

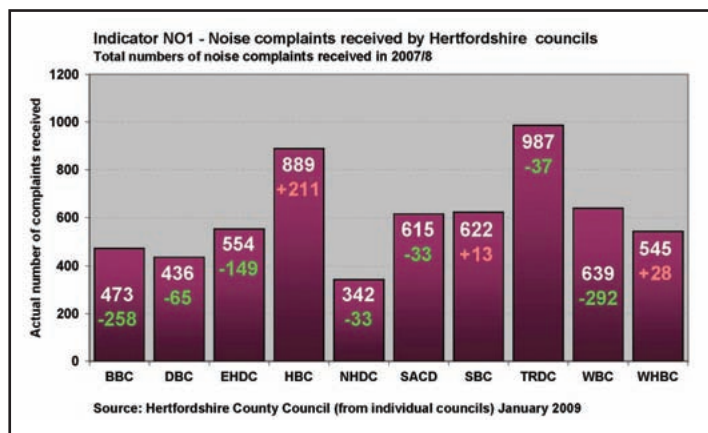
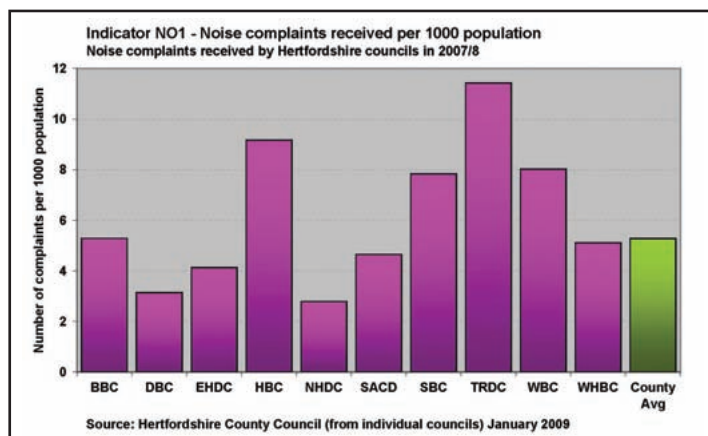


County records 5% fewer noise complaints

Noise complaints in Hertfordshire remained consistently beneath the national average in the period recorded, even though construction and development continues. The number of noise complaints received by councils fell again, as did the number of aircraft noise complaints.

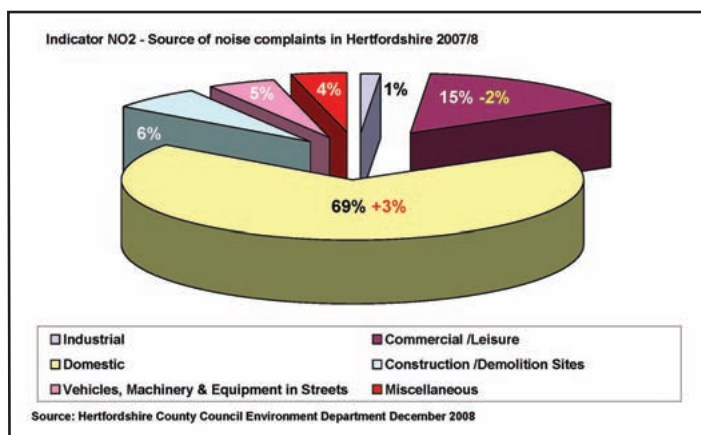
Indicator NO1 - Noise Complaints Received Per 1000 Population

Noise complaint data is collected directly from the local authorities in Hertfordshire. The first graph shows how many noise complaints were made to local council environmental health departments in Hertfordshire per 1000 population (based on 2007 mid-year estimates) whilst the second shows the actual numbers of complaints in each local authority. For 2007/8 the number of complaints in the county per thousand was 5.3, based on a population of 1,066,100 with a total of 5,629 complaints. This is well below the national average of 7.5 and a fall compared to the previous year. 2006/7 had 5.6 complaints per thousand, based on a population of 1,058,600 and a total of 5,914 complaints.



Indicator NO2 - Source of Complaints

Each complaint is categorised into one of six broad classifications. The figures are based on the data in indicator NO1, but may be subjective as the source of noise complaints cannot always be consistently categorised. Domestic noise accounts for the greatest number of complaints; at 69% it rose by 3% over the previous year. Commercial/leisure was the next highest, with construction/demolition accounting for the third largest number of complaints. The proportion of noise complaints from the commercial/leisure and miscellaneous categories was slightly less than last year, with the others remaining the same.



Indicator NO3 - Complaints from aircraft noise

Although there isn't an airport in Hertfordshire, its close proximity to the three major airports of Heathrow, Luton and Stansted can still affect the quality of residents lives as they will be exposed to noise from aircraft. The airport authorities monitor civil aircraft noise and the number of complaints recorded by Luton Airport are shown below. Of the 1,234 Luton Airport complaints received, 835 were Hertfordshire based, a reduction in the previous year's figure.

	2004/05	2005/06	2006/07	2007/08
Luton	627	1527	1388	1234
Stansted	3063	3641	3331	n/a*

Source: London Luton & Stansted Airports Consultative Committees Papers 2009. *figures not yet available

- Information about consultations and proposals can be viewed online via our website or by searching under airports at www.hertsdirect.org
- *The latest data for Stansted could not be published because figures had not been released in time to compile this report. Stansted data is due for release in April 2009 and will be published on our website.