	-	-	-	-	-	-	-	-	34	43
<b>CHILDREN PLAYING</b>	-	-	-	-	-	-	-	-	-	-	14	12
<b>ANTISOCIAL BEHAVIOUR</b>	-	-	-	-	-	-	-	-	-	-	190	104

figure 12

**Percentage change in complaint numbers**  
2013/14-2014/15





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# NOISE COMPLAINT STATISTICS FOR NORTHERN IRELAND

2014 - 2015

“To protect and improve the environment,  
promote well being and deliver a strong  
and effective local government to support a  
thriving economy.”

Further information on noise matters in general, or the content of this report can be obtained from the Department of the Environment, Regulatory and Natural Resources Policy Division at the following address:

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