

NOISE COMPLAINT STATISTICS FOR NORTHERN IRELAND 2016 - 2017	11th April 2018
TO: ENVIRONMENTAL SERVICES COMMITTEE	
FOR INFORMATION	

Linkage to Council Strategy (2015-19)	
Strategic Theme	Protecting and Enhancing our Environments and Assets
Outcome	Compliance with statutory duty
Lead Officer	Head of Health & Built Environment
Cost: (If applicable)	N/A

NOISE COMPLAINT STATISTICS FOR NORTHERN IRELAND 2016 – 2017

Noise complaints received by District Councils between 1st April 2016 and 31st March 2017 have risen by 13% (up from 10,154 to 12,105) according to the latest report issued by DAERA, Department of Agriculture Environment and Rural Affairs.

Noise from the domestic setting remains the largest cause of complaint across the province accounting for 80% of all complaints. Of these complaints 43% relate to loud music, television and parties, 37% to animal noise, 20% miscellaneous. Within the council area, noise complaint figures increased only marginally, from 509 to 519 during the period.

The second largest contributor to noise complaints is from the commercial and leisure sector with noise from entertainment premises accounting to 48% of complaints in this category. Noise in the street represented 4% of noise complaints with industrial and transport noise complaints accounting for 2% of total complaints received.

The increase of 13% in complaint numbers does not necessarily equate to worsening noise pollution. The increase may be due to individuals becoming more susceptible to noise or more aware of whom they should complain to when they experience noise. Council has various courses of action available to them when dealing with noise complaints, officers always taking cognisance of the Council's enforcement policy. Informal warnings are the most common approach. However, when this approach fails to remedy the situation, we have no alternative but to pursue the matter formally and serve notice and/or prosecute for non-compliance.

Causeway Coast and Glens Borough Council, our Environmental Health officers adopt a partnership approach with other bodies e.g. the PSNI, NIHE, attending multi agency forums to deal with antisocial behaviour. In addition we have a joint initiative known

as Nightsafe Portstewart, where Council officers and PSNI carryout pre-planned patrols of residential student areas in Portrush/Portstewart between the hours of 9:00pm and 4:00am. These patrols are undertaken during the two academic semesters for Ulster University and they focus on issues such as noise, antisocial behaviour, littering, drinking in public places, personal and property safety.

Other initiatives include:

- Complaints relating to barking dogs, receiving a visit from the dog warden.
- The dog warden providing leaflets on responsible dog ownership.
- Dog wardens participating in Streetwise to educate children on responsible dog ownership.
- Keeping our website updated with information on noise and how to deal with noise nuisance.