

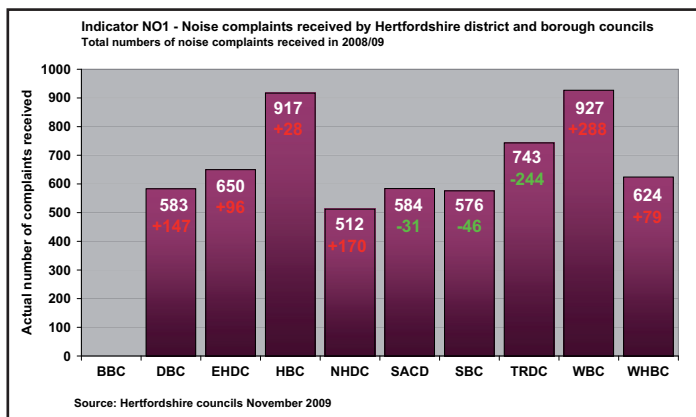
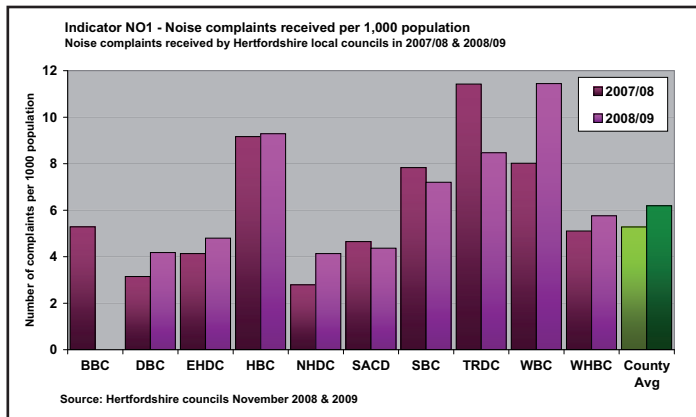


Noise complaints on the rise in Hertfordshire

Whether its barking dogs, loud music and car alarms, or aircraft, traffic or industrial machinery, noise pollution can have serious effects on quality of life. The overall number of noise complaints received by councils in Hertfordshire rose in 2008/09, although the number of complaints about aircraft noise fell.

Indicator NO1 - Noise Complaints Received per 1,000 population

Information on noise complaints in Hertfordshire is collected through the ten district councils. The first graph shows the number of noise complaints received by each district council's environmental health department, per 1,000 population (based on 2008 mid-year estimates). The second graph shows the overall number of noise complaints for each district. For 2008/09 the number of noise complaints in the county per thousand was 6.2, based on a population of 988,300 with a total of 6,116 complaints.

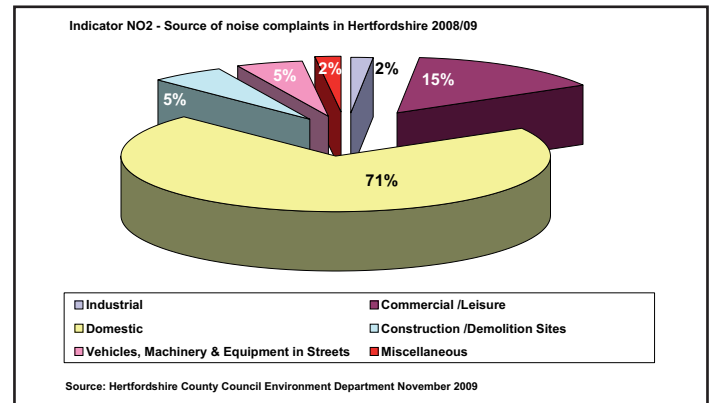


At the time of going to print, noise complaint figures for Broxbourne Borough Council were not available and are therefore excluded from the county average.

They will be incorporated into these results and published on the QoL website when available.

Indicator NO2 - Source of Complaints

Every noise complaint is categorised by its source and split into six general categories. The figures are based on those in Indicator NO1 but are potentially subjective as the source of complaint will not always be consistently categorised. Domestic noise complaints account for the highest number of complaints, at 71%. Commercial/leisure complaints were the next highest at 15%. The other sectors receive a relatively low proportion of complaints.



Indicator NO3 - Complaints from Aircraft Noise

Hertfordshire's location makes it vulnerable to noise from aircraft, being in close proximity to the major airports of Stansted and Luton. Civil aircraft noise is monitored by the airport authorities, with the latest complaint figures for Luton and Stansted shown below. Of the total noise complaints received by Stansted airport, 48% were from Hertfordshire residents. For Luton airport, 68% of their total noise complaints were from Hertfordshire residents, a reduction of 5% on last year's figure.

	2005	2006	2007	2008
Luton	718	1,637	1,213	1,174
Stansted	n/a	n/a	n/a	2,305

Source: London Luton Airport website and Stansted Airport Consultative Committee papers 2009

Due to a recent change in data collection methods, aircraft noise complaint figures for Stansted are not available on a comparable basis prior to 2008. All aircraft noise complaint figures presented here are not comparable with previous Quality of Life reports.